

FIL Newsletter

Forum for Interlending

Issue 38

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OCLC & FIL SEMINAR

Wednesday 30th January 2002
Birmingham

A Report from Nina Whitcombe, University of Wales Swansea

After a mercifully uneventful train journey I arrived in Birmingham and made my way to the aptly named Tricorn House, the offices of OCLC Europe, the Middle East & Africa. The seminar was well attended and as usual many people had travelled considerable distances in their quest for knowledge of the ever-changing world of interlending.

Whilst battling unsuccessfully with the coffee machine I was politely asked if I would be prepared to write a report of the day for the FIL Newsletter. After accepting this challenge I resolved to give the seminar my undivided attention and write the report as soon as possible upon my return to Swansea. Needless to say things did not go as planned and I am writing this after a timely email reminding me that the submission deadline is next week. Luckily the seminar was quite memorable and it is not proving too difficult to recall events, no doubt aided by memories of a very impressive buffet lunch.

Andrew Evans from OCLC welcomed us and introduced his colleague Stuart Hunt who gave a demonstration of the OCLC ILL Service web interface. With the distressingly high cost of obtaining international loans through the BLDSC it is interesting to explore all the alternatives available and OCLC certainly boast some impressive statistics for example, dealing with over 114 million interlibrary loan requests since 1979 and achieving a 95% fill rate.

The web interface appears easy to use, allowing you to search WorldCat, identify a string of potential lenders and send off your request. The system has many interesting features including the ability to specify preferred lenders for particular categories of material. Once identified these preferred lenders are automatically prioritised in any future location searches, very useful if you only want to apply to libraries that accept IFLA Vouchers as payment.

When IFLA Vouchers are not an option it is still possible to escape the wrath of your Finance Department by taking advantage of Interlibrary Loan Fee Management (IFM). IFM simply adds the charges for using the OCLC ILL Service to the overall OCLC invoice that your institution already receives. This

avoids the nightmare of arranging payment of relatively small amounts in foreign currency.

Next on the agenda was Sam Tillett from BLDSC and 'The Role of the British Library in the Changing Environment'. Sam commenced by outlining the history and formation of the British Library and gave their 'Vision' and 'Mission' statements. In order to meet the aims laid out in these statements the BLDSC have devised a number of 'Enabling Strategies' and 'Strategic Programs' including the BSDS Digital Library System.

The Digital Library System will allow customers to locate and request material via a web gateway. This material will then be retrieved by the BLDSC from their digital stores and delivered to the customer via the required method i.e. print, fax or electronic delivery. Progress in this area has already been made by 'First Tranche Projects' such as electronic commerce via the British Library Public Catalogue and digital stores such as ESTAR.

The day was rounded off with a discussion on the 'Role of the Forum for Interlending' chaired by Jean Bradford from the University of Bristol. Jean posed the following questions about the future of FIL:

- How can we communicate with BLDSC?
- How can we raise our concerns, e.g. about Regional developments?
- How can we raise our profile?
- What do we want to do in the future?

Points raised in the discussion included; concern over the changes instigated by re:source and the demise of LINC, the possible loss of British Library Customer Clinics, the future of the FIL Newsletter, how can FIL attract new members and the need to raise more finance possibly by increasing subscription charges.

The presentations given by Stuart Hunt and Jean Bradford can be found on the FIL web site <http://www.cilip.org.uk/groups/fil/present.htm>.



FIL Seminar - Belfast 2002

A report from Florence Gray, Queen's University Belfast

The Forum for Interlending held a seminar "Electronic Resources and Interlending" at Queen's University Belfast on the 9th April. The seminar was attended by over fifty delegates from all parts of Ireland and was a result of the decision by Fil to hold more meetings outside England.

Bill Wynne and Avril Patterson started the presentations with a talk on Document Delivery and the Electronic Library: opportunities, constraints, practicalities. The impact of electronic delivery was first felt 20 years ago with electronic resources discovery. The subject was seen in the context of UCD but is applicable to us all. The pros for readers are the wide range of material available and speed of access. The cons include complexity for users and staff, resource discovery and copyright limits. Avril highlighted issues of changing user profile eg mature students, distance learners and more post graduates students. The conclusion was that resource discovery should be improved, there should be seamless access to electronic resources and on going training of staff is needed.

Clare McVeigh and Deirdre Wildy gave an overview of the Rascal Project- Research and Special collections available locally. This is a new research initiative launched by Queen's University Belfast. The focus is on the humanities and social sciences. The aim of the project is to create a web-based directory of research and special collections available throughout Northern Ireland. Further details can be obtained from the Project website <http://www.rascal.qub.ac.uk>.

After lunch Helen Parnaby talked about the current and future challenges facing the British Library. She went over the changes directly affecting customers made by BL in the last few years. The British Library has also made management changes and London and Boston Spa now have an integrated marketing approach. Challenges facing the British Library include providing wider access-especially to the end user and remaining competitive. The British Library aims to develop and enhance programs, digitize material and create an integrated technical system.

The final presentation was given by Peter Robinson and Ross McIntyre on the Zetoc current awareness service - What it is and how to get the best from it. Zetoc uses the same database as Inside-ETOC. Items may be ordered directly by users and paid for by credit card. Zetoc is free at the point of

zetoc ™

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access- there are no individual subscription costs and no search costs. The Etoc database covers journals and conferences from 1993 (for conferences can be earlier). It covers every subject with guaranteed availability from the British

Library. Electronic document delivery, library privilege and links to local holdings are forthcoming. A very useful demonstration of ZETOC followed the presentation.

As well as listening to four excellent presentations the seminar gave staff involved in interlending and document supply in Ireland a very welcome opportunity to meet and exchange views.

30th May 2002



A Plea from our Treasurer...

Please make sure that members and their Finance Offices have updated their records to include the new FIL Treasurers address. A few subscription payments have gone astray because they have been sent to the wrong place.

All subscription payments should be made to:

Jean Bradford (Treasurer)
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

INTERLENDING AND DOCUMENT SUPPLY WORKSHOP

University of Leicester

October 29th 2002

EMRLS and FIL have combined to present a workshop for staff involved in the day to day work of Interlending and Document Supply

10.00-10.30	Coffee and registration
10.30	Welcome to the University of Leicester Jo Aitkins, Public Services Librarian
10.45	New developments at BLDSC Sam Tillet, The British Library
11.45	Requests Direct Margaret Van Mellaerts, Essex Libraries
13.0	Lunch
14.15	Interactive Workshops: These will begin with a short presentation to all delegates, followed by a break out into groups on the following subjects: <ol style="list-style-type: none">1. Document Supply for Distance Learners2. Unity Web
15.30-16.0	Tea and Summary

Cost £25 to FIL & EMRLS Members and £30 to non members

Name.....
Institution.....
.....
.....
Tel: Email.....
Any Special Dietary Requirements.....
Please indicate as appropriate:
Choice of breakout group.....
Please invoice my Institution/I enclose a cheque.....

To attend please complete the above and return to:
Linda Clarke, Inter-Library Loans, University of Leicester, Main Library,
University Road, Leicester LE1 9QD.
Tel 0116 2522039 Email lhc@leicester.ac.uk

INTERLENDING & THE HYBRID LIBRARY

THE AGORA EXPERIENCE

D. Palmer,
University of East Anglia



Background

Agora was an eLib Phase 3 project running from January 1998 to December 2000, with a further extension of 6 months to July 2001. Partners in the project were the University of East Anglia, CERLIM (Centre for Electronic Resource & Library Information Management, Manchester Metropolitan University), UKOLN (UK Office for Information & Library Networking, University of Bath) and Fretwell-Downing Informatics

There was a further group of library associates comprising the University of Hull, Heriot-Watt University, Bath Spa University College and SELIC (University of Edinburgh) who assisted with development of requirements and testing.

The Agora Project focussed on the development of a functional Hybrid Library Management System (HLMS), with particular emphasis on the technical aspects of the creation of a HLMS. In short, an HLMS must be capable of searching, locating, requesting and delivering resources independent of boundaries of ownership, location, service provider and storage media. An obvious component of the HLMS was felt to be the integration of interlending functionality.

The University of East Anglia conducted 2 case studies with the Agora software, which was based on Fretwell Downing's VDX product. Both studies focussed on interlending functionality with particular emphasis on user and staff use and reaction. This report is based primarily on this work.

Overview of the interlending functionality of Agora

Agora represents a significant change in the technology for interlending within UEA, involving an increase in the automation of the process for both users and staff. Manual user requesting and staff inputting was eliminated as was the need for staff to manually input transaction updates from our main supplier, the BLDSC. Auto-mediation of requests was made possible as was auto-routing of requests to a rota of suppliers. There was also substantial automation of communication with both the BLDSC and users. Agora can handle copyright, demanding a declaration either before, or after, transmission of a request of an item.

Overcoming early problems, Agora Release 2 was able to communicate with the BLDSC successfully and dynamically alter and update transaction records

upon receipt of messages from the BLDSC using the BLDSC house protocol ARTemail. Communication using ISO-ILL was not attempted during the Project due to the uncompleted state of the BLDSC ISO 'gateway' although the system is ISO-ILL compliant. Financial tracking and accounting of transactions was also not assessed although this functionality was resident within the software and appeared functional upon demonstration.

Case study results indicated that users felt that, in comparison with a manual request system, Agora was a step change forward in bringing interlending closer to them and making it easier and faster. A web request form was, not unsurprisingly, very popular – the only complaint being that it should be made more prominent to the user within the system!

Interestingly, case studies showed that not all users wished to use the full integration of searching with interlending within Agora; some were quite happy with a simple blank web request form. Users found that requesting, reporting and delivery functionality were all superior to the current system of mixed manual request with automated administration. The ability to view the progress of their transactions was welcomed as was the increased interaction between interlending staff and users. The mode of this communication between interlending office and user was not seen as decisive with support for both web and email.

Interlending staff were less enthusiastic about the system, not because of rejection of the theory behind the HLMS, but because of difficulties dealing with the complexity of the system, absent full documentation and training. Moving from a DOS interface to a complex Windows environment with new terminology, multiple screens and new iconography proved a difficult transition. In addition, the automation within the system ironically proved somewhat confusing without a full understanding of the theory underlying the automated process.

Staff did feel that reception and transmission of requests was superior to their present manual-automated process but felt that the tracking of requests, and communication with both users and suppliers was not superior. In particular, the complexity of the system and the difficulty in communicating non-standard messages with users and suppliers was noted. Lack of experience with the system, and configuration errors played a role in production of this opinion and it may moderate with time.

Technically, Agora is a significant step forward in interlending. However, its very power and configurability makes it a very complex system that requires extensive and precise configuration. A thorough knowledge of institutional interlending practices and the way in which they 'map' onto the functionality offered by Agora is necessary to maximize the benefits of Agora. Case study experience revealed that time spent on configuration was well-spent as mis-configurations by Project staff caused some difficulties.

What are the technical challenges remaining? Users were almost unanimous in demanding that article level records be checked as against local print holdings

as a next step. This seems to demonstrate that full interconnectivity between local and remote data repositories at a very fine level of granularity must be an essential feature of any interlending system in future.

Auto-mediation and auto-routing of requests can provide an efficient and effective solution for 80% of interlending transactions, but what of the remaining 20%? Integration of 'non-standard' communication in particular within Agora will allow the HLMS to handle all forms of document delivery, however complex. Given the increasing primacy of unmediated document delivery and fulltext access, it can be anticipated that future interlending transactions will be less and less 'standard' so system flexibility will be a key strength. This will be accentuated by the trend to a less centralized interlending environment within the UK – any system that can cope with multiple suppliers with varying policies and prices will be at a distinct advantage.

Organizational and Management Issues (internal and external)

As noted above, Agora integrates interlending into the full range of information acquisition policy and procedure of any institution. This has significant operational and managerial implications for the organisation.

Integration of interlending as simply another information acquisition method amongst many others, will encourage institutions to consider the relative merits of each acquisition option to an extent not currently done. Information acquisition choices will be much more apparent, and clearer, to the user but the degree to which the institution wishes to make this choice on behalf of the user will have also to be considered.

This leads to the significant issue is of request mediation – how much and when? Agora can give the user significant choice and power in the choice of acquisition methods and remove substantial areas of institutional mediation. The willingness of the institution to 'give up' this power, and user willingness to exercise such power have yet to fully ascertained.

Financially, the ability of the system to search on, and check against local holdings should reduce the number of requests made for items in stock and thus save the institution money from the elimination of duplication and use of British Library searching.

The interaction between policy and technology is a challenge for the institution. For example, Agora will not currently allow for third party approval of requests; but the deeper question is what the purpose of such a policy is, and whether the technology offers alternative ways of achieving the same result. Further, is the organisation willing to accept the alternative on offer and what are they willing to pay to have their policy reproduced in an electronic environment? Institutions will have to concentrate on outcomes more than processes in order to maximise the benefits of a HLMS such as Agora.

Case study results also demonstrated that, when an 'all-manual' process is converted to a mixed manual-electronic process, the remaining manual process is much more visible. The attitude to copyright ably illustrates this – with a

manual request submission process, declarations are submitted without complaint or comment with the request. However, when the declaration is demanded separately from a web-based request, either before or after transmission of the request, users considered this a great annoyance.

One could see the same process with staff who would 'ignore' the automation of several manual processes but comment negatively on 'additional' work that the system required in others.

Perhaps the most important issue is in no way technical but rather could be how the interaction between humans and the system is handled. Clearly, adequate training, documentation and support is critical, particularly to interlending staff as case study results have shown. The ability to relate enhanced functionality to staff duties, and present the 'larger picture' of system functionality to staff will be essential to their acceptance of interlending within an HLMS as set out in Agora. Staff must know why a process occurs as well as how.

Additionally, it will be always be necessary to ensure that staff see a role for the human element within the interlending process. If the changes in interlending practice occur as noted above with the service becoming more of a 'niche' service, the skill level of staff will have to increase as they move from processors of requests to a more advisory role. Hopefully, this will mean greater range to the job of interlending staff, greater skill in the staff and more job satisfaction for staff.

Conversely, whilst the users seem to accept the system enthusiastically, case study results showed that use of the interlending functionality of Agora varied greatly. Should it be the policy of an institution to encourage, or indeed 'force' users to employ the full integration of searching & interlending that Agora offers on the basis that this maximises the functionality of the system?

In the end, the HLMS is about increasing the range and ease of access to and use of resources and services and any institution contemplating the adoption of a HLMS should be prepared for the implications of offering it's user that increased choice.

1 May 2002.

Further details of the Agora Consortium and associated projects are at <http://hosted.ukoln.ac.uk/agora/>

News From The Regions



LOST AND FOUND:

ESTABLISHING THE NORTH WEST INTERLENDING FORUM

David Orman, Chair, NWILF

Spoiled and Lost

We had, it is true, become rather spoiled in the North West. The NWRLS was originally established (with other regional bureaux) in the 1930s, and had for so long been a vital force in interlending in the North West that it was difficult to conceive of the future without it.

For interlending practitioners, one of the key services provided by NWRLS had been its organisation of regular meetings of interlending staff from member organisations, which I was fortunate enough to chair. These meetings allowed discussion of the practicalities of interlending, as well as providing an opportunity to be updated on developments inside and beyond the region by representatives from the BLDSO and, occasionally, from other relevant organisations.

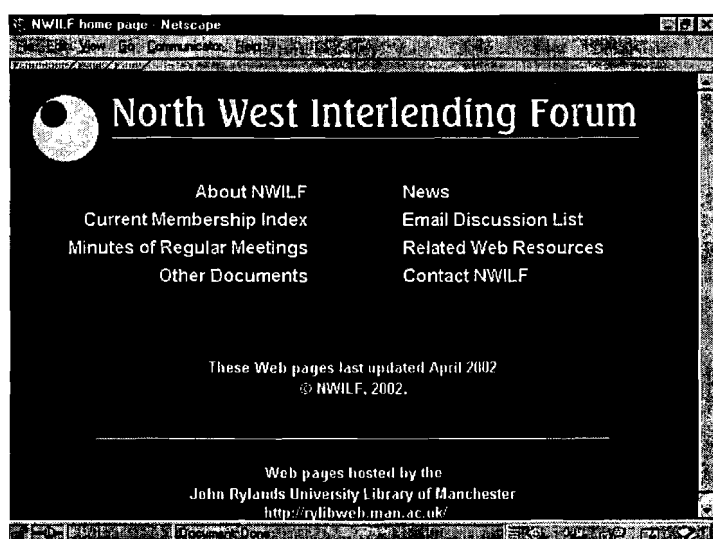
Libraries North West (the successor organisation to NWRLS) decided that such meetings should properly be organised by members, rather than by them – if (some thought was implied) members were interested in doing so. There was interest – and quite a lot of it, if preliminary discussions at the final NWRLS-organised interlending staff meetings were anything to go by.

Developing the Idea

Initially interest was perhaps partly a result of the consternation felt at the prospect of there being no regional forum for those operating at the sharp end of interlending. As discussions proceeded, however, there also arose enthusiasm at the prospect of establishing an entirely independent, regionally focused group dedicated to the practice of interlending. There also developed an increasing awareness that setting up a new organisation was unlikely to be entirely straightforward: what would be its remit?; where would meetings be held?; would we need to charge for membership?; etc. To resolve some of these issues, a questionnaire was constructed and sent to all active members of the NWRLS-organised meetings, and a proposal developed as a result of responses received.

Establishing NWILF

Forty interlending professionals from the North West gathered in Manchester on 6 March to discuss the proposal. Following a few amendments, it was accepted, and NWILF, the North West Interlending Forum, was established. Fortunately, the John Rylands University Library of Manchester is keen to support interlending in the region, and was able to offer to provide a meeting room and space on its server to host the NWILF Web pages, free of charge. This removed the need to implement subscription charges, at least while NWILF becomes firmly established. (The proposal, constitution, membership forms and full details about NWILF can be found at <http://rylibweb.man.ac.uk/nwilf/>)



Focusing Out

Despite arising from meetings organised by the NWRLS, NWILF will not simply be a carbon copy, *sans* NWRLS. Naturally, members are likely to focus on issues of particular relevance to the region, but discussions will decidedly not be limited to activities related to members of Libraries North West. This, I think, is a natural product of the increasing shift away from being bound by

geographical limitations, whether as a result of remote access to information about collections via the Web, or the welcome tendency to consider matters in terms of their wider (regional, national, international) implications. Indeed, though NWILF will always regard the North West of England as 'home,' as Chair I am confident that members will be keen to take into account wider trends, developments and issues. And I sincerely hope that NWILF, and particularly its email discussion list, will be of value to others outside the North West – which is why membership is open to anyone with a legitimate interest in interlending. There is, too, work to be done in raising awareness among LIS students, and for this reason NWILF has decided that membership will be open to students too. Nor is there any restriction on the number of personal memberships: every interlending-active colleague is welcome and has a part to play in NWILF.

Interlending is Crucial

Cross-sectoral involvement will be important to the success of NWILF. There is little point in establishing a talking shop for interlending practitioners based in only public or only academic libraries: the real problems have to do with how we gain (and, crucially, grant) access to material held outside the reach of our users. There has been a great deal of attention paid to document delivery over

recent years, and that is a good thing. But, in terms of practicalities, there will always remain the need to interlend – to borrow and lend physical items which have not, or have not yet, been digitised. Whether that item is an obscure paper on the history of a local church, an article on the implications of separating Siamese twins, a dissertation on imagery in *Ulysses*, or a copy of a once-popular light novel, is beside the point: interlending is essential to allowing libraries to satisfy their users' needs, and to enabling the development of a truly egalitarian information age.

Fitting In

NWILF does not, of course, intend to cross swords with LIS-ILL, FIL or any other service or organisation. For many years, the FIL conference (for example) has been invaluable, and continues to be so. But there is more to be done than any single organisation can do. And, to return to the obvious, there is also the particular regional perspective to be taken into account, even if NWILF can contribute to the wider discussions too. LIS-ILL is a useful tool; but there is, I think, room (if not the need) for an interlending-devoted list which concerns itself with discussing procedures, ideas and developments, rather than being primarily a means of announcing events and placing requests.

The Future

Perhaps unfashionably, I believe that there is a great deal to be done in interlending: simply because the stable product (books and other physical items) has remained substantially the same over the years does not mean that there has been a lack of development; and it certainly does not mean that there is little else to do apart from to develop larger and better union catalogues. There is, then, also a place for NWILF. As with FIL, though, quite how valuable it will be depends on its members. The infrastructure of NWILF has been established; it remains for people – for readers of this article – to join and to participate in making it a success.

*For further information Email: david.orman@man.ac.uk
Tel: 0161-275 3697 <http://rylibweb.man.ac.uk/nwilf>*

Joining NWILF

Readers are invited to join NWILF, and to encourage their colleagues to do so. There is currently no charge for membership, but a membership application form *must* be completed and submitted for each personal and institutional member. Application forms and full details are available on the NWILF Web pages at <http://rylibweb.man.ac.uk/nwilf/> or from the Secretary: Sheila Houldin, Cheshire Libraries, Bibliographical Services, 91 Hoole Road, Chester. CH2 3NG. We look forward to welcoming you as a member.

“REGIONAL DEVELOPMENT OFFICER (FOR LIBRARIES IN ENGLAND) STARTS WORK”

Audit of library regions in England is first task

Geoff Warren has now started work as Regional Development Officer (for libraries in England). He will be based at home in Worcestershire. Over the first few months, the emphasis will be on consulting with library interests across each region

- leading a shared evaluation and audit of how library and information services in England are engaging with the new Regional Agencies network, and how libraries are working with archives and museums
- harvesting "models of regional working" to encourage a wider understanding of what does and does not work at regional level
- assisting the three national organisations (which are funding this post) to forge a new partnership with the regions of England

Discussions are planned with key players at national and regional levels, and a number of presentations will be given at major library and information events. However the emphasis is on involving the library and information domain and ensuring that services of all kinds can make the most of the funding and development opportunities available to them under current and future programmes.

*Geoff Warren
Regional Development Officer
c/o 15 Stagborough Way
Stourport-on-Severn
Worcs
DY13 8SS*

*01299 827757 (phone/answerphone)
07855 269883 (mobile)
rdo@stagborough15.freeserve.co.uk (email)*

Concord - Library Co-Operation Website Press Release, May 2002

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



Please send contributions to: n.whitcombe@swansea.ac.uk

FIL

Forum for Interlending

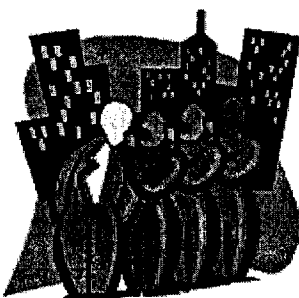
University of Exeter 1st – 3rd July 2002

Interlend 2002

ALL CHANGE

See FIL website at <http://www.cilip.org.uk/groups/fil/introf.html>

For current report of events and presentations



**Sheila Corral, Director of Academic Support Services,
University of Southampton and 1st President of CILIP**
All Change: future scenarios for information provision

Bernard Naylor, Last president of the Library Association

Natalie Ceeney, Director of Operations and Services, the British Library

Barry Eaden, Cambridge University Library, Head of Inter-Library Loans
Cambridge: from back-up to independence – a year of challenge

Nick Fox, Assistant County Librarian, Hampshire County Library
Towards the Unknown Region

Ian Henderson, Manager for Change, the British Library
Change in National Libraries

Pauline Dyer, Head of Libraries and Heritage for Wiltshire County Council
'Changing Libraries: new approaches to partnerships with Public Libraries'

Peter Wynne, Docusend Project Manager, King's College London
The Docusend Project

NEWS FROM THE BRITISH LIBRARY

British Library catalogue enabled for simultaneous searching

The British Library has today launched its new BLPCZ service, which provides Z39.50 compliant access to the British Library Public Catalogue for the first time. The international standard for communications between computers in the library and information sector, Z39.50 allows simultaneous searching of multiple bibliographic resources via the Internet.

The service allows quick and easy access to bibliographic records from the catalogues of the main British Library collections - already available online at <http://blpc.bl.uk>. In addition to this, the new feature will allow users with suitable retrieval software to download and make use of the Library's bibliographic citations for their own personal research purposes. This should prove of particular use to researchers and students compiling bibliographies for monographs, research reports or theses.

Developed and hosted by MIMAS (Manchester Information and Associated Services) at the University of Manchester, BLPCZ is the latest result of a co-operative alliance between the British Library and CURL (the Consortium of University Research Libraries) which is aimed at providing wider access to the Library's catalogues.

Further details are available at: www.bl.uk/catalogues/blpc.html

Posted by British Library Press & Public Relations, 07 June 2002

Improved Ariel service from the BLDSC

The BLDSC has recently completed the first phase of installing new scanners as part of its "Scan-on-Demand" project, primarily to give a better service to Ariel customers but also to provide a platform for future developments and trials with other types of electronic document delivery. The new scanners are flatbed and have been modified for our particular operation, enabling faster scanning by operators who no longer need to rotate the journal between each page scan. This also means that Ariel customers, apart from seeing improvements in copy quality, at last receive the article with all pages the right way up instead of having alternate pages upside down! New scanning software will allow us to start testing other methods of delivery in addition to Ariel. These include pdf delivery over the web (hopefully in the summer) and, most important for our operational procedures and productivity, delivery to the despatch bay for printing prior to mailing. This last development would lead eventually to the use of scanners rather than photocopy machines on our main article supply service. The whole project will take until May 2003 to complete.

British Library to Discontinue Patent Express Service

Patent Express, the British Library's patent delivery service, is to cease operation on 5 June. Patent Express was set up in the 1980s to provide a specialist remote patent copying service based on the British Library's collection of patents, consisting of over 42 million patents from 45 patenting authorities.

For many years Patent Express was a market leader in patent delivery, supplying copies to customers worldwide. Access to patent documents on the Internet and increased competition in recent years has meant that the majority of patent documents are now available from other sources. Provision of the service no longer covers its operating costs. The decision to close Patent Express was taken both on economic grounds and to reflect the change in patterns of use, meaning that the vast majority of patents are available from other sources, in many cases electronically.

The Library investigated alternative methods of providing the service, such as partnership agreements. Unfortunately none of these would have enabled it to offer a service which would cover operating costs.

The British Library will continue to offer access to patent collections to personal users through its reading rooms at St Pancras and will offer copy services to these.

Natalie Ceeney, Director, Operations and Services at the British Library, said: "All our other services for Patents will remain available as will our full portfolio of Document Supply Services. Patent Express was an excellent response to a niche in the market and has proved extremely successful, but as a result of the development of web-based and other services for the supply of patents, it is time for the Library to move on. We are investigating new services for current and potential users, building on the success of our Document Supply Service. The British Library remains the largest document supplier in the world and a key resource for knowledge creation in the UK and worldwide."

Posted by BL Press & Public Relations, 24 May 2002





**68th IFLA General Conference and
Council**

*Libraries for Life: Democracy, Diversity,
Delivery*

August 18th - 24th 2002, Glasgow, Scotland

**Section on Document Delivery and Interlending
Open Session Draft Agenda**

Global Access to Information: For Whom?

11:00-11:15 Welcome and introductions – Mary Jackson, Chair of the Section

11:15-11:45 Culture of cooperation – Daniel Mattes Durrett (Universidad Anahuac, Mexico)

11:45-12:15 The Ghana Project: two perspectives

- i. The Ghana Project: from planning to operational phase - Neils Mark (Statsbiblioteket, Denmark)
- ii. The success story of the Ghana Interlibrary Lending and Document Delivery Network (GILLDDNET) - A.K. Martey (University of Cape Coast, Ghana)

12:15-13:15 New initiatives in providing global access

- i. Enhancing access to information through document delivery systems - S. M. Salgar (INFLIBNET, India)
- ii. PERI: a programme including access and dissemination of publications to and within developing and transitional countries - Carol Priestley (International Network for the Availability of Scientific Publications, United Kingdom)

13:15-13:30 General discussion/Q&A

Note: We ask the speakers to focus on technical, economic, social and regulatory aspects of their respective topics.

FIL

Forum for Interlending

Email List

The FIL committee would like to set up an email list for members, so that everyone can be kept informed of new events and matters of professional interest. To do this we need to have your current email address. If you would like to be added to the list, please complete the form below and return to:

**Nina Whitcombe, Inter-Library Loans, University of Wales Swansea,
Library and Information Service, Singleton Park, Swansea SA2 8PP**

Tel: (01792) 295045

Email: n.whitcombe@swansea.ac.uk

Name.....

Institution.....

Email.....

Data Protection

Any personal information you supply is kept by FIL for the purpose for which you provided it. It is not passed on to other organizations unless this is made explicit when you supply it or it is a legal requirement.

We would like to use your information:

- a) In order to process your membership
- b) To inform you of events and training courses
- c) To send you information on matters of professional interest
- d) To send you details of the annual conference
- e) To send you the FIL Newsletter

FIL COMMITTEE

<p>Jennifer Cox (Chair) Bibliographical Services London Borough of Bromley, Leisure and Community Services Central Library High Street Bromley Kent BR1 1EX Email: jennifer.cox@bromley.gov.uk</p>	<p>Linda Clark (Vice Chair) 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>Jean Bradford (Treasurer) 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>Neil Dalley (Secretary) 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>Joan Lowe (Membership Secretary) Operations Administrator Document Supply Unit John Rylands University Library of Manchester Oxford Road Manchester M13 9PP Email: jlower@fsl.li.man.ac.uk</p>	<p>Avril Patterson Inter Library Loans Main Library University College Dublin Belfield Dublin 4 Email: avril.patterson@ucd.ie</p>
<p>Linda Cameron Document Delivery Service University Library University of Stirling Stirling FK9 4LA Tel: 01786-467239 Email: l.a.cameron@stir.ac.uk</p>	<p>Margaret Jasem Document Delivery Service/Serials Glasgow University Library Hillhead Street Glasgow G12 8QE Tel: 0141 330 6707 Fax: 0141 330 4952 Email: m.jasem@lib.gla.ac.uk</p>
<p>Nina Whitcombe (Newsletter Editor) Inter-Library Loans University of Wales Swansea Library and Information Service Singleton Park Swansea SA2 8PP Tel: 01792 295045 Email: n.whitcombe@swansea.ac.uk</p>	
OBSERVERS	
<p>Betty Lowery Customer Services BLDSC Boston Spa Wetherby Yorks LS23 7BQ Tel: 01937 546339 Fax: 01937 546333 Email: betty.lowery@bl.uk</p>	<p>Alan Cooper 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>