

# **FIL Newsletter**

**Forum for Interlending**

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## **Interlending & Document Supply Workshop: A report on the joint FIL/East Midlands RLS Autumn Event 2002.**

*Ed Mollon, Derbyshire ILL*

Colleagues from all sectors and all parts of the region (and beyond) gathered to discuss matters of mutual interest at Leicester University Library on 29 October.

We were welcomed on behalf of Cristine Fyfe,, the recently appointed University Librarian by Jo Aitkins. Jo is the Public Services Librarian, who among other duties has responsibility for all lending services including ILL and Distance Learning. In her capacity as our host, she outlined the programme before us:

- Copyright & other news from BLDSC
- 'Requests Direct' at Essex
- Document Supply for Distance Learners
- 'UnityWeb2'

Sam Tillett in her final outing as BLDSC's Midlands Customer Liaison Officer began by outlining the Next Big Thing in document supply: the proposed European regulations on copyright.

There is a Draft before the Council of Europe, but no UK law as yet. Precisely what the detailed interpretations will be are, as yet unknown; it has since been announced that implementation has been postponed to 31 March 2003. The major concept will be the protection of intellectual rights against commercial exploitation. . End users will be required to declare, prior to the creation of a copy, whether or not it is required for commercial purposes. It is 'the intention at the time that the request is made' that governs the liability to pay a copyright fee.

In practice it is anticipated that all copying of material in copyright, ie published during the previous 50 years, for 'commercial' purposes will require the payment of a fee. The existing Library Privilege regarding single copies for personal use or for private/academic study will remain in place.

It is understood that the Patent Office will take the leading role in formulating the definition of 'commercial' for this context, based around the intention that money will change hands at some time in the future.

If an individual requests a copy of a periodical article for business use a fee will be due. If someone requests a copy of a periodical article with the intention of incorporating it's content into a book which they expect to be placed on sale, then that is 'commercial use' even if the book makes no profit or indeed is never published.

The boundaries between commercial and fair copying will evolve through case law once the UK legislation is in place.

Currently if an article of local studies interest is obtained by a public library and is filed for future use, then a fee is payable, presumably this will continue to be the case, even though there is no commercial motive or profit. It is understood that it is the 'making available to third parties' which renders the library liable for the copyright fee.

The fees for periodical articles will be set by the publishers and will vary from journal to journal, fees may range from pence per article to twenty pounds for some mainstream serious titles, and it has been suggested, into three figures for a small number of titles.

BL will act as a banker, collecting the fees on behalf of the Copyright Licensing Agency for distribution to the publishers of the journals copied. My understanding is that the publishers will get the money, but will have no notification as to the specific article copied and therefore will be unable to reimburse the author. A 'nice little earner' if you're a journal publisher!

Copies produced on self-service photocopiers in libraries will be within the scope of this legislation and will probably have to be policed in the same way as copying from OS maps.

Requests to BL for affected items will be signalled as at present by inserting 'RZ' between 'TX' and the request number on electronic transmissions or other appropriate indicator, as required by the system in use. It will be tactful to identify, and advise requesters of the amount they may have to pay before processing their request. The site [www.bl.uk/services/document/serials/html](http://www.bl.uk/services/document/serials/html) will indicate the fee for each serial title, as will the records in BLPC. Fees will be collected from Registered Customers by inclusion on their monthly BL invoices.

The new copyright developments and procedures can be accessed at [www.bl.uk/copyright](http://www.bl.uk/copyright), a FAQs facility will be available and a draft Declaration can be downloaded.

BL will be issuing further guidance and documentation as this legislation comes into effect, but in our role as intermediaries we are required to take all reasonable steps to ensure compliance by our readers.

### **Other BL news**

**Any changes** to services, conditions or conditions will be subject to a minimum of **ninety days notice** in future, and changes there certainly will be; BL's acquisition costs have risen by 15% and their Grant in Aid has been frozen for five years!

**Automatic Renewal.** BL's policy of automatically renewing overdue items and charging £2 for it has been postponed until April.

**Post to web.** DSC is trialing a new service which will deliver text directly to a customer's or an end-user's own PC, where it can be read on screen and printed out. The deal is (presumably for copyright reasons) that the document can only be opened once. After it has been opened it is automatically deleted and cannot be retrieved again.

**Patent Express service** is to be suspended experimentally, as most patents are freely available on the Internet, or available for loan via the Patents Information Network. If there is a sufficient unmet demand the service may be reinstated.

We wish Sam well in her new role at BL, her place as Midlands Liaison will be taken by Kate Hutchinson who is well known in the region from her work with customer courses and visits to BL.

The second speaker was Margaret Van Mellaerts from **Essex County** where there are an unusual set of challenges.

Under the Government's cross-sectoral rationalisation of regional boundaries Essex has been redesignated out of Southeast and into the East of England, ie out of LASER (as was), using Viscount and into CoEast using Unity. Margaret has taken this opportunity to re-think the handling of requests in Essex, and is developing an entirely email based request and ILL service under the banner '**Requests Direct**'. Essex is the first UK PL to adopt VDX.....an American development otherwise used only by Leeds University Library in this country. Unfortunately there was not time to go into this in much detail.

In what seemed an unexpected change to the programme we were arbitrarily split into **four groups** and each group was invited to address four issues: charging, services, electronic delivery, and transport. Presentations from all the groups were to be concluded within 75 minutes. We felt this was quite a challenge, and while it was mildly interesting, my own view was that it did not represent the best use of our time. Most groups dutifully produced lists of charging rates and restrictions on ILL services but few had time to reach the last topic, the ILL transport arrangements.

Had each delegate been asked, prior to the event, to suggest two topics which they would like to see aired (perhaps from a 'menu'), then I think that more constructive work would have been achieved. Although exchange of ideas across sectors can be productive, our group was weighted 10/2 university/public, this again inhibited a useful outcome.

We duly reported back before adjourning for lunch. A splendid buffet lunch was set out for us in the Wilson Building across the rainswept 'quad'. There was just time after a chatty lunch with friends old and new for some of us to catch a poster sale before re-assembling for the afternoon session.

A presentation on **Document Supply for Distance Learners** was led by Suzie Kitchen and Davina Gair from the University's Distance Learning Unit. Most of the detail can be accessed from the website [le.ac.uk/li/distance](http://le.ac.uk/li/distance). A discussion group looked at problems and solutions/achievements in creating and running a DL library service. A couple of outstanding points were that some students are based in countries where there is no concept of intellectual property rights or copyright law, and the value of having a dedicated unit to support these students; each student having a named contact within the unit.

Ian Corns of Talis, who provide the software and service for **UnityWeb**, told us that the database now contains 16 million records and 41 million holdings, and has 150 subscribers.

UnityWeb2, being introduced shortly will incorporate new administration and request management facilities including the provision to output of statistical and performance data. Our opinions on a number of issues were solicited such as: A centralised service or one delegated to our branches? What management information do we need? How much hands-on does a request need? and not least Will we be able to throw away all that paper ?

In spite of some niggles, I hope addressed constructively, I found this to be a very worthwhile event; a view shared by colleagues from a variety of levels in the request/ILL hierarchy. See you next time?



# INTERLEND 2003 BREAKING BARRIERS



**NEW HALL CAMBRIDGE  
JULY 7<sup>th</sup> - 9<sup>th</sup> 2003**

## **Residential and Day Delegates Welcome**

Speakers include Mary Jackson, Association of Research Libraries Washington; David Brown, The British Library; Timothy Hobbs, Chief Executive EMLAC and Robin Murray, Fretwell-Downing Informatics. Visits arranged to Cambridge University Library and the Wren Library, Trinity College.

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

# **INTERLEND 2003 BREAKING BARRIERS**

## **Provisional Programme**

### **Monday 7<sup>th</sup> July**

- 13.00-16.00      Registration
- 15.00              Visit to Cambridge University Library
- 16.00              Visit to Trinity College Wren Library
- 19.00              Drinks Reception
- Conference Dinner  
                      followed by after dinner speaker,  
                      Barry Eaden, Cambridge University Library

### **Tuesday 8<sup>th</sup> July**

- 9.00                Library Suppliers
- 9.30                Welcome to Cambridge - David Hall, Deputy Librarian at  
                      Cambridge University Library
- 9.45-10.30        Keynote Address – Mary Jackson, Association of Research  
                      Libraries. Barriers to International Lending: Aggravating  
                      Annoyances or Impossible Impediments.

## Tuesday 8<sup>th</sup> July(cont.)

- 10.30 Refreshments
- 11.00 Timothy Hobbs, EMLLAC – Regional Activities
- 11.45 David Brown, British Library Head of Publisher Licensing
- 12.30 Lunch
- 13.45-14.45 Workshops:
1. Implementing the new copyright legislation  
Judy Watkins, BLDSC
  2. You the experts  
Neil Dalley
  3. Performing well  
Jennifer Cox
- 14.45 Refreshments
- 15.15 Stuart Hunt, OCLC/PICA. The European Interlending Environment
- 16.00 Robin Murray, Fretwell-Downing – Portals
- 18.00 Dinner
- 19.00 Evening Walking Tour of Cambridge  
Or  
Tour of New Hall Art



## Wednesday 9<sup>th</sup> July

- |           |   |
|-----------|---|
| 9.00-9.30 | FIL AGM   |
| 9.30      | Jackie Aspinal, Cypher Group.<br>Library Suppliers & Interlending     |
| 10.15     | Geoff Smith, British Library Head of Co-operation<br>and Partnerships |
| 11.00     | Refreshments  |
| 11.30     | Robin Yeates, City University<br>Reputation management for libraries  |
| 12.15     | Review of Conference  |
| 12.30     | Close (packed lunch provide)  |

### **Optional Visits:**

- |       |                                       |
|-------|---------------------------------------|
| 14.00 | Visit to Cambridge University Library |
| 14.00 | Visit to Trinity College Wren Library |



## **LINC y Gogledd**

### **The doors to the ivory towers are thrown open**

*Gillian Anderson, Library Services Manager, University of Wales Bangor.*

In a pioneering partnership, the library services of the University of Wales Bangor and the three local authorities of Conwy, Gwynedd and Anglesey have established a reciprocal borrowing scheme.

Named **LINC y Gogledd**, this innovative cross-sectoral collaborative venture is the first in the UK to break down the barriers to borrowing between public and university library resources.

Existing cross-sectoral library partnerships in the UK facilitate wider and easier access to facilities in a variety of libraries in defined areas. **LINC y Gogledd** takes this a step further and provides free borrowing opportunities to the holdings of the University library for anyone resident, studying or working in the three local authorities. By allowing borrowing rights, the LINC partners believe they are truly unlocking the wealth of resources in the University library for lifelong learners.

#### **Lifelong learning and the political agenda**

Promoting lifelong learning is one of the main priorities of the Welsh Assembly Government as well as the UK Government. In Wales, the key documents published include *The learning Country* (2001) (1) and *The National Council for Education and Training for Wales – ELWa: corporate strategy* (2002) (2)

As stated in the recent CILIP strategy document on libraries and lifelong learning *Libraries and lifelong learning: a strategy 2002-4* (2002) (3), lifelong learning is central to achieving a number of policy priorities across the UK, including

- improving access to learning opportunities
- creating a better, stronger economy
- improving the quality of life for individuals
- increasing social inclusion
- promoting equality of opportunity
- stimulating community regeneration
- developing basic skills
- creating an information society

The collaboration between the four library services involved in **LINC y Gogledd** is unquestionably an essential key in helping achieve these Government priorities in North-West Wales.

### **Enhancing learning opportunities**

Widening access to university library resources in the way LINC does greatly enhances learning opportunities for community-based learners. For the university, it is potentially a powerful marketing and recruitment strategy, as it may encourage these learners to ultimately participate in formal higher education. For the three public library services, the benefits include reduced expenditure on inter-library loans and an increase in the range of titles available to borrowers, as approximately 300,000 additional titles in the university library stock are available for loan through the scheme.

By opening up physical access to the resources of the university library via the public library services, mature and part-time students following existing university courses also benefit. Meri Huws, Director of Lifelong Learning at the University of Wales Bangor said, *“Access to library resources is absolutely essential to any learner. The need is even greater for people attempting to study in isolated communities with none of the usual support structures available to campus-based students”*

### **How does LINC y Gogledd work?**

The steering group, consisting of senior staff from each of the four partner library services examined existing lending policies, procedures, ICT, communication and transport infrastructures to identify the most appropriate way to establish inter-borrowing. Surprisingly, or perhaps not so surprisingly,

the resulting mechanisms for this process are very simple, and have been implemented at little extra cost.

The three local authority library services have, for some years now, shared a fully computerised library management system, TALIS, and operate jointly to their users as TALNET. The university online catalogue, UNlcat (Innopac) was already available as a link from the TALISweb catalogue; likewise, the TALISweb catalogue was already available as a link from UNlcat. So it was already possible for a borrower in one of the public libraries to browse the university library's holdings and vice versa, without any further technical developments.

The main task of the steering group was to establish procedures for requesting, responding, lending, delivery, recall, return (and non-return) of material between libraries. One of the university faculty libraries acts as the hub for email requests from any of the 40 public libraries and pages requested items from the holding university site library. The items are issued and put in transit using existing transport infrastructure – in the shape of the TALNET van, which already delivers to libraries throughout the three counties on a daily basis – to the requesting public library, where the item is then issued to the public library borrower.

University library borrowers can request from the public libraries stock, however since the start of the scheme at the beginning of the academic year less than twenty items have been requested from the public libraries by university members. This is probably a reflection of the type of material required by researchers and academics of a traditional university library, which is usually either foreign, conference proceedings or journal parts and not likely to be typical public library material.

### **External borrower subscriptions**

In a Guardian article on 8<sup>th</sup> October 2002 '*Browse but don't borrow*' (4) David Williams raised the question of how university libraries that charge for external member borrowing privileges can square this with supporting lifelong learning. If Mr Williams had contacted Bangor as part of his survey, then he would have had a different slant to bring to his article, as one effect of the introduction of **LINC y Gogledd** has been on external membership fees.

Until the scheme began, anyone unconnected with the university could join as an external borrower for a deposit of £50 and an annual fee of £30. Although there are a few individuals with external borrower memberships who live and work outside the boundaries of the three local authorities involved in the scheme, the majority of existing external borrowers received a pleasant surprise letter regarding their subscriptions.

Personal borrowing memberships is the aspect of LINC that has proved the most popular with people in the immediate (and not so immediate) local community, with over 100 individuals having joined personally as LINC members to date.

## The future

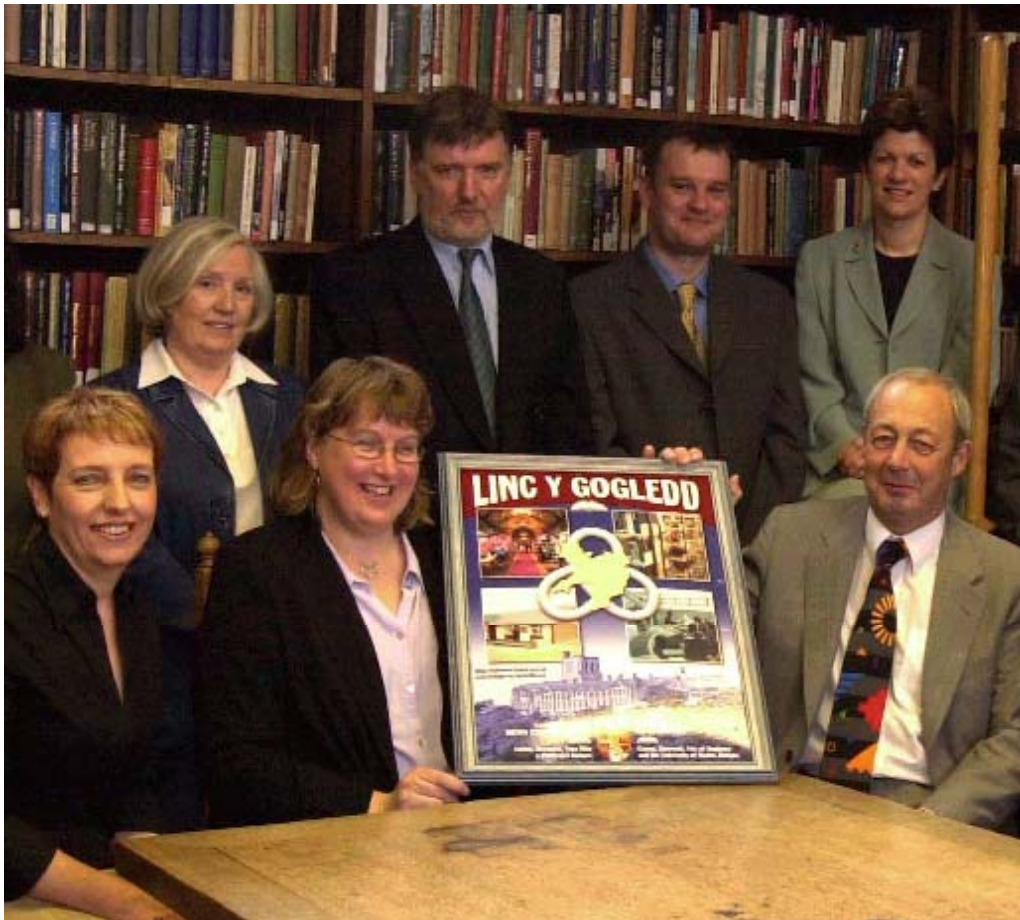
The partners in **LINC y Gogledd** believe that the scheme is already embedding itself into mainstream library provision in their respective services, although it is still early days. Launching the scheme on 20<sup>th</sup> March 2003, Lord Dafydd Elis - Thomas, Presiding Officer of the Welsh Assembly Government said *“I am so pleased the University of Wales Bangor is developing sustainable good practice and is again leading the way in facilitating lifelong learning in the region”*

A bilingual printed leaflet with information on library locations and how to use the service is now available. Designed to promote the scheme and facilitate access and understanding, the leaflets are sponsored by TALIS Information Ltd.

The steering group will meet quarterly, to monitor the progress of the scheme and to develop services. Already under discussion is widening the partnership to include other public authorities in North Wales, local further education colleges, and electronic delivery of journal articles between the member library services. Staff of the **LINC y Gogledd** partner libraries are also discussing wider collaborative developments such as joint information literacy projects. The future looks very exciting indeed.



Nigel Soane, Head of Library Services, University of Wales Bangor  
Kathy Ennis, Post-16 Learning Advisor, CILIP  
Rona Aldrich, County Librarian and Archivist, Conwy County Council  
at the launch of Linc y Gogledd at the University of Wales Bangor.



University of Wales Bangor Library  
Staff at the launch of LINC y Gogledd

## References

1. *'The learning country'* Cardiff, The National Assembly for Wales, 2001
2. <http://www.ELWa.ac.uk>
2. *'Libraries and lifelong learning: a strategy 2002-4'* Chartered Institute of Library and Information Professionals, 2002
3. D. Williams, 'Browse but don't borrow', *Guardian* 8<sup>th</sup> October 2002



# IFLA Update

*Pennie Street, University of Liverpool*

## **IFLA 2003 Conference**

The 2003 IFLA Conference will take place from the 3-8 August in Berlin with Standing Committee meetings on Sat 2nd and Fri 8th. The theme this year is Access Point Library: Media - Information - Culture. The full conference programme is available at <http://www.ifla.org/>.

The theme of the Document Delivery and Interlending Section's Berlin open session is "Centralised versus Decentralised Services." The session will explicitly incorporate the access/record creation element and we are currently discussing the possibility that this session will be a collaborative venture with the cataloguing Section.

There will be two papers on decentralised and centralised approaches to the whole ILL-DocDel chain of search-find-select-request-receive and pay (if appropriate). The subcommittee (of which I am a member) will work on structuring the session and finding speakers.

A workshop that looks at the three recently published performance measures studies (in Australia, USA and the Nordic countries) may also be held. The structure (if this idea goes ahead) will include an introductory paper aimed at setting the scene and comparing the three studies followed by a presentation from each country.

## **IFLA Voucher Scheme**

The Governing Board (GB) of IFLA voted to have HQ assume responsibility for the voucher scheme, one of 4 options considered. There were two main reasons for overseeing the scheme. First, it will give IFLA new opportunities to promote IFLA and make the IFLA brand clearer. Second, it provides some new membership opportunities.

A report summarizing the issues of transferring the scheme to HQ will be brought back to the Board at the March meeting. The vote on the recommendation was 100% in favor of the transfer. No one even raised the possibility of closing down the scheme, which demonstrates strong Board support for what is seen as a key IFLA service.

A request that the more detailed document prepared for the March meeting of the Governing Board be shared with the Section on Document Delivery and Interlending since getting feedback from librarians who use the vouchers will be invaluable as they shape the new system.

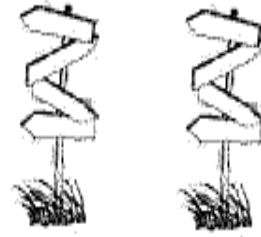
**The editors would welcome your input to your newsletter.....**



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



# News From The Regions



## CyMAL, A re:SOURCE FOR WALES

A new unit, which will develop and implement policies for local museums, libraries and archives, is to be established within the Welsh Assembly Government but located outside \*Cardiff. The unit, called CyMAL (Museums Archives and Libraries Wales), will incorporate some functions currently undertaken by the Council of Museums in Wales, the functions of the Minister's advisory body the Library and Information Services Council (Wales), and cover the whole sector including archives, which has not previously had a national body funded by the Assembly Government to serve its interests.

The unit will be established from 1 April 2004 and will have up to 25 staff largely comprising experts from the sector. It will be located outside Cardiff and a decision on the exact location will be announced in the new year. There will also be an Advisory Council chaired by the Culture Minister which will enable the sector to contribute to policy development. The new unit will be backed by significant funding of £2 million per year.

The announcement follows a consultation exercise launched by the Culture Minister in April of this year which looked at the strategic and advisory structure for libraries, museums and archives.

Press Release <http://www.wales.gov.uk>

\*Aberystwyth will be the home of CyMAL

# NEWS FROM THE BRITISH LIBRARY

## Patent services at the British Library

The British Library offers access to its patent collections, copying services and a range of information services at the St Pancras reading rooms, to help people access the patent collections in paper or electronic format. Users also have access to the extensive science, technology and business-related collections and enquiry services.

Many people will know that the British Library closed its former London-based patent delivery service, Patent Express, in June 2002. This service, set up in the 1980s, provided a specialist remote patent copying service based on the British Library's collection of over 42 million patents from 45 patenting authorities.

Although a world leader in the 1980s and 1990s, easy access to patent documents on the Internet and increased competition meant that the service was no longer able to cover its operating costs. The decision to close Patent Express was taken both on economic grounds and to reflect changing patterns of use. A review of documents ordered through Patent Express indicated that fewer than 5% of patents were not readily available through other sources.

However, in response to feedback from patent agents and other customers the British Library introduced a specialist remote copying service for patents in December 2002. The service is available through the Library's document supply centre in Yorkshire.

This new service is aimed, specifically, at offering access to hard-to-find patents, as feedback from users has indicated that they have had difficulty accessing these documents since Patent Express closed. These patents are all held in printed form and therefore the supply of copies from these documents is a manual process, and costly to operate. The prices are set at a level to recover these operating costs but not to generate a profit.

The British Library's document supply service is the principal supplier of documents for research in science and technology. This service primarily operates out of Yorkshire, but already copies documents from London to ensure that researchers get full access to documents wherever they are located. Offering the patent service through the Library's document supply service enables researchers to order patents, journal articles, conference proceedings from the same source and to operate through a single customer account. Patent requests are passed to the London collections for copying and dispatch to customers.

Users, who are unable to visit the St Pancras reading rooms can either use the remote copying service, or intermediaries (e.g. Derwent) who operate within The British Library reading rooms to provide an alternative document supply service.

Anyone needing help or advice in using the collection may call on the enquiry staff in the St Pancras reading rooms either in person, by telephone or by e-mail. This advisory service is free of charge. Alternatively, anyone who needs an expert search of the patent literature by a trained patents information specialist can do so at a cost of £42 per half hour of staff time, plus the online costs. A quotation is given before work commences. This search can be repeated regularly to keep clients up to date with the latest developments of interest to them.

Details of all the patent services can be found on the Library's website at [www.bl.uk/services/information/patents.html](http://www.bl.uk/services/information/patents.html).

Contact details:

Telephone

Free enquiries 020 7412 7919 or 7920

Searching service 020 7412 7903

E-mail [patents-information@bl.uk](mailto:patents-information@bl.uk)

Online enquiry form at [www.bl.uk/services/information/patents/patenquiry.html](http://www.bl.uk/services/information/patents/patenquiry.html)

[fil@jiscmail.ac.uk](mailto:fil@jiscmail.ac.uk)

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**<http://www.jiscmail.ac.uk/lists/FIL.html> and follow the  
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