LIBRARIES NORTH WEST
Partnership in Practice:
the work of the InterLibrary Loans Business Unit

Libraries North West (LNW) was established in April 2002 and is the successor organisation to the North West Regional library System (NWRLS). Our membership reflects the diversity of the library sector in the north west, and LNW members are drawn from higher and further education, commercial, special and public sector organisations.

Libraries North West offers many services to its members; this article provides a flavour of the work undertaken by the LNW Business Unit over the last two years.

A comprehensive interlibrary loans support service

The Business Unit is based in Preston and fulfils the inter library loans role on behalf of Libraries North West. We provide support services to our members, and, in response to our members needs, we have produced Foreign Language, Periodicals and Alternative Format Databases. The Business Unit has provided the highest level of customer care to its members, and is committed to facilitating efficient inter library loan activity regionally, nationally and internationally.

LNW members enjoy a comprehensive range of ILL support services, including:

◆ Members' Handbook
◆ Free Location Search Service
◆ LNW Website
◆ Best Practice Guides
◆ Training Workshops
◆ Regular InterLibrary Loan and UnityWeb User Group meetings.
◆ Regular Newsletter

◆ Help Desk Service
◆ Access to resources
◆ Negotiated discounts and preferential rates
◆ An opportunity to contribute to regional knowledge via seminars, discussion groups and networking events.

The Bee Aware Campaign

One of the major projects undertaken by LNW during the first two years of operation has been the complete revision of the Bee Aware Campaign documentation. This national scheme promotes the inter lending of alternative format materials to print denied borrowers. The revision was undertaken with the full support of the National Agencies taking part in the scheme (Calibre, NLB, RNIB, TNAUK), and Share the Vision. Details of the scheme have been promoted and made available to other library authorities nationally. Work is now underway to further promote the scheme, to target Visually Impaired People who do not currently use a library service.
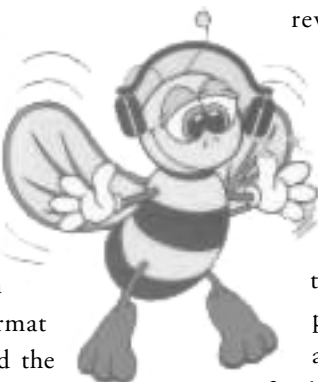
Libraries North West website

The LNW website is a valuable resource, providing access to information for all LNW members. Since its launch in October 2002, visits to the LNW website (www.lnw.org.uk) have increased tenfold, and work is now underway to redesign its structure, developing and expanding the content to further build on this valuable resource.

Gateways into regional and national bodies

The Business Unit has undertaken extensive work regarding the most recent release of UnityWeb and its rollout. Members have input into the future direction of this resource via representation on The Combined Regions Technical Board, Management Board and Council, along with the regular User Group meetings provided by the Business Unit.

The Unit has provided a series of training and awareness events, the most recent being The FIL/LNW Inter Lending & Information Delivery Road Show, held in June of this year, which proved to be very successful. Presentations regarding Inter Library Loan finance and transportation, and Internet resources were included, and feedback received has been excellent.

The Business Unit remains committed to providing an efficient and professional service to its members and will continue to develop these services over the coming year.

How can we help you?

If you would like more information, or have any queries, please contact contact:

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EDITORIAL

Welcome to this first issue of the FIL newsletter under the new editorship of Lorna Whitebrook and Ros Doig. For the many who don't know us here are our credentials!

Lorna Whitebrook has been involved with FIL since July 2004. She is currently responsible for the Interlibrary Loan and Document Delivery Section at the University of Abertay, Dundee, and has done so for the past 3 years. She has worked in a very 'hands-on' fashion during this time but now has a mainly advisory role concentrating on service promotion, system designing and project development. Prior to this, she has had experience in various aspects of librarianship, though most of this has been in reference and circulation work.

Ros Doig is Serials and Inter-lending Librarian at the University of Derby. She has seen the rise of electronic journals and databases from their early days way back in the Twentieth Century and also the way in which technology has really affected document delivery and inter-library loans. When she first started at Derby in 1989, ILL requests were made on the three part form (remember those?) and BLDSC were talking of beaming in information to our libraries via satellite TV.

Now in 2005 BLDSC are still pushing back the technological boundaries, but the rest of us have caught up and are using the new technologies to great effect.

Lorna and I are following in the footsteps and high standards of Jean Bradford who has retired as Editor. We are sure that you will join with us in wishing her well as she turns her talents to other things. In the meantime we are looking forward to producing future issues and hope that our FIL members will be our newshounds and let us know of any exciting developments where they work, and share their knowledge and enthusiasm through these pages.

Finally a word about this issue. A number of the articles review the proceedings of the conference in Sheffield July 2004 'Are you being served?' was its theme. Interesting that service is still very important in the electronic age – there's no substitute for helping users in person and my experience is that they need all the help they can get to avoid electronic overload. We hope that this will encourage many of you to come to our conference in Swansea in July of this year. This time the theme is 'Local to Global' and an exciting programme has been lined up. See details elsewhere in this issue.

Ros Doig
Lorna Whitebrook

REPORTS: INTERLEND 2004

ARE YOU BEING SERVED?

The 2004 conference opened with a choice of three tours: Main Library, St George's Library or Assay Office Library. We opted for the Main Library tour and our choice was rewarded by a welcome selection of chocolate treats! The Main Library of Sheffield University resides in a Sixties building with many levels. After we were shown a few of the subject collections and journals we were taken to the National Fairground Archive (NFA) which is housed within the University Library. The NFA has an amazing and unique collection of materials which give insights into the lives of travelling showpeople.

Back at Halifax Hall, Mike McGrath, who has been closely involved with FIL for many years, presented the opening address. In order to encourage lively debate throughout the next couple of days, Mike gave us all food for thought by raising certain "controversial issues":

• Will site licenses soon be a thing of the past?

• Are open access and pay per view services, such as Articles Direct, a threat to interlending services?

The presentation got us thinking about the theme of the conference and whether our needs and our users' needs are being met by the choice of interlending services.

Monday was concluded by the conference dinner that evening. The after dinner speaker was Michael Hannon, the Director of the University of Sheffield Centenary Office. Michael gave an enlightening overview of the university's centenary celebrations in 2005. This was followed by drinks in the bar.

Martin Lewis was the opening speaker on Tuesday morning. Martin is the University Librarian at Sheffield. He gave an overview of the university library and discussed the library structure. We were also introduced to the student portal 'Muse' and the plans to build a new Information Resources Centre intended to be used by the undergraduate student population. The current university library will then become a research library.

The keynote speaker at conference was Naomi Krym – Business Development Officer at the Canada Institute for Scientific and Technical Information (CISTI). She presented a thought provoking paper entitled "Two Sides of the Coin: Cost of Service and Service Costs." The title was nicely illustrated with a chocolate coin, given to all delegates! Naomi addressed the issue of accountability for library staff and the requirement to more effectively evaluate the value of services that we offer to our users. With regard to interlending and information delivery, librarians are partnering with multiple sources of information which result in the development of information portals. However, it is important to measure the value that users receive from such arrangements. Librarians need to consider not only the cost of services but also the cost of providing these services, too. This paper reinforced the important necessity of demonstrating the value of our interlending services to our managers, which should hopefully win further support to develop and improve these services.

Images from the National Fairground Archive

Diane Whittaker followed Naomi. Diane works for CrossNet and she sells standards to library customers. Diane provided the floor with an introduction to the ISO-ILL, Z39.50 standards along with OpenURL. An example of how these standards work together in the ILL process was shown and discussed.

Linda Berube was the last speaker before lunch. Linda works for Co-East and is based in the Eastern Regions. Linda's prime business is resource sharing and providing technical solutions so that public library staff and users can access information more easily. The presentation looks at e-books and e-lending, showing how e-books fit in with the process and culture of resource sharing in the public library sector. E-lending enables the borrower to have access to more library catalogues and improve library services for those less able to visit regularly or in person.

After lunch, we broke out into smaller groups for a choice of three workshops. We opted for Jean Bradford's session on 'Reflections on Change'. The workshop focused upon how library staff can cope with changes in interlending and its services. We discussed types of change, models of change management, knowledge and skills required for change management and looked at the coping cycle. In smaller groups we discussed the example of introducing Secure Electronic Delivery (SED) from BLDSC. As well as illustrating the key points of the workshop, it was a good way to find out how other delegates are using this method of delivery and procedures put into place to deal with copyright legislation.

After the workshop, James Elliott from the British Library (BL) showed results from their survey of their library catalogue records. The views of nearly 2000 BLPC users' and 80 professional users were recorded. James described the background to the survey, the objectives, the findings and the views of the users of the BL's catalogue data. The BL received praise for its commonwealth publications, serials and science and technology collections. Users also liked the speed and efficiency of the document supply service. The BL received criticism for not stocking theses, non-roman scripts, foreign language items and having inconsistent catalogue records. James also brought attention to the new library catalogue (BLIC) which was to be launched soon (Now released-Ed).

The last speaker on Tuesday was Gordon Bower, project manager of Docusend. Docusend was a JISC funded project which was due to finish in October 2004 after running for three and a half years. Its aim was to become a one-stop shop for requests, whereby there would be a rota list for each request, which would rotate almost independently until the item was

supplied. It planned to use Athens authentication to log users on to place a request. No service has been set up as a result of the project, due to developments in interlending since the project started (SED, E-print, Open Access etc) however, it was interesting to learn about different challenges that were faced during the life of the project.

Tuesday concluded with either a tour of the botanical gardens or a film from the NFA collection. We opted to attend neither; but from all accounts these were both worthwhile.

The last day of the conference started with the FIL AGM and was followed by a presentation from Tony Heaton, "I'm free! Inter-linking not Interlending" (and amazingly the first reference to the British TV comedy!). Tony talked about the scheme Linc y Gogledd in North Wales. As the scheme has already been reported in a previous issue of the FIL newsletter (Issue 40, April 2003), we refer you to look at this article for the background and details of the scheme. It was fascinating to see different sector libraries working together and reaping the rewards of the cooperative. It would be interesting to see if a similar scheme could work elsewhere in the UK.

The last speaker of the conference was Susan Copeland who spoke to us about the Electronic Theses and Dissertations (ETDs) project, being led by Robert Gordon University. This project looked at the production, management and use of ETDs with a view to creating a model for use at national level. Issues discussed were barriers to digitisation, advantages to the users and the library. The USA is in the lead in the development of electronic thesis.

As new delegates to the conference, we both found it useful and enjoyable. It was a friendly atmosphere and everyone seemed very willing to share their interlending experiences. The conference enabled the Inter Library Loans Librarian to see the number of ways that they can be served. Overall, it was a success and we look forward to next year's conference in Swansea.

Jessica Hendley &Ruth Hunn
RMCS Library, Cranfield University

FROM SHEFFIELD TO SIBERIA
A workshop led by Carl Clayton, Director, SINTO

Well, I think the title of this review gives away my feelings on this workshop from the FIL Conference 'Are you being served' July 2004.

I chose From Sheffield to Siberia as my workshop choice as I felt this sounded a fascinating subject but wrongly believed it would be about lending and borrowing around the world.

We arrived at the workshop room to be faced with a circle of chairs and a photograph on each chair. Each photo appeared to be a picture showing a stereotypical (in my opinion) Russian building, (having been to Russia I recognised the style), or again stereotypical Russian people surrounded by books. I immediately wondered what I had let myself in for and more importantly what we would be expected to do with the photographs?

Carl then introduced himself and started to explain what the workshop was going to be about. This turned out to be about a SINTO project working with Libraries in Siberia to improve computer systems which would then help to improve the service they were able to provide to their customers.

I have to admit that at this point I did wonder how this fitted into the theme of the conference of 'Are you being served'. I soon realised that this project was very much about serving your customers whether they are the public, students, other Universities or Public Library Services. Serving your customers is not always just about supplying a book or document that somebody wants but is also about supplying help, advice and most importantly your knowledge. If we all did this for each other then not only are we serving our customers but our customers can then help by serving us, with their advice, knowledge and experience.

Carl began by giving us a history of the project and went on to describe his visits to Siberia, the people he had met there and become friends with through his work. We then found out what the photographs were about, as these were the actual buildings and people he had visited and worked with. I found this part fascinating and was enjoying his telling of his experiences when suddenly he threw a spanner in the works…..yes that part of all workshops where you have to do the work!

Carl then had us split up into small groups to consider what we felt was important in setting up a library service in somewhere like Siberia. He asked us to consider what we felt was important in setting up a service in a country with little money and facilities. What did we feel were the important things that were needed to be able to supply a service to our customers- whoever they turned out to be? A lively discussion followed, with various ideas being put forward and everyone seeming to have a different opinion as to what they felt was the most important aspect of a new service.

At the end of the discussion period we all got back together and Carl asked each group to feed back the opinions discussed (gain a fascinating session as many varying opinions were being put forward). I found interesting the differences that came up, depending on whether someone was from a University or Public Library background.

By this time the workshop was overrunning and so reluctantly Carl had to call a halt to the discussions. I left the workshop with many ideas running through my head and realising that while we always focus on serving our customers (in my case the public) to the best of our ability, what we may not always consider is making sure that the service we are giving to colleagues in other libraries, is the best in terms of advice and knowledge-sharing. Obviously we all do our utmost for our colleagues but do we always stop and think is there more we can offer than just that book or document?

Some of us have been in the ILL 'business' for a long time and have knowledge and experience that others may find helpful and vice versa. I think workshops like Carl's and opportunities like the FIL Conference are a good starting point for us to share our knowledge and experience with all our colleagues, we just have to remember to continue sharing after the Conference is over. We can then say that 'yes we are being served' and we are serving our customers to the best of our ability.

Tracey Jackson
Hertfordshire Libraries.

CUSTOMER CARE
Workshop led by Betty Lowery,
Head of Customer Services, BLDSC

As a FIL virgin, and a bit wet behind the ears in terms of what goes on at these inter-lending gatherings, I decided that the Customer Care Workshop looked the most interesting option for me. My work in document supply and on the main information desk at John Rylands University Library makes customer service a major aspect of my job. Therefore I was interested to hear other library viewpoints on customer care.

Over recent years libraries have placed more emphasis on

customer services. This is especially true of the British Library Document Supply Centre and therefore it was appropriate that Betty Lowery, Head of Customer Services at the British Library's Document Supply Unit gave this particular workshop. The workshop examined the importance of 'customer care' within inter-lending and the workplace in general The aim of the workshop was to give those attending a better understanding of what exactly is customer care and to differentiate between good and bad customer service.

The workshop began with the main group being split into small groups for a short exercise; this was designed to show how people's judgment of others is an important factor in customer care. Groups were asked to make snap judgments about a particular member of their group using a short list of questions. First impressions are very important for both the user and the librarian. Obviously you cannot judge a book by its cover (pardon the pun) but it is important for the librarian to make a good impression on the user whilst at the same time listening to the reader's query and not being judgemental.

The group were then asked to list what they saw as key aspects of customer care, for example, communication, empathy, calmness, confidence, knowledge and clarity. Betty then asked the overall group to name any companies that they thought had good or bad customer services. Some companies were highlighted by more than one person, however, it was also interesting to see that there were examples of companies that fell into both categories according to different members of the group. The main examples of this were Barclays Bank and NTL. Whilst some of the group thought these companies customer care skill left a lot to be desired, other had no problem with them at all and in fact thought that their customer services were excellent. This demonstrated that customer care is essentially about personal perception of the service provided.

Finally the assembled inter-lenders were given the chance to show off their acting skills. Once again the overall group was split into small groups and this time were given a library workplace scenario to act out. The scenarios ranged from demanding to know about secure electronic delivery to lazy readers insisting that staff to do all their bibliographical searching for them. This exercise showed how difficult it could be to deliver good customer services when dealing with awkward customers or awkward queries, or in some cases both. The exercise also demonstrated the talented acting ability of many of the group, instead of wasting their time in Sheffield they should have been packing their bags and heading to Hollywood. I was satisfied with my own performance as an annoying professor too lazy to do his own bibliographic checking, but I'm no Al Pacino, although I did have a bad cold, which I got no sympathy for I might add!

Overall the workshop was both interesting and entertaining, the main conclusion was that customer care is based on the individual's perception of the service they encounter, one person may have a good experience with an organisation, yet a different person may have a bad one. An individual can let an organisation such as a library down whilst another employee can portray a very positive view of that institution. Therefore, it is crucial that like the British Library, we as library workers take customer care very seriously. Following the example of other organisations that offer a service whilst also making a profit, library users need to be seen as customers to whom we offer a product or service. In our customer-orientated World, how we deal with users/customers affects the overall image of the service and the institution we represent. Customer care is a very important part of library work, and we must all strive to improve it, however, if it does not work we always have the acting to fall back on.

Neil Sprunt
Document Supply Unit – The John Rylands University
Library, The University of Manchester

REFLECTIONS ON CHANGE
Workshop led by Jean Bradford, Periodicals and ILL Manager, University of Bristol.

I decided to opt for this workshop as anyone working in the world of libraries and particularly Inter-Library Loans cannot help but be aware of the constant and sometimes rather rapid changes to our procedures and the resulting impact this has on workload and staff. I cannot be alone in sometimes feeling rather overwhelmed with the amount of change and the need to keep up with it.

Jean began by splitting the attendees into 4 groups. We were given a topic to discuss within these groups. We then reported our ideas back to the whole group after a short time. The workshop began with us being asked to identify what changes have taken place in the last 5 years and topics such as ejournals, copyright, institutional restructuring came up to name but a few.

For our next task Jean gave us a very relevant topic to discuss which would necessitate a change-namely how we would introduce Secure Electronic Delivery (or SED as it is more commonly known). This, as I am sure everyone is aware, is the new service offered by BLDSC. This was particularly interesting to me, as I have very recently introduced this delivery option at the University of Liverpool. I was keen to hear if I had implemented it in the way the workshop would suggest. . It

was rather gratifying to discover that I had. Suggestions for a successful launch included obtaining managerial support, identifying a pilot group, handling user education and marketing information and redesigning our systems to handle it. It was also noted that not everyone would want to use it. I was surprised more libraries were not offering this although it became obvious that in some Institutions the constraints of the ILL systems in use could make it difficult.

Our last task was to determine factors that help us to introduce change. Amongst these were economic considerations, developing a good relationship with systems staff, obtaining support from SMT, good communication and involving other staff. It is also important to understand the need for change so it is not just seen as "change for change sake".

Change is something we all have embrace and work with. Jean identified the different types of change namely Strategic and Operational. The former covers broad, long-term and operational issues. The latter relates to new systems and procedures and how to manage the changes these bring.It is important for ILL Managers to be aware of the impact change can have on staff and so endeavour to minimise negative reactions to it. Staff should be kept informed and encouraged to contribute their opinions and ideas.

One of the things working in an ILL department for several years has taught me is rather paradoxically that "change is here to stay!"

Lesley Butler
Inter-Library Loans Librarian
University of Liverpool.

FIL is pleased to announce details of its annual conference for 2005 which this year
will take place at Swansea University from the 4th - 6th July

INTERLEND 2005
FROM LOCAL TO GLOBAL
PROVISIONAL PROGRAMME

MONDAY 4th July
14:00 - 16:00 Registration
14:30 Visits to Swansea University Library, including
      special collections of South Wales Coalfield and
      Brailling Unit.
17:15 Keynote address
19:00 Drinks reception and Conference Dinner
      After Dinner Speaker

TUESDAY 5th July
09:00 Presentations by Library Suppliers
09:30 Welcome to Swansea University
09:45-12:30 Regional Interlending by a panel of speakers
11:15 Regional Interlending: Discussion groups
12:45 Lunch
13:45 Serials and Newspapers
15:15 Workshops
     a) Using free on-line resources for bibliographical
     checking and locations
     b) Information & Document Supply in Public
     Libraries
     c) Raising the profile of Interlending &
     Document Supply in your institution
17:00-19:00 Evening visits:
      Egypt Centre *OR* Botanical Gardens
19:30 Dinner

WEDNESDAY 6th July
09:00 FIL Annual General Meeting
09:30 International Information & Document Supply –
      to include a panel of speakers
11:30 Old projects and New Initiatives
12:30 Review of Conference
13:00 Close, Packed lunch provided.

FOR A BOOKING FORM PLEASE CONTACT:

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NEW NATIONAL RESOURCE SHARING INITIATIVE FOR THE NETHERLANDS

PUBLIC LIBRARIES INTRODUCE VDX TO MANAGE NEW NATION-WIDE RESOURCE SHARING ACCESS POLICIES

Public libraries across The Netherlands have accomplished radical changes to access policies which have enabled new ways of sharing resources and working together.

As a result of the new initiative, the Dutch public will be able to search and request books, recorded music and sheet music from national, provincial and regional catalogues, should their request be unavailable at their local library. The new national initiative has been led by The Netherlands Public Library Association (NPLA) and will be a shared digital library service.

The NPLA has selected FDI's VDX resource sharing solution as the technology that can make this cultural change a reality. VDX links together all the existing public library management systems in use for cross searching and enforces the individual access and loan policies of each public library whilst managing all the inter-library request traffic. Friso Visser, Manager of BNL at The NPLA, explains:

> Public libraries across The Netherlands recognise that they can now all benefit by sharing their resources more efficiently. With the new service in place we can speed up borrowing between libraries and provide better access to a wider range of print materials and recorded music. The VDX system provides a stable and versatile solution that can protect the lending policies of individual libraries and at the same time facilitate a shift in the culture of resource sharing.

FDI's VDX solution integrates access to the individual LMSs in use across public libraries in The Netherlands, including systems from suppliers Bibliomondo, HKA, GEAC, OCLC PICA, Truston and Sisis. By using VDX, individual libraries keep their existing systems as well as benefiting from having a single solution that will manage resource sharing policies and request traffic.

VDX works with existing LMS circulation modules, using the SIP2 protocol, in order to streamline the check-in and check-out of items that are being shared. An extension of the SIP2 protocol is also used to create and delete temporary items that local libraries can use to circulate to customers. With the new service in place, the public will continue to be pointed to their local catalogue for searching and making reservations. Should the item not be found, the customer is linked to other regional, provincial and national search engines, where they can request the item using VDX. VDX automatically identifies suppliers by checking holdings and availability (where available), and then builds a rota of who can supply the item quickest. The rota takes into account the route and timetable for existing van delivery schemes, whilst also taking into consideration the maximum cost a customer is prepared to pay.

Through VDX, users will be authenticated using A-Select. The central A-Select server is able to recognise the customers' home library location and the local A-Select filter will verify the customers' borrowing rights.

The pilot run of the new service was completed in 2004 resulting in The NPLA members meeting giving the green light for the roll-out of the service in 2005. The system will go live in 2005 followed by a large campaign throughout 2006.

FURTHER INFORMATION

NPLA (Vereniging van Nederlandse Bibliotheken)
The Netherlands Public Library Association is an association of public libraries and stands for the advocacy and promotion of the public library services in the Netherlands.
http://www.debibliotheken.nl

Fretwell-Downing Informatics (FDI)
FDI develop and deliver software solutions for the information, e-government, library and knowledge delivery markets.
FDI- http://www.fdisolutions.com
Email: emily.haynes@fdisolutions.com

SPEED

Our greatest desire?

We have all read articles relating to the requirements of the users of interlibrary loan and document delivery services. What though do libraries require most from those that supply them? The answer to this question from research carried out during July 2004 is speed.

The research on which this claim is based was carried out as part of my degree course in Information and Library Management. The research focussed upon the service provided by the Library of the London School of Economics to other libraries. At the time of conducting the research there was never any intention to produce an article but then Jean Bradford suggested it and I thought why not.

The first task was to decide which data needed to be collected in order to be useful to the department and fulfil the requirements of the degree course. In order to find this out I turned to the work of Mary Jackson and Maurice Line who has both written extensively on topics relating to interlending and document supply. From this I was able to determine several things that related to the service. These were that:
Dedicated lending libraries can supply faster. [1]
Speed, satisfaction and cost are the three main criteria.[2]

♦ When analysing the service need to collect data on value of demand, source of demand, form of document, source of supply, satisfaction level and speed of supply.[3]

♦ Libraries need simplicity of use, reasonable cost and single point of access for all materials [4]

♦ People become disillusioned if unable to supply in a timely manner[5]

♦ Best performers use technology extensively such as Ariel for article delivery or electronic patron requests and use libraries rather than commercial suppliers.[6]

From this it was clear that speed and libraries level of satisfaction with the service were two of the key elements that needed to be assessed.

Using the information from the literature and conversations with other members of staff within the department, a questionnaire was designed that would be used to collect the required data. This was then sent out with all requests received during a four-week period in July 2004. These were then returned for analysis.

The data collected by the questionnaire covered a number of questions but this article is only concerned with the ones relating to speed. These fell into two areas, turnaround time and transit time. These two were also combined to give an idea of what the total time for a request might be.

Turnaround Time

A reasonable, turnaround time is expected by both users and libraries. The latter of these facts is often overlooked as loaning to others is sometimes considered to be a peripheral activity. This means that turnaround time is often slow when compared to the British Library Document Supply Centre.

Turnaround time for the purposes of analysis was regarded as the difference in days between receipt of the request and posting. This did not include weekends.

The data collected produced a wide range of data but upon analysis the mean turnaround time proved to be two days. Chart 1 shows the overall spread of results.

1: Supplying Library Turnaround Time
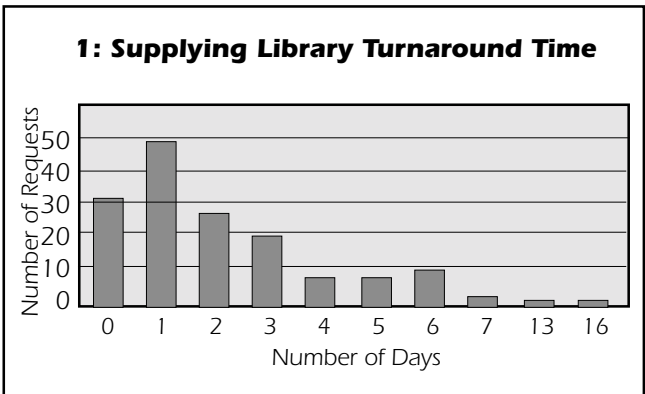
Transit Time

Transit time is deemed to be the time between the item being sent by the supplier and received by the requesting library. There are a number of delivery options available to libraries when supplying material such as Hays, courier and Royal Mail. All of the material sent out went via Royal Mail. Analysis of the results produced to possible mean transit times where were two and four days respectively as shown in Chart 2. The longest any one item took in transit was 12 days. No reason for this though can be provided.
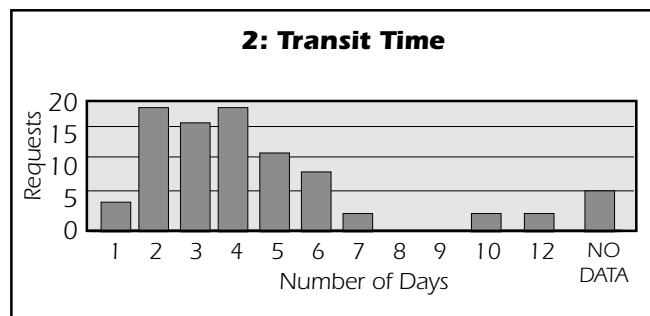
2: Transit Time

Combination

By combining the results of turnaround and transit time, it was established that most requests were supplied to the

requesting library within 5 working days. (See Table 1) This seemed to be satisfactory for most of the respondents as the results of a question on ideal supply time turned out to be 5 days. Based on this information it would be fair to conclude that chasers should be expected after 10 working days.

	Replies	Mean	Mode	Median
Supply Library Turnaround Time	148	2.08	1	1
Transit Time	86	3.54	2/4	4
Combined Total	N/A	5.62	3/5	5

Conclusion

Based on both the data gathered and the free text comments, libraries like a fast efficient system. With this in mind the Library is now looking at ways to make improvements to the service. With what seems like a clear indication of the needs of libraries, the development of some kind of service level agreement between the major research libraries should be considered.

Paul Horsler
Interlending and Document Delivery
London School of Economics

Notes

[1] Line, M. 'The British Library and the future of interlending', in Cornish, G. (ed.) *Line on interlending*. British Library Document Supply Centre, 1988, p50

[2] Line, M. 'Document access, British and worldwide', in Engelstad, K and Roed , J. E. (ed.) *Interlibrary lending: the challenge of co-operation.* Horedkomteen for Scandiaplannen, 1978, p23

[3] Line, M. 'Principles of national interlending systems' in Cornish, G. (ed.) *Line on interlending*. British Library Document Supply Centre, 1988, p80

[4] Line, M. 'Document delivery, now and in the future', *ASLIB Proceedings,* 35(4), 1983, p167

[5] Jackson, M. E. 'Library to library: stand and deliver', *Wilson Library Bulletin,* 66(8), 1992, p86

[6] Jackson, M. E. 'Loan stars: ILL comes of age', *Library Journal,* 123(2), 1998

REPORT
IFLA CONFERENCE
Buenos Aires 2004

Conference – a general overview

This was the largest IFLA conference so far with 2,780 delegates having pre-registered as of August. The majority (not unexpectedly) came from Argentina with the second highest number from the US. A great location and extremely good weather (considering it was the South American winter!) The conference theme this year was *Libraries: Tools for Education and Development.* Of particular note was the opening session, which took place at the Colon Opera House on Monday, August 23, in the morning. This absolutely stunning building, one of the world's great opera houses, was inaugurated in 1908 and has earned a reputation for its unequalled acoustics, architectural beauty, musical tradition and is considered one of the most representative historic and cultural monuments of the city. To enjoy the opening ceremony in such an impressive setting was a truly unforgettable experience.

Section on Interlending and Document Supply: Committee meetings

Each section holds two committee meetings during the conference. These, in addition to the recently inaugurated midwinter business meeting, are when committee members get an opportunity to meet face to face and plan the Section's future year's activities.

I've highlighted some of the main points that were discussed at the conference meetings:

COMMITTEE MEETING 1

The first committee meeting took place on Sunday, 21st Aug at 8.30. The agenda was a lengthy one with a number of issues for discussion/action. The main points covered were:

Chair's report

Poul Erlandsen reported on the Co-ordinating Board meeting he and myself (as Secretary) had attended the previous day.

- The title of the 2006 conference was announced as being *Libraries: Dynamic Engines for the Knowledge and Information Society.*
- 17 satellite sessions had been approved by IFLA for the 2005 conference.
- A brief report of the Section's activities was requested and is to be handed in to the Co-ordinating Board by end of the conference for a report to IFLA on Divisional activities.

BA conference programme

Daniel Mattes Durrett chaired our Section's programme which took place on Wednesday, 25th at 8.30am. The session was entitled *Interlending and document delivery services in support of distance education programs - perspectives from the southern cone* and comprised 3 papers which are now available on IFLANET at www.ifla.org/IV/ifla70/prog04htm .

The entire session took place in Spanish with English abstracts of papers available and Spanish-speaking committee members on hand to assist with questions and discussion. This was quite challenging for those of us not so linguistically adept! The reason for this was quite simply that, although we had hoped for simultaneous translation, IFLA could only afford to finance a certain number of sessions and our Section had not been lucky enough to be selected. However, the session was extremely well attended given both this and the early hour! In total 185 people attended.

Cost as a barrier to access

Kim Baker (S. Africa) tabled a paper, as this is an area that she feels is of concern for developing countries. IFLA promotes equal access to all but the reality of the situation is that economics don't allow for this given that individual institutions usually need to recover costs incurred in the interlending process and this, given currency variations, often disadvantages developing countries who, arguably, most need the resources. This in turn raised the issue of how does one actually define "developing country." It was suggested that a small taskforce within the committee undertake a feasibility study to identify the issues involved and that this subject would be looked at again when the committee meets for its midwinter meeting in 2005.

Review of IFLA Sections

IFLA is to planning to review all Sections by 2007 with the aim of reducing the overall number of Sections (there are currently 47). Our Section has 185 members and is one of the largest so we're in a fairly strong position. One Section in each Division (of which there are 8) will be reviewed first and Serials has volunteered to be the "guinea pig" for our Division. The criteria for review will include qualitative data – number of publications, attendance figures at conference sessions as well as questions concerning promotion and overall achievements. We need to start planning for the time when it will be our turn!

COMMITTEE MEETING 2

The second committee meeting took place on Saturday, 27th Aug at 8.30.

Training workshops

This was first raised as an agenda item at the Midwinter business meeting earlier this year and there was considerable committee interest in pursuing this. Past workshops (by the Office for International Lending/IFLA Universal Access to Publications Core Programme) had been successful and there was support from IFLA HQ for the Section to continue this activity. The problem, as usual, isn't lack of enthusiasm so much as lack of funding and the question of sponsorship was raised. Another suggestion was that training should be made a focal point of the Interlending and Document Supply Conference; this would fit in nicely with the Estonian theme. The possibility of a pre-conference event looking at practical training issues (since papers tend to deal with more theoretical issues) for the IFLA conference in 2006 was also mentioned as a possible idea to take forward. Committee members would continue to explore this issue to see what we as a Section might do.

IFLA Voucher Scheme Update

This was taken over by IFLA HQ in May 2003 following the closure of the Office for International Lending. Since that point 30,000 vouchers have been sold. A new innovation was the surcharge and handling charge introduced for non-IFLA members and it was reported that no complaints received.

Interlending and Document Supply International Conference – 2005

The Estonian organisers for the 9th Interlending and Document Supply International Conference visited to update the committee on progress to date. This conference will take place in Tallinn from the 20th - 23rd September 2005. The conference will cover the following subtopics:

- History of interlending and document delivery.
- Universal availability of collections – illusion or reality?
- Local ILL and document supply services.
- ILL and document delivery – luxury or indispensable aid for acquisition?
- Electronic services within ILL and document delivery.
- Importance of online access to bibliographic records and holding information.
- International guidelines regulating ILL and document supply.
- Copyright.

The conference website and further details can be found at: http://www.nlib.ee/ilds/

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FIL NATIONAL COMMITTEE