FIL NEWSLETTER

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FIL AT BLDSC

Jenny Greene, University of Wales, Bangor

I was delighted to have the opportunity to visit the British Library Document Supply Centre in Boston Spa.

BLDSC – at the heart of Britain

FIL organised a full agenda for the day, including coach transport to BLDSC from York. This was much needed as I discovered – BLDSC really is 'out of town'. In fact, geographically speaking, we were told that it is situated at the exact centre of Britain!

On arrival we were offered refreshments and received a welcome from FIL's Neil Dalley, who then led us through to the seminar room, where Betty Lowery from Customer Services welcomed us and provided us with basic health and safety information, which included instruction on what to do should we get lost during the tour!

Our first speaker was **David MacArthur, Head of Sales and Development of BLDSC**. His presentation was entitled "Partnering for the future" and it covered a review of BL services, modernisation and new developments. He was keen to stress that the BL was non commercial with a primary mission "To help people advance knowledge and enrich lives". The service is now staffed 24 hours a day and around four million pounds has been spent on new technology. A portion of this money has been for 110 high speed quality scanners. These will be needed for the new secure electronic delivery service, which it was announced, will be starting on the first of December. With 263,400 serial titles in stock, this means over 100 million items available to any desktop – within two hours! Copyright was a hot issue – with many questions being raised about the changing legislation, electronic signature and secure electronic delivery. We were told that new Terms were being circulated and that an additional clause would be required on the Copyright

Partnering for the Future: a review of the BLDSC's services

Continued on Page 2

Declaration. During the question time, at the end of his presentation, several enquiries came up concerning the future of ZETOC and we were assured that this service would continue, at least for the next three years.

Promoting cooperation

Neil Dalley, Chair of FIL, then took the floor and talked about some of the ways that FIL worked to help organizations to work together. Hays DX was mentioned and there were many comments regarding this service! Once again electronic signature was discussed and a suggestion was made that the FIL Web site could list lending policies and local schemes and their requirements. Neil also asked us to suggest which areas needed improvement. Suggestions included:

More information regarding London services.
Improvement to the BL Catalogue.
Accuracy of other location availability.
Electronic Signature (again).
Printed Directory of Codes (This caused some discussion as the list is available electronically but demand still seemed quite strong for printed versions).

By this time we were ready for our lunch, which was a delicious cold buffet with wicked little cream cakes for dessert.

The next stage of the day was a walkabout tour of the building and we all felt the need of a little exercise! As there were so many visitors we were split into smaller groups of about a dozen or so. The group I was in was led by **Carol Robertshaw**, who was very friendly and informative. One of the sections visited held the current serials collection and Carol explained the colour coding binding system used to help staff quickly identify the year of publication – with the volume of requests received daily every little time saving device helps. We were also given a preview of the new document delivery system, to be launched in December. This secure electronic delivery system will require the Adobe Acrobat 6 and it is promised that the delivery notification message will contain a link to download this programme. In addition there will be a link to the article, which will expire after fourteen days. This message, with both links can be forwarded to the person who made the request *but* the article link can only be opened *once* – after which it will self-destruct. It looks like being a real step forward, especially as BL assured us there would be no extra charge for this new speedy service.

Secure electronic doc-del

Following another brief refreshment break we all gathered together to hear **David Crook from the CLA** clarify a few points about the new Copyright Legislation.

IFLA: e-plans

Pennie Street from Liverpool University then completed the day's programme with a presentation about IFLA. Key points were future plans to introduce an electronic IFLA request form and some improvements to the voucher scheme. We were reminded that whilst many of us have moved onto electronic access, there are a lot of members who do not yet have access to this technology.

All in all it was a very full day, packed with interesting information regarding new developments. I personally would like to extend my thanks to FIL for organising the itinerary and to the staff at Boston Spa, who made the day so enjoyable.

Jenny Greene
Inter Library Loans
University of Wales
Bangor

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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 exhange ideas and views and to raise the profile of this work nationally and internationally.

fil forum for interlending and information delivery

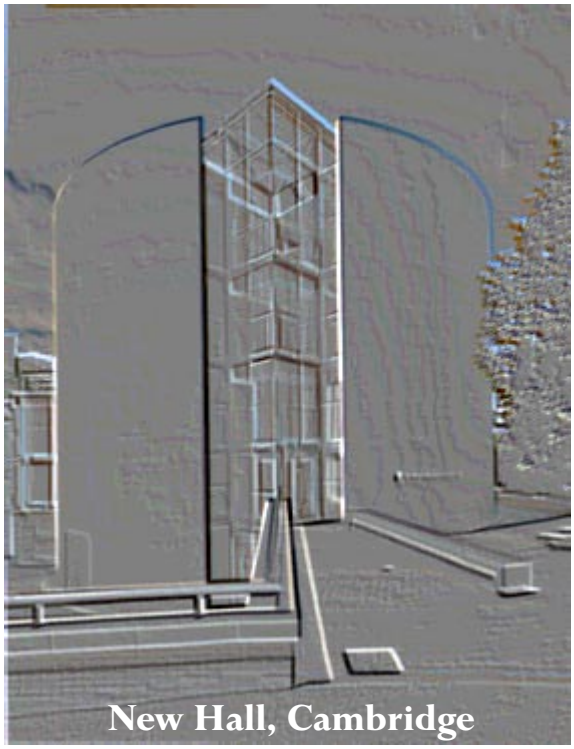
BREAKING BARRIERS

Annette Moore on Interlend 03

Day 1 – Introductions

I arrived at Cambridge train station clutching my conference programme and map of Cambridge. This was my first visit to Cambridge and my first experience of a FIL conference. Having kept in touch with Interlending through the regular FIL Newsletter and using the LIS-ILL mailing list, I was keen to put faces to names that were familiar to me and meet other Interlending staff face-to-face. I found my way to New Hall Cambridge where I was welcomed by members of the FIL committee and introduced to delegates from other Libraries. Soon we were all equipped with conference information pack, room keys and the essential name badge, with just enough time to settle into our new accommodation and meet back at the Porters Lodge for a Tour of Cambridge University Library.

Barry Eaden, Head of Interlibrary Loans at Cambridge University Library gave us a brief history of the Library and then we split into three groups for the tour. Although the Library has been in existence since the fifteenth century, it has only been in its present library building since 1934. The building was extended in 1972 to make room for more shelving and again earlier this year. We were shown round the new Interlibrary Loans department and Microfilm Reading Room in the new Southwest corner extension. The new rooms were spacious and designed to high standards in keeping with the style of the rest of the Library. The Library contains over 6,000,000 books, pamphlets and periodical volumes covering all subjects taught in the University. In addition to the main Reading Room, there are several specialist reading rooms for Manuscripts, East Asian material, Music, Maps, Official Publications and Rare Books. One image from the tour that remains clear in my mind is of the long corridors lined with card catalogues as the online catalogue mostly covers material published after 1977.



New Hall, Cambridge

New Hall Cambridge is situated fairly close to the town centre and the walk back from the Library was a good opportunity to get to know the other delegates. It was interesting to meet Interlending staff from both Academic and Pubic Libraries and discuss different issues. Later that evening we all met up for a drinks reception and a special conference dinner.

Day 2 – Presentations

Breaking Barriers. The theme of this year's conference was "Breaking Barriers" and included a range of papers that looked at breaking down the barriers between different organisations through co-operation, or barriers to sharing information through new technology. The papers presented were very practical in their analysis of the problems involved, giving useful advice on how to overcome some of these barriers. Over the three days, the conference looked at the areas of resource discovery, locating a lending library, methods of requesting, document delivery, costs involved and copyright issues.

Barriers to International Interlending (Mary Jackson - ARL, Washington)

Mary gave the keynote address of the conference identifying 9 barriers to international interlending and in each case discussing whether these barriers were 'aggravating annoyances' or 'impossible impediments'. Mary's presentation was an excellent focus for the start of the conference and included many practical suggestions for overcoming barriers to Interlending

Breaking Barriers: Regional developments from EMMLAC (Tim Hobbs). EMMLAC is one of the new Regional Agencies that are being created in

the nine English regions under the new Resource: The Council for Museums, Archives and Libraries (www.resource.gov.uk)Tim looked at the Regional Agency's role in breaking down barriers that exist, both for users and staff, between libraries museums and archives, and encouraging them to work together to play a full role in the social, educational and cultural life of the community.

Copyright Workshop (Andrew Braid – Licensing and Copyright at the British Library). Andrew Braid looked at areas of the new EU Copyright directive that are likely to cause problems, such as the commercial/ non-commercial distinction and the changes to fair dealing and library privilege. He also explained the new "sticker scheme" promised by the Copyright Licensing Agency for providing a copyright clearance service for readers wanting to photocopy for a commercial purpose. Every prescribed library will be sent a pack of 20 CLA stickers, free of charge to start them off.

Portals (Robin Murray – Fretwell-Downing Informatics). Robin emphasized the need for a single user interface that allows end users to search library catalogues, Internet and Intranet search engines, full-text databases, online journals, directories, internal documents, and other materials. Information portals will improve work efficiency through consistency of experience, better use of resources, higher user confidence, linking across services, and better usage tracking. Open standards such as Z39.50, http, and OpenURL are necessary to make this possible.

Robin briefly outlined the Docusend project (www.docusend.ac.uk) as an example of a one-stop integrated journal article delivery service aimed at end-user requesting and delivery.

Evening Excursions

After a full day of listening to speakers, discussions and workshops, an evening Walking Tour of Cambridge had been organised for us and it was the perfect evening for it. Again splitting into smaller groups, we were taken round the famous landmarks of the town and heard about the history of the different colleges and historical buildings.

Day 3 – AGM, the future & reflections

The FIL Annual General Meeting took place on the Wednesday morning with a proposal to change the name of the Forum for Interlending to FIL: Forum for Interlending and Information Delivery. This was agreed. There was also a report from the FIL treasurer and a report on the *Newsletter*. The Election took place of three new Executive Committee members for the next two years.

Reputation management – overcoming reluctance to collaborate (Robin Yeates). Robin considered the wider issues of the future for libraries in the digital environment and looked at principles that should guide Interloans staff based on research evidence. Robin's future scenario is one where our "reputation" on the Web will be an important feature:

> "One thing is certain: the future will be full of new terminology, and old terms used in unfamiliar ways. We are moving from traditional views of reputation such as Hazlitt's to newer concepts of user-centric service design and now explicit recognition (a new ecology?) of new forms of reputation based on behaviours in the digital environments of the web."†

Not only people have reputations - books have reputations too, apparently. Robin gave us a quick glimpse of a favourite Web site called Book Crossing (www.bookcrossing.com/books). BookCrossing lets you share books for free and track their individual journeys around the world!

This final paper was fascinating and brilliantly delivered. After three days of conference papers it was a challenge to present a topic that hadn't been touched on before and one that drew the full attention of the audience.

Reflecting on the event as a whole, the key issues addressed were:

> Improving co-operation between libraries at regional, national and international level
> Responding to a changing environment - new technology, changing user needs and new ways of publishing
> Portals – the need to simplify the process of resource discovery
> And for the future – he requirement to understand user needs in order to manage information accordingly and enhance our reputations in a digital environment.

The papers presented at Interlend 2003 had given me plenty to think about and I came back to work with many new ideas to plan towards. However, aside from the formal presentations, it was a pleasure to meet others working in Interlending and have the opportunity to discuss issues with them. I look forward to next year's conference.

Annette Moore
University of Sussex Library

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†Yeats, R., "Reputation Management", *FIL Conference 2003: Breaking Barriers* 5-7 July, New Hall Cambridge.

MEET YOUR COMMITTEE

Last issue, following the FIL AGM, we introduced some of the Committee members to you. Here are more:

BETTY LOWERY is currently Head of Customer Services for the British Library's Document Supply Services.

A graduate in French, she obtained her professional library qualification from Loughborough, then began her career working as a cataloguer at Leicester University.

For the last 20 years she has been working at the British Library in a variety of posts, both within Operations and in Marketing, and has been Head of Customer Services for the last 10 years. She attends all FIL Committee meetings as an observer.

GILLIAN WILSON (LNW ILL Business Unit.) Gillian has worked for Lancashire Libraries for a number of years, and has a wide experience of bibliographical services work, including five years as Lancashire County Libraries' Inter Library Loans Librarian.

The Libraries North West Inter Library Loans Business Unit was established in April 2002 as a service under contract from Libraries North West. Gillian established and now manages the Unit, based in Lancashire County Library Headquarters, in Preston. LNW member libraries cover a wide cross section, comprising public, academic, special and commercial libraries throughout the North West of England.

TRACEY JACKSON is Senior Library Assistant, Hertfordshire Community Information, Libraries, Inter-Library Loans. She writes:

I first started working for Hertfordshire Library Service (as it was then) back in 1988 as a part time library assistant in the local 'stores'. I stayed there for a number of years, until the reserve store was shut and the stock and staff were moved to a new library 'for all the specialist services' of the county. This was to be a front line service with all the specialist collections from around the county, including the HMSO and Business Information Collection, the Performing Arts collection, the reserve stock and the foreign language collections. Although I enjoyed my time at the 'front line' I decided I needed a change and at about the same time the job of Senior Library Assistant with Inter-Library Loans became vacant, I applied and was appointed.

Originally I was mostly involved in the day to day work of the ILL department but now that is mainly done by the ILL assistant and I deal more with development and the future of the service. That is one of the reasons for wanting to get involved with FIL, to help in the development of ILL and in setting up partnerships and working relationships between Public, Academic and Private sector libraries.

JILL EVANS (National Library of Scotland) writes:

I joined the National Library of Scotland as Deputy, Inter-Library Services in March 2002. My remit is managing the team of 8 staff to provide an ILL service primarily to Scottish libraries but also to all libraries worldwide who submit their ILL requests to ILS I also have responsibility for the staff who maintain the accuracy and currency of libraries submitting their catalogue holdings to the Scottish Union Catalogue and UnityWeb.

Other responsibilities include facilitating ILL meetings in various Scottish library venues to share awareness of the current developments and to foster cooperation within this field, of libraries' activities. I am a member of the NLS Strategic Planning Group, Minute Secretary to SCURL (Scottish Confederation of University and Research Libraries) and on the UnityWeb Technical Board. I was previously employed as the ILL Librarian of Edinburgh University Library for many years and was also a FIL Committee member.

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TheNursing Union List of Journals 2003provided access to over 1,200 nursing and clinical support services journals. At a cost of £50 members of the scheme have obtained the NULJ as a microsoft word publication.

WHAT IS IT?

The Nursing Union List of Journals is a co-operative scheme allowing members to share journal resources via reciprocal agreement. In facilitating the sharing of journal resources by health libraries throughout the United Kingdom, the NULJ assists not only in regard to tightening budgets, but also encourages the dissemination of published information to support clinical practice and education.

The NULJ has been around since 1987 and the list has been published at Glenfield Medical Library since 1996. In 1996 membership numbered 105 libraries, accessing 436 journal titles. The 2003 edition compiled 209 members and 1,268 titles.

The list is produced annually. Holdings' details of each journal can be found with around 8 possible locations. This is done in order to share the work over all the participants in the scheme. All libraries undertake to share their resources freely and to respond quickly to requests. This reciprocal agreement is the only form of payment. In a short survey conducted in September 2000, most member libraries stated that they tried to reply to requests on the same day when possible.

This is not a complete list of everyone's holdings, the titles are focused to nursing and support services journals. However, several smaller organisations with specialised holdings have been included.

Policy on charging and compliance with the 1988 Copyright Act remains the responsibility of individual participating libraries.

The scheme has run a mailing list over the past few years. This has enabled members to:

– Find out about and post your amendments immediately
– Take part in surveys
– Take part in discussions on topics of interest to the group
– Announce temporary breaks in service
– Provided a communication portal for library staff in general

NEW FOR 2004

The 2004 edition will be online. Members will be able to search the database and make direct requests. Along with the new edition will be the launch of a new mailing list. A small increase in membership subscription to £60 for 2004 has been necessary to cover the extra administration costs.

If you are interested in joining or finding out more information about the NULJ, please contact the editor at email nuljquery@yahoo.co.uk

IFLA 2003, Madrid

Document Delivery and Interlending Section:

Report of the mid-winter business meeting

Dr Pennie Street, Liverpool University

This meeting was the result of a proposal made at the Committee's last meeting at the IFLA conference 2003 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 is best accomplished by a meeting.

Twelve committee members attended the meeting: Assunta Arte (Italy), Teresa Chapa (US), Poul Erlandsen (Chair) (Denmark), Teresa Rodriguez Gonzalez (Spain), Elmelinda Lara (Trinidad & Tobago), Lars Leon (US), Betty Lowery (UK), Debra McKern (US), Jindriska Pospisilova (Czech Republic), Torill Redse (Norway), Carol Smale (Canada), Penelope Street (Secretary) (UK). Apologies were received from: Kim Baker (S. Africa), Johnny Carlsson (Sweden), Kanigar Chollampe (Thailand), Daniel Mattes Durrett (Mexico), Hans Martin Fagerli (Norway), Uwe Rosemann (Germany).

The meeting started with each committee member giving a brief presentation of new trends and developments in ILL/docdel in their country. The presentations were split over 2 days:

Day 1.
Spain, Bulgaria, Czech Republic, Denmark, Italy, Germany.

Day 2.
Canada, Norway, Trinidad & Tobago, UK, US.

These country reports will appear in the next newsletter (July). Hearing about each other's country and having time to ask questions goes a long way towards helping to both learn more about and understand the international state of ILL. This was a very useful and informative introduction to each day and is something there is never time to indulge in at the conference.

It was a full agenda and the following items were tabled for discussion:

Future of the printed IFLA ILL Request Form

Carol Smale presented a document entitled *"Automating the IFLA ILL Form"* which outlined the various options that could be taken if this were to be pursued. Betty reported that 106 packs had been sold over the last year and 700 packs remain which represents about 5 years supply: the British Library is happy to continue to sell these.

The committee will ask IFLA HQ if they would be willing to host an electronic form and will work on a suitable design.

A revision of the IFLA Principles and Guidelines for International Interlending and Document Delivery

The sub-committee will look at the document and send recommendations to the Section's listserv. The IFLA Governing Board must accept any new version. The sub-committee will also look at the IFLA Model National Interlibrary Loan Code and make recommendations**.**

IFLA Voucher Scheme

IFLA HQ has been managing this. During this time, ideas have been suggested to improve the scheme. These include selling supplies to associations that are IFLA members who would then act as local agents; this would reduce bank charges and make vouchers more accessible and payment by credit card. The idea of sponsorship for voucher scheme was suggested. Poul will contact Kim Baker about this since she had expressed an interest in this idea and ask her to prepare a report for the next committee meeting.