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# **FIL Newsletter**

**Forum for Interlending**

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## FIL Questionnaire

### Changing Patterns in Inter-Library Loans and Document Delivery

By now all FIL members will have received a copy of the above questionnaire, with details of the Annual FIL conference, Interlend 2001. *'Not another questionnaire'* I hear you say! Well, the last twelve months have been dominated by changes to ILL procedures and your FIL committee wants to examine the effects.

The British Library introduced major changes to its services in the year 2000. Firstly, all its customers were required to open deposit or billing accounts.

Then in October 2000, BLDSC introduced a differential pricing structure with new search levels. The price of a loan increased from £5.26 to £6.20, photocopies dropped from £5.26 (incl vat) to £4.46 (incl vat) and a location search of £4.58 (incl vat) was introduced. This in turn increased the cost of a back-up Library Search. On April 1<sup>st</sup> 2001 these prices were subject to the usual annual increase.

The changes all had a major impact on ILL and document delivery. There was a great deal of concern and a need for clarification on some procedures, such as how to deal with new search levels, sources of reference and third party interlending.

Consultation amongst the library regions took place throughout the summer and CONARLS, the Circle of Officers of National and Regional Library Systems, agreed to recommend a loan price of £4.67 per item to its constituent member regions and their libraries. From April 1<sup>st</sup> 2001 this increased to £5.00 per item.

The British Library continued to fulfil its role in the Banker function with some institutions charging the same prices as BLDSC and others using the CONARLS scheme. A few institutions charge completely different prices for their services. Inter Library request forms for third party interlending can still be purchased from BLDSC, while many institutions quote billing or deposit accounts on requests for material. The whole future of third party interlending is to be the subject of further research.

These changes have raised a number of questions for ILL librarians, not least, where to send requests, which search levels to use when sending requests to BLDSC and where to find locations for items.

How does this all fit into our budgets? The changes have come at a time of financial constraints for many institutions. The high cost of loans needs to be kept under review alongside the development of resource discovery tools. ILL staff may well be spending more time searching for locations.

We hope to address these questions in the panel discussions at Interlend 2001 and your completed questionnaires will help us to understand the issues involved. So if you have not already returned your questionnaire please do so now. If you don't have one please contact me at the address below and I will send one on. There is still time! We hope to publish the results at a later date.

Linda Clark  
Inter-Library Loans, University of Leicester, Main Library, P.O Box 248,  
University Road, Leicester LE1 9QD Tel 0116 2522039



## News from IFLA

### *A report from Pennie Street*

International Lending and Document Delivery: Principles and Guidelines for Procedure  
A sub-committee of the Section on Document Delivery and Interlending comprising of myself, Sara Gould and three other members was charged with the revision of this document – its first major revision since 1987. The Principles have been in existence since 1954 and form the basis for ILL co-operation between libraries in different countries. They set out the recommended practice by individual countries for the supply of documents and make recommendations on how this might work in practice. Many of these principles remain generally unchanged, but have been updated for the 21<sup>st</sup> century. There are, however, some several important changes. These include two new principles relating to copyright and to charging, and the recognition that much ILL now takes place library-to-library, rather than via national centres.

Members of IFLA and other ILL communities have had full opportunity to comment on the draft documents. Steps to allow full consultation included discussion at the DDIL Section Committee meetings in Bangkok and Jerusalem; availability of draft versions on IFLANET; postings on IFLA-L and several ILL related discussion lists; and inclusion of the final draft in the January 2001 edition of the DDIL Section newsletter. All comments received have been considered by the full sub-committee and incorporated where appropriate into the final document.

The IFLA Professional Board has now approved the Principles – issuing the following press statement:

“The shared use of individual library collections is a necessary element of international co-operation by libraries. Just as no library can be self-sufficient in meeting all the information needs of its users, so no country can be self-sufficient. The supply of loans and copies between libraries in different countries is a valuable and necessary part of the process of interlibrary lending.”

Now that the Principles have been approved, the final version will be posted on IFLANET (<http://www.ifla.org/VI/2/p3/illdd.htm>) and the discussion lists and print versions produced for the IFLA Conference in August and the 7<sup>th</sup> Interlending and Document Supply International Conference in October.

# News From The Regions



## Scotland

The National Library of Scotland's redesigned website went live in February 2001. As previously intimated<sup>1</sup>, for the first time the site includes information on ED/N-2 services. To access the details either use the main URL (<http://www.nls.uk>) and follow the links from 'Professional info.' or use the search box or use <http://www.nls.uk/professional/interlibraryservices/index.html> and work on from there.

The *Scottish ILL Review 2001*, was held at the National Library's Causewayside Building on 7 March. The 100 participants were addressed by Yvonne Murton (Argyll and Bute Library & Information Service), John Williams (Scottish Executive Library), Peggy Eccles (Chair, FIL), Richard Ebdon and Jean Naylor (BLDSC), Margaret Jasem (Glasgow University), Terry Willan (Talis Information Ltd), Brett Goodyear (Hays DX Ltd), Pat McKenzie (ILS) and Elaine Fulton (SLIC). Rapporteurs for the breakout sessions were Bill Miller (Dumfries & Galloway Council Libraries), Dorothy Thomson (Aberdeenshire Libraries), Kirsty Beveridge (Northern College, Dundee) and Andrew Martin (National Museums of Scotland). Dr A Marchbank (NLS) chaired the day's proceedings. A report of the *Review* will be issued in due course.

At the *Review*, Pat McKenzie, Head of Inter-Library Services (ILS), announced the formal launch of an electronic document delivery service, using Ariel<sup>®2</sup> software. Electronic copies will be supplied to libraries registering with ILS for the service, without the need to go via the backup system for ED/N-1 material.

There has long been an ambition to have a Scottish ILL transport scheme but one patterned on any of the English region models had not really been feasible. However, ILS now believes a scheme is possible and, in February, questionnaires and indications of cost, were distributed to Scottish libraries. The response has shown support for the concept and so ILS is continuing negotiations with Hays DX in order to - hopefully - implement a scheme as soon as is practicable.

Finally, we look forward to seeing FIL members in Edinburgh at Interlend 2001 in July!

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<sup>1</sup> FIL Newsletter no. 34, p.3

<sup>2</sup> Ariel<sup>®</sup> is a registered trademark of Ariel Corporation, used by the Research Libraries Group (RLG) under licence.



## **News from LASER**

### **Handing over the Baton**

LASER is to transform into a charitable foundation From 1<sup>st</sup> October - until then, business as usual for members, staff and services

Following the board meetings on 30<sup>th</sup> April and 27<sup>th</sup> March 2001 it was agreed that LASER would cease being a regional library service and become a grant making charitable foundation, retaining the same objectives, charitable status and company limited by guarantee etc. Trustees will be appointed in due course

### **V3.Online**

The overwhelming majority of LASER members and V3.Online users are committed to continue with the V3.Online service for ILL requesting and management after September 2001.

Following user demand and a very full and positive meeting of user on 5<sup>th</sup> April 2001 it was agreed that the V3.Online service will continue to be run by LiBPAC, who currently facilities manage and develop V3.

### **V3 Web - The Public View**

As part of the policy of widening access to the London, East and South East, West Midlands and Wales co-operative V3 database, LiBPAC are now preparing to release the bibliographic search facilities of the V3 Web ILL tool to the user community.

V3 Web in its initial stages, is being seen as the precursor of a much more valuable ILL tool that replaces the thin client V3.Online, extending its set of features, and eventually giving seamless access to European and international sources of information both for instant document delivery and inter library loan.

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V3 development is moving slowly and carefully in the direction of an end user requesting tool, but one that is exclusively managed and controlled by each individual library, so local decisions can be implemented regardless of what others choose to do. Moving forward in this direction not only enables libraries to pursue the Government Agenda enabling access for all to materials for lifelong learning and resource sharing, but in addition helps libraries to achieve the Public Library Standards by enhancing material delivery times to end users. It should also assist in containing staff costs through more efficient use of their time.

In the first instance V3 Web will be rolled out for use within libraries, rather than individual end users at home, to allow for valuable feedback and evaluation. V3 Web uses standard web searching techniques and is intuitive and simple to use.

From May 14<sup>th</sup> 2001, V3.Online users will have password access to the new V3 Web at <http://www.v3web.com/>.

For further details and information regarding V3 Web, please contact Martin Harrison at LiBPAC on 01257 274833, or email [info@v3web.com](mailto:info@v3web.com)

## **Transport**

The transport scheme for interlending will also continue. LASER is negotiating with suppliers for a successor service, which will be offered direct to users of the current scheme by the Transport Contractor. It is also hoped to be able to restore the daily service for intra-regional, inter-regional and returns to BLDSC.

## **CILLA**

The CILLA service will be provided up to December 2001, i.e. cumulation for 2001 on the basis of the agreements currently in place. LASER is revising options for continuing the CILLA service from 2002.

## **Research & Development**

LASER's Research and Development programme continues apace with European Union, British Library Co-operation and Partnership, Resource and Woolfson funded projects. LASER has negotiated the transfer of its R&D department to an appropriate institution from September 2001 and an announcement will be made shortly.

## **CAPITAL (Co-operative Acquisitions in Monograph Provision)**

The CAPITAL project, funded by the British Library Co-operative and Partnership Programme which began in June 2000 is investigating:

- Coverage of monographs via the LASER subject specialisation scheme and coverage overall of LASER members and users of V3.Online in other Regions.
- Comparative analysis of BLDSC holdings
- Identification of gaps
- Options for future agreements in co-operative acquisitions and retention policies for monographs within the public library sector, with BLDSC and on a cross-sector basis with higher education.

The project has also developed technical tools, i.e. a CD-ROM and main database facilities for analysis and statistical data of monograph materials.

A workshop on the recommendations of the project is being held at the Conference Centre, British Library on 26<sup>th</sup> June 2001. Further details from Peter Smith at LASER on [peter@viscount.org.uk](mailto:peter@viscount.org.uk)

## **COVAX**

LASER is a partner in the European Union funded COVAX project which is developing XML database and web services to enable the resources of libraries, museums and archives to be searched for and displayed in a seamless manner.

This project will provide a practical view of how cross-sectoral developments in resource discovery might be taken forward. Contact: Robin Yeates on [robin@viscount.org.uk](mailto:robin@viscount.org.uk)

## **RNIB & NLB**

Both The Royal National Institute for the Blind (RNIB) and The National Library for the Blind (NLB) have their catalogues available on V3.Online, with the aim to provide greater access to library materials for the blind and visually impaired people through the interlending network. Following a successful meeting in March 2001, service arrangements have now been agreed with both agencies, to provide guidance to V3.Online users. These can be used in conjunction with the guidelines already produced by the Bee Aware Campaign, to provide straightforward procedures to borrowing materials with the minimum of fuss alongside other general ILL operations.

## NWRLS

### All set for change at NWRLS

The North West Regional Library System recently agreed to the formation of a new board for the Libraries domain in the North West. This will be known as Libraries North West. A shadow board has been formed consisting of representatives from the Public Academic, Special and Health Sectors, each forum elects its own representatives to the Board. LNW will during the course of this year become the strategic voice of the Libraries domain in the North West and will take over from the NWRLS.

At the moment the shadow LNW board is concentrating on setting up this strategic element whilst the NWRLS continues to run the day to day business of the NWRLS including the inter library lending operation.

### NWRLS SALE OF PUBLICATIONS

NWRLS/Bibliography of North West England have reduced the price of the following publications TO ONLY £5 per title! (plus postage & packing)

Directory of Local Studies

Military History Bibliography

Cotton Bibliography

Catalogue of Vocal Scores held in NW Libraries

Enquiries to:

NWRLS,  
Third Floor,  
Central Library,  
St Peter's Sq,  
Manchester M2 5PD

Tel: 0161 234 1947



## UnityWeb launched at the LIS

UnityWeb, the successor to the Unity service, was launched officially with an event on the Talis stand at the Library and Information Show on 5<sup>th</sup> June.



UnityWeb, provided by Talis in partnership with The Combined Regions, demonstrates library co-operation and resource sharing in action on a regional and national scale. UnityWeb offers networked access to a rich source of bibliographic and location information covering the holdings of over 450 libraries across the UK and Ireland, including the British Library.

Flexible options for viewing location information mean that each subscribing institution can configure its own view of the locations so that the most useful appear first. Efficient, time-saving electronic requesting facilities are provided for library staff, including the ability to build rotas into requests. Online configuration options and the ability to contribute holdings updates online put the librarian in control and ensure that changes are made as quickly and efficiently as possible.

UnityWeb can be made available directly to library users. Powerful but easy search facilities enable users to discover and locate the materials they require in library collections nation-wide, supporting research and lifelong learning.

The clear interface has been designed to enable accessibility for visually impaired users. This is an important part of the inclusive approach in UnityWeb, supported by Share the Vision as a member of The Combined Regions.

UnityWeb can be accessed from any PC connected to the Internet and running version 4 or higher of Internet Explorer or Netscape.

The Combined Regions consists of five of the seven English Regional Library Systems (RLSs) and five national services: North Western Regional Library System (RLS), NEMLAC, Yorkshire Libraries & Information, East Midlands RLS, South Western RLS, The British Library, National Library of Scotland, An Chomhairle Leabharlanna (The Library Council of Ireland), Cydfenthyca Cymru/Interlending Wales and Share The Vision.

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The purpose of The Combined Regions is to support inter-library lending, co-operation and access by merging the catalogues of its members into a single database, creating a unique and valuable information resource. The database is maintained and services are provided through a contractual partnership with Talis Information Limited, the leading supplier of library and information systems and services in the UK.

**For more information**

Telephone: 0121 471 1179  
Email: sales@talis.com  
Web site: *thecombineregions.com*

Terry Willan  
Product Manager  
Talis Information Limited

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**The University of Birmingham named as new Lamda supply library**

The Lamda Service is pleased to announce that the University of Birmingham has become the latest Lamda Supply Library. The journal collections held in their Main Library are now available to all Lamda members.

The Main Library houses most of the University of Birmingham's Arts, Social Sciences and Science & Engineering material. Also available from this site will be journals from the Centre for Sports Science and History, a specialist research collection that focuses on the scientific aspects of sport. Lamda members will also be able to request from the University's extensive current periodicals collection.

The journals holdings details for the Main Library is available now on the Lamda Union List: - <http://lamda.mcc.ac.uk/>

Lamda is the innovative electronic document delivery service that draws on the journal holdings of 11 leading academic libraries in the UK.

Further information about the Lamda service and membership is available at:-  
<http://lamdaweb.mcc.ac.uk/>

Or contact Stephanie Taylor directly to discuss specific details of Lamda membership.  
E:- Lamda@mmu.ac.uk  
T:- 0161 – 247 - 6675



## Regional Resource Sharing in the 21<sup>st</sup> Century: The East of England Perspective

### 1. Background to Co-East

Co-East emerged as a body following funding from DCMS / Wolfson in 1999/2000. The funding enabled six library authorities within the East of England region to explore how library resources, such as library catalogues and community information databases, could be made available to the public on a regional basis through exploiting cutting edge ICT developments.

A key aspect of the project was to facilitate direct public access to these resources, both within libraries themselves and through remote access to these resources via users' computers at home, work or other community venues. It was envisaged that the end result would be the creation of a virtual private network, available in 181 libraries across the region and directly in people's homes.

At the end of the funded phase in March 2000, Co-East continued to operate on a Consortium basis, to pursue both the technical solutions required, to continue to share resources regionally and also to establish itself in the long-term as a body, working across the East of England to deliver, at an operational level, fully fledged regional resource sharing. Co-East is now working towards achieving this on behalf of all 10 public library authorities in the East of England.<sup>3</sup>

### 2. Co-East – Aims

Co-East aims to:

- Provide an integrated technical and operational platform for the regional development of networked library and information services.
- Provide a consortium approach to purchasing, development and resource sharing, to achieve Best Value
- Become the East of England element of the Peoples Network
- Modernise service delivery through the provision of innovative electronic solutions, both in libraries and remotely, which will enable citizens to participate fully in the democratic process
- Enhance public access, promote social inclusion, and underpin education by the provision of accessible support for lifelong learners, students and school children
- Build partnerships with other bodies and work cross-sectorally to maximise access to resources, to provide opportunities for future bidding, and to provide a delivery route for access to UFI, Janet, NGfL, etc.

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<sup>3</sup> The original six members of Co-East were Cambridgeshire Libraries, Essex Libraries, Peterborough Libraries, Southend Libraries, Suffolk Libraries, Thurrock Libraries. The additional four participating authorities are Bedfordshire Libraries, Hertfordshire Libraries, Luton Libraries and Norfolk Libraries.

### **3. Co-East Values**

At the heart of Co-East are the following values, which all members and partners believe in:

#### Partnership

All Co-East partners believe in the importance of building sector-wide and cross-domain partnerships to facilitate maximum access to their resources.

#### A focus on the user rather than the institution

Co-East recognises the importance of removing barriers to resource sharing. As an organisation, we put the users and their needs at the centre of the transaction. This means that, in addition to the technical infrastructure which is being put in place to facilitate resource sharing, much of the work of Co-East is involved in looking at access agreements and costing mechanisms, which do not penalise net lenders.

#### Maximum access

Co-East believes in making regional resources available to as many potential users in the region as possible. In particular, Co-East is committed to meeting the social inclusion agenda, by offering many potential access points, particularly for those situated in rural areas of the region.

#### Using Technical Standards

Co-East's activities should be transferable to other regions and sectors, so it is important that as a consortium, we adhere to technical standards such as Z39.50 and the ISO/ILL protocol. Co-East draws particular technical expertise from the library suppliers with whom we are working.

### **4. Co-East Technology**

Co-East is establishing connectivity and interoperability across different library management systems so that users can both view the resources of other library authorities and, where appropriate, place requests for those resources. Co-East partners are exploiting Z39.50 protocols to establish connectivity between the different systems and implementing ISO ILL protocols to establish 'interloanability' between the systems. Resources, which include the library catalogues, community information databases and other purchased content, are being made available via web-based OPACs and the Internet.

### **5. The impact on library users**

Ultimately, Co-East will have a profound impact on the way in which members of the public access library services. The use of developing technology means that Co-East is increasingly able to offer library services to library members, without them coming into a library building. Members of the public will be able to:

- Request material from the Co-East catalogue
- Access value-added information
- Gather information on a range of local and community organisations throughout the region.

without visiting a library. In addition, the model being established may, in time, prove able to deliver books on a home delivery basis.

## **6. Co-East - Partnerships**

Undoubtedly the major success of Co-East has been in bringing a number of public library authorities together with a shared commitment to finding systems, which make access to the region's library catalogues, citizens' information and online content much easier. Co-East has also been successful in developing relationships with other organisations:

### ELISA (East of England Library and Information Services Development Agency)

ELISA represents the strategic element of the library world in the East of England and comprises membership from all sectors. Co-East and ELISA work closely together, and have jointly submitted a bid to the BL Co-operation and Partnership Fund, in order to extend the interoperability platform across the public, HE and health sectors in the East of England. Co-East has also been working with ELISA to put in place a transport service for libraries across the East of England.

### British Library

Co-East has been working closely with the BL to offer direct public access to the BL's *Inside* service. As well as evaluating the technical and logistical challenges faced by opening up access to BL content in this way, the project is also providing a valuable dialogue between the BL and public libraries on how such content might be 'repackaged' for a public library audience.

### Library System Suppliers

One of the successes of Co-East has been the way in which library system suppliers have been prepared to work co-operatively in pursuit of a solution which facilitates interoperability across different library management systems. Currently Co-East is working with DS Ltd, Geac, Epixtech and Fretwell Downing Informatics to provide technical solutions.

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## 7. Co-East – The Future

Having established a regional resource sharing network, Co-East has identified, in its Business Plan, a number of other activities, which it will move into over the next 2-3 years.

Co-East will:

- Investigate the potential for co-operative purchasing of some materials, particularly materials relevant to ethnic minority communities
- Explore the creation of a single storage location for reserve stock
- Work with the museums and archives sector to explore transferability of the Co-East interoperability model
- Explore the feasibility of lending non-monograph material in the future, eg audio books.

## 8. Co-East – Further Information

Further information on Co-East can be obtained from

Ciara Eastell

Co-East Regional Project Manager

T: 01223 717064

E: [ciara.eastell@cambridgeshire.gov.uk](mailto:ciara.eastell@cambridgeshire.gov.uk)

**STOP PRESS Co-East Plus proposal to the BL's Co-operation and Partnership Programme has been successful and they have been awarded over £88,000. More info on the project is available at <http://www.bl.uk/concord/callspro2.html>.**

## DATES FOR YOUR DIARY

FIL is arranging a joint visit to the Library Association and the British Library, St Pancras Building on **4<sup>th</sup> September 2001**

The timetable will be:

11.00 Visit to the Library

Association

13.00 Lunch at Library Association

14.30 Visit to British Library St  
Pancras

Full details and booking form will be sent nearer the date.

Contact: Alan Cooper

The Library Association

[Alan.Cooper@la-hq.org.uk](mailto:Alan.Cooper@la-hq.org.uk)

The British Library is holding a showcase of its services and products at Sheffield Hallam University on **11<sup>th</sup> September 2001**. The BL's Chief Executive, Lynne Brindley, will be present.

This is an opportunity to find out more about what the BL has to offer and contribute to determining how it can best meet the needs of its users.

The event will start at 1.30pm.

For more details contact:

Lorraine Marshall

Tel: 020 7412 7681

[loraine.marshall@bl.uk](mailto:loraine.marshall@bl.uk)

or Sue Robertson

[S.Robertson@shu.ac.uk](mailto:S.Robertson@shu.ac.uk)

## **Focussing in Dublin**

As many members are aware, the millennium year saw the first ever FIL conference held in Ireland. It seemed appropriate then that it also witnessed the election of the first Irish member to the FIL committee. A direct result of Avril Patterson's election was the organisation of a unique event, which took place in Dublin in January. Entitled "Focus on interlending 2001", this one-day seminar was co-hosted by FIL and University College Dublin.

The organisation of the seminar began in earnest in October 2000 when FIL targeted over three hundred libraries/information centres throughout the island of Ireland. Each library was contacted by letter and introduced to FIL, its functions and activities. Each received an invitation to the January seminar. The response was very positive and resulted in the attendance of some one hundred and fifteen delegates on the day.

"Focus on interlending 2001" proved to be an unprecedented event. Never before had personnel working in the area of interloans/document delivery within Ireland gathered in such a formal manner. Delegates clearly enjoyed the opportunity to meet with others working in the same field. The seminar offered a welcome opportunity to focus on current issues and concerns. A notable feature of the meeting was the diverse nature of the audience. Delegates came from a wide range of library environments. There was representation from many sectors including public, academic, commercial and government.

The days programme promised a full day of lectures, discussion and demonstrations covering a range of relevant topics. On arrival, delegates were supplied with FIL information packs containing plenty of material to equip them for the day's proceedings (including programme, speaker profiles, delegate list, etc). The packs also contained some FIL promotional material (information on forthcoming events, FIL newsletter etc). Following coffee and a chance to mingle, the audience received a warm welcome on behalf of FIL by Peggy Eccles. Marie Burke, Associate Librarian Operations & Systems, UCD, welcomed the delegates on behalf of the host university.

**A Look at IRIS :** The days activities got underway with a presentation by Margaret Merrick, Manager of the IRIS Consortium. IRIS Opac is a virtual union catalogue which includes the holdings of Irish University libraries. Available at **WWW.IRIS.IE**, the IRIS web site also offers simultaneous access to COPAC, BL and Library of Congress catalogues. With access to over twenty million bibliographic records and associated locations, it is a major and invaluable resource to the ILL community.

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Margaret's presentation emphasised the technical aspects of IRIS Opac. She spoke of the evolution and development of the IRIS project and of her experiences to date as consortium manager. IRIS Opac is a web-based client-server system that uses Z39.50 as its underlying retrieval protocol. Margaret reported that a Z39.50 clients are comparatively easy to set up and that basic connection to target libraries easy to achieve. However, accurate simultaneous retrieval from multiple catalogues can be difficult to obtain. Difficulties may arise for example, when a Z39.50 client produced by one vendor tries to exchange information with a z39.50 server produced by another. Margaret outlined a number of possible solutions from both client and server ends.

**UnityWeb:** The morning's session also included a demonstration of UnityWeb, the new web-based service which was due for launch in early 2001. UnityWeb has resulted from the successful partnership of the Combined Regions and Talis Information Ltd. Susan Walsh, (FIL Vice Chair) introduced the meeting to Unity. She stressed the fact that UnityWeb is both a service and a philosophy. It functions to support regional and national cooperation, to allow greater access to resources and to improve the efficiency of ILL. Terry Willan (Talis Info Ltd) used the UnityWeb demonstration system to show the features of the new product. The Unity database offers access to over ten million bibliographic records and thirty five million locations. The system offers clear simplified search screens. Users have a choice of simple or advanced search. Each retrieved record displays location details which include name, region, BL code, email address and charge details. The ILL request facility is impressively simple. A quick click of the "request" button displays the ILL request screen. The request screen contains item and requester defaults thus minimising data input. Users have a choice of email or print request. Both options have a useful borrower notes field where any additional information regarding the request may be added. Requests to BLDSC are sent via ARTEmail.

**Copyright issues:** Sean Phillips, Librarian at University College Dublin, gave a most informative paper on current copyright legislation in Ireland. This was a particularly timely presentation given that the new Copyright & Related Rights Act only became effective from January 2001 (replacing forty year old legislation)

Mr Phillips paper helped clarify a number of issues covered within the new legislation including the areas of the rights of the copyright owner, the duration of copyright and "fair dealing" for research and private study. He outlined the position of the prescribed library as defined under the new act. Libraries are permitted to copy published works for individuals, other libraries and for replacement purposes. Copies can be supplied without infringement of copyright as long as certain conditions are met. The prescribed library can, for example, supply a copy of a periodical article to a reader as long as the reader pays the cost (plus overhead), signs a declaration form and receives only one copy of the article.

Judy Watkins of the British Library's Copyright Office spoke to the meeting of copyright legislation from a British perspective. She remarked that although not the same, Irish and British copyright law do share a number of similarities. Ms. Watkins paper covered similar areas to those of the previous speaker including owners rights, fair dealing,



duration, declaration forms etc. Library privilege in Britain is similar to that in Ireland. Libraries have privileges to copy for their readers, other libraries and for the purpose of preservation and replacement. Ms Watkins referred to library privilege problems which include the difficulty of defining exactly what a "substantial" and "reasonable amount" of a work actually means. She also spoke of the practical difficulty of the requirement of a hand written signature in an age of electronic document delivery. Ms Watkins reminded the audience of the interesting fact that when Irish customers order material from the UK, the act of supply is carried out under British law while the act of receiving is done under Irish.

**The BLDSC:** The BLDSC was well represented by Helen Parnaby who held a most useful and practical questions & answers session. Based at Customer Services, Helen has specific responsibility for Irish customers who remain largely reliant on the extensive resources and collections of the DSC. Like others, Irish customers are experiencing a period of transition following the changes in the BL's pricing structures and billing/payment systems. The afternoon's session provided an opportunity for delegates to discuss any difficulties they may have been experiencing and to put any queries or questions they may have had regarding the service to Helen.

To start the session, the audience was treated to a special preview of the new British Library online catalogue (we were apparently among the first group to view the BLPC). Described as an enhanced replacement for OPAC '97, BLPC is the first product of the British Library Access Development Programme and as a free resource, continues the BL's commitment to free access for all. In addition to a new interface, enhancements include an advanced search facility, context-sensitive help and order template enabling encrypted card transactions.

Helen began the questions and answer session by telling the audience of the common problems encountered by DSC staff when dealing with customer requests. She helped to clarify a number of areas which still cause some confusion. This included postal forms. It was pointed out that the new red postal forms (prefix V.) are for postal customers requesting directly from the BLDSC and are not appropriate for requests between libraries. Other problem areas discussed included duplicate file transmission and the distinction between chasers and reapplications.

The area of sources of reference proved a popular talking point. Some delegates reported having difficulties in transmission of source details. It was suggested that reference details be included in non-utilised fields such as the shelfmark field. It was noted that Web sources are acceptable on SBL searches but not always of use on the basic stock search (not all staff have access to a PC at this point).

The area of accounting procedures was also raised. Delegates reported delays between supply/credit and receipt/debit. While accepting there had been a backlog in accounting, Helen advised customers to submit supply details as early as possible.

*Continued overleaf*

**Third party lending:** The final session of the day included a discussion on third party lending. Chaired by Norma McDermott of the Library Council of Ireland, the session included contributions by Jane Moriarty

Of Trinity College Dublin and Colin McCool, Belfast Education and Library Board (BELB). The audience was fortunate to meet with Patricia McKenzie (NLS) who currently holds the chair of CONARLS. Entitled "Choices", her paper referred to the response of CONARLS members to the changes in the services of the BLDSC. The new price structures introduced by the BLDSC in October has meant significant increases in the cost of book loans and backup loans. In addition a new location charge has been introduced. Ms McKenzie stressed the fact that the changes at BLDSC have caused many members to focus on their own operations and procedures. Many ILL departments have come to the realisation that they do not need to accept BLDSC rates for material supplied by others, that they can in fact find location information for themselves or make direct applications abroad etc. She outlined the CONARLS IRU Scheme which operates on a loan charge of £5.00 and includes a reciprocal agreement amongst members not to charge for location information. She also referred to the SILLR Scheme which operates in Scotland and charges £4.50 for loans between participating Scottish libraries.

In conclusion, "Focus on interlending 2001" proved to be a very informative seminar. It offered a chance for delegates to consider current developments affecting the ILL community in Ireland and Britain. Delegates clearly benefited from learning of the experiences of others.

The seminar offered an impressive introduction to FIL and its activities.

It was evident from the favourable comments I heard during coffee that those attending enjoyed the day's activities. Who knows, we may hear more Irish accents at this year's conference in Scotland.

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### FIL Workshop - 28<sup>th</sup> March 2001 -The Hawthorns, University of Bristol

Over 40 delegates arrived at the University of Bristol to be greeted by the welcome sight of coffee and Danish pastries. This was exactly what was needed in order to counter the effects of all the early morning travelling.



Once suitably refreshed, we took our seats for the introduction to the day's events. The introduction was performed by Geoffrey Ford, the Director of Information Services and University Librarian of the University of Bristol. After giving a brief guide to the issues motivating the day's proceedings, he light-heartedly suggested that the Forum for Interlending was due a name change. The proposed name was the 'Forum for Integrated Document Delivery and Lending', giving a new acronym of 'FIDDLE'!

The morning part of the workshop was an interactive session concerning the setting up of an unmediated document delivery service. This talk was led by Katie Birch, former Project Manager of the Documents Direct project at the University of Leeds. The Documents Direct project was set up at Leeds with the aim of *'investigating and evaluating new mechanisms for the discovery and delivery of full-text journal articles and similar material to academic staff and researchers of the University.'* The idea behind the scheme was to enhance the current Inter-Library Loan service at Leeds, not to replace it.

Katie explained the various factors that had led to the creation of the project. These included:

- Periodical price increases
- The availability of electronic periodical access was often dependent on a hard copy subscription
- Constantly changing URLs that need updating on catalogue records
- The need to provide greater customer service
- The need for a value added service.

Katie then took us through the various stages of the project work plan.

The first stage was choosing suppliers. A total of six suppliers were chosen, three of these covered multidisciplinary subjects and three were subject specialised. All of these suppliers supported web based ordering of documents.

The next stage was a risk assessment of the project. One of the main worries was the risk of excessive spending by research students. This was solved by holding back some reserve funding and placing a limit on the number of items that could be requested. The other major concern was that users would request material already held in library stock purely for the convenience of having it delivered to their desktop. The proposed solution to this was to offer an internal photocopying service. The use of high cost services such as 'urgent action' and copyright cleared would also be closely monitored.

The initial trial period was for 6 months and consisted of a user group of 98 people. The users were asked to evaluate factors such as delivery time, coverage, ease of use, control and cost for each supplier that they used. This initial user group ordered articles from 846 different publications with 41% of titles ordered once. 61% of requests were made via Inside Web.

With regards to cost, the average service cost per article was £5.32 with an average copyright fee of £4.84. This compared with an estimated cost of £13.30 for a traditional Inter-Library Loan request.

*Continued overleaf*

The trial has proved to be successful at Leeds and is still ongoing with a current user group of 356 people. One of the initial conclusions was that the use of Document Delivery Services and Electronic Journal packages would help to reduce the impact of periodical cuts.

The afternoon session started with Betty Lowery, Head of Customer Services at BLDSC, reviewing some of the recent changes at the BLDSC. After clarifying some of the most common problems that are currently affecting BLDSC customers, Betty bravely put her head in the lion's mouth and invited questions from the floor. The main points raised included:

- The need for greater accuracy in stock and location searches, especially as these services now incurred costs. Betty stressed that things should improve as more time and effort was placed in the training of DSC staff
- A big lament for the non-return of request forms. Customers had found these very useful in determining what checks had been made at the BLDSC. Betty commiserated but explained that it would be too costly to go back to the procedure of returning request forms to customers
- A need for turnaround times for material obtained from London to be consistent with that of material obtained from the DSC.

Betty handled all the questions admirably and said she welcomed the feedback, which she would take back to the BLDSC.

The next speaker was Richard Thurlow of the UK Marketing Team at BLDSC. Richard explained that the British Library was entering a stage of rapid changes. New directors were on board who were looking at changing roles and structures. A new marketing structure would mean a shift from product focus to sector focus.

The issues of social inclusion and life-long learning were raised with strategic alliances being formed in order to provide current awareness access to public libraries. There would also be co-operation with SWRLS in order to evaluate the impact of the decline of Inter-library lending between public libraries.

Richard then briefed us on some of the ongoing developments to current services. These included

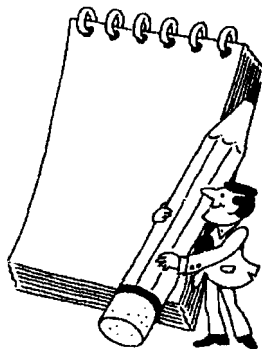
- The launch of the new British Library Public Catalogue (BLPC)
- The Zetoc Current awareness service
- The availability of the British National Bibliography (BNB) on the European Information Network Services (EINS) online information service
- The indexing of conferences on Inside
- The closure of Blaiseline.

Richard and Betty were then thanked for their contribution to the day's events. This was followed by an opportunity to catch up with colleagues and make new acquaintances over tea and biscuits before returning home full of new ideas and insights.

Helen Jane Screene  
Inter-Library Loan Assistant  
Reading University Library

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**The editors would welcome *your* input to *your* newsletter**



**Please send contributions to:  
[j.i.bradford@bristol.ac.uk](mailto:j.i.bradford@bristol.ac.uk) or [j.pethick@open.ac.uk](mailto:j.pethick@open.ac.uk)**

**Closing date for the October issue 31<sup>st</sup> August 2001**

*Interlend 2001*  
*Heriot-Watt University, Edinburgh*  
*16th - 18th July 2001*

**Great Expectations**

**PROVISIONAL PROGRAMME**

**Monday 16<sup>th</sup> July**

- 2.00 - 4.00    Registration
- 4.15            FIL Annual General Meeting  
                 Welcome **Peggy Eccles** - FIL Chair
- 5.00 - 5.45    Keynote speaker  
                 **Chris Batt**  
                 *Director, Learning and Information Society Team - Re:source*
- 7.00            Drinks reception, Conference Dinner, and Quiz

**Tuesday 17<sup>th</sup> July**

- 9.00            Welcome Heriot-Watt
- 9.15 - 10.00   **Robin Green** -        *Head of Information University of Warwick Library*  
**Stephen Prowse** -    *Information Centre Deputy Manager (St Thomas')*  
                                 *and Document Delivery Services Co-ordinator at Kings College London.*  
                                 Resource sharing, Electronic Document Delivery, e-journals.
- 10.30           **Dr. Alan Marchbank** - *Director, Public Services - National Library of*  
                                 *Scotland*  
                                 Customer expectation - whatever next?  
                                 (This presentation will be taking place at the National Library of Scotland,  
                                 Causeway Site. A tour is also provided.)
- 1.00            **Lunch**

**2.15 Workshops**

- 1 **Peter Robinson** - *UK Marketing, British Library*  
Zetoc/Inside
- 2 **Graham Cornish** - *Copyright Officer BLDSC*  
BLDSC & UK Copyright
- 3 **Clare Boffey and Julie Pethick**- *Open University*  
From mediated to unmediated document delivery: how far have we come, how far can we go?

**3.15 Refreshments**

**4.00 - 5.00 Panel Discussion** - Changing patterns in ILL and Document Delivery  
Panel members:  
**Betty Lowery** - **BLDSC**, **Pat Mckenzie** - **CONARLS**, **Caira Eastell** - **CO-EAST**

**6.00 Dinner**

**7.00/7.30 Evening – Murder and Mystery Tour**

**Wednesday 18<sup>th</sup> July**

**9.00 - 9.45 Malcolm Jones** - *Consultant*  
Encore –Music on-line catalogue covering vocal sets for some of the UK regions.

**9.45 - 10.30 Robert Eaves** - *Chief Librarian, Comhairle nan Eilean Siar (Western Isles Libraries)*  
Remote Island Services

**10.30 Refreshments**

**11.00 Jonathan Willson** - *Principal Lecturer, Dept. of Information & Communications, Manchester Metropolitan University.*  
Interlending: who's going to step in your shoes?

**11.45 Review of Conference**

**12.15 Close (packed lunch provided)**

Watch out for the conference and workshop reviews in the next issue

## FIL COMMITTEE

<p><b>Peggy Eccles (Chair)</b> Lancashire Library Services County Library HQ Bowran Street Preston PR1 2UX Tel: 01772 264029 Fax: 01772 264200 Email: peggy.eccles@lcl.lancscc.gov.uk</p>	<p><b>Susan Walsh (Vice Chair)</b> NWRLS Central Library St Peter's Square Manchester M2 5PD Tel: 0161 234 1947 or 0161 228 7524 Fax: 0161 234 3813 Email: s.walsh@nwrls.org.uk</p>
<p><b>Jenny Chambers (Treasurer)</b> ILL, Pilkington Library Loughborough University Loughborough LE11 3TU Tel: 01509 222365 Fax: 01509 223993 Email: j.a.chambers@lboro.ac.uk</p>	<p><b>Linda Clark (Membership Secretary)</b> Inter Library Loans University of Leicester Main Library P.O.Box 248 University Road Leicester LE1 9QD Tel: 0116 2522039 Fax: 0116 2522066 Email: lhc4@leicester.ac.uk</p>
<p><b>Jean Bradford (Co-Editor Newsletter)</b> Serials and Inter Library Document Supply, University of Bristol Library Tyndall Avenue Bristol BS8 1TJ Tel: 0117 928 8008 Fax: 0117 925 5334 Email: j.i.bradford@bristol.ac.uk</p>	<p><b>Julie Pethick (Co-Editor Newsletter)</b> Information Management Group Open University Library Walton Hall Milton Keynes MK7 6AA Tel: 01908 659284 Fax: 01908 6 53571 Email: j.pethick@open.ac.uk</p>
<p><b>Neil Dalley</b> Inter Library Loans Reading University Library P.O.Box 223 Reading RG6 6AE Tel: 0118 931 8786 Fax: 0118 931 8049 Email: n.m.dalley@reading.ac.uk</p>	<p><b>Avril Patterson</b> Inter Library Loans Main Library University College Dublin Belfield Dublin 4 Email: avril.patterson@ucd.ie</p>
<p><b>Jennifer Cox</b> LASER 4th Floor, Gun Court 70 Wapping Lane London E1W 2RS Tel: 020 7702 2338 Fax: 020 7702 2019 Email: jennifer@viscount.org.uk</p>	
<b>OBSERVERS</b>	
<p><b>Betty Lowery</b> Customer Services BLDSC Boston Spa Wetherby Yorks LS23 7BQ Tel: 01937 546339 Fax: 01937 546333 Email: betty.lowery@bl.uk</p>	<p><b>Alan Cooper</b> The Library Association 7 Ridgmount Street London WC1E 7AE Tel: 020 7255 0500 Fax: 020 7255 0501 Email: alan.cooper@la-hq.org.uk</p>