

FIL NEWSLETTER

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CHANGE & DEVELOPMENT

FIL Chair's Report 2002-3

Jennifer Cox, Chair: FIL Executive Committee

2002-2003 HAS BEEN A YEAR OF MANY CHANGES AND new developments, but two events seem to have dominated the interlending and document supply scene during the year.

Alarm and Dismay: Last summer began with a jolt, when the British Library suddenly announced price structure changes as well as price increases. These were met with alarm and dismay from

libraries and ILL units across the UK and the Republic of Ireland. There was confusion over the new pricing structure and anger over the lack of warning, as many libraries were faced with very sharp price increases that had not been budgeted for. After much protest and voicing of concerns, the British Library apologised for the lack of notice given and David MacArthur (Head of Sales, British Library) promised delegates at the FIL @ BLDSC event in October, that the BLDSC in future would provide at least three months notice before any changes in price or structure of services.

The year has also been dominated by the anticipated UK implementation of the European Copyright Directive. Any changes in the law require significant changes

in procedures for those involved in photocopy services, not only in ILL departments, but also across all library services. Continued delays in implementation has made it difficult to organise those changes and has somewhat clouded the issue. Dates have been set and postponed and it appears that we are no closer to implementation than this time last year. In order to keep members informed, FIL has already included copyright sessions in a number of events during the year, and will continue to monitor the issue. A further copyright event is planned for later this year.

Confusion and delay:
the EU Copyright
Directive

Both events arranged by FIL this year have been extremely

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<http://www.cilip.org.uk/groups/fil/introf.html>

well supported by members. The first was a joint venture in October with the British Library at Boston Spa and was organised with the generous collaboration and co-operation of BLDSC's Customer Services Department. As well as a varied programme, it provided the opportunity for delegates to glimpse behind the scenes at BLDSC. Although the visit was brief due to the full timetable of events, it provided an excellent insight into the work of the BLDSC, and delegates felt it was a worthwhile and informative day.

Exchanging experience

Our second event was held at Leicester University and provided a mixed day of presentations and workshops. This 'Exchange of Experience' day was a joint venture between FIL and East Midlands

RLS and included a session on copyright, news from the British Library, an update on UnityWeb2 and workshops on document supply for distance learners and Essex Libraries 'Requests Direct'.

I would like to take this opportunity to thank all those involved in making both events so successful, as it takes a great deal of organising and hard work to make the days a success.

This year saw some changes in the FIL Executive Committee. Peggy Eccles stepped down as Chair and retired from the committee, having served her full 4-year term. I would like to thank her for her hard work both on the committee and for the extra work involved in helping to organise past conferences. We welcome two new committee members; Gill Wilson from the LNW Business Unit, and Nina Whitcombe, from University of Wales, Swansea. Nina is currently our Newsletter Editor.

Committee roles and changes

Pennie Street continues to represent FIL on IFLA, and has been recently re-elected to the IFLA ILL/Docdel Standing Committee. Pennie makes important contributions to FIL as a co-opted member of the Executive Committee and through her regular reports on IFLA and other international developments in the FIL Newsletter.

Good news bad news

This year the FIL Executive Committee has had to consider a number of fundamental organisational issues and changes. The good news is that FIL has now set up its own email list for FIL

members and has currently 130 subscribers. There has also been much discussion over the future of the printed Newsletter; the possible introduction of an

electronic version and its impact on our readership. Not so good, is the news that our membership has been slowly decreasing. Therefore, as well as considering a membership drive, we have been considering broadening our scope and attracting members who see their roles relating to resource discovery and document supply, as well as traditional interlending. A name change would help to reflect this broader appeal and is one that we shall consider at the AGM.

Finally, It is with regret that I find myself resigning from the FIL Executive Committee before my full 4-year term is completed. A career change has meant taking on different responsibilities and interloans taking a 'back-seat'! I have enjoyed my time on the Committee and will miss the many friendships and contacts.

Towards the future

The next year looks as if it will be busy, productive and 'barrier-breaking', as FIL continues its work in the rapidly developing and changing area of interlending and document supply services.

Jennifer Cox
Chair, FIL Executive Committee

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FIL: The Forum for Interlending and Information Delivery is run by a committee of elected members and exists to enable library and information professionals and workers in the field to exchange ideas and views and to raise the profile of this work nationally and internationally.

fil forum for
interlending and
information delivery

RICHES OF CAMBRIDGE

Dr Jenny Brine on Interlend 03

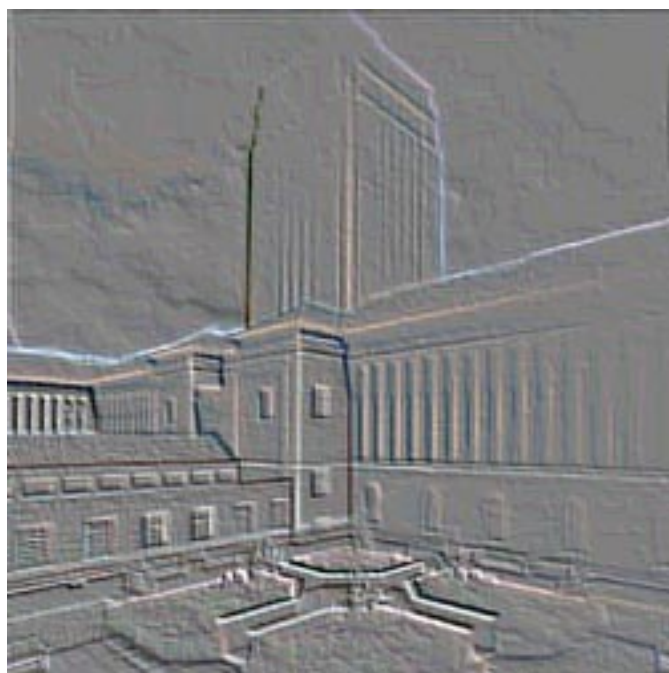
A tour of Cambridge University Library opened the conference for most of us. I had been there once years ago, and had retained a memory of blundering around a huge collection on open access.

Now this was supplemented by admiration for the skill with which the new buildings had been blended with the original 1930s structure and amazement that readers managed to find their way round the maze of stores and staircases. I was grateful for the explanation of how the catalogues had worked in the early days – briefly, only scholarly material was described in the full catalogue with other material – including seminal texts on management, psychology and culture – briefly listed in sheaf catalogues. There is clearly a lot to do before the riches of Cambridge University Library are available to the wider community through the OPAC.

The Cambridge theme continued with a brief but perceptive after-dinner talk on the city by Barry Eaden, Head of Interlending at Cambridge. The evening finished in the bar and outside in the courtyard in the warm evening air.

The theme of this year's Forum on Interlending Conference was Breaking Barriers. The papers

presented all had some bearing on this broad topic, although many had clearly been prepared for another audience and had acquired a new title just for us! The presentations should be available on



the FIL website, which is now: <http://www.cilip.org.uk/groups/fil/introf.html>

The keynote address by Mary Jackson looked at barriers to international interlending from a US perspective. She had a number of practical suggestions on how to deal with problems both procedural and psychological, but seemed to think that copyright and licensing posed the greatest obstacles at present. Anyone involved in international lending will find her presentation clear and stimulating. Timothy Hobbs showed us how EMLLAC is overcoming barriers within the East Midlands region; at

the end of it I had a far better grasp than before of what the new Regional Agencies are doing. David Brown is now at the British Library after a long career in publishing – he described himself as “a gamekeeper turned poacher” (a revealing description of how publishers really see libraries perhaps?) He reviewed changes in the world of scholarly information, in particular the rapid growth in electronic delivery, and outlined the British Library's response in the face of a 10% annual decline in its Document Delivery business. It is obvious that the BL has great hopes for its new secure electronic delivery service, which will be launched later this year.

The afternoon opened with three workshops. I decided I could omit the one on the new copyright legislation as I had attended an excellent session in Preston on the same topic in March. Jennifer Cox led a session on Performing Well, which looked at the barriers to excellence in interlending. I joined Neil Dalley's workshop called “You the Experts” – well how could I resist being called an expert? The idea behind this session was that everyone says the best bit about conferences is talking to other people who work with the same problems. We split into groups and were asked to share our experiences

Cont'd from previous page

of problems in interlending and in the wider LIS environment. Several people were struggling with the ILL modules of new library management systems, others were being re-organised, and many were concerned about increasing commercial pressures. I would have liked longer for this workshop. Our last two speakers came from commercial backgrounds and focused on the future of document delivery. Stuart Hunt of OCLC-PICA looked at interlending at the pan-European level, and Robin Murray of Fretwell-Downing took us very rapidly through barriers to the discovery, location, request and delivery of resources electronically. I must admit to finding it a bit of a struggle to keep up while carrying my usual load of cynicism about technological solutions!

Tuesday evening saw many of us walking round Cambridge with knowledgeable Blue Badge guides and continuing the day's discussions in pubs or while strolling around the city. Nevertheless everyone seemed bright and cheerful for the first event of Wednesday morning, the FIL AGM. This was followed by Diane Whitaker of Crossnet who talked with knowledge and experience of the problems of the public library sector, particularly the stress of dealing with constant change. Geoff Smith of the British Library focused on the role of cooperation, partnerships and consortia in UK library provision, particularly CURL and RSLP. The conference finished with a wide-ranging and inspiring talk by Robin Yeates, who sees interlending staff becoming the experts in the resource-sharing that will be essential for the development of an Information Society. The message I took away from him was the importance of not getting bogged down in the mechanics of document delivery and having a vision of sharing information and resources in the future.

It was an enjoyable conference, with comfortable accommodation and good food enhanced by sunshine and the buzz of conversation. About 80 people attended, many travelling considerable distances to be there. I would have liked to have seen more people from the big research libraries, from special libraries and from public libraries. Cambridge is not far from London, so it was surprising that few librarians made the trip. Next year's conference is in Sheffield; it should be good!

Dr Jenny Brine, Lancaster University

FROM THE EDITOR

I think all editors want more contributions from readers. So I make no apologies for asking FIL members to think of writing something for us, to tell the ILL community about the latest news and where it is all happening.

We have had some suggestions, for example to add a list of relevant training events and conferences. Please can you let me have some thoughts about what you would like to see featured in the *Newsletter*? The *Newsletter* helps us all to keep in touch, so please contribute and keep the news flowing.

If you have not already done so, please consider joining the FIL mailing list. If you go to the JISCmail page <http://www.jiscmail.ac.uk/lists/FIL.html> you will find the procedure. It only takes a few seconds and by joining you enable us to keep you informed about the latest events and news for ILL staff.

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ADVANCE NOTICE

Are You Being Served? Interlend 2004

THE INTERLEND 2004 CONFERENCE WILL BE HELD AT THE UNIVERSITY OF SHEFFIELD, WHOSE ALUMNI INCLUDE THE 1930S AVIATOR AMIE JOHNSON AND THE MP DAVID BLUNKET AS WELL AS EDDIE IZZARD.

12 - 14 July 2004

MEET YOUR COMMITTEE

Following the election of the new Committee at the AGM during the July Conference, we thought it would be good idea to introduce ourselves to you. Here are details of some of us – more in the next issue.

Chair: NEIL DALLEY is Document Delivery Co-ordinator at Reading University Library with responsibility for the strategic management of interlending and document delivery services across the three sites of the Library. He is heavily involved in the day-to-day work of ILL at the University's Main Library. Neil graduated in history from Reading and studied part-time for the Diploma in Information Science at City University. He held several posts at Reading before looking after ILL and takes on a new role with Sirsi Limited as Customer Services Consultant in the New Year.

Vice-Chair: LINDA CLARK is Section Head of Inter Library Loans in the Main Library at the University of Leicester. She has strong connections with the University of Leicester because, as well as working there for almost 30 years, she is a graduate of the University, where her husband works in the Biology Department. Outside of the University Linda's interests are painting and the arts, gardening, walking and natural history.

Secretary: JENNY BRINE is Superintendent of Interlending and Document Supply at Lancaster University. She has a Postgraduate Diploma in Librarianship and a doctorate, which she did on on reading and libraries in the USSR, and has published a major work on the official publications of the USSR. She has worked at SOAS, Birmingham and Aberdeen and taught at Robert Gordon University's School of Librarianship and Information Studies for several years. She has also been UK editor of the *European Bibliography of Slavic and East European Studies*. After moving with her family to Lancaster in 1995 she worked as Medical Librarian at the Royal Lancaster Infirmary and is currently Superintendent of Interlending and Document Supply at Lancaster University.

Treasurer: NINA WHITCOMBE has worked in the Library & Information Services at the University of Wales Swansea since 1994 spending three years as a Library Assistant on the Issue Desk of the largest library before moving to the Inter-Library Loans Department in 1997. Nina has also worked for local government in an information technology role. Nina became involved with FIL after writing an article on an event she had attended at OCLC in Birmingham. She was Editor of the *FIL Newsletter* during 2002/3.

Membership Secretary: JOAN LOWE worked for 22 years in Public Libraries, 14 part time after having the children. She joined the John Rylands University Library of Manchester in 1994 and took up a post in its Document Supply Unit in 1995. She is currently Deputy Head of Document Supply at the Library. Her hobbies are English Country Dancing (she has just returned from dancing in the Hamburg Festival) and genealogy, among others.

Newsletter Editor: JEAN BRADFORD joined the University of Bristol Library as a Cataloguer in 1974, immediately after qualifying as a librarian. Three years later she moved to take over the Inter-Library Loans Section. Recently, she has also been given responsibility for the Serials and Binding Sections of the Library, as well as being Leader of the Library's Disaster Reaction Team. She was elected to the FIL Committee in 1999 and had two years as Joint Editor of the *Newsletter* and then another two as Treasurer which, she says, was a very enjoyable experience. She is now a co-opted member of the Committee helping with the *Newsletter*.

Newsletter Design & Layout: DAVID ORMAN has been Head of Document Supply and Web Manager, and is currently Marketing and Communications Manager, at the John Rylands University Library of Manchester.

Don't forget – it's never too early to consider becoming more involved. FIL depends on those people who are actively involved in interlending and document supply to ensure its continued relevance and development. If you would like to become involved, and perhaps to stand for election in 2004, contact any member of the Executive Committee for a no-obligation, informal chat.

Performing Well

BARRIERS TO STANDARDS AND BEST PRACTISES

Presented by Jennifer Cox, London Borough of Bromley

(Reporter: Alison Frost, Norfolk Library and Information Service)

This workshop gave the opportunity to consider the whole issue of performance standards for ILL . Although barriers to standards and best practise vary between the different library sectors there are areas of common concern and this session gave us the chance to compare notes.

Jennifer Cox – Library Supply and Data Manager for the London Borough of Bromley and Chair of the FIL Executive Committee – began by outlining the background to ILL in her authority and their involvement in the InterLibrary Loan Benchmarking Group. There was a need for the authority to know how they were performing in comparison to other authorities and to define the key performance indicators. The main indicators of good performance would include : ease of access to the ILL service, speed of supply , customer satisfaction, the range of material offered and the efficient management and monitoring of the service.

Some of the barriers to good performance were considered across all sectors, these included :

- Restrictions on the range of material
- Non-use of international sources due to cost/speed/payment difficulties
- Poor promotion of services to users and inadequate training of staff
- Cost of ILL for customers
- Inability to use electronic copyright forms
- Delivery services – reliability and cost

Both public and academic libraries have restrictions on ILL for certain materials eg. Income generating materials for public libraries , special

collections for Universities. This can make the direct placing of holds in co-operative ventures difficult. International loans were used by some through OCLC or via the British Library. Payment can be an issue although the financial management system from OCLC and IFLA vouchers were used successfully. University libraries tend to have access to credit card accounts , whereas public libraries do not.

Public Libraries are not always good at promoting the ILL service , whereas for the University it was seen as high profile and crucial to research. There is perhaps too an issue of staff training for public library staff particularly to promote the access for all issue. Cost of ILL could be seen as a crucial barrier to best practice and access, while in academic institutions the costs are generally borne by department budgets. For public libraries the costs varied from £1.20 to £3.00 to the full actual cost for a premier service. The internet raises expectations , however there can sometimes be a perception that going to ILL for an item is an indication that the library has failed in not anticipating a particular need.

The question of self service requests was discussed with particular reference to copyright declaration forms and the problem of signatures. A form still needs to be printed and signed , although the system can deal with electronic signatures the law still cannot.

The speed and efficiency of delivery was crucial to all sectors and experience varied, however it was suggested that effort needed to be put into a national transport scheme.

This was a really useful exploration of some of the key issues involved and certainly gave me some questions to consider for my own service.

Implementing the New Copyright Legislation

Presented by Andrew Braid, British Library

(Reporter: Nina Whitcombe, University of Wales, Swansea)

Copyright is always a concern for anyone involved in document supply and it has been constantly on the agenda during recent months due to the EU Copyright Directive. Perhaps with this in mind a large number of Interlend 2003 delegates had opted to attend this workshop, making it necessary to hold it in the main auditorium rather than one of the smaller seminar rooms available.

Although Andrew Braid was not the original speaker arranged for this workshop he proved to be more than adequately qualified to discuss the subject area. Andrew has worked for The British Library since 1968, most recently as Head of Licensing and Copyright Compliance. This position involves the unenviable task of negotiating various licenses with organisations such as the CLA and publishers. Andrew also currently has responsibility for overseeing the obligatory changes that The British Library must make to ensure conformity with the Directive when it is finally implemented.

The aim of the workshop was to outline the areas of the Directive that would have the greatest impact on document delivery services and provide guidance on the steps we will all have to take in order to comply with the legislation. Andrew wisely stated that he would be discussing the Directive and its implications for the first twenty minutes of the workshop, leaving the remainder of the time for any questions we may have. Judging from previous events dedicated to copyright that I have attended there would be no shortage of these.

Andrew started the session by explaining the reasons why the EU Directive had been passed and detailed its rocky path towards implementation in the UK. This proved quite interesting for me as I have only considered the Directive in terms of its impact on our Inter-Library Loans Service up to this point. Stopping to think about why the legislation came into existence in the first place cast a new light on the whole situation. The irony of attending a workshop in July 2003 on the effects of an EU Directive that member states had until 22nd December 2002 to implement is also worth

mentioning.

The workshop then addressed the practicality of dealing with the new legislation for staff involved with document delivery. The most significant factor will be the restriction of Library Privilege and Fair Dealing to material required for non-commercial purposes. In expectation of this new distinction The British Library have already asked all document supply customers to sign a new registration agreement. It will also be necessary for individuals requesting copies to sign an amended form of the current copyright declaration once the Directive has been implemented

If an individual does require a copy for commercial purposes payment of a fee to the copyright owner must be arranged. At present this can be achieved relatively simply by using the Copyright Fee Paid service offered by The British Library. The question of how to obtain material for a commercial purpose from other UK libraries is being addressed by the CLA who are proposing a scheme for document supply which is based on charging a flat-rate copyright fee.

Andrew invited questions from the audience at this point and the most contentious issue appeared to be defining the distinction between commercial and non-commercial research. Andrew stressed that the onus is on the user to decide whether their request is of a commercial or non-commercial nature. Staff dealing with document supply requests should proceed very cautiously when giving any advice on this matter. It would also be judicious to include some form of disclaimer with any comments that you do make.

Clarification was requested on the operation of the CLA document supply scheme. The scheme is designed for document supply between institutions in the UK when the material is required for commercial purposes. The scheme is still under development but will consist of institutions obtaining a predetermined number of forms from the CLA for use each time they supply a copy for commercial research. Each time one of these forms is used the copy made will incur a flat-rate copyright fee in addition to any administrative charges made by the organisation producing the copy. The CLA

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will handle passing this copyright fee on to the appropriate body.

A question was raised as to whether electronic copyright signatures would be acceptable for document supply requests. Andrew explained that although electronic signatures are now legal and in fact are already being used in the finance sector, their use is not currently acceptable for document supply. The reason behind this lies in the ongoing debate with publishers over the level of security that is required before they are happy to accept an electronic signature.

I attended this workshop in the hope of coming away with a better understanding of the changes that will need to be made to our Inter-Library Loans Service as a result of the EU Directive and felt that I achieved this aim. What still concerns me is the potential administrative burden we will face when dealing with schemes such as the one proposed by the CLA. It is also a regrettable fact that library and information staff across the UK have the responsibility of informing service users that they potentially face increased charges for obtaining copies of documents.

Interlend 2003 Library Visit

Cambridge University Library

If I'd known I was going to be writing a piece for the *Newsletter* I might have taken notes, or kept hold of the library's handouts or even paid attention to the tour guide. Alas, the commission came too late for any of these and so this is what I remember of our tour round the University library – some of it may even be true.

The library was originally founded around the middle of the 14th century but the present building dates from 1934. It has a very tall tower and two wings. We looked at a model of the Library in the map room and were told how expansion onto the adjacent car park may be an option for the future. The map librarians seemed to be engrossed in a map of Iraq and neighbouring 'axis of evil' countries when we came in, but I'm sure it was all innocent fun.

Speaking of military planning, which I nearly did, the Library staff had split the 40 or so visitors into smaller groups. The idea was that we'd follow specially devised routes around the Library so that we could tour without bumping into each other. And I have to say it very nearly worked, for it was only when we hit inter-library loans that we ran into a problem and had to backtrack. Spooky or what?

You may be interested to know that the Library has a number of catalogues – web OPACs of course, with a retrospective card catalogue conversion programme, in conjunction with OCLC, in place. There's a card catalogue for 'serious' authors; a supplementary card catalogue of 'less serious' authors, who may nevertheless one day be promoted to the main catalogue; and a sheaf catalogue. I quite liked these sheaf catalogues – little hand-written books that started at the back and finished at the front. Anyway, from these catalogues readers can go to the Finding List to see whereabouts in the Library labyrinth the books are hidden.

Being nearly 70 years old the building also has different rolling stack systems. There's the one that enabled our guide to shift tons of journals with his little finger, and another capable of crushing those unable to reach the kick plate in time.

We popped into various rooms – the Music library, Official Publications, AOI which houses the Japanese collection and has Japanese characters on its OPACs – naturally enough but striking when you see it for the first time. Digital Resources had flat screens and that brushed steel look but the two Reading Rooms were rather hot and stuffy. And we also tramped along miles of corridors and up and down stairs until we arrived back where we started.

Thanks to Barry Eaden and his colleagues for an informative and interesting visit. If I'd kept the handout I would have remembered their names. I know ours had a distinctive tie with a large bear on it that had already startled one delegate into joining another tour group.

Then it was back to New Hall for the start of the Conference, by way of watching a couple of nutters dive-bombing punts by jumping off bridges into the Cam. But that's another story.

Stephen Prowse

You the Experts

Presented by Neil Dalley, Reading University Library

(Reporter: Elaine Dean, University of Sheffield Library)

I was a real pain at Conference this year. I swapped my workshop, I changed the time of my visits to Cambridge University Library and I decided at the last minute that I did want to go on the walking tour despite not having told anyone previously. In short I was a conference organiser's nightmare. However, you will be pleased to know that I am now paying the required price- writing about this workshop for the FIL Newsletter.

The idea of the workshop was to bring together people with differing levels of experience and get them to share challenges and solutions, very similar to the way we do this in an informal way at conferences by chatting to each other over lunch or, more likely at FIL conferences, in the bar. To achieve a good balance of experience and inexperience, we were split into mixed groups of old hands like myself and those fairly new to the delights of ILL and DS.

The groups were asked to discuss the challenges they had faced over the past 12 months and the ways they had found of meeting them. It was very reassuring to find that most of the challenges at one organisation were often similar to those being faced at others. The theme that quickly emerged from the discussions was that the thing most of us had faced or were facing was change. For example, several of us had gone through, or were in the process of going through major restructuring in our library, others had been involved in introducing and implementing new library systems, including making the often incomplete ILL/DS functionality offered by some library systems, work for them.

Restructuring often means people taking on new and different responsibilities and I found this was a common challenge faced by many at the FIL conference not just those at this workshop. As ILL/DS requests are perceived to be decreasing for various reasons, people are now taking on responsibility for services as diverse as photocopying and support for disabled users in addition to their role in ILL/DS.

It was agreed by those taking part in the workshop that communication and training is of primary importance when changes are taking place in an organisation both to ensure that the staff remain motivated and to make sure they are fully equipped to undertake work in other areas. The groups discussed the best ways to achieve this and heard individual accounts of how change was being handled. Unfortunately, how change in the whole organisation is handled is not always in our control and sometimes we cannot influence the way change is implemented even in our own sections. This was seen as a major challenge but it was agreed that our attitude to this sort of imposed change is often "the service must go on" regardless of all the changes of name, role and accommodation. While this is admirable to some extent, it does show that not allowing staff to be involved in change can often cause them to focus exclusively on the needs of their own small group of users rather than on the library service as a whole which is not good for an organisation in the longer term.

ILL/DS staff are, in my experience, very flexible people, used to life not being the same for them day after day. Part of our job is to be outgoing, talk to our colleagues in other libraries and organisations and look outside our own working environment to find creative solutions to help meet our daily objectives. This probably means that most of us are able to handle change better than some of our colleagues whose jobs require them to be more insular. One of the values of the FIL conference for most of us is the sharing of experience and the help this gives us in realising that we are not alone with our problems and challenges. I liked the idea of this workshop and I hope that the formal recognition of this shared experience is continued in future years.

Interlend 2003 Library Visit

The Wren Library

It was on a hot July day that we travelled to Cambridge to attend our first FIL Conference, which we had looked forward to with eager anticipation.

After we had registered and settled ourselves into the excellent accommodation provided by the conference venue we joined a group of conference delegates and set out through the hot and busy streets of Cambridge for the Wren Library at Trinity College in it's lovely setting by the river. While we waited for our guide to meet us we watched the antics of people punting on the sunlit waters of the River Cam.

Our guide duly arrived and we were shown into the beautiful Wren Library via an impressive staircase. Here we found a haven of peace on a hot day.

The library was designed by Christopher Wren and completed in 1695. Once inside your eyes are drawn to the original bookcases that run along each side of the library. The doors of the lock-ups were carved by a local craftsman, Cornelius Austin, but most beautiful were the wonderful limewood carvings by Grinling Gibbons around the library. These include the coats of arms of major subscribers to the building of the library which are carved on the ends of the presses. The library still retains the tables and stools specifically designed by Wren for use in the library.

On top of the bookcases are plaster casts of ancient and modern writers, most with no connection to Trinity College. However on the floor are marble busts of 17th and 18th Century Trinity men, some sculpted by Roubiliac. At the south end of the library are two statues, a small one by Grinling Gibbons of the Duke of Somerset, a benefactor of the library, and a full length statue of Lord Byron. There was some controversy over the placing of this statue at the time as Byron had acquired quite a reputation and left Trinity under a cloud!! The stained glass window at the south end was designed by Cipriani and dates from

1774. The window depicts Isaac Newton and Francis Bacon.

Of particular interest were the showcases that contained some of the treasures of the Wren library. We were encouraged to lift the covers and see items such as the 8th century manuscript of the Epistle of St. Paul, the only known manuscript in Milton's handwriting and the original manuscript of Winnie the Pooh!

Apart from the treasures in the showcases the Wren also holds special collections. These collections include medieval manuscripts, 15th century printed books, the Capell collection of Shakespeariana and books from the library of Sir Isaac Newton. It also holds papers by former members of the college including Tennyson and Ludwig Wittgenstein.

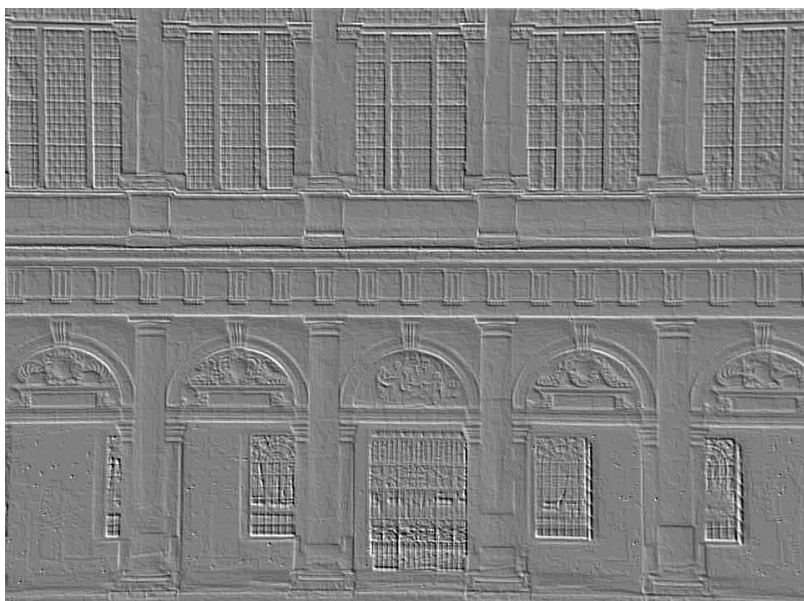
The Wren contains a quarter of the College Library bookstock and is mainly used by researchers. (Only library staff and Trinity Fellows are allowed access to the shelves.) The collection is mainly pre 1820 but more recent books are kept in the adjoining reading room. The Wren has 2,500 volumes of early manuscripts and 75,000 pre 1820 printed books; the total stock of the library is approximately 300,000 volumes.

The books are no longer arranged in subject order because of lack of space, however the newer books in the adjoining reading room are. Here there are tables provided where users are able to read their selected items.

Once the visit was over we were led through a wonderful courtyard to the impressive gates of the main entrance where we once again found ourselves entering the hubbub of 21st Century Cambridge.

The visit to the Wren Library was certainly a wonderful start to the conference.

Christina Allgood (RIO/SW Surrey)
Catherine Pammenter (RA/SW Surrey)



THE WONDERS OF OCLC

How Hertfordshire Libraries Discovered the Rest of the World

We first started using the OCLC service when we were still with the LASER organisation. LASER arranged a trial of the service and supported access for its members to OCLC WorldCat. The service that LASER supplied was the pre-web based service and so LASER took on all the administration side of the requests. All we had to do was send our request to LASER who then forwarded it on to the locations on OCLC. Very easy for us but I understand very time consuming for the LASER staff. We quickly made good use of this service, realising how useful it was and opening up a huge amount of stock around the world to help us satisfy our readers requests.

Unfortunately, like all good things, the trial came to an end and we lost our connection to OCLC WorldCat. Once again International requests had to be done by searching the Internet, looking for locations, emailing them direct in the hope that we could persuade them to lend to us. Time and again we received the reply that we could borrow from them via the OCLC service, something we would have loved to be able to do!

We struggled on in this way for some time, until we heard that OCLC were introducing a new web based service that any authority or organisation could subscribe to. We quickly contacted OCLC at Birmingham and asked how we could subscribe and of course the cost! I have to admit the cost was a concern as I had heard whispered comments over the years of the high cost of requesting via OCLC. I soon discovered there was no need for concern, considering what we were being given access to, the cost is very reasonable.

The staff I dealt with at OCLC were very helpful and took the time to explain the procedures to me. All that was involved was a quick form to fill in to register our contact details, these details then being used for our entry on OCLC and to allow us to use the service. We decided at the time that we did not wish to add our catalogue to OCLC and there has never

been any pressure for us to do so from anyone. Other locations around the world seem perfectly happy to lend to us even though they cannot access our catalogue through OCLC.

After registering I received details of a training course being offered by OCLC at Birmingham to teach new members how to use the service, this was too good a chance to pass up. I duly registered and at the appointed time travelled up to Birmingham to attend the 3-day course. This was one course very definitely worth attending.

There were only a small number of us on the course (around 6 if my memory serves) so the training was easily tailored to our individual needs. We each had a PC workstation with plenty of room and time to work our way through each stage of the training. Everything was explained very clearly and not in 'techie' language and as the system was web based it was easy to pick up. At the end of the course I left happy in the knowledge that I would have no problems using the new OCLC ILL service. Unfortunately there was then a slight delay, as the service was still new on the web there were a few bugs that had to be ironed out!

Eventually the service was up and running and any worries that I had that I might have forgotten all the training soon disappeared. To begin with we used the service as a 'last resort' for items we could not trace anywhere in the UK and so the number of requests we sent was very small. We also restricted our use, as we were still a bit concerned as to how the costs would mount up.

Initially you pay a 'joining fee' after that you pay for each search you do for a bibliographic record, these costs vary depending on which type of search you choose to do. Each month we receive an invoice for the costs of the searches we have made, so at the end of the first month of use we waited eagerly for our first invoice. We received the invoice and were rather pleased at the low cost, which then encouraged us to use the service more!



The only other main costs we incur are any charges levied by the lending library for the loan or to cover postage. This is something that can be avoided, as there are a great number of locations who will lend for free. Each location puts details of their lending policy on OCLC so you can choose locations that will supply free or very cheaply. Over time, as you get to know the locations that are free or quick the system allows you to keep records of those locations. You can then check your 'favourite' locations against the locations of a bibliographic record to see if any of them are listed, this greatly speeds up the requesting process.

Another concern we had was regarding supply times, but again we had no need to worry. Occasionally an item can take a while to come through but I think this is true of borrowing within the UK too. The quickest we have received an item after receiving a 'supply' message was 6 days, that item coming from the USA.

We now use the OCLC ILL service a great deal, not just for requesting abroad but also for bibliographic checking. We find a great deal of bibliographic information that we are unable to find anywhere else, including British Library. Our use of the service has increased dramatically over the last year and although the proportion of requests we do on OCLC is a small percentage of our total requests we are using it more and more.

We have found that a lot of items that, in the UK would be 'decline to lend' or 'use in library only' are freely available for loan, especially from libraries in the USA. This covers UK Local History items, journals & books published in the UK and which would be considered too old to be allowed out of UK libraries, 'reference' items and 'expensive' technical books. A result of this is that we now have a very small percentage of 'failed' requests compared to pre-OCLC days

We would be lost without OCLC now; we have found it to be a great asset to the service we offer to our members. It's easy to access via the Internet, easy to subscribe to, the costs are low, the amount of stock and locations you have access to is vast and most importantly it is very easy to use. So if you are considering it, I'd say 'go for it' I know you will soon come to realise what a great service it is and you'll be wondering how you ever managed without it.

Tracey Jackson

Hertfordshire Community Information, Libraries

eFIL

An Electronic FIL Newsletter?

The FIL Committee has been considering introducing an electronic version of the *FIL Newsletter*.

We would like to know from FIL members what they think of this idea. Some may have difficulties in accessing an electronic version, but others may find it useful to ensure that all relevant colleagues could read it easily.

Please answer the following questions:

Would you like an electronic version of the *FIL Newsletter* Yes No

If we did produce an electronic version of the *Newsletter*, might this cause you any difficulties? Please specify:

Please send your answers to me either by photocopying this page and posting your answer or by sending me an e-mail.

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IFLA 2003

a report on the Berlin conference

Dr Pennie Street, Liverpool University

CONFERENCE – A GENERAL OVERVIEW

This was the largest IFLA conference so far, also with the greatest number of first time attendees. A great location and truly unprecedented weather! The overall theme of the 2003 World Library and Information Congress was *Access Point Library: Media – Information – Culture*. Essentially the conference focused on all aspects of a future-oriented library, its organisation, its up-to-date and varied media offerings and its services. In this way, the theme moved far beyond the traditional library field and demonstrated that libraries fulfil a task as centres for information provision in the community and in the global network. Various sub themes were grouped under the headings of *Transforming media management*, *Strengthening information content* and *Guaranteeing human culture and values*.

The exhibition was, as always, good. I set aside an afternoon to have a walk around having marked up the particular stands I wanted to visit. It's a good opportunity to look at new developments, pick up information and make contacts and, because other colleagues know that I'm attending IFLA, I usually have a list of organisations/things to check out and report back on for them as well!

SECTION ON INTERLENDING AND DOCUMENT SUPPLY: COMMITTEE MEETINGS

Each section holds two committee meetings during the conference. This is the only opportunity members get that chance to meet face to face and plan their Section's future year's activities – primarily the

programme for the following year's conference.

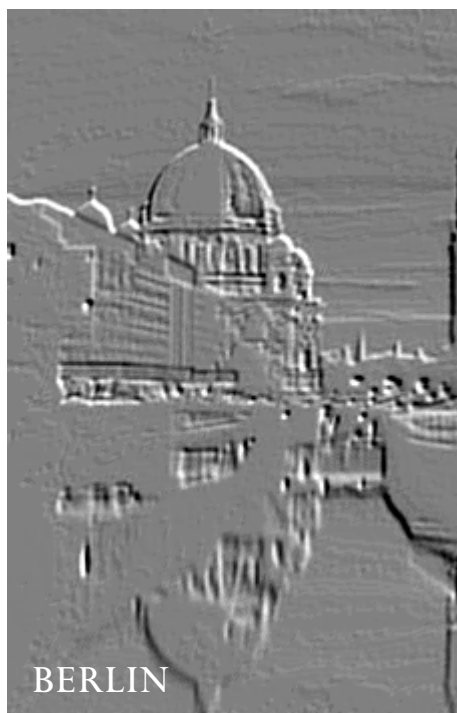
The main points for consideration at the meetings were:

Sub-committees

There are currently three sub-committees: newsletter; conference; and principles and guidelines. Given the need to update the Section's strategic plan for the IFLA main board, it was decided that a fourth sub-committee, for that purpose, should be instituted. This committee would have a finite lifespan and, once the strategic plan was completed, would be disbanded. Since there were a number of new committee members this year, everyone was encouraged to volunteer for one or more of the sub-committees. I am currently a member of the newsletter and conference sub-committees.

IFLA Voucher Scheme Update

As of May 3002, IFLA HQ has officially taken control of the IFLA voucher scheme. Susan Schaeppman was hired as its scheme administrator. The initial start of the program was delayed due to the need to have a separate bank account for the voucher program, VAT issues and the printing of the new vouchers. An account has now been set up with RABO bank and the Dutch authorities have determined that no VAT is applicable in the sale of the vouchers. Some changes have been made with the move of the voucher program: the working currency is now the Euro in place of the American Dollar; a 12 euro handling fee per transaction has been initiated to offset the costs of the program; a 10% non-member surcharge has been initiated to help encourage membership.



ILDS conference

With the closure of the IFLA Office for International Lending, responsibility for the Interlending and Document Supply International Conference has been transferred to the Section. The committee debated the level of involvement they could realistically offer/support, given OIL's departure. This year's conference is in November in Canberra – details are available at <http://www.ifla.org/VI/2/conf/uap8th.htm>

The question debated was how much involvement in actual conference planning would the committee be able to offer. On a basic level, selection of venue and liaison with the conference organiser; on a more ambitious level – involvement with the programme and actual organisation of the event. It was felt that the latter was impossible given the fact that the committee is composed of volunteers who only meet twice yearly, are geographically dispersed and conduct all other business by email only.

Electronic newsletter

The idea of an electronic newsletter was suggested. One of the main advantages of such a move would be to eliminate to a large extent (since the committee felt that there would always exist a need, in some less developed area, for a paper version) the production costs involved in producing a twice-yearly newsletter for over 200 members. The committee decided that the next issue would contain an advert asking people for their future choice – paper or electronic – to see if there was sufficient support for this move.

Strategic plan update

A new strategic plan needs to be produced. Given the withdrawal of assistance following the closure of the IFLA Office for International Lending, a number of tasks that could be undertaken and which fed into existing goals, may no longer be possible. The committee decided that any future goals must take account of this withdrawal of help and that future goal planning must consider the workload involved and ability of the committee to be able to achieve any goals set. With this in mind it was decided that the new strategic plan should be seen as an interim measure aimed at assessing the impact of the closure of the Office on the Section and a working out of what goals could reasonably be transferred to the committee. Any new plan also needed to take account of the committee's new role (which needs to be defined) in the planning

and organisation of the ILDS conference. A sub-committee was convened to work on this and to feed a draft strategic plan back to the committee.

Business meeting

A proposal was put to the committee concerning the desirability of having a separate business meeting scheduled outside of the conference period. This is a common procedure in a number of other committees and has come about due to the increasing difficulty in managing to get through all business and discuss new projects within the time constraints imposed by the two slots allocated for meeting at the conference. While a lot of work can be accomplished by email, matters such as pre-conference planning, producing the strategic plan etc. can best be done by face-to-face meetings. Given the difficulty of such a meeting and cost issues, the suggestion was for one extra meeting to be held around February in a European venue easily accessible to most members.

IFLA 2004 conference – Buenos Aires

The second and final committee meeting took place on Friday, 8th Aug at 10.15. Business not completed on the Saturday was concluded and the main item for discussion was the Section's programme for the 2004 conference. Various ideas were suggested at the first meeting and the committee decided to follow the same format as last year – that the conference sub-committee would convene during the week to discuss the suggestions and then make a recommendation for a programme at the second committee meeting. Since the venue is Latin America, it was thought that identifying a theme that encompassed hot issues of relevance to Latin American countries was of paramount importance. The committee is fortunate in having a member from this part of the world able to offer such advice.

STANDING COMMITTEE ELECTIONS

With the departure of Mary Jackson from the committee, Poul Erlandsen was elected as the new chair of the Section. Poul had previously been the Section's secretary and I was elected secretary in his place. A number of new committee members were also elected this year, owing to the departure or transfer to other committees of a number of existing members.

As a newly appointed IFLA officer I am also now a member of the Coordinating Board for Division 5. All serving officers on standing committees are automatically members of their respective Section's Divisional Board and attend the 2 Coordinating Board meetings held during the conference in addition to their Standing Committee meetings.

CONFERENCE PROGRAMME: SECTION ON INTERLENDING AND DOCUMENT SUPPLY - OPEN SESSION

This session was entitled *Centralised or Decentralised - Which Way to Go?* Three speakers presented their views on the merits of a centralised versus decentralised or distributed union catalogue. Sadly Philip Hider was unable to present his paper and a colleague - Gaynor Eyre, gave it in his absence.

The session, which was chaired by myself, was conducted in one of the main lecture theatres with simultaneous translation into the 4 other IFLA languages. There were about 150 attendees.

CONFERENCE PROGRAMME: SECTION ON INTERLENDING AND DOCUMENT SUPPLY - WORKSHOP

This session was entitled *Performance measurement of Interlibrary Loan operations*. Two papers were presented which considered recent/ongoing surveys into the area. Originally the plan was to have three speakers talking about the three different surveys: Nordic, US and Australian. Unfortunately a speaker from Australia was unable to attend.

In conclusion, as I've said many times, one of the main professional benefits that derive from membership of IFLA is the opportunity of meeting and talking with colleagues from all over the world. We are all successful by acting together and co-operating on a global scale: attending IFLA and reporting back on the international ILL world offers us the opportunity of putting this into practise.

*Pennie Street
Aug 2003*

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