

JOU  
020  
FIL



Issue 39

ISSN: 0966-2154

October/November 2002

## Contents

### In this issue:

<b>Chairs Report 2001</b>	<b>2</b>
<b>FIL Events: Interlend 2002</b>	<b>4</b>
<b>Dates for your diary: Interlend 2003 University of Cambridge</b>	<b>13</b>
<b>IFLA Conference 2002</b>	<b>14</b>
<b>Essex Interlending at the Cutting-Edge</b>	<b>19</b>
<b>News from the Regions</b>	<b>21</b>
<b>News from the British Library</b>	

# FIL

Forum for Interlending

## CHAIRS REPORT 2001

Sadly my involvement with FIL is coming to an end and whilst I have enjoyed every minute of the work one aspect I won't miss is presenting reports such as this.

I have been very lucky to have worked in all the four years with wonderful people on the committee. I would like to thank all who have been with me for all their support.

This year's committee saw some changes of personnel. Margaret Jaseem, Linda Cameron and Joan Lowe have joined us, but we also lost two members in Susan Walsh and Julie Pethick. Thank you to them for all their hard work.

It has been a very busy year with events being held in various venues throughout the UK.

On the 4<sup>th</sup> September we had a day in London with a visit to the Library Association and the British Library at St Pancras. This was an informative and fun day.

An Interlending workshop was held at NEWI in Wrexham on the 17<sup>th</sup> October with speakers Paul Jeorrett (NEWI) on Interlending in Wales, Terry Willan and Susan Walsh demonstrating Unity Web. Helen Parnaby talked about the British Library's current and future trends with the day ending with Alan Watkins giving an insight into RESOURCE. The 28 delegates really enjoyed this day and were very active participants.

30<sup>th</sup> January found us at OCLC in Europe, Birmingham. A day for FIL was held with a demonstration of the web interface to the OCLC ILL service in the morning, and a talk by Sam Tillet from the British Library on the role of the British Library in the changing environment. This was followed by a lively discussion by the 25 delegates on the role of the Forum for Interlending chaired by Jean Bradford.

68 people attended a day on Electronic Resource in Interlending in Belfast on the 9<sup>th</sup> April at Queen's University. The day started with Ben Wynne and Avril Patterson University College Dublin giving a talk on Document Delivery and the Electronic Library. This was followed by a very informative project on research resources in Northern Ireland called RASCAL by Clare McVeigh and Deirdre

Wildy. Finally Helen Parnaby, Peter Robinson and Ross McIntyre gave us an insight into future challenges and innovations at the British Library.

It can not be over emphasised how much hard work is put into organising one of these days and I would like to thank members of the committee and other helpers who participated.

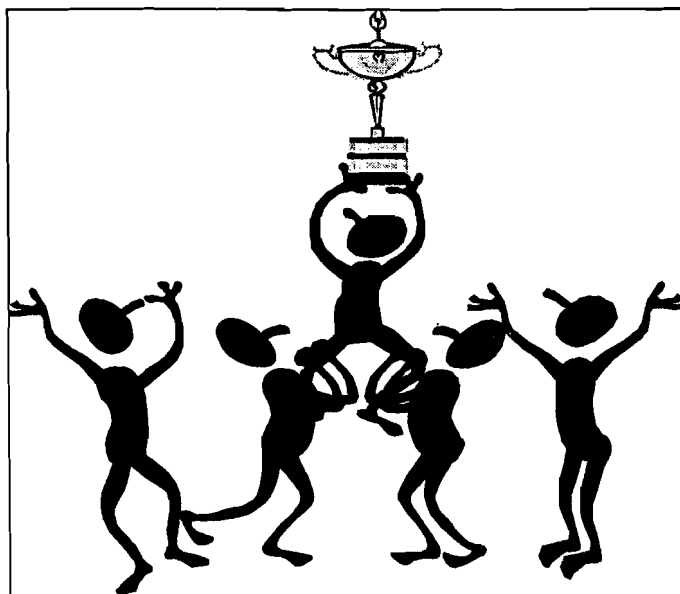
People working in Inter Library Loans have I think found this year a year of consolidation following all the changes of the previous year. I think we have all worked hard to make the changes work.

We are still continuing with the offer of a Conference Bursary, allowing a delegate from library school to attend the conference and also continuing to participate in IFLA where our representative is Pennie Street.

Our representative on CONARLS has this year seen further change within the structure of the regions.

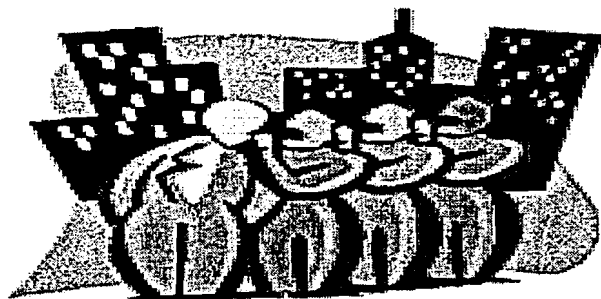
Finally I would just like to thank you for all the kindness and support I have enjoyed over the last 4 years – it has been a pleasure.

Peggy Eccles  
FIL Chair



On behalf of FIL we would like to thank Peggy for her contribution to the committee, especially her hard work as chair (the Ed).

## Interlend 2002 – All Change



*A report from Nina Whitcombe, University of Wales Swansea*

Interlend 2002 was my first FIL conference, each year I mean to attend the annual conference but never seem to manage it for a variety of reasons. The quality of the 2002 programme and the fact that I had received glowing reports about Exeter from everyone who has been there made me determined to finally make the effort.

Exeter was as beautiful as I had been led to believe, the university campus was set in botanical gardens and on a steep hill which means that Exeter must boast some of the fittest students in the country. The staff were extremely helpful and the accommodation was comfortable although the shower seemed to have been designed for the sole purpose of soaking the bathroom.

### Monday 1<sup>st</sup> July

Interlend 2002 commenced with the FIL Annual General Meeting where we said goodbye to the FIL Chair **Peggy Eccles** who had served four years on the committee and elected seven new committee members. Among the other business discussed was an amendment to the constitution in order to avoid the unnecessary expense of a detailed audit and a proposal to raise the subscription charge for institutional members to £50.

**Sheila Corral** (Director of Academic Support Services at the University of Southampton and 1st President of CILIP) gave the opening address titled, 'All Change: Future Scenarios for Information Provision'. This was a comprehensive insight into where the future of information provision may lie. Sheila detailed the political, economic, social and technological factors that are driving change in the information arena, the future roles of information professionals and the skills that they will need to develop in order to succeed in these roles. To round off consideration was given to the future of interlending services.

Monday night was the conference dinner with **Bernard Naylor** as the after dinner speaker. Bernard was every bit as witty and amusing in person as he is in print (see his regular column in Update) and I have been left with the enduring image of the magic porridge pot from the fairy tale representing the nature of information. The night ended very sociably in the bar where everyone

became so engrossed in discussing interlending matters that they forgot to drink, much to the delight of the bar staff who were able to close early.

## **Tuesday 2<sup>nd</sup> July**

After being officially welcomed to the University of Exeter by **Alasdair Paterson** (University Librarian) **Natalie Ceeney** (Director of Operations and Services at The British Library) delivered the keynote address, 'All Change'. Natalie emphasized that despite the current obsession with 'change' it is in fact nothing new. The address was accompanied by a number of absorbing slides, in particular a timeline of changes in document supply and interlending since 1962. Natalie went on to outline changes that may have taken place by the year 2010 in areas such as user needs, technology, publishing and information providers. The address rounded off with a number of key points indicating why libraries are well equipped to manage these changes.

**Barry Eaden** (Head of Inter-Library Loans Cambridge University) gave an address titled, 'Cambridge: From Back-Up To Independence – A Year Of Challenge' which detailed how the demise of the back-up libraries has impacted on the University of Cambridge Inter-Library Loan Department. I was surprised to find out that the department is self-financing and therefore faced a dilemma when the British Library announced that the back-up libraries would cease to exist from October 1<sup>st</sup> 2001. Barry described the choices that were open to them and how they went about implementing their decision to maximize revenue from lending to other institutions.

We broke into groups to attend one of three workshops on offer (see conference workshop reports that follow this article) and after lunch gathered to hear **Nick Fox** (Assistant County Librarian Hampshire County Library) give an address titled, 'Towards the Unknown Region'. The Regional Library Systems in England & Wales have been faced with dramatic changes from a number of areas during the last couple of years. Nick discussed the positive and negative factors driving these changes and the choices that need to be made to ensure that the 'Unknown Region', which will be the final conclusion of all these changes, meets the agendas of the various bodies involved.

The afternoon consisted of presentations by library suppliers and a number of visits to places of interest in Exeter including:

- University of Exeter Library
- Exeter Cathedral and Library
- Guided tour of the Cathedral Close and Palace Garden

I had opted for the tour of Exeter University Library, which proved very interesting, particularly their audiovisual resources and the Bill Douglas Centre for the History of Cinema and Popular Culture. During the tour it started to rain quite heavily, unfortunately the rain continued forcing the barbecue planned for the evening indoors.

**Wednesday 3<sup>rd</sup> July**

Wednesday morning commenced with a presentation by **Ian Henderson** (Manager for Change at The British Library) titled, 'Change in National Libraries'. This presentation outlined the role of The British Library, why it has to change and what changes need to take place to ensure the future of remote document supply. Ian emphasized that in order to deliver better services The British Library must consider its customers as the centre of the organization. The presentation ended with a number of guidelines for implementing change in any organization.

**Pauline Palmer** (Head of Libraries and Heritage for Wiltshire County Council) talked about the changes currently affecting public libraries, the challenges facing them and some of the opportunities. It was quite a revelation to find out about the variety of pressures that public libraries are facing due to government initiatives such as wider access and social inclusion not to mention the ever-present 'best value' inspections. Pauline queried whether the future for public libraries would be 'bright and sunny' or 'a sinking feeling' but she talked with such enthusiasm about her work that I feel quite optimistic on their behalf.

The final address of the conference was given by **Peter Wynne** (Docusend Project Manager, Kings College London) and was titled, 'DocDel horse sense: from donkey work to Docusend'. The address gave the background to the JISC/DNER funded project Docusend which is designed to be 'the one stop, integrated, document delivery service'. Peter described the progress of the project to date and the benefits that using Docusend will bring. Of particular interest to me was the interoperability between Docusend and the Lamda Union List. This presents the possibility of streamlining requests sent to libraries in the Lamda consortium.

I left Interlend 2002 feeling very glad that I had made the effort to attend, besides being an enjoyable experience it presented the opportunity of discussing problems and ideas with a wide variety of people involved in interlending and document supply. I came away with the feeling that 'all change' aptly described the last couple of years in interlending and will no doubt equally apply to the foreseeable future.

The presentations from Interlend 2002 can be found on the FIL website <http://www.cilip.org.uk/groups/fil/conf2002.html>

Next year the conference will be at Cambridge University, be sure not to miss it by putting the dates in your diary now!

7<sup>th</sup> – 9<sup>th</sup> July 2003

# Conference Workshop

## International Interlending - Penelope Street



### *A report from Margaret Grundy, St Andrews University*

Penny Street who is the UK and FIL representative at the International Federation of Library Associations (IFLA) conducted this workshop. Although light-heartedly entitled a "Fairy Story for Librarians" Penny continued by summing up the end goals of Interlending and Resource Sharing as - "Find It and Get It, as that is all the end user cares about". With easy access to information world wide reader expectations are high, no library or country now has the resources to be fully self sufficient and consequently libraries are looking for new partnerships to fulfil their customer needs.

Penny outlined the history of IFLA, its beginnings in Edinburgh, Scotland in 1927, its now present headquarters in The Hague and a membership representing 143 countries world wide. Under its umbrella is a section on Document Delivery which aims to promote, encourage and support good practices in resource sharing in both National and International Libraries. To facilitate direct requesting it has over the past years introduced guidelines on how to contact libraries abroad by using Email, fax or more recently the online IFLA form. A voucher scheme based on the US\$ is in operation to enable a more seamless method of payment between the different countries. It has produced a list of ILL Response Codes and information is available to members through its web site and newsletters as well as supporting workshops and co-operative projects with other International Organisations.

The focus of this workshop was on the physical loan of an item, rather than the provision of material supplied for retention. A discussion on how we viewed International Interlending, the problems and issues common to all followed. We considered how willing we are to participate in lending abroad, the type of material we are prepared to lend and for how long. Our fears when trusting such material to the vagaries of the world wide postal systems, the costs of shipping, the recovery of costs and how we reimburse each other.

Libraries unable to participate in RLG's SHARES but with access to OCLC's World Cat database, and the catalogues of many international libraries available on the web, now find it easier to make direct contact with libraries out-with the UK. Many have found the direct approach a faster and at times an inexpensive way of satisfying user demand. However not all libraries respond so positively and then the chasing and waiting begins, maybe even having to search again for a new location. A welcome addition to our resource tools

would be a directory of Email addresses for libraries and institutions world wide. Jill Evans indicated that the National Library in Edinburgh is willing to make International requests on behalf of Scottish Libraries if required.

Before we came to FIL this year most of us had completed a questionnaire on the state of Interlending in the UK, once analysed the final results will be published. From this survey and our short workshop an early indication is that we are in favour of the general principle of resource sharing, not only does it help the cash rich/information poor but, more importantly, it helps the cash poor/information rich countries. Those of us that borrow and lend encounter few problems and are enthusiastic to continue. We would all welcome an easily accessed Email directory of ILL department addresses world wide.

Finally we were asked if we would consider having a statement re our Institution's policy on International Interlending on our web page or on a centralised web page aimed at providing information re UK Interlending to overseas users.

### ***A Plea from our Treasurer...***

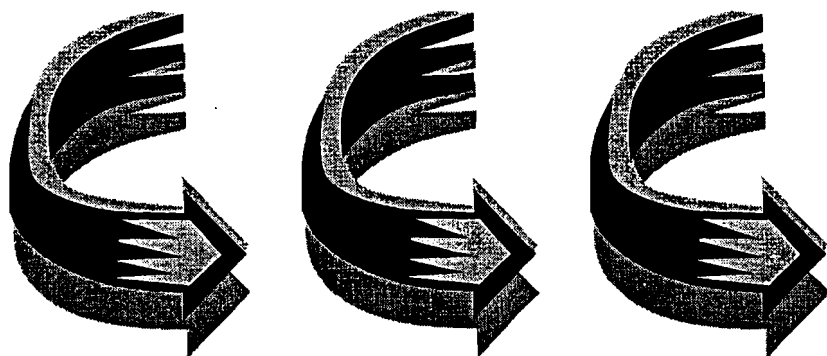
Please make sure that members and their Finance Offices have updated their records to include the new FIL Treasurers address. A few subscription payments have gone astray because they have been sent to the wrong place.

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](mailto:j.i.bradford@bristol.ac.uk)



# **Conference Workshop Contributing to Change Jean Bradford and Joan Lowe**



## ***A report from David Palmer, University of East Anglia***

A 'full house' of some 30 delegates attended this workshop convened by Joan Lowe and Jean Bradford. In the midst of a conference filled with strategic themes and thinking, this session offered, as Jean Bradford put it, "the little picture"; a conversation and dialogue about changes in ILL practice at the practitioner level.

Jean opened with a brief exposition on where we have been and where some of us are at the moment, in a world of limited automation with a very stable interlending environment. Joan followed by outlining the changes affecting all interlending operations at the moment, with the advent of greater electronic access to resources and to our services, limited budgets, more demanding customers, and an interlending environment that is more fluid and changing than it has been in decades. Truly, all change.

Representatives from several institutions reported on how they were meeting these challenges. Bristol reported on the use of their online form for interlending requests. Bristol's experience is that these developments help their workflow, but the requirements for copyright compliance also cause problems. Manchester reported on Deliver, their document delivery service to distance learners, North West sixth form colleges and schools, and the general public, which has been received well by all groups.

The workshop split into groups to consider two major questions/issues;

1. What factors will significantly impact on interlending in the next 2 – 5 years?, and
2. What needs to be done by interlending operations to deal with these factors and continue to provide a relevant and efficient interlending service?

In regards the first question/issue, most attendees identified increasing costs, a demand for individualized service, changes in copyright legislation and evolution in organisational structures as significant factors.

As to what is to be done, all agreed that consultation within the interlending community was essential with perhaps FIL assuming a central role in coordinating this interaction. Advocacy within institutions and within the larger information community was also felt to be important as was sharing experience and expertise. Once again, it was felt that FIL had a role to play in facilitating these processes.

In sum, the workshop may not have answered all the questions it posed, but it proved useful in identifying issues of common interest. Indeed it could be seen as a first step on the road to increased consultation, advocacy and sharing that all the attendees desire in the future. The future of interlending may not be clear but this workshop revealed that many in the interlending community are at the very least talking to each other in the same fog!

## **Conference Workshop Requests Direct Katie Anstock and Margaret Van Mellaerts**



***A report from Riz Zafar, Christie Hospital NHS Trust***

Margaret van Mellaerts from Essex County Council and Katie Anstock from Fretwell-Downing Informatics led an information packed and thought-provoking workshop titled *Requests Direct*.

The workshop attendees were divided into groups and two workshop exercises illustrated the main themes of the workshop.

Workshop Exercise 1 was defined as a 'Utopian exercise' in which the groups were required to take their 'ILL hats off' and think of their own ILL service and

public library ILL service from the users' perspective. There was widespread agreement that a low-cost fast, accurate, efficient ILL system with 'no hoops' for users to jump through was the ideal service.

In 2000 management changes led to the Essex ILL service being looked into and it was found to have numerous problems e.g. time consuming, not public facing, paper dominated and labour intensive. It was also a semi-automated service requiring multiple tools for locating and obtaining requests.

Workshop Exercise 2 was related to these findings and the context of changes faced by Essex. In the background was Co-East (a consortium of public library authorities - including Essex - operating in the East of England region) born out of local government re-organisation and rapidly developing innovative IT solutions for resource sharing and services. Other changes included LASER ceasing trade and the British Library changing their service model and prices.

Essex were therefore forced to radically rethink their ILL service in the context of these changes and the workshop attendees were faced with tackling this question of 'what to do next?' Suggestions included investigating ILL packages available locally, investigating tailor made packages or employing a service model, which accessed as many resources as possible with systems 'talking' to each other. This was the model adopted by Co-east and Essex.

The Essex ILL department developed a strategy and business plan for further developing their ILL service and the *Requests Direct* model was born. The plan was to create a front line service and to utilise IT solutions as fully as possible by creating an automated service to eliminate the 'paper chase' i.e. fulfil many of the ideals of Workshop Exercise 1.

Co-East and Essex with Fretwell Downing developed a resource sharing model using industry standards, Z39.50 for searching and ISO/ILL for the requests so that ILL requests and simultaneous searching could be carried out across Essex, Cambridge and other catalogues. Using a distributed model rather than a centralised model it allows libraries to keep their own packages and their independence but enables a unified searching across multiple library catalogues. An illustration of this model can be found on the *Requests Direct* slide presentation available on the website <http://www.cilip.org.uk/groups/fil/c2002e.html>

The 'Requests Direct' model, using the above technology, is an ILL service which could be accessed via telephone, email, fax, web –whatever the user prefers and the ILL team would have the information 'direct' from the user i.e. requests would no longer be handled 'second-hand'. A team of people could therefore be dedicated to providing the ILL service with no re-keying of requests due to the direct communication methods with the user and the simultaneous catalogue searching which allows users to be told directly if a request is available and where and if the request has been actioned. The user could then be emailed with request status reports and can check request status via the web. Essex has not fully adopted the *Requests Direct* model but adapted it so

that field libraries can access parts of the system to carry out bibliographic and status checks on their customer's requests.

The workshop also illustrated the lessons learned from both sides, the library and the vendor, when implementing a new service model and using new technology. These included: to be prepared for problems but not to lose sight of the goal; to go for incremental service development, invest in training and technology and most of all to be patient. From the vendors point of view lessons included dealing with the customers' high expectations and tempering them with realism and being aware that the project requires on-going problem solving with constant communication.

The *Requests Direct* model and whether it could be adopted by other library sectors was the theme of Workshop Exercise 3 but unfortunately there was no time for this workshop!

The *Requests Direct* model and the changes at the Essex ILL Service illustrated the themes, challenges and problems faced by ILL services as they investigate utilising today's technology to provide the 'ideal' ILL service, within a changing ILL and IT environment.

Have you changed any procedure or started any new service because of information given in these workshops ?

If so, please share your experiences with others through this newsletter.

**FIL**  
*Forum for Interlending*

**INTERLEND 2003**

**BREAKING BARRIERS**



**NEW HALL CAMBRIDGE**

**JULY 7<sup>th</sup> - 9<sup>th</sup> 2003**

For further information please contact: Linda Clark, University of Leicester  
Library, P.O Box 248, University Road, Leicester LE1 9QD



## 68th IFLA General Conference and Council

*Libraries for Life: Democracy, Diversity, Delivery*

August 18<sup>th</sup> - 24<sup>th</sup> 2002, Glasgow, Scotland

### Report on IFLA 2002, Glasgow, Scotland Penelope Street, Liverpool University

The conference theme this year was **Libraries for life: democracy, diversity, delivery**. Librarians have always played a major role in collecting and transmitting new ideas and better knowledge. Fundamental changes in the way information is used are now making an impact on every aspect of economic, educational and social activity. The sub-theme, **Building on the past – Investing in the future**, is equally relevant. Libraries have always played a key role in preserving and making available the literary heritage of nations. Today, libraries and information services develop and provide increasingly sophisticated tools to help make information available globally. Information literacy is central not only to learning, but also to decision-making, evidence-based practice, and innovation.

This was the largest IFLA conference ever with 4700 delegates representing 117 countries 126 stands encompassing 144 organizations. This article is, however, a report on the work of one of the many Section's within IFLA rather than a report of the conference itself. For those of you interested in the conference, a full report is available on IFLANET (<http://www.ifla.org/>)

#### IFLA Section on Document Delivery and Interlending

The Section on Document Delivery and Interlending is the forum within IFLA for libraries and associations concerned with making information in all formats available throughout the world through a variety of resource sharing, document supply, and interlending techniques. The Section's primary objective is to extend and improve document delivery and interlending nationally and internationally through the use of new technologies and increased co-operation between and among libraries and document suppliers. The activities of the Section support a number of IFLA's Professional Priorities, particularly Promoting Resource Sharing. As the national UK group for interlending, FIL's support of and active involvement with IFLA generally and the Section on Document Delivery and Interlending in particular is vital in maintaining both our awareness of developments at a international level and in ensuring that UK interests and opinions are represented. Technology has made the world a smaller place and it is important that we continue to develop both contact and a professional interaction with colleagues outside the UK as well as those within it.

So, what does the Section actually do?

The Section monitors developments and provides information to its membership through a section web-site, twice yearly newsletter, programs at IFLA conferences, support of document delivery and interlending workshops, and co-operative projects with the IFLA Office for International Interlending and other national and international organizations. Its goals are to:

- Monitor innovations and developments in document delivery and interlending management software, organization of and workflow within document delivery and interlending operations, and user-initiated systems and services.
- Promote the activities of the Section to document delivery and interlending colleagues internationally.
- Provide continuing education opportunities for individuals working in the document delivery and interlending field.
- Address the challenges of providing document delivery and interlending services in developing countries.
- Monitor the financial aspects of document delivery and interlending services.
- Monitor the impact of digital publishing and electronic journals on document delivery and interlending services.

How does it achieve this?

Most of the Section's work is carried out at the two meetings that take place at the start and end of the conference. These meetings are the only time when different country members have an opportunity to meet face to face to exchange ideas, keep up-to-date with developments in interlending and to plan for future conferences. Inevitably, much work, especially that of the various subcommittees, is conducted by email. The main topics dealt with at the meetings were:

#### **Plans for Berlin 2003 conference**

The question of whether to stage an open programme and/or a workshop was debated and various ideas were suggested: impact of digital publishing and licensing; problems that arise when libraries don't archive locally and have to go to remote sites to get material; centralisation v decentralisation; electronic copyright; international performance measurement studies for ILL (there are three major ones just published); low cost document suppliers and their impact on larger players were a few of the possible topics mentioned. It was decided that the (newly formed) subcommittee for conference programmes would meet during the conference to discuss these ideas and their suitability, formulate a potential programme (including whether to opt for just an open programme or to include a workshop, possible in collaboration with one of the other Sections) and make recommendations to the full committee at end of conference, meeting. Section members of the subcommittee charged with planning a possible programme for 2003/4 were: Poul Erlandsen (chair), Pennie Street, Hans Martin Fagerli, Daniel Mattes Durret and Torill Redse.

The subcommittee recommended to the second Standing Committee meeting that the theme of the Berlin open session should be "centralised versus

decentralised services." It was noted that this did not just cover document delivery but also access issues such as record creation. The Standing Committee agreed a revised suggestion that the emphasis of the open session should be shifted in order to more explicitly incorporate the access/record creation element and that the session should be a collaborative venture with the Cataloguing Section. There would be two papers on decentralised and centralised approaches to the whole ILL-DD chain of search-find- select-request-receive and pay if appropriate. The subcommittee was charged to work on structuring the session and finding speakers. The subcommittee also recommended that a workshop on the three performance measures studies (in Australia, USA and the Nordic countries) be held.

### **Report on the Future of the Voucher Scheme Task Force**

First, some background. During the first half of 2001, the IFLA/UAP Office carried out a survey of users of the IFLA Voucher Scheme. Many of the results of the survey reconfirmed what was already felt, but it is worth highlighting some key trends:

- Vouchers are used to pay for both copies and returnables. It might seem that a postal payment system like the Voucher Scheme might be more suited to posted returnable loan items, but it was found that libraries used the vouchers to pay for all types of supplied item in equal numbers.
- Vouchers are used with all format of request transmission, especially postal, fax and email requests.
- The vouchers are normally sent in response to each item supplied, and are forwarded to the supplying library after the item received, rather than attached to the request.
- A very large proportion of voucher users used them monthly or less often. This supports the view that the vouchers are most valuable for single occasional requests where a more formal arrangement between the two libraries does not exist.

In February, the Section's Chair, Mary Jackson, spent two days talking with staff of the Universal Availability of Publication (UAP) Office and the IFLA Office for International Interlending (OIL) as well as other BL staff. The main conclusion was that two extremely viable features of the UAP programme – the IFLA Voucher Scheme and the Interlending and Document Supply conferences – were highly appreciated and deserved an extended life. At its March meeting, the Governing Board (GB) voted to close the UAP office but, noting the critical need to continue the Voucher Scheme, appointed a Task Force to recommend proposals for the future of the scheme.

### **Establishment of subcommittees**

- Subcommittee for Principles and Guidelines  
To monitor usage, make updates on a regular basis etc.
- Subcommittee for conference programmes  
To oversee the bi-annual Interlending and Document Supply Conference, give input to professional programme, work with



local organisers, produce conference manual for future conferences etc.

- Subcommittee for newsletter  
To help produce or seek suppliers of relevant articles for printing in Section Newsletter, work on layout etc.
- Subcommittee for strategic plan  
To assist the chair to produce the strategic plan.

### **The Section's programme at IFLA 2002**

The Section organised one Open Session entitled "Global Access to Information: For Whom?" Daniel Mattes Durrett opened the session with a presentation on the "Culture of Co-operation." He was followed by presentations on the Ghana Project by Niels Mark and A. K. Martey, India's IFLIBNET by S. M. Sagar, and an international programme to enhance access to research information (PERI) by Carol Priestley. The open session's programme demonstrates very different approaches to providing access to materials, including one that does not involve interlending or document supply.

### **The culture of co-operation (Daniel Mattes Durrett)**

<http://www.ifla.org/IV/ifla68/papers/045-132e.pdf>

Interlibrary cooperation has an increasingly important impact on what we as librarians and information professionals do on a day-to-day basis. This paper will define cooperation and give reasons for participating in cooperative activities. It will go on to discuss factors that limit and factors that facilitate cooperation. These latter factors can be said to create a "culture of cooperation" in which co-operative activities can provide truly beneficial results. Finally, there will be a brief discussion of the future of cooperation.

### **The Ghana Project – from planning to operational phase (Niels Mark)**

<http://www.ifla.org/IV/ifla68/papers/042-132e.pdf>

### **The success story of GILLDDNET (A. K. Martey)**

<http://www.ifla.org/IV/ifla68/papers/034-132e.pdf>

Niels Mark and Alfred Martey have been involved in the project since it started in Ghana in 1996. Their presentations will present different approaches to the project. Niels will give a short introduction to the idea behind the project, commenting on the project from the sponsor's point of view, with a special focus on some of the barriers and problems faced during the project. Alfred will focus on the benefits of the project and the experiences achieved so far with the Ghanaian libraries.

### **Enhancing access to information through document delivery systems – INFLIBNET's approach (S. M. Salgar, T. A. V. Murthy)**

<http://www.ifla.org/IV/ifla68/papers/036-132e.pdf>

Due to diminishing library budgets, coupled with information explosion, academic librarians in India are finding it difficult to meet the insatiable demands of their clientele. For a country as vast geographically as India, having many universities located in remote places, this problem is compounded. Efforts were made in the past to provide document delivery services through a few documentations centers, set up by the Government in different disciplines.

This paper focuses on the initiatives launched by the University Grants Commission of India in last few years, through INFLIBNET Centre, to provide this service through electronic means by computerizing university libraries, establishing a network and setting up of document delivery centers.

**The Programme for the Enhancement of Research Information (PERI): an integrated response to needs (Carol Priestly)**

<http://www.ifla.org/IV/ifla68/papers/035-132e.pdf>

There has been much concern within emerging and developing countries that the gap between those who have access to information and those who do not is widening. There has also been an increased recognition of the vital role that information and knowledge can play in development and of the potential for the use of new information and communication technologies (ICTs) within this. Following the provision of connectivity, but experiencing difficulties in obtaining relevant and timely 'content', research partners in a number of countries called upon INASP to work with them in developing a coherent programme of opportunities to access international information, provide access to and dissemination of local and regional research results and provide training in both 'Internet' use and journals production.

The result was the **Programme for the Enhancement of Research Information (PERI)**.

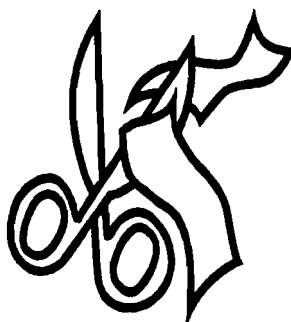
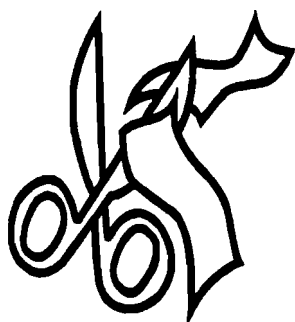
**The editors would welcome your input to your newsletter.....**



**Please send contributions to: [n.whitcombe@swansea.ac.uk](mailto:n.whitcombe@swansea.ac.uk)**

## Essex Interlending at the Cutting-Edge

Contributed by Margaret Van Mellaerts



Margaret Van Mellaerts describes how Essex Libraries has responded to the rapid changes in interlending between library authorities, over the past 2 years, to provide a request service utilising technology at the cutting-edge.

In a recent article in *Library + Information Update*, Mary Rowlatt, on describing Seamless UK, said "Local government today is focused on service delivery and fulfilling Whitehall's e-government agenda. A part of this is to provide easy access to local agencies through a central point" (*Streamlining Citizens' Access to Local Services*, June 2002)

Essex libraries has utilised e-technology to its full to streamline its request service. We are the first to send live requests to the British library using the ISO ILL protocol. We are also the first public library authority in the country to use Fretwell Downing's VDX software as our request management system, which is able to search across databases that are Z39.50 compliant, enables computer system to talk to computer system via ISO ILL compliant systems and uses SIP for circulation integration.

This means that we have a request management system that allows us to carry out one hit searching of our own GEAC ELAN catalogue, the catalogue of our Co East partner - Cambridgeshire, Amazon.co.uk, and OCLC's World Cat.

The system allows us to send requests, electronically, to locations of our choice, including the British Library Document Supply Centre, adding locations from other sources where necessary. Any locations that are ISO ILL compliant - which includes the British Library - send replies directly back into our VDX system - the biggest advantage here is that we have no more British Library In-tray reports to deal with.

Reports to are automatically sent from the system to our branches and the new GeoWeb5 software, which we are currently testing, will allow requests to be placed on-line from any computer, utilising SIP to interface between GEAC and Fretwell Downing's software and for chosen databases to be available for the public to see. Requesters will be able to check on the progress of their

requests on-line via their ELAN library ticket number and password, utilising SIP.

## **Background**

There have been 25 years of, more or less, stability within the Interlending department – request cards were used at branch level and request details conveyed to the central Interlending department via forms in triplicate, through the post. Essex played a full part in LASER (London and the South East Region).

In February 2000, the Co East project was launched to the public, one of its three elements being Inter-library Loans between partner authorities.

In October 2000 Jacqui Clare and myself were appointed as a job-share to the post of Interlending Manager and decided on a radical review of the Interlending process, where there would be no paper requests. The British library also put up their prices, that month.

In September 2001 LASER ceased, including its transport system. Although its V3 database was maintained, we decided not to buy into it.

In October 2001 we joined Unity, a database of the Combined Regions which migrated to the web using Talis software, early in 2000. This gave us access to the location information of most of the UK.

In November 2001 we adopted VDX as our request management system.

In January 2002 Co East inter-operability testing with Cambridgeshire ISO ILL took place and the decision within the Co East community was taken to make all inter-library loans free, but the borrower paying the postage both ways.

In March 2002, inter-operability testing with the British Library ISO ILL took place and was very successful.

By June 2002 VDX software was fully operational.

## **The Future**

We hope that more databases will become Z39.50 compliant so that we can add them to our list of one hit searching. We are looking at other in-print sources that are already Z39.50 compliant and have had discussions with Talis, the software company, about the UnityWeb database's imminent compliance with Z39.50. All of this would enable us to search, for example, Global BookBank and UnityWeb as part of our one hit process. We are also inter-operability testing with OCLC so that we are able to route requests outside the country, through VDX.

# News From The Regions



## Libraries North West and inter-lending

---

### **Libraries North West**

As the successor organisation to the North West Regional Library System (NWRLS), Libraries North West was established in April 2002 after extensive negotiations with members and stakeholders. Libraries North West exists to represent libraries across the north west of England, and our vision is:

“to bring together all groups within the library sector in the North West to provide a strategic lead for the LIS domain through the formulation of plans, policies, representations and expressions of view”.

In order to achieve this vision, LNW currently has the following objectives:

- To raise the profile and status of libraries in the region through advocacy, marketing and planning
- To ensure that funding opportunities are fully exploited
- To provide knowledge of, and access to, library services in the North West
- To harness the learning, cultural and information capacity of libraries in the region through effective cross sector working
- To contribute to and actively promote libraries cultural role in the region
- To facilitate the delivery of appropriate operational services for the benefit of all library sectors in the region

- To ensure the library domain is pro-active and fully effective in cross-domain work with archives and museums.

LNW is a membership-based organisation, financed by subscriptions from over 50 members. Following a tender process, inter-library loan services were contracted out to Lancashire County Council early in 2002, and the ILL Business Unit is now successfully operating from its base in Preston.

### **Regional issues**

The north west of England has a population of 6.8 million, over an area of 14,000 km<sup>2</sup> covering the counties of Cumbria, Lancashire, Cheshire, and the conurbations of Merseyside and Greater Manchester. As a region, the north west is served by approximately 500 library service points, covering 22 local authorities, several health service trusts, universities, higher and further education colleges. During a period of key strategic development for libraries in the north west, there is currently a need to define roles and relationships, and to outline a framework for future development for the library domain, reflecting all sectors across the

region: public, academic, health, research, commercial and special libraries. This process is underway, with Libraries North West having recently engaged consultants to work in partnership with members and others to develop an action plan for future working. Central to the strategy will be articulation of the existing and potential contribution of libraries to the advancement of key regional issues including: access, social inclusion, economic regeneration, life-long learning, and the use of ICT.

Inter-lending services will remain a key focus in any future co-operative relationships, and the increase in inter-lending over the last few months has proved the need to keep this vital service functioning.

### **Inter-lending services**

The LNW Business Unit's role is to oversee the cost effective management of Inter Loan Services throughout the North West, providing a customer focused approach to meeting the inter lending needs of service users.

In order to fulfil this role the Business Unit will:

- Work in close liaison with FIL, the Combined Regions, Conarls and the British Library
- Remain committed to involvement in the development of national ILL policies
- Remain involved in the operational development of Unity Web
- Provide twice yearly User Group Meetings for Inter Loan and Unity Web practitioners
- Provide a help-desk from 8.30am–4.30pm Monday to Friday
- Undertake exhaustive bibliographical location searches on behalf of members.

- Ensure where possible the transport scheme provided is cost effective
- Remain committed to keeping LNW members informed of inter loan developments throughout the region, nationally, and internationally.

The Unit has to date provided a Unity Web Users' Meeting, a Specialist Libraries' Meeting, and most recently an Inter Loans Meeting, which was held in early October. The meeting was well attended and considered to be of value to LNW members, and representatives from the British Library and Hays DX were available to answer members' questions.

Other developments include a Libraries North West Members' Handbook, Training Procedures and Guide to Best Practice, which have been produced and are updated regularly. A monthly Newsletter is produced in order to keep members fully informed and in close contact. Work is underway on a Libraries North West Periodicals Holdings Database, which will provide a new bibliographical resource within the region. In addition, work is almost complete on the LNW website, which has been updated and will be maintained by the Business Unit.

For further information about Libraries North West or our inter-lending services, please contact:

Clare Connor  
Director, Libraries North West  
Chester College  
Parkgate Road  
Chester  
CH1 4BJ

Tel: 01244 220362  
Email: [c.connor@chester.ac.uk](mailto:c.connor@chester.ac.uk)  
[www.lnw.org.uk](http://www.lnw.org.uk)

Gill Wilson  
LNW Business Unit Supervisor  
Book Deliveries  
Bowran Street  
Preston  
PR1 2UX

Tel: 01772 264047  
Email: [gillian.wilson@lcl.lancscc.gov.uk](mailto:gillian.wilson@lcl.lancscc.gov.uk)  
[www.lnw.org.uk](http://www.lnw.org.uk)

## NEWS FROM THE BRITISH LIBRARY

### IMPORTANT NOTICE FOR ALL USERS OF THE BRITISH LIBRARY PHOTOCOPY SERVICE

From 22 December 2002, *as a result of new legislation from the European Parliament*, we will no longer be able to supply copies without payment of a copyright fee unless the end user signs a declaration that the copy is required for private study **or research that is not for a commercial purpose**. The bold text is a major change of emphasis from previous declarations.

In June 2001, the European Parliament and Council published a directive on the harmonisation of certain aspects of copyright and related rights in the information society (Directive 2001/29/EC). The UK government, along with other European countries, has indicated its intention to implement the legislation by 22 December 2002. Because all copies in our Library Privilege service are made under UK law, this change will affect customers in all countries.

Implementation will be by means of revised UK legislation. This major change will affect all users of our Library Privilege copy service, i. e. customers to whom we are supplying copies without the payment of a copyright fee. All other aspects of requesting copies will remain the same as before.

**It is your responsibility to ensure that you receive a signed declaration before forwarding the request to the British Library.** End-users who are not able to sign honestly such a declaration, and who still require a copy, will have to use our Copyright Fee Paid service and pay a copyright fee for the copy in addition to the usual service charge. Details of copyright fees are available at:

**[www.bl.uk/services/document/serials.html](http://www.bl.uk/services/document/serials.html)**

All copyright fees collected by the British Library are passed either directly to the publishers or their agents.

To comply with the EU Directive, The British Library requires all document supply customers to sign new terms and conditions. You will receive the relevant document during October/November, and we would be grateful if you could sign and return this promptly to us to ensure unbroken access to our services.

Betty Lowery  
Customer Services



## DRAFT SPECIMEN DECLARATION

The possible revised wording is in bold italics.

### THE BRITISH LIBRARY

#### Copyright declaration to be retained by the registered BL Intermediary

This document has been produced and supplied by the British Library under the terms of its Library Privilege Photocopy Services. Unless a declaration has already been obtained, the following Declaration, signed in person by the end user, must be obtained by the Librarian of the user library before the document is handed over.

To the Librarian of ..... (name of User Library or Library Stamp)

1. I hereby request you to supply me with a copy of the item specified on Request Number..... which I require for the purpose of research *for a non-commercial purpose* or private study.
2. I have not previously been supplied with a copy of the same material by you or by any other librarian.
3. I will not use the copy except for research *for a non-commercial purpose* or private study and will not supply a copy of it to any other person.
4. To the best of my knowledge, no other person with whom I work or study has made, or intends to make at about the same time as this request, a request for substantially the same material for substantially the same purposes.
5. If this item was delivered by an electronic method (which includes facsimile transmission), I will retain only a single paper copy and destroy any electronic copies after printing.
6. I understand that if this declaration is false in any material particular the copy supplied to me by you will be an infringing copy and that I shall be liable for infringement of copyright as if I had made it myself.

Name (CAPITALS) .....

Address .....

Signature .....

Date .....

## **Jacqueline Gardner**

Salford University Information Services Division is sad to report the death of Jacqueline Gardner on 22 June 2002 after a long illness.

Jacque worked at the university for twenty-two years, most of which were spent in the Interlibrary Loans section, and with the last 6 years working in the Acquisitions department. She created a network of contacts all over the UK, many of whom she established outside friendships with, particularly through her infamous love of cats and as an avid fan of The Archers.

Jacque was a good friend and valued colleague, who was renowned for her prolific letter writing and thoughtfulness in keeping in touch with faces from the past. She will be sadly missed by all those whose lives she touched, and will always be remembered for her courage and humour, strengths she had in abundance.

# **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](mailto: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

<b>Jennifer Cox (Chair)</b> Bibliographical Services London Borough of Bromley, Leisure and Community Services Central Library High Street Bromley Kent BR1 1EX Email: jennifer.cox@bromley.gov.uk	<b>Linda Clark (Vice Chair)</b> Inter Library Loans University of Leicester Main Library P.O.Box 248 University Road Leicester LE1 9QD Tel: 0116 2522039 Fax: 0116 2522068 Email: lhc4@leicester.ac.uk
<b>Jean Bradford (Treasurer)</b> Serials and Inter Library Document Supply, University of Bristol Library Tyndall Avenue Bristol BS8 1TJ Tel: 0117 928 8008 Fax: 0117 925 5334 Email: j.l.bradford@bristol.ac.uk	<b>Neil Dalley (Secretary)</b> Inter Library Loans Reading University Library P.O.Box 223 Reading RG6 6AE Tel: 0118 931 8786 Fax: 0118 931 8049 Email: n.m.dalley@reading.ac.uk
<b>Joan Lowe (Membership Secretary)</b> Document Supply Unit John Rylands University Library of Manchester Oxford Road Manchester M13 9PP Email: jlower@fsl.man.ac.uk	<b>Avril Patterson</b> Inter Library Loans Main Library University College Dublin Belfield Dublin 4 Email: avril.patterson@ucd.ie
<b>Linda Cameron</b> Document Delivery Service University Library University of Stirling Stirling FK9 4LA Tel: 01786-467239 Email: l.a.cameron@stir.ac.uk	<b>Margaret Jasem</b> 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
<b>Nina Whitcombe (Newsletter Editor)</b> 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	<b>Gill Wilson</b> LNW Business Unit Book Deliveries Bowran Street Preston PR1 2UX Tel: 01772 264047 Email: Gillian.Wilson@lcl.lancscc.gov.uk
<b>OBSERVERS</b>	
<b>Betty Lowery</b> Customer Services BLDSC Boston Spa Wetherby Yorks LS23 7BQ Tel: 01937 546339 Fax: 01937 546333 Email: betty.lowery@bl.uk	<b>Alan Cooper</b> The Library Association 7 Ridgmount Street London WC1E 7AE Tel: 020 7255 0500 Fax: 020 7255 0501 Email: alan.cooper@lcilp.org.uk
<b>CO-OPTED MEMBER</b>	
<b>Pennie Street</b> Periodicals and Inter-Library Loans Manager Sydney Jones Library University of Liverpool PO Box 123 Liverpool L69 3DA Tel: 0151 794 2688 Fax: 0151 794 2681 Email: pstreet@liverpool.ac.uk	