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FIL Newsletter

Forum for Interlending

Issue 37

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FIL

Forum for Interlending

SOME THOUGHTS ON THE FUTURE

By Jean Bradford, University of Bristol Library

FIL came into being in 1988 – before the meeting which led to its formation, Inter Library Loan (ILL) Librarians had no recognised way to make their views known. There were some opportunities for meeting together, for example, at meetings organised by the British Library Document Supply Centre (BLDSC) or the Society of College, National and University Libraries (SCONUL). However, there was nothing which enabled ILL Librarians to set their own agenda or have regular contact with each other on a national basis, so that issues which were important to them could be aired. A lot has happened since 1988 and perhaps the time has come to think about what FIL is doing, what are the challenges now and whether FIL needs to do anything differently.

I am prompted into thinking about these questions by the changes which we have experienced over the last two to three years. We have seen the end of the British Library form and had to adjust to new ways of working as a result. The Circle of Officers of National and Regional Library Systems (CONARLS) has taken on the role of fixing an alternative pricing structure to that adopted by BLDSC. We are getting used to using a range of suppliers, not just BLDSC and other libraries. The growth in electronic resources is beginning to have an impact and our users are beginning to ask if an article they request can be sent to them electronically. Globalisation is beginning to make its mark. Increasingly, we need to send requests to libraries outside the UK and supply requests to foreign libraries too. The Regional Library Systems are responding to changes resulting from government policies on the regions. We are now adjusting to a world without LASER. At the end of March 2002, LINC will also disappear, so it appears that organisations which have facilitated ILL and co-operation for a number of years are either changing or are no longer in existence. We are waiting to see what successor organisations will take their place. These changes affect all of us regardless of the type of library in which we work. In the face of all these changes what should FIL be doing?

This may be an appropriate place to list the things which FIL already does. First and foremost we have our *Newsletter*, so that we can communicate news and views. There is also our Web site, but like a lot of voluntary organisations, we find it difficult to find someone with enough time to keep it up to date – any offers?? There is our Annual Conference where we can meet together, hear about developments and enjoy a range of papers. In addition, there are one-day Seminars or Workshops which bring a smaller number of people together in between Conferences. Since we joined IFLA, we have sent a delegate to the IFLA Conference and a member of FIL has been a member of the IFLA Document Delivery Section. She has been involved in drawing up a new International Code of Practice for International ILL and gives regular reports of IFLA activities to FIL members via the *Newsletter*.

However to do all these things and to consider developing them further, FIL needs two things. We need people who are prepared to help organise events, edit the *Newsletter* or do the administrative work which is needed to keep any organisation going. We also need money. FIL's income comes from the subscriptions paid by members. The events we organise have to pay their way, but we have a difficult balance to keep between charging what is needed and keeping the prices to a level which our members can afford.

I am giving my personal view here. I think it is very important for FIL to play an active part in the national scene for ILL/ Document delivery. FIL brings together librarians working in every kind of library, so we represent a broad cross-section of views. How do we put

forward our views? BLDSC is currently reviewing how it communicates with its users, what should FIL's role be in this? What is the future for the activities which have been undertaken by the Regional Systems in the past, how do we make sure that things like Unity and Viscount develop, or that the transport schemes can continue in the changing environment in which we find ourselves? We need the support of members to be able to make sure that our concerns are addressed.

The big question is how do we do this? I am assuming that we should take a pro-active stance and try to explore ways of raising our profile. Am I right to make this assumption? I think we should continue our IFLA membership and keep in touch with what is happening internationally as well as in the UK. This may mean paying a higher subscription than the £30-00 we currently charge – how do members feel about that? I do not think that I or even the Committee can find the answers by ourselves. This is why we are including a slot to discuss some of these issues in the Seminar in Birmingham on 30th January. If you cannot come to that, please let us know what you think. I can be contacted by e-mail at j.i.bradford@bris.ac.uk or by post at the University of Bristol Library.

***The programme for the OCLC & FIL Seminar
held in Birmingham on 30th January 2002 included:***

Welcome Address

Andrew Evans, OCLC Europe, the Middle East & Africa

A Demonstration of the Web Interface of the OCLC ILL Service

Stuart Hunt, OCLC Europe, the Middle East & Africa

The Role of the British Library in the Changing Environment

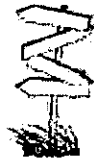
Sam Tillett, BLDSC

The Role of the Forum for Interlending –a discussion chaired by

Jean Bradford, University of Bristol

Look out for the full report in our next issue.....

News From The Regions



NEW DEVELOPMENT OFFICER TO HELP LIBRARIES GAIN MUSCLE IN THE REGIONS

The Library and information services in the English Regions are to receive a powerful boost with the appointment from 3rd March of Geoff Warren as Regional Development Officer. His brief is to encourage collaboration and representation, within and beyond the library and information domain, in order to influence wider regional agendas.

Geoff Warren has been working regionally for libraries in the West Midlands for 10 years, following various library posts in London and the Midlands. He has been Director of The Libraries partnership, West Midlands (TLP-WM) since 2000. He will be seconded to this national post, which is jointly funded by the Library Association, Resource: The Council for Museums, Archives and Libraries and the British Library. The work will be guided by a steering group of the three funding partners and other key stakeholders.

"We are very pleased to be working with Resource and the BL on this initiative," commented LA Chief Executive Bob McKee. "An important part of the LA's role is to promote the development of library and information services, and Geoff is the ideal person to carry that role forward in the regions."

"We urgently need to promote cross-sectoral collaboration between museums, libraries and archives at regional level," added Resource's Chief Executive Neville Mackay. "This post will achieve that by establishing a single point of contact to coordinate their interests." Geoff Smith, the British Library's Head of Co-operation and Partnerships, concurred, saying "This unique funding collaboration between the three organisations indicates the high importance we attach to achieving an effective regional presence for the library and information domain."

Identifying and influencing funding opportunities, and promoting strong links between the library and information domain and the Regional Development Agencies and Cultural Consortia, are among the tasks that Mr Warren will be carrying out. Decision making powers are being increasingly devolved to bodies such as Regional Chambers and Government Offices in the Regions, as well as to the 47 local Learning and Skills Councils, and regional government remains a possibility for those regions that want it.

Library Association Press Release



CONARLS IRU SCHEME

Currently there are nearly 420 libraries taking part in the scheme with new ones being added from time to time. A list of the libraries involved is on the CONARLS website (<http://thenortheast.com>) but, to speed up the updating process, the possibility of mounting it on the NLS website is to be investigated since the 'master list' is held by Pat McKenzie. In the meantime, if you would like a copy of the list in the form of an MS Excel spreadsheet, Pat McKenzie (see below) can provide one as an e-mail attachment for you subsequently to update locally.

At its September 2001 meeting, CONARLS agreed that the scheme could be extended to libraries not in membership of a regional library system. At its January 2002 meeting, it was also agreed that the current rate of £5.00 per item lent/borrowed would not change on 1 April 2002.

Please remember to clearly state on all requests that you participate in the scheme and give the current loan rate (£5.00) as well. Failure to do so may mean that the wrong rate will be credited/debit to accounts by BLDSO and suppliers may not have the resources to always check the list of participants.

To register (no cost!) for the scheme or, if you have a query about a participant or procedure that cannot be answered from the website (or spreadsheet if you have a copy of it), contact Pat McKenzie, Inter-Library Services, National Library of Scotland, 33 Salisbury Place, Edinburgh EH9 1SL. (tel: 0131-466 3815; Fax 0131-466 3814; E-mail: p.mckenzie@nls.uk).

NEWS FROM WALES

The decision to dissolve Interlending Wales has been taken unanimously by the Executive and Membership at the Annual General Meeting in December 2001. The dissolution will take effect from the end of this financial year i.e. 31 March 2002.

However it was also agreed that a group that would be inclusive of all libraries in Wales should be formed under the auspices of CWLIS (The Consortium of Welsh Library and Information Services). This will be a forum for advising on developments in and issues concerned with Interlending and resource sharing in Wales. The group will retain membership of the Combined Regions and CONARLS and Paul Jeorrett from the North East Wales Institute will continue to be the representative for Wales.

A number of seminars are due to be held throughout Wales in March to provide existing members of Interlending Wales and other interested parties an opportunity to suggest and discuss plans for the future role of the new group.

*Paul Jeorrett, User Services Manager
Information and Student Services, North East Wales Institute of HE*

NEWS FROM THE SOUTH EAST



LASER FOUNDATION UP AND RUNNING

The first meeting of the Laser Foundation (the successor body to LASER, the Development & Networking Agency) was held on the 26th October. The major item of business was to prepare a consultation document to go to all ex-Laser members for response by the 23rd November 2001.

The document requested views on the general principles for considering proposals for funding by the Foundation, and on priority areas for funding. A copy of the Foundation mission statement was also included for comment. The Foundation Trustees will consider all responses with a view to incorporating them as far as is practical into the Policy and Priority framework for grant making.

Professor Bullock Chair of the Foundation Board said 'We have entered a new phase of Laser's life, and will take forward the views of the ex-Laser members into the operation of the Laser Foundation. We shall be looking for innovative and imaginative bids which are predominantly cooperative in nature and consistent with our mission statement. We are concerned to provide funding that will be transparently and objectively of real benefit to public library users in general, but particularly those in the London and South East area.'

The Foundation Trustees are:- Barry George (Bedfordshire), Sue Brown (Library Association), Professor FW Bullock (Chairman), Michael Holroyd (Author/Biographer), Adrian Olsen (Southwark), Emma Robinson (University of London), Dina Thorpe (West Sussex). Patrons are Ann Limb (Chief Executive of Ufi) and Dr. J Parker (Public Lending Rights). The Company Secretary is Frances Hendrix.

The Foundation will be communicating with the wide community of Librarians, archivists and museums on a regular basis.

To contact the foundation e-mail laser@laserfoundation.org.uk.

NEWS FROM YORKSHIRE

The new single regional agency for Yorkshire will be a cross domain strategic organization and will start on the 1st October 2002. In the meantime Ann Day has been appointed as the Libraries Development Officer for the Yorkshire Libraries Strategy Group and will commence her new role on 3 February 2002.



Yorkshire Libraries and Information will continue as the operational organization for the region although a full Best Value review of all activities is currently being carried out.

For further details please contact:
Kate Holliday, Manager
Yorkshire Libraries and Information
kholliday@wakefield.gov.uk

Tel 01924 302214

NORTHERN REGION

NORTH EAST
MUSEUMS
LIBRARIES
& ARCHIVES
COUNCIL



"NEMLAC Information North, the Northern Regional Library System, dissolved on 31st March, 2001. The objectives, services and staff of the former regional library system transferred to a new body, the North East Museums Libraries and Archives Council (NEMLAC), on 1st April, 2001.

NEMLAC is the first single Regional agency (SRA) for the sector and functions as a strategic regional body in the North East. NEMLAC is funded by Resource, members' subscriptions and some income generation. NEMLAC provides interlibrary lending services to its members and continues to run its own transport scheme.

Contact information:

Michael Long, Director of Operations,
North East Museums Libraries & Archives Council,
House of Recovery, Bath Lane, Newcastle upon Tyne, NE4 5SQ.
Telephone: 0191 222 1661
Fax: 0191 261 4725.
michael.long@nemlac.co.uk NEMLAC website
<http://www.nemlac.co.uk>

NEWS FROM SCOTLAND

'STATE OF THE REGIONS' – SCOTLAND (ED/N-2 AND ED/N-1)



At the time of writing, there are no proposals to alter the way in which the National Library of Scotland deals with inter-library loan requests although electronic delivery of photocopies is preferred. However, the Library is in the process of reviewing *all* its existing activities. The results of this Review will not be known until May 2002.

*Pat McKenzie, Head, Inter-Library Services,
National Library of Scotland, January 2002.*

NATIONAL LIBRARY OF SCOTLAND INTER-LIBRARY SERVICES

TRANSPORT

The National Library of Scotland has concluded an Agreement with Hays DX for the provision of a Scottish Libraries' Transport Service (SLTS). There will be 28 participating libraries when SLTS goes 'live' on Monday 14 January; others will be added as appropriate.

As well as carrying inter-library loan traffic, SLTS will also carry consolidated mail, provided the addressee is another library. Delivery is largely confined to the UK mainland as it has not been possible to cover remoter areas such as Shetland, Orkney, the Western Isles and the Scilly Isles.

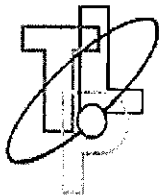
Although a long desired objective, this is the first time that Scotland has been able to have a national transport service available to its libraries. By introducing the Service, it is anticipated that libraries will make considerable savings in the cost of their inter-library traffic.

Any Scottish library interested in joining the SLTS, should contact the writer.

LOAN RATES

After consultation with participants in September, the Scottish ILL Rate (SILLR) has been held at £4.50 per item lent/borrowed until at least 31 March 2002. Further consultation will take place in February to determine the rate from 1 April 2002. Details of SILLR participants, all of which also take part in the CONARLS IRU scheme, can be found at <http://www.nls.uk/professional/interlibraryservices/services/sillr.html>.

*Pat McKenzie, Head, Inter-Library Services
National Library of Scotland
33 Salisbury Place
Edinburgh
EH9 1SL.
(tel: 0131-466 3815; Fax 0131-466 3814; E-mail: p.mckenzie@nls.uk).*



The Libraries Partnership
West Midlands

WEST MIDLANDS REGION - TLP-WM

The Libraries Partnership - West Midlands (TLP-WM) is working with the WMRAC and WMRMC to create a Single Regional Agency. The Acting Director of TLP-WM, to be appointed shortly, will work with the Chief Executive of WMRMC to lead this work, reporting to a Steering Group of the three Boards. A Business Plan has been submitted to Re:source for 2002 onwards. Year 1 (from April 2002) will be managed via a Transitional Prospectus under which the three bodies will operate separately but with a number of joint activities leading to the creation of a new organisation from April 2003. TLP-WM is undertaking a review of its various operational services (such as interlending support and transport) to determine the needs of libraries in the West Midlands and the best way of managing regional arrangements within the new regional landscape.

SOUTH WEST REGION - SWRLS

Operational aspects of SWRLS are in the process of being contracted out. Bristol City Council Libraries will take over the management of the operational unit, subject to contract - negotiations are in progress. At this stage there are no plans to move SWRLS office from its present location in Bristol Central Library.

The strategic arm will co-locate with South West Museums Council and South West Archives Council staff in Taunton during the run up to the establishment of a Single Regional Agency for the South West in April 2003.

NEWS FROM IRELAND

An Chomhairle Leabharlanna (The Library Council) fosters and promotes library co-operation within the library system in Ireland.

The Council manages the Committee on Library Co-operation in Ireland (COLICO) and liaises with the British interlending and co-operation system (CONARLS). An Chomhairle represents the Republic of Ireland and Northern Ireland for interlending and document supply services (The Combined Regions).

Amongst the wide range of other activities that the Council engages there are:

- Implementing the public library policy *Branching out: a new Public Library Service* (1998) in the areas of information and communication technologies, staff training and development, access, service delivery and opening hours;
- Managing a Public Library Research Programme co-funded by the Department of the Environment and Local Government and Library Authorities;
- Coordinating the Irish project ACTIVATE funded by the European Commission (<http://www.activate.ie>);
- Providing information resources and services to public library authorities, and to the broader library sector;
- Participating to the European project CULTIVATE (<http://www.cultivate-europe.org>).

Updated information on all the activities of An Chomhairle Leabharlanna can be found on its web site at <http://www.librarycouncil.ie>.

Contact details are as follows:

An Chomhairle Leabharlanna (The Library Council)
53 & 54 Upper Mount Street
Dublin 2, Republic of Ireland
Tel: +353 1 6761167 / 676 1963
Fax: +353 1 676 6721
Email: info@librarycouncil.ie
Website: www.librarycouncil.ie

EAST MIDLANDS

In the East Midlands work is well advanced on the creation of the new single regional agency – EMLAC. At the time of writing the recruitment process for the Chief Executive was underway and the new organisation is expected to begin work on 1st April 2002.

However the libraries domain in the East Midlands have argued strongly for the retention of a separate representative organisation which can create a strong voice for libraries. The East Midlands Regional Library System will continue in existence

as a membership organisation with the current Secretariat. The Museum and Archives domains will also retain their own organisations.

EMRLS has never acted as a full regional library bureau but from April 2002 will offer a locations finding service to its smaller members using the UnityWeb database.

For further information about EMRLS please contact:

*Lynn Hodgkins, Regional Librarian
East Midlands Regional Library System
c/o Alfreton library, Severn Square
Alfreton, Derbyshire, DE55 7BQ*

Tel: 01773 835064

Fax: 01773 521020

Email: lynn.hodgkins@derbyshire.gov.uk

NEWS FROM



CO-EAST PLUS PROJECT

A pioneering partnership involving Co-East, ELISA, the Open University, the University of East Anglia and the British Library, with technical support from Fretwell Downing Informatics, has secured more than £88,000 of funding from the British Library's Co-operation and Partnership Programme and RSLP.

The project, Co-East Plus, will enable library users throughout the East of England access to the resources of libraries in the public, academic and health sectors. In addition, a pilot 'cluster' will be set up in the region, which will test an interoperable technical model based on Z39.50 and ILL/ISO protocols, as well as an access agreement which will serve as a model for future cross-domain clusters. The pilot cluster, located in Norfolk, includes the University of East Anglia, Norwich City College, Norfolk Library and Information Service, Norfolk and Norwich Hospital Trust and Norwich Research Park Libraries.

In addition, the project will add to the mapping and development of regional content by working with other major East of England projects, such as NOF Digitise East of England Sense of Place, to scope a joined-up approach to a regional gateway. Moreover, both Co-East and Co-East Plus will contribute to the development of access to British Library content suitable for public library users.

For further information about the Plus project, please contact Linda Berube, Project Officer
email: linda.berube@cambridgeshire.gov.uk tel: 01223 718 170

CO-EAST'S INNOVATIVE LOANS SERVICE – READY FOR TAKE OFF

Co-East is delighted to announce that, from the beginning of September 2001, staff in Essex Libraries and Cambridgeshire Libraries have successfully exchanged requests via their library management systems, using state of the art resource sharing software. As a result, library customers in five authorities within the East of England will soon be able to place their own requests for other authorities' bookstock.

The new service, known as Co-East Library Loans, is a major technological achievement, using Z39.50, to create not only a virtual union catalogue, available to users via library OPACs and the web in the East of England, but also offering, through the integration of the ISO/ILL protocols into library management systems, a user-friendly and cost-effective delivery mechanism for users to obtain bookstock beyond their home library service.

Mike Hosking, Chair of Co-East and Head of Cambridgeshire Libraries and Information, commented "This is an exciting moment for Co-East, as it signals the launch of an important new service for library users in the East of England. The capacity for self-service interaction with the Co-East catalogue means that users will now be able to easily and speedily obtain a greatly enhanced range of materials to support their learning and recreational needs. The launch is particularly timely, as it will significantly enhance the content made available via the Peoples Network in this region."

The Co-East Library Loans service is the result of 2 years research and development work, initially funded by DCMS/Wolfson and now sustained through the ongoing commitment of the Co-East consortium, which has involved library authorities from across the region, working in partnership with leading library management suppliers. The service will be expanded during 2002, as other library authorities in the region develop the capacity to participate in resource sharing activities. Suffolk Libraries will be the next library authority to participate, using DS' CRX product, in early 2002.

The five authorities who will be involved in the first phase of Co-East Library Loans are Essex, Southend, Thurrock, Cambridgeshire and Peterborough. The remaining authorities are Hertfordshire, Norfolk, Suffolk, Bedfordshire and Luton Libraries. Essex Libraries, along with Southend Libraries and Thurrock Libraries are using GEAC software, alongside Fretwell Downing's VDX ILL tool, to facilitate their participation in Co-East Library Loans, whilst Cambridgeshire and Peterborough are using epixtech's RSS software.

The Co-East Library Loans Service is just one of an increasing range of services Co-East is developing for library users. A transport specification has been drawn up, which will ensure that Co-East Library Loans travel within the region as speedily as possible and that the opportunity for delivery of items direct to users' homes is incorporated. In addition, Co-East is developing new models of resource sharing with other library sectors in the region through its BLCPP-funded project, Co-East Plus. And, from the end of September 2002, Co-East will be taking over the management and further development of the Ask A Librarian and Familia services from EARL, which Co-East will be delivering to participating library authorities across the country.

For further information about Co-East, Co-East Plus and Ask A Librarian and Familia developments, consult the Co-East website at www.co-east.net or contact Ciara Eastell, Co-East Regional Project Manager at ciara.eastell@cambridgeshire.gov.uk or tel. 01223 717064.



V3.WEB

Test Version Now Available At www.v3web.com

On December 10th 2001, V3.Web replaced V3.Online and enhanced further its premier position as the UK's top integrated and fully managed Inter Library Loans request and management service.

A completed request for a specific item can now be made in less than half a minute, starting with a search to identify the correct item, creating the rota, then initiating the request. Search facilities are extensive with both simple and advanced search modes, and large selected search sets can be refined by adding further criteria to the original search.

The rota of libraries may be created by manual selection or through a one step Auto-Rota selection tool. BLDSCL may be added into the rota at any point. At any time the positions of the various libraries within the rota can be altered.

Once in the system the request is routed to the first library in the created rota, and if they are unable to supply automatically moves to the next library in the rota, and so on. (The system automatically jumps over libraries that it knows are currently suspended). Request management enables the user to amend the details on an ILL after it has been made, to add further bibliographical information, to amend or extend the rota, etc. V3.Web uses the ISO/ILL protocol standards but hides the complexities from the user ensuring a very powerful and flexible tool. All the V3.Web databases are Z39.50 based, and in addition to the Union catalogue of members holdings the search screen also gives access to external databases such as the British Library, Library of Congress, National Library of Scotland, etc. Users may also specify other external databases, if required, and searches may be performed concurrently across one or more of the databases indicated.

Future development lies in enabling V3.Web to talk directly to library management systems, so that when a rota is constructed the system will search the linked local user management systems to ensure that requests are prioritized and directed to the library that actually has the book sat on the shelf. V3.Web supports full access for staff (though feature controllable) and a subset of features for Public access. The system supports end user ILL requesting, and this may be enabled under "User specific" rules.

V3.Web has many powerful facilities for managing requests, both incoming and outgoing, utilizing all electronic procedures - no creating and manually forwarding e-mails for V3.Users. Yet again a V3 product has assisted in improving supply time statistics, cutting staff time, and cutting costs. This state of the art electronic ILL system is available to everyone with a PC and an internet connection.

For further details contact

Martin Harrison, Managing Director, LIBPAC Computer Services Ltd, Martin House Farm, Hilltop Lane, Whittle le Woods, Chorley, Lancs, PR6 7QR

Tel: 01257 274833
Fax: 01257 266488
e-mail: martin@libpac.co.uk

INFORMATION ACCESS IN BRITISH UNIVERSITY LIBRARIES: An Assessment Of The Impact Of Supply- And Demand- Side Innovation On Interlending Policy And Practice

*A Report on research carried out for a dissertation
By Emily Burningham*

Before I even applied for the MSc in Information Science at City University I knew that I wanted to write my dissertation on the subject of interlending. I had enjoyed working in the Interlending Office at University College London and was particularly interested in what effect developments in technology and information access would have on this traditional service. End-user targeting and desktop access have become increasingly common in recent years and therefore there is opportunity for the user to bypass the intermediary role of the library. However, at the same time the library also has greater opportunity to provide an even better service to their users and alternative means of information access. My dissertation specifically focused on access to full-text journal articles and the impact of electronic resources on university libraries and their interlending departments. The research consisted of three parts. The first was my own private study and involved reading relevant articles and using the World Wide Web to look at the types of information access available. The second and largest part was the sending out of a questionnaire to British university librarians. Lastly came interviews with professionals in the electronic journal supply business. I encountered much interest in the subject matter and a wide variety of opinions on the issues at hand.

The aim of the dissertation was to study the current developments in information access and their impact on British university libraries. In order to achieve this aim I had two objectives. One was to study the developments themselves and to look at the different routes by which the end-user can access full-text journal articles. The second was to assess the impact of electronic resources, in particular electronic journals, on university libraries and interlending. A wide range of issues were covered within these objectives, from electronic journal pricing models to the information-seeking behaviour of users.

Developments such as the Internet and personal ownership of PCs have led to innovation in supply and demand. Electronic resources have risen to the forefront of information access, and user-friendliness and end-user targeting have become more prominent. Alongside the subscription model for electronic journals, the pay-per-view option is gradually being offered by a growing number of suppliers. User expectations are rising with increased desktop access. They now do not necessarily have to go through their university library to access what they want. Crucially those users who are not attached to an institution also have the means to access journal articles and other material. Electronic access to information is becoming increasingly important in university libraries with electronic journals being a major growth area. Electronic resources are enabling libraries to provide an ever better service for their users, with faster access and multi-user facilities.

The majority view expressed in the questionnaire was that innovation in access will have both a positive and negative impact on interlending. Electronic resources can improve the efficiency of interlending and replace much of the staff labour. Greater demand for interlending is also created by the availability of references from electronic resources. However, it was felt that the service would decline, at least in the traditional sense and be a less popular option for users, becoming a smaller part of library services within the next five years. There will be less demand for interlending because libraries will have access to a wider number of journals through the various deals. They will also face barriers in supplying

for or ordering from other libraries where the articles are in electronic form. The interpretation of "positive" and negative" differed somewhat among the respondents to the questionnaire. Some viewed the decline in the use of traditional interlending as a negative thing while others viewed this as positive because it meant that library resources would be freed up for other things and that the library would be able to provide a better service.

Respondents stated that the interlending policy and practice at their institutions had already been affected such as in the form of a decline in requests or changes made to procedure. However, the interlending service is still a very dominant form of access. A lot of comments were made by the questionnaire respondents that interlending will still exist in some form with a likely future being in desktop document delivery, and that even though its traditional form will decline it will still be part of library services. However, it was strongly expressed by many respondents that traditional interlending would still play a significant role for some time to come yet. The journal article supply side may decline but books and other material will still need to be supplied through interlending.

The interviews brought forth similar views such as the idea that interlending will definitely become less popular and that it *should* disappear, at least in its traditional form. The question arose of whether it should really be relevant anymore when one can access material directly from the publisher. However, the decline in interlending will only be very gradual because of publishers' resistance to document delivery, which can lose them revenue, and libraries' commitment to share their resources. Both pay-per-view and free access to peer-reviewed research papers were put forward in the interviews as models of the future.

The issue of the end-user versus the intermediary obviously comes into play when one considers what the future might hold for university libraries and interlending. End-user access in the form of pay-per-view or commercial document delivery may be quicker and give the user more control but it also requires more skills and is often more expensive. Therefore currently interlending is still a more viable option for most users when they want to access a journal article that their library does not hold. However, as end-user access becomes more available and more feasible what sort of impact could this have on the library's mediating role? The view expressed through my research is that the role of university libraries in the information sector will evolve and adapt. There will be some threat to their traditional role from other information agencies but they will still provide a crucial role in organising high quality information and guiding users in how to access it. There will also always be information that is unavailable online. One must also account for the difference between users and factors such as cost and access restrictions. The traditional routes will be preferred by many for some time to come.

University libraries are moving towards a greater access policy and while electronic resources may bring some restrictions they generally facilitate the provision of library services. The general feeling obtained from the research was that interlending will decline but not disappear. Instead its role may change and the infrastructure within which it operates will most certainly change. A lot of uncertainty was expressed about what exactly the future holds. However, it does seem likely that interlending will evolve towards newer forms of document supply. There are various pilot projects and initiatives looking into this area, such as the EASY project at the Ingenta Institute. Some of the respondents to the questionnaire also reported pay-per-view document supply projects at their institution. Although pay-per-view is not a common option in university libraries at this time it seems likely that it will happen but not within five years and not as a free service to the library user. It will be subsidised and will most probably become part of the interlending service.

However, another new model of information access seems likely to be an important one in the future, and that is the initiatives being promoted at places such as BioMed Central and The Public Library of Science where peer-reviewed research papers will be available free of charge to the user. Such a model would create even less demand for interlending but with the resistance and problems it will face on the way it does not seem likely that it will become the dominant form of access in the immediate future. The general view expressed by the professionals who were asked seemed to be that such a model would be beneficial for university libraries, reducing the need for electronic journal subscriptions and document delivery. Interlending could adapt or it could disappear. The availability of free information would most certainly have an impact.

NON-ILLOS EASY

Ian Stuart, Lancaster University

The **EASY** (**E**lectronic **A**rticle **S**upply) service which was previously restricted to libraries using the Lancaster ILLOS Inter Library Loans management system has been extended to all UK higher and further education libraries. EASY allows inter library loan requests for journal articles to be satisfied electronically direct to end-users. In order to use the service, libraries must sign the EASY Site Licence Agreement.



Details of non-ILLOS EASY are as follows:

- The service is based on an EASY server in Lancaster
- ILL staff log in to the EASY server and submit requests (journal articles only)
- Requests are checked automatically for EASY availability
- Articles available via EASY can either be sent electronically to the end-user or to the ILL address for printing and forwarding to the end-user
- Articles are delivered within two hours of ordering
- No copyright signatures are required
- End-users can keep the articles in machine readable form on their pcs (no distribution and for personal use only)
- The charge for each article supplied is £4.19 (inc. vat)
- The institution is invoiced every month for items supplied
- There is no charge for using the service

For further details contact::

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Email i.stuart@lancaster.ac.uk
Tel. 01524 592540 Fax 01524 63806



FIL WORKSHOP AT WREXHAM

FIL ran a workshop on 17th October 2001 at the North East Wales Institute of Higher Education at Wrexham

Paul Jeorrett spoke about '*Interlending Wales*' which was followed by a lively discussion. The audience was mainly Welsh librarians so this talk was very interesting for them. This was followed by a demonstration of **UnityWeb** given by Susan Walsh, of NWRLS and Terry Willan of Talis Information Ltd.

After lunch, Helen Parnaby from the British Library Document Supply Centre at Boston Spa spoke about current and future trends in the BLDSC. Finally the day ended with a talk from Alan Watkins on his role on Resource

BRITISH LIBRARY CHAMPIONS READERS RIGHTS

A pioneering set of guidelines, promoting access to books, magazines and journals for visually impaired people (VIPs), has been launched at the British Library. The result of a wide-ranging consultation among rights holders and organisations helping VIPs, the guidelines clarify current trade practice with regard to copying publications, and establish a balance between the requirements of the visually impaired, and the special problems surrounding uncontrolled copyright, transcription and distribution.

Where visually impaired people cannot read works in commercially available formats they will in some cases wish to copy, record or transcribe the work into a form accessible to them. The issue of who may create and distribute copies in different formats, in particular electronic copies, is important for rights holders.

Judy Watkins, Deputy Copyright Officer at the British Library, commented: "These guidelines are a welcome initiative. They make absolutely clear to visually impaired people, and those acting on their behalf, what they can do to get access to printed material whilst staying on the right side of the law".

For more details please contact:
Craig Westwood
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London NW1 2DB

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email craig.westwood@bl.uk



HARMONISING THE NATION'S MUSICAL HERITAGE

British Library funds online music research and performance project

The first comprehensive map of all the UK's resources to be produced as an online database was announced in January 2002.

- The database to be called Cecilia will include:
- Printed music and audio collections
- Concert programmes and other memorabilia
- Autograph scores and other heritage items
- Performance sets supporting amateur choral and orchestral societies
- Archives of jazz and popular music
- Collections of musical instruments



The website will be a one stop shop for music information designed to support the needs of users – from those pursuing their private passions through to learners, performers and researchers. The completed database will provide a detailed profile of the music collections held across the country, whether they are in libraries, museums or archives. Cecilia will identify the scope and scale of materials held, how they can be accessed and how the institutions can be contacted.

"Users will be able to locate musical assets more quickly and with greater ease, helping to underpin research and support performance across the UK" said Susi Woodhouse, President of IAML (UK), developers of the project.

She continued, "We are delighted to have received funding for the project from the British Library's Cooperation and Partnership programme. Cecilia is major building block in IAM: (UK)'s ongoing programme to encourage and support greater participation in musical activities of all kinds. Through Cecilia, it will be possible to find out what is available in your local public library, and also find details of the range and variety of special collections held in the UK from manuscripts to musical instruments"

Funded by the British Library, the Research Support Libraries Programme and re;source The Council for Museums. Archives and Libraries, Cecilia will go live online in November 2002.



LIBRARIAN'S CHRISTIAN FELLOWSHIP

Change and Decay...and Opportunity?

Facing change in Libraries and Society

Saturday 27th April 2002 Annual Conference

College Hall, Malet Street, London, WC1, Time: 10.30 - 16.45.

Speakers are **Diana Edmonds**, Managing Director, Instant Library, on the Christian response to a changing profession and wider society and **Brian Allenby**, National Director, Christians at Work. Our **Annual General Meeting** will be held during the conference.

Further details from the secretary: Graham Hedges 020 8871 7461
email secretary@librarianscf.org.uk

A DAY OUT IN LONDON 4TH SEPTEMBER 2001

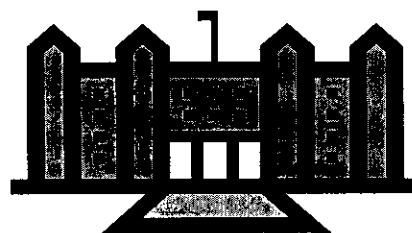
Organised by Betty Lowery, BLDSC and Alan Cooper, LA

The morning started with a visit to the Library Association. Sue Brown, Director of Member Services was our guide. She talked about the proposed unification of the LA with the Institute of Information Studies, the work of the LA and the proposed restructuring and refurbishment. Susan Kay, Professional Advisor, Professional Qualifications took us through the chartering process and then went on to talk about the importance of continuing professional development.

Kathy Ennis, professional Advisor, Academic and Research Libraries gave an overview of her work in lifelong Learning. I had never been to the Library Association before and this one morning gave me more of an insight into the work of the LA.

After lunch, kindly provided by the LA, there followed a brisk walk to the New British Library at St. Pancras.

What can I say – brilliant, superb, exciting!



We had wonderful tour guides who gave us the background of the building at St. Pancras and then delighted us with an extensive tour of the exhibition rooms; all the floors and the members lounge. The tour lasted for 1 1/2 hours, but felt like only 20 minutes.

I would recommend a visit to both the Library Association and the British Library to anyone, both are institutions well worth seeing.

*Peggy Eccles
Lancashire Library Services*

FIL
Forum for Interlending

Reminder

**The next FIL conference will be at
Exeter University**

1st – 3rd July 2002

To be sure not to miss it... put the dates in your diary now!

THE BRITISH LIBRARY

NEWS FROM THE DOCUMENT SUPPLY CENTRE

"100 million satisfied customers - British Library Document Supply Centre hits landmark figure for delivered requests"

The BLDSC delivered its 100 millionth document in December 2001. The request came from the Zambon Group SPA, a multinational pharmaceuticals company based in Milan, Italy.

One of the world's largest sources of published information, BLDSC receives around four million requests each year from over 20,000 customers in over 130 countries around the globe. Over 95 per cent of requests sent to BLDSC are satisfied, with 85 per cent coming from the British Library's own collections – proof of the unrivalled depth and scope of the resources upon which BLDSC is able to draw. The Zambon Group request was processed by the BL in just 16 hours from start to finish, thanks to its use of electronic requesting and delivery methods.



THE BRITISH LIBRARY AND ELSEVIER SCIENCE SIGN NEW PARTNERSHIP DEAL

A landmark deal that allows access to over 1000 Elsevier Science titles by readers in the British Library Science Reading Rooms at St Pancras, and to over 20,000 world-wide customers of the Library's Document Supply service, has been signed by the two organisations.

The British Library and Elsevier Science have strengthened their existing partnership by agreeing the supply and use of material in electronic format. The agreement means that the electronic full text produced by Elsevier Science in ScienceDirect can be stored by the British Library for use in its public reading rooms, and for satisfying document delivery requests.

Requests for the latter should be processed in a matter of minutes after receipt and with a high level of accuracy from the Library's Document Supply Centre (BLDSC), at Boston Spa in Yorkshire. In an extension to the previous agreement the new licence will permit users of the Library's inside service to receive copies of articles from Elsevier material instantly for the first time.

The three-year deal covers all the titles published by Elsevier on ScienceDirect. In addition to licensing Elsevier's ScienceServer software the agreement also includes use of electronic bibliographic data, including abstracts, which will be used in the Library's Inside and zetoc document and information services.

For more details please contact:

*Colin Beesley at the British Library Press Office, Boston Spa, Wetherby, West Yorkshire LS23 7BQ.
Telephone 01937 546 825, fax 01937 546 571, email colin.beesley@bl.uk*

*Jean Lawton, Communications Director, Elsevier Science, Amsterdam. Telephone +31 20 485 2661,
email j.lawton@elsevier.com*

British Library Press Release

FROM CARD TO COMPUTER - 450,000 UNION CATALOGUE OF BOOKS RECORDS NOW ONLINE

Stage one of a project to put online the 1.5 million Union Catalogue of Books records (UCB), listing stock held by the British Library's Document Supply Centre (DSC) is now complete, the Library announced at the Online exhibition today. This means that the DSC's pre-1950 records, 450,000 in total, are now available on the British Library Public Catalogue (BLPC) and can be searched free via the Library's website.

Housed at the Library's DSC at Boston Spa in Yorkshire, the Union Catalogue of Books contains over 5 million book records in 3,792 catalogue drawers, many of them stretching back to the 19th century. Nearly half a million of these are stock records for pre-1950 books, added to the DSC collection over the last forty years. The catalogue includes donated material, foreign language books and many historical items of interest to researchers and scholars.

Work began on the project in 1999, and this completed first stage is part of an ongoing process to make all of the 1.5 million records - spanning the dates 1949-1979 - freely available on the web via the BLPC. The records have been added to the 10 million already available on the BLPC. In addition registered users can order any of these items for loan with a simple click of a mouse.

For more details please contact:

Colin Beesley at the British Library Press Office, Boston Spa, Wetherby, West Yorkshire LS23 7BQ. Telephone 01937 546 825, fax 01937 546 571, email colin.beesley@bl.uk

British Library Press Release

Ask a Librarian & Familia

Ask A Librarian, EARL's national digital reference service, and Familia, EARL's local history and genealogical resource, have now been placed with Co-East. The Family History and Ask Task groups, steering groups composed of national library representation, will continue to support the services, and will support Co-East in its development plans. The new URLs will be www.ask-a-librarian.org.uk and <http://www.familia.org.uk>.

Anyone having problems accessing these sites should contact Ciara Eastell, Co-East Regional Project Manager, for further information on 01223 717064 or ciara.eastell@cambridgeshire.gov.uk

Coming soon....

the
library



and

FIL
Forum for Interlending

present

Opening Your Eyes -

Focus on How the Open University Library "Stands Out from the Crowd"

Venue:
Open University
Open Business School
University rooms 1-3

Date
13th May 2002

Proposed Programme

- | | |
|-------|--|
| 10:30 | Registration and coffee |
| 11:00 | OU courses: why we "stand out from the crowd"
Christine Tucker, Teaching Materials Officer |
| 11:30 | A visit to Open Library and a trip on SAFARI
Alison Bremner, Assistant Librarian, Learner Support |
| 12:00 | Optional tour of the Library |
| 12:45 | LUNCH |
| 13:45 | Multimedia and digital video: demonstration and discussion
Juanita Foster-Jones, Multimedia Service Development Officer |
| 14:15 | Learner Support research and results
Alison Bremner |
| 14:45 | Opening our ears – Your chance to question the speakers |
| 15:15 | Tea and close |

More details to be circulated in the near future.

Contact details:
Julie Pethwick, Open University Library
j.pethwick@open.ac.uk

Forum *n.* a meeting for the open discussion of topics of interest

Interlending *n.* mutual exchange of resources

WHAT IS FIL?

The Forum for Interlending (FIL) is an organisation for interlending and document supply personnel. It is run by a committee of elected members themselves involved in inter-library lending (ILL) and document supply. FIL was set up to enable library and information workers in this area to exchange ideas and views and also to raise the profile of this area of work nationally and internationally.

FIL activities include:

- Annual Conference
- Exchange of Experience workshops
- A regular Newsletter
- Regular publications on matters relating to ILL & document supply.
- Regional one-day events.

FIL liaises with national bodies such as the BLDSC, the Library Association and CONARLS and raises areas of concern to ILL & document supply staff at national level.

Membership of FIL is open to anyone involved in ILL & document supply. You can either join as a personal or institutional member. The cost of joining FIL is just £30 per year.

For further information email lhc4@leicester.ac.uk or check out the contact details on the back page.

Check out the FIL website at <http://www.la-hq.org.uk/liaison/fil/introf.html>
For....

[Annual Conference]

[Exchange of Experience Workshops]

[FIL Newsletter]

[FIL Statements]

[List of current members]

[Membership]

[National Committee]

[Publications]

[One-day events]

[Presentations]

and... [FIL's popular page of links to other sites of relevance]

FIL COMMITTEE

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