

FIL NEWSLETTER

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WHAT CAN FIL DO TO HELP YOU IN YOUR WORK?

As part of the *Exchange of Experience* workshop at the FIL@BLDSC day, delegates

were asked to discuss ways that FIL

could help them to meet the challenges they face in their work. We asked the groups to provide feedback on their deliberations and made a list of points which your Committee then discussed at a meeting in February. We thought it would be useful for you to hear our thoughts.

Exchange of Experience Workshops

Delegates asked that more exchange of experience events should be organised. We'd like to do more of these in the future as they have been so popular and, in particular, we'd like to direct some events towards library assistants and other practitioners in ILL offices, rather than just to heads of section. This type of event would need to run on a regional basis to enable the maximum number of people to attend

Training Events

The FIL Committee discussed combining an exchange of experience workshop with training sessions as training was another need highlighted by delegates. Towards this end, the first of these mixed events has been organised in the North-West region by Gillian Wilson and Jenny Brine as a joint Libraries North Western and FIL event. Hopefully, we'll then be able to reproduce this in other areas if we can find suitable speakers and venues.

The first event will include information about using various location-searching tools but we'd also be grateful to you for ideas of subjects that you'd like covered in future training events. If you have any thoughts about this please contact me. My email address is shown at the top of this article.

Neil Dalley, Chair, FIL.
neild@sirsi.co.uk

Hays DX

Some delegates expressed considerable concern about the service offered by Hays and hoped that FIL could lobby

Hays about this. Although the Committee had sympathy with the problems people are facing (indeed some Committee members have had similar difficulties) we felt that really the concerns needed to be addressed by those who had arranged the contracts with Hays, in most cases the regional library service. FIL has not been party to any of the financial agreements behind the contracts and felt that any help we could offer would be limited.

Many FIL members have decided not to use Hays at all and delegates wanted information to be collected on the use of Hays. We understand that CONARLS are planning a survey of Hays users so we shall be interested to see the results from their work.

Electronic Signatures

Interlending staff would really like to see some sort of development in the area of electronic signatures for use in making copyright declarations so that online requesting procedures could be streamlined. The Committee agrees that this is a major topic we'd like to see worked on. We understand that some libraries have decided to pilot their own schemes but for a fully secure system, that is not open to legal challenge, it would seem that we shall have to await further technical developments. JISC is currently funding a project called DCOCE (Digital Certificate Operation in a Complex Environment) and we look forward to the outcome of this work.

The British Library is interested in developments in this area too and has staff involved in the work. They'll keep the Committee posted about any developments and we have

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volunteered to become involved in any way we are able. If any FIL member has more information that they are able to report about this perhaps they could get in touch with us.

Review: FIL's role

FIL organised an event in 2002 organised by Jean Bradford where members could express what they thought the organisation should be doing and it is interesting to see that some of the same themes have appeared this time. While it would be good to undertake a full review or survey we lack the resources of time to do this justice and it would prevent us from fulfilling some of our more practical tasks, such as organising the conference. Committee members are, however, always pleased to hear your comments about what we are doing or how we can help you.

Remember that FIL relies on its members to get involved and the more people who are interested in helping the more work we'll be able to do.

USE OF SECURE ELECTRONIC DELIVERY AT LANCASHIRE TEACHING HOSPITALS NHS TRUST

The Library and Information Service at Lancashire Teaching Hospitals NHS Trust like most NHS libraries offers a document delivery service to its users: mostly clinical staff involved in patient care and research. As Electronic Resources Officer my involvement with SED was making sure Adobe Acrobat Reader was set up correctly at our various sites and registering to use the service via the DRM activator within Adobe to use this



service (instructions of how to do this were provided on the British Library WebSite). This was more or less a straightforward procedure once we had upgraded to Adobe Acrobat 6.

Our users increasingly expect a quicker service from the library's document delivery service and SED has played an important role in helping us achieve this.

Andrew Craig
Electronic Resources Officer

Once registered with the British Library for SED, it is easy to use.

We use the Artweb Service for requesting photocopies of articles. From the drop-down box for Type/delivery simply select SED Standard Delivery. An email will be sent to you usually within 24 hours (sometimes even the same day). Open up the message, click on "[here](#)", then follow the instructions given. You will then be able to

print off the article.

Apart from the speed of delivery and reliability (no postal services involved), it also offers flexibility as it is possible to email the copy.

We have also found that users don't mind paying for such a fast service.

Kay Bankier
Assistant Librarian

Image: Lancashire Teaching Hospitals NHS Trust

BLDSC's Secure Electronic Delivery

The introduction of BLDSC's Secure Electronic Delivery (SED) service is a significant development for all ILL Librarians.

I had already asked BLDSC for an article about SED for this issue of the *FIL Newsletter* and one is included along with contributions from some other libraries using SED. I am very grateful to Peter Robinson for giving his time to producing an informative article for us which I hope will help ILL Librarians to use SED effectively.

I would like to encourage anyone else who would like to contribute to the discussion which is started in this issue of the *FIL Newsletter* to do so, both about the practicalities of using SED or other forms of electronic delivery and ways to deliver user education. Please send your contribution to me:

Jean Bradford,
Joint-Editor, *FIL Newsletter*,
Email: j.i.Bradford@bristol.ac.uk

SED at the BLOSC

PETER ROBINSON, THE BRITISH LIBRARY

What is Secure Electronic Delivery (SED)?

SED is an innovative new document delivery option from the British Library. It offers secure electronic delivery to either the intermediary or the end-user. The difference between SED and other forms of electronic delivery is that no email attachment is involved. Instead, an email with an embedded hyperlink enables the recipient to open the document in a completely secure manner. When this link is opened, the document can be printed once (or twice, if the first attempt at printing fails). The document can be viewed on screen for fourteen days from the date of the email for a Library Privilege transaction, and up to three years for a Copyright Fee Paid transaction.

Why did we develop SED?

Electronic delivery has been top of the UK academic sector 'wish list' for some time and we responded to this challenge with a service that fully meets the requirements of the publishers in document security. In addition it cuts down delivery times, particularly valuable where some distance is involved, e.g. the island of Ireland. SED is therefore an easy way for electronic documents to be delivered directly to the end-user's desk top.

How was SED developed?

We consulted Elsevier in early 2002 to ensure that they were included in discussions on any new electronic delivery service we developed. Compliance with copyright law is central to every service we deliver, and our close working relationship with the Copyright Licensing Agency – as well as with the world's leading publishers – is testament to this. The goal was to work towards an industry-standard system.

The Adobe® Content Server and Adobe eBook Reader® systems were chosen to deliver the service. These permit the encryption of existing PDF files in real time and allow a variety of security levels to be set. Other features include:

- All articles scanned – not photocopied – with flat-bed scanners, offering superb digital image definition
- Limited time for access to articles delivered under Library Privilege terms
- Extended period of access for Copyright Fee Paid transactions
- Printing set to one copy only (if printing fails, it will permit the print operation again)
- Annotations, highlighted text, notes etc. can be added to the electronic version (not visible when printed)
- Speech conversion for the visually impaired.
- Big email attachments can overload inboxes, but SED does not use attachments. The pdf format of the article downloaded from the link in the email is far more secure than a tiff or other file formats which can be forwarded to any number of end-users, thus infringing copyright.

Trials started in October and November 2003 with around twelve major commercial customers. These showed that we had built a robust system capable of handling large numbers of transactions without difficulty. The system is scaleable and can easily accommodate increasing volumes of business. We wanted to satisfy the publishers that the revenue they receive from subscriptions would not be compromised, and with SED we have achieved this aim.

Issues for those wanting to use SED

Most problems were associated with downloading Adobe 6.0. The new version of the software is 6.0.1 and includes significant enhancements and bug fixes. It is recommended that this is downloaded as it will uninstall and overwrite 6.0.

Because Adobe software is essential in order to use SED, not everyone who wants to take advantage of it can do so. The main reasons given by institutions were:

1. Earlier version of Adobe used; no plans to upgrade
2. Library system software does not support SED transactions; no date for new version or not in development plan
3. Firewalls or other security measures prevent some incoming emails
4. Not resourced to provide the necessary user education.

There is little we can do to address the first point, as that is in the hands of the institution. For the second, we work closely with library systems suppliers and can advise which ILL modules support SED. For firewalls etc we can work with organisations so that security issues are not compromised. User education is perhaps the most complex to address; it is dealt with later in this article.

COMMUNICATION TO OUR CUSTOMERS

Our intention is always to give customers as much notice as possible of service developments so that they can be ready for them, so we originally announced that we were going to introduce SED in an article in the July 2003 Customer Update. We then supplied full information including system requirements in the November 2003 issue, by providing the Adobe weblink: <http://www.adobe.com/products/acrobat/acrrsystemreqs.html> and our own webpage <http://www.bl.uk/sed>. This states that Windows 98 2nd edition is okay for SED and earlier versions are not. For downloading Adobe Reader 6.0.1 full details have also been available on our webpage at <http://www.bl.uk/sed#download>.

With any new service, there will be some who take advantage of it right away and some who can't, for whatever reason. With SED, we could not wait until all our users were ready to adopt it. If we did, we would lag behind instead of innovating and developing the services that our users demand. What we did however was announce the service as soon as we could before its release.

PROMOTING SED

During May 2004 we ran a promotional campaign to intermediaries and end-users by including an advertisement for SED with every hard copy (I can't use the term 'photocopy' any more, as all articles are now scanned) supplied. We had no way of separating out the copies for academic customers from those destined for the commercial sector. Also, we wanted to include our customers in the academic community from whom we receive requests. These are academic staff and postgraduate students who come to us direct because, for whatever reason, they are unable to obtain the articles they require via their own ILL service. They are willing to pay for the item themselves, plus the copyright fee, because they require the item for their research and it is the only way they are able to obtain it.

USER EDUCATION PROS AND CONS

Some users have commented that they now incur paper costs by printing documents that they would otherwise have received in hard copy format. The most important thing to remember about SED is that it is just another delivery option - no-one has to use SED if it is inconvenient for either the end-user or the intermediary. Electronic delivery has been asked for, so we have provided it; if the cost of printing the document is an issue, then we suggest you continue with mail delivery.

We keep detailed statistics on SED usage and from them it is encouraging to see that the number of end-users receiving delivery via ADD Address (Alternative Delivery Address) is rapidly increasing. ADD Address enables the intermediary to choose a delivery address other than their own – usually that of the end-user. If there is the possibility that the end-user will be away during the 14-day Library Privilege period, then hard copy (now arriving by mail in most cases the next day) should be used instead. Alternatively of course, having the email sent to the ILL

librarian instead of the end-user will enable the former to print the SED document in the absence of the end-user, until their return.

As stated earlier, the 14-day period for accessing documents requested under Library Privilege was a very persuasive argument in favour of SED for publishers, who need to protect their sources of revenue. Now that we have their permission, it enables us to scan much more material than ever before without infringing copyright.

We developed SED in response to UKHE urging us to offer e-delivery to the end-user. Of course, an unmediated library privilege service for the end-user is the goal, but until a secure authentication system with e-signatures is developed, no-one is confident enough to offer this. The Oxford University project is apparently the most likely to deliver, but this will not be until sometime next year. At the present time, hand-written copyright declarations still have to be kept for six years plus the current year in case they are required for inspection.

Today, when free at point of access, full-text on screen research material is an expectation if not a right for end-users, I would argue for extending the choice by two more options – SED or postal delivery from the British Library. How many students or researchers genuinely require instant delivery of articles, when the British Library can provide access to 263,400 journal titles, 33,000 of which are received upon subscription and over 20,000 of those available via our current awareness services **Inside** and **Zetoc**? In most cases document delivery is within two days, and the material available not limited to the number of e-journals the institution can afford.

FEEDBACK

The British Library takes the views of all its customers seriously. We strive to be as inclusive as possible, which is why we announced our intention to offer SED nearly one year ago. Although most questions are dealt with on our website, Customer Services staff can advise on all issues relating to SED. Some messages posted on LIS-ILL have led to misunderstandings about what the service does or does not do, which can be confusing or off-putting for those who are unfamiliar with SED. We at the BL are best placed to answer questions and thus explode any myths, so do please ask us first!

A full list of answers to FAQs are on our webpage: <http://www.bl.uk/sed#note>. If this does not address your needs, contact Customer Services: Email: dsc-customer-services@bl.uk; Tel: 01937 546060.

FINALLY

We now send out about 2,500 SED emails per week, equivalent of around 9% of our output. This is a remarkable take-up for a service that has only been running since 1st December 2003. I am currently seeking comments from the many academic libraries which use SED heavily, to see if they can provide insights about successful technical implementation and offer any advice on user-education.

If you would like to contribute, please contact me.

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SED

A Summary of discussion on LIS-ILL

A message from Betty Lowery informing ILL Librarians that flyers about the Secure Electronic Delivery service (SED) would be included in the copies being sent to users sparked a lively discussion on the e-mail discussion list LIS-ILL (for more information about this list see www.jiscmail.ac.uk/lists/lis-ill.html). A number of people took part and this is a brief summary of some of the points which were made.

First there was some unhappiness that the flyers were being included in copies being sent directly to users who would then have expectations of using a service before their home libraries had solved any problems associated with implementing it in their own circumstances. Although ILL staff understand the need for BLDSO to show a return on the considerable investment that BLDSO have made in new technology, they would also have liked more consultation about ways to raise awareness of this new service.

Several people were enthusiastic about the benefits they had found in using the service, chiefly the speed of supply. Among the problems that were mentioned were:

- The choice of Adobe 6. Although this is used in most institutions, it has not been rolled out consistently across all departments, so that users may not have access to this latest version of the software.
- Using SED involves setting up the Digital Rights Management functionality on Adobe 6. Not all our users understand this and we need to carry out user education so that they are aware of how to access articles delivered in this way.
- There is only a limited time in which users can access articles, which means again there is a need for user education so that users are fully aware of the constraints. For example, readers often place requests for articles before going away expecting that copies will be obtained and waiting for them on their return. They may miss the deadline for accessing articles obtained through SED, if these are forwarded to them by e-mail.
- If the articles are delivered to the central ILL mailbox, then it takes ILL staff time to print out the articles if that is what is decided, and the cost of printing is also transferred to the requesting library from BLDSO.
- There were some specific problems relating to difficulties in printing out copies from the electronic file.

A number of people are planning trials before offering this to all their users. It is generally welcomed as giving us a method of obtaining articles quickly for those for whom speed is essential. Remember the editors of the *Newsletter* are always glad to receive contributions, short and long, about projects in your ILL section, so please remember to share your experience with your colleagues.

Jean Bradford
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DIGITAL RIGHTS MANAGEMENT

PETER ROBINSON HAS PROVIDED THE FOLLOWING INFORMATION.

ANDREW BRAID, THE BRITISH LIBRARY'S LICENSING & COPYRIGHT COMPLIANCE MANAGER, HAS WRITTEN AN ARTICLE ON SED-RELATED MATTERS FOR *INTERLENDING AND DOCUMENT SUPPLY* (VOL. 32 No 2, 2004).

THE TITLE OF THE ARTICLE IS, "THE USE OF A DIGITAL RIGHTS MANAGEMENT SYSTEM IN A DOCUMENT SUPPLY SERVICE".

WE THOUGHT THE FOLLOWING ABSTRACT WOULD BE USEFUL.

DIGITAL RIGHTS MANAGEMENT (DRM) HAS HAD A CHEQUERED HISTORY. IT HAS BEEN CALLED "THE SAVIOUR OF INTELLECTUAL PROPERTY RIGHTS" AND "COMPLETELY USELESS" IN PROTECTING DIGITAL CONTENT. THE TRUTH PROBABLY LIES SOMEWHERE IN BETWEEN. THE PAPER DESCRIBES THE USE OF DRM IN PROVIDING A SECURE DOCUMENT SUPPLY SERVICE, THE REASONS FOR IMPLEMENTATION OF A DRM SYSTEM BY THE BRITISH LIBRARY, THE SYSTEM ADOPTED, WITH REASONS FOR THE REJECTION OF SOME SYSTEMS AND INSIGHT INTO HOW THE CHOSEN SYSTEM HAS BEEN RECEIVED BY USERS."

ANDREW WILL BE REMEMBERED FROM HIS APPEARANCES AT FIL CONFERENCES, THE MOST RECENT BEING AT CAMBRIDGE LAST YEAR WHEN HE LED THE WORKSHOP ON COPYRIGHT. *INTERLENDING AND DOCUMENT SUPPLY* IS A MUST FOR ALL ILL PEOPLE TO READ, AND IT IS GOOD NEWS THAT THERE WILL BE A LONGER AND MORE DETAILED ARTICLE THERE TOO.

Revealweb News Update

A change of name

Reveal will now be called Revealweb. This is now the same as the web address and should make it easier for people to find.

Manager appointed

Deborah Ryan was appointed as Revealweb manager in early November. She has worked in both public and academic libraries and previously managed the North Western Regional Library System. While there she worked with

libraries and other partners to develop a national union inter library lending catalogue, UnityWeb. The experience gained working on this project will be put to good use in the continuing development of Revealweb.

Ever wanted to know?

What's available in Braille about a subject?

What's available in alternative formats by your favourite author?

Is a certain title available in Talking Books?

If a particular title in Braille is available to buy?

These are just a few of the questions that can be answered using Revealweb. Check it out at www.revealweb.org.uk.

What is Revealweb the national database of resources in accessible formats?

A database that brings together information about materials produced in alternative formats that are available from organisations such as National Library for the Blind (NLB), Royal National Institute of the Blind (RNIB), Calibre and a host of other agencies.

Revealweb signposts users to organisations that can supply material. The complementary Register of Suppliers gives information on the terms and conditions under which resources are made available and how to get hold of them.

Revealweb launched

The web site went live on 16th September 2003 and was officially launched at the Public Libraries Conference. Look out for future events at www.revealweb.org.uk.

Policy Advisory Group

The Revealweb Policy Advisory Group held its first meeting in December, hosted by the RNIB in London. It is responsible for the future direction of Revealweb.

This group will meet twice a year and includes representatives from Revealweb contributors, customers and funders. More details can be found at www.revealweb.org.uk.

Spotlight on the database

Currently Revealweb holds over 100,000 records. This number will grow as more organisations add their records. Each catalogue record also holds information on the alternative formats that are available and which organisation holds them.

Data is being migrated, cleaned and enhanced by a team of skilled cataloguers. The cataloguing team are Michelle Webb, Lucy Adcock, Rachel Hibberd and Kathy Teague from RNIB along with Wendy Hall, Diane Farline and Melanie Baker from NLB. These

Revealweb has over 100,000 records

unsung heroines of Revealweb are working hard to

ensure that records are consistently displayed, duplicates are removed and generally that Revealweb records are of a high quality. The Revealweb database of resources uses the MARC21 bibliographic standard to which additional fields have been developed to allow the identification of accessible formats. We must thank Ann Chapman, from UKOLN, for all her efforts in overseeing the development of the Revealweb bibliographic standard.

What users think.

Elaine Wilkinson of the RNIB's Library and Information Services Team describes how Revealweb facilitates the work of the Team.

The Team answers queries on books and information that are available in alternative formats.

These queries come from a wide range of people - students, leisure readers, teachers or library staff. Elaine explained how Revealweb helps her team to deliver their service. "Revealweb lets us do one search for a query, rather than having to look in lots of different of places, so it's quicker and easier to find information from a variety of organisations."

The LIS Team had previously been using NUCAF (the National Union Catalogue of Alternative Formats) which

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Less than 5% of books published in the UK each year are ever made available in accessible formats

has been superseded by Revealweb. Elaine points out "Revealweb data contributors can keep their own records and contact details updated so this gives us more current information to work with. Another added benefit of using Revealweb is that with one click, we can tell our customers where and how they can get hold of the book or information they want."

The team also use Revealweb to check if items requested to be transcribed have already been produced in the alternative format. This avoids duplication which saves time, effort and money.

Does your organisation lend, sell or hire material in accessible formats?

We'd like to hear from you if you have data you would like contribute to Revealweb. Contact me at the details below.

Deborah Ryan

Useful Web Addresses

Revealweb: www.revealweb.org.uk

National Library for the Blind:

www.nlb-online.org

RNIB: www.rnib.org.uk

Calibre: www.calibre.org.uk

UKOLN: www.ukoln.ac.uk

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IFLA: BUENOS AIRES

The IFLA Conference is being held in Buenos Aires in August this year and the Section on Document Delivery and Interlending will be hosting a half day programme during the Conference entitled Interlending and Document Delivery Services in Support of Distance Education Programs: Perspectives from the Southern Cone.

The speakers come from South America and their details and the titles of their papers are listed below.

1.

Speaker's Name: Isabel Gomez Garmaz

Position: Professor, School of Library Science

Institution: Universidad La Republica

City and Country: Santiago, Chile

Language: Spanish

Title of paper: Gestacion de la carrera de tecnico nivel superior para biblioteca escolar y publica: modalidad educación a distancia. (Formation of the program for superior grade technicians for school and public libraries: distance education modality.)

2.

Speaker's Name: Maria Norma Prevosti

Position: Director, Library Science Program

Institution: Universidad Nacional de Misiones

City and Country: Posadas, Argentina

Language: Spanish

Title of paper: Bibliotecas populares: Nodos de prestamo interbibliotecario. Relato de una experiencia. (Public libraries: nodes for interlibrary loan. The story of an experience.)

3.

Name: Gustavo Liberatore

Position: Director, Department of Documentation

Institution: Universidad Nacional de Mar del Plata

City and Country: Mar del Plata, Argentina

Language: Spanish

Title of paper: Los servicios bibliotecarios en linea y la formacion universitaria a distancia en la Argentina: Acceso a información y formación. (On line library services and university studies at a distance in Argentina: Access to information and university studies.)

This shows that staff in libraries throughout the world are tackling similar issues and we have a lot to learn from each other. The experience of UK librarians and of ILL staff is valued in the international context.

Pennie Street
University of Liverpool and FIL's representative on the IFLA Section on Document Delivery and Interlending

[Pennie is currently Secretary to the Section and has been joined by Betty Lowery of the BLDSC, so FIL is able to have a strong voice in this important Section. Ed.]

IMPACT OF THE NEW COPYRIGHT LEGISLATION

Real Answers to Real Questions

"To every cow its calf; to every book its copy."

The issue of intellectual property has exercised minds for centuries. The first known mention of copyright was in sixth century Ireland, when under Brehon law, as in the decree quoted above, Diarmuid, the High King of Ireland, found against the monk Columcille, who had copied the psalter of St. Finian. Columcille was fined a head of forty cattle, and the ensuing battle and its aftermath forced him into exile to the Isle of Iona. Centuries later the issue of Copyright and Copyright law continues to engage the energies of many - artists, broadcasters, filmmakers, publishers, lawyers, librarians and readers amongst others. To elucidate some of the complexities of the recent EU directive on copyright and resultant national legislation FIL and members of the LIS-Copyseek mailing list combined their energies and organised a seminar in London in March 2004, repeated in Sheffield in September.

Professor Charles Oppenheim (Loughborough University) opened the proceedings by pointing out that the *raison d'être* of the new European copyright directive was to standardise, but because many optional exceptions have been adopted piecemeal by the constituent states the result is a total lack of harmonisation. In outlining the key changes in legislation, it was noted that the impact of the new legislation on libraries is quite restrictive as the application of fair dealing and library privilege is restricted to non-commercial purposes only. The point that commercial/non commercial classification is not determined by the nature of the organisation, but by the nature of the end product was emphasised, as was the necessity for library personnel to exercise caution in dispensing advice to users to avoid possible authorisation of

infringement. Professor Oppenheim also thought that proposed changes in the law might impact negatively on cryptography research, the right to effect software interoperability, legal deposit, electronic archiving and preservation copying, and argued that the implementation of technological protection systems in favour of the right holder can effectively restrict fair dealing. With reference to the Copyright (Visually Impaired Persons Act) 2002, shortcomings in the definitions of visual impairment were demonstrated, in that it does not include dyslexics, but does physical handicap which precludes turning pages. The fact that the Copyright Act takes precedence over the Special Educational Needs and Disability Act (SENDA) was also noted, so copyright law cannot be ignored in the provision of services to special needs students.

Toby Bainton (Society of College, National and University Libraries, SCONUL), the seminar's second speaker reiterated the new concepts within the new legislation, which made the distinction between commercial and non-commercial purposes, pointing out that a licence / permission is required for 'dealing' for the purposes of research for commercial gain, and that rights holders may refuse permission. Negotiation with and lobbying of CLA has resulted in the retention of many of the exceptions to copyright. However it was suggested that the role of copyright within e-learning is poorly understood, and that although 'e-learning acknowledges no national boundaries' (DfES), copyright restrictions do. It was also acknowledged that the CLA sticker scheme was under utilised, little understood, and somewhat unwieldy. Personally unsure of the term of copyright protection, I was interested to learn that it

is now harmonised (with the exception of Germany) at seventy years after the death of the author. Non copyrightable facts are protected if held within a database, which has fifteen years' protection, but by its very nature has a potentially infinite term, as databases are updated.

Andrew Braid (British Library) made the point that the BLDSC's compliance with the new legislation was helped by the fact that the British Library already had twin tracks in place – library privilege and copyright fee paid. As restrictions were placed on the library privilege service, it necessitated each customer re-registering with BLDSC. Since November 2003 the proportion of copyright fee paid supplied has risen from 20% to 35%, and is expected to double. Within the Reading Rooms the CLA sticker scheme is partially implemented; full implementation is dependent on staff training and reader awareness. Regarding the period of copyright protection, as seventy years from the death of the author requires knowledge of the date of death, the British Library has adopted the rule of one hundred years post publication for copyright release.

Murray Weston (British Universities Film & Video Council) examined the implications of the new legislation for use of moving image and sound media in education. The new legislation upholds Section 34 and 35 of CDPA 1988 which facilitated the copying of broadcasts and cable programmes off air, and viewing for use in education, but the notion of virtual campus or secure intranet delivery is not addressed.

Laurence Bebbington (University of Nottingham) contended

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that libraries and librarians have been slipshod in the implementation of Copyright law in the past, on the grounds that the regulations are burdensome to implement. However litigation is much more likely over breach of the new legislation.

The fact that copyright compliance is really only part of a wider access policy, which should also embrace contracts/licences, e-access, ATHENS, data protection, disability awareness, software alliance etc. was made, and also that such policy will also require definition within a broader institutional framework. As different categories of users may have different rights, consciousness raising is all important, but care needs to be taken that guides on copyright are defensible. The onus is on library staff to take 'all reasonable steps' to uphold the law, and it is not clear if infringement would hold the institution or the librarian personally liable.

The Q&A/Discussion which followed the speakers' presentations was lively and varied, with questions posed ranging from the very specific to the general. The consensus was that libraries and librarians must become aware of their positions as gatekeepers of the law, and to discharge this duty will require a much greater knowledge of the legislation than has been the case heretofore. Copyright law may seem burdensome to implement, but the legislation encapsulates the favoured position of the licence holders, who are predominantly publishers, who will not be slow to go to court. Nevertheless in raising an awareness with the public / library user, it is important to realise that the law is complex and advice should be given in general terms, rather than specific.

Thanks are due to FIL and LIS-Copyseek for organising such a useful, informative and relevant seminar. Thanks also to CILIP, for placing their conference facilities at the disposal of the seminar, and for the provision of an excellent lunch, which also gave delegates the opportunity to mix and mingle. However the heroes of the day were the speakers, all of whom generously shared their experience and expertise with us. Personally I found the seminar stimulating and thought provoking. Laurence Bebbington's conclusion was succinct, in his articulation that full protection is probably not possible, neither is 100% compliance, as there are too many weak links, ambiguity, complexity and diversity. The law will ultimately be tested by cases through the courts.

To every cow its calf?

*Avril Patterson
University College Dublin*

WHAT WILL YOU NEED TOMORROW?

SECURE ELECTRONIC DELIVERY

Taking steps today to get what we will need tomorrow

I work as the the inter-library loans assistant at the Queen's Campus section of the University of Durham Library at Stockton on Tees. Just at the time when The Powers That Be in Durham were thinking of replacing our local postman with Ariel, B.L. came up with SED so we decided to give it a try in our section. First of all our techie fixed it so that I have Adobe 6 on my pc. I had to get a Microsoft.NET passport, exciting stuff involving passwords and favourite pet's name, and create an activation profile - don't ask, but by obediently clicking where instructed on the screen I created one. Next I had to try the B.L. test document - and it worked! So I emailed BL Customer Services with my customer code and email address to which the documents were to be delivered and we were ready for off.

I started using SED at the beginning of March and have been very pleased with the service. At present all documents come to the inter-library loans email address and I print the articles. I am fortunate in having access to a new printer but it is used for other things and I have to bide my time and print when all the notices etc are done. It is quite time consuming and I would imagine it would be a very big task for a larger library. I notify the end-user, who then come to the library to collect their article. With our campus growing, new buildings popping up fast, a reluctance of end-users to walk and the present constraints of the ILL system to be overcome, the day when documents can be sent straight to the end-user will be welcomed by all.

But remembering the days just a few years ago before the move to ARTEmail requesting, when I sat for hours covered in Tipp-ex, fingertips bleeding, hammering away on an ancient typewriter trying to get my BL request forms done in time for the post, I say let's have more of this electronic wizardry.

The speed with which the documents arrive is very impressive. I send my requests by ARTEmail in the afternoons and most are received the following afternoon. I was seriously impressed by one request sent to BL the other day which arrived just two hours later.

So for us the changeover to SED has been painless and beneficial. Ok, maybe B.L. were a bit hasty with their marketing in trying to get us to run before we can walk or even walk before we can crawl but I look forward to taking the next steps.

*Linda Bromley
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FIL WORKSHOP

16 SEPTEMBER 2003 THE UNIVERSITY OF WALES SWANSEA

Having only been involved in Inter-Library Loans since August 2003 this was the first ILL event I attended. Being a novice I was a little nervous with regards to the workshop, I felt like a small fish in a big pond, however I felt very welcome and it was nice to meet other people in the same situation as me.

There were three speakers at the workshop: Rebecca Davies, Head of the Assembly Library Service, Welsh Assembly Government; Gillian Anderson, Desk Services Manager at the University of Wales Bangor; Peter Robinson, Account Manager, Academic Sector with The British Library.

The first speaker, **REBECCA DAVIES**, spoke about Publication Schemes for Universities and if such schemes make life easier for Inter-Library Loan staff.

There were three main topic areas within Rebecca's programme:

- What is a Publication Scheme
- How ILL Librarians can use the Schemes
- Other Implications of the FOI (Freedom of Information Act)/Publication Schemes for ILL staff.

Rebecca explained that publication schemes must:

- Specify Classes of information which the public authority publishes or intends to publish.
- Specify the manner in which information of each class is, or is intended to be published and
- Specify whether the material is, or is intended to be, available to the public free of charge or on payment.

Using the Assembly's Publication Scheme as an example Rebecca continued:

Classes of Information:

- Classes of information – not lists of documents.
- Definition of a class of information

Examples of Classes

- Decision Reports.
- List of Cabinet members and their responsibilities.
- Word for word record of National Assembly Committee meetings in which formal evidence is taken.
- Guidance prepared by the National Assembly or Welsh Assembly Government on a wide range of topics.

The pros and cons for ILL staff using the Scheme's to obtain the information people request are:

Positive:

- Lets Inter-Library Loan staff obtain the increasing diverse range of information required – not just books and journals.
- The requester/library gets to keep the item.

Negative:

- Time consuming
- Lots of different websites/places to phone
- More expensive on staff time?

Finally Rebecca talked about the other implications of the FOI Act/Publication Scheme for ILL staff, these included:

- Who will distribute the range of publications in your organisation?

- Potential other routes for career? Non traditional jobs that need ILL & other staff skills.

The second speaker was **PETER ROBINSON**. He spoke about recent developments at the British Library focusing in particular on document delivery.

The British Library has many delivery options the most recent is SED – Secure Electronic Delivery. SED (Secure Electronic Delivery) was launched at SLA, Toronto in June 2003. SED uses Adobe Reader. One is notified via e-mail of the document being received, one then 'clicks' on the URL which opens the article. As a result of SED scanners have replaced photocopiers and more material is now available – over 1 billion items.

Peter then went on to talk about British Library statistics:

- There are nine items ordered every minute day and night.
- 15,000 requests received every day.
- Over 1 million books are lent each year.
- 90.24% of all orders processed within 48 hours.
- 68.38% of orders processed in 24 hours.
- 99% of orders are processed in 5 working days.

In summary Peter also talked about the latest schemes and developments such as:

The re-introduction of the Patents Service.
CLA Sticker Scheme
Copyright Issues/Offences

The third and final speaker was **GILLIAN ANDERSON** who talked about LINC y Gogledd.

LINC y Gogledd is a pioneering reciprocal borrowing scheme between the University of Wales Bangor and the three local authorities of Conwy, Gwynedd and Anglesey.

This is a pioneering scheme as it provides a wide access to resources with free borrowing rights to people who are working, studying or are residents.

The cataloguing program used between the three authorities is Talisweb and Unicat. There is also a Telnet van, which operates between the sites, this is paid for by the three authorities.

This borrowing scheme has many benefits including:

- A better communication infrastructure.

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- Isolated rural communities benefit.
- More titles available for public libraries and public library users.

Gillian finished by looking to the future of LINC y Gogledd by:

- Expanding East
- Sharing other media
- Joint information literacy projects
- Joint funding bids
- Design access leaflet.

The experience of my first FIL event was enjoyable. The speakers were excellent and it was jolly nice to meet other ILL people from other Universities/Institutions.

*Andrea Bater
University of Wales, Swansea*

SED at LSE

LSE have been using SED for about a month now for a small number of our requests. We have been very impressed with the speed of the service. If we send off our Arttel file early in the morning articles can arrive in a matter of hours. We did have a few technical hitches at the start, mainly to do with upgrading our Adobe reader and getting the required DRM registration. We found we needed a hotmail address to do this. There is also the issue of making sure your internet cache does not get too full. However we have now developed a routine to clear our cache out every now and again and SED has worked fine. Like other libraries using SED we are using the Central User option. There are lots of obstacles to rolling out an End User system, such as copyright and making sure all users have the required Adobe and DRM registration. Our experience with SED has definitely been positive and we will continue to use it. The only 'hidden' cost of SED is that we now bear the cost of printing journal articles rather than the BL.

ILL team at LSE Library

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www.cilip.org.uk/groups/fil/introf.html