Contents

Interlending @ UWIC

by
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After attending the FIL Conference in Peebles, I came back to work revitalized and ready to give our ILL service a long overdue MOT! We are a multi-site institution and the ILL Service is based in a centralised office which also houses acquisitions & cataloguing. We use Talis Alto as our Library Management System (LMS).

When I began this MOT, I had two outcomes in mind

- To be able to provide senior library managers with an in-depth report into the service.

- To be able to recommend future developments for the service

Past

Over the last five years, request numbers have decreased. This is not uncommon in the age of decreasing budgets, increasing open access and, in our case, the development of our E-Resources collection. Whilst experiencing a decrease in the numbers of ILL requests, the service has responded with significant developments.

Developments

We evaluated the correspondence that we were sending out to our requesters. After consultation with both library staff and requesters, we decided a new updated format was needed to ensure correspondence was clear and relevant. The previous system for creating letters was external to our LMS. Whilst updating the letter content and clarity, we were able to utilise our LMS to its full   potential and incorporate letter generation. Correspondence is now linked within Talis to the relevant ILL

record and correspondence is automatically populated with user details.

The result of this development is that we now have clearer communication with our borrowers, letter generation is quicker and simpler and the ability to link ILL to correspondence has meant we have become a focal point for user queries and ILL updates.

In 2005, we piloted Secure Electronic Delivery with a selected group of staff. The pilot was well received and the service went live: it is now offered to all staff, researchers and post-graduates.

Following on from this, we considered extending the service to all third year under-graduates. However, just as we started promoting this, a new version of Adobe Digital Editions was incorporated into the service by the British Library. This caused technical issues for us and for our existing requesters. In response to this, we needed to issue guidance to our existing users and iron out some teething problems before starting to promote the service again.

Digitisation

The Copyright Licensing Agency Photocopy & Scanning License for the higher education sector is also dealt with centrally by us. Despite low key marketing, we are already seeing an increase in requests and general enquiries.

Future of Interlending @ UWIC

Rebranding and marketing are being looked at. The success of the correspondence changes has shown this is a valuable area for development. Our reassessment also fits with general developments, at divisional level. A new library website is currently being developed and divisional marketing materials are being reviewed and standardised. In light of this and of changes to our service scope, we have renamed the ILL service. The newly titled 'Document Delivery Service' now includes both interlibrary loans and the new digitisation service. To promote this, we are currently developing a 'Document Delivery Service' session which will be rolled out as part of UWIC's staff development programme.

We are also investigating online submission of requests. This is in response to user and library staff demand and fits with the increased online presence of the division.

Our first obstacle is the way in which requests are financed from School funds. However, having said that there is now broad agreement within the library that we need to amend the current system in order for the service to develop.

Over the next academic year, our plan is to investigate changing the funding system with a view to implementation in the 2009 academic year.

What does it all mean? Going back to my two initial outcomes:

- To be able to provide senior library managers with an in-depth report into the service.

- To be able to recommend future developments for the service.

In October, I fed the results of my MOT into a Document Delivery Report which I delivered at a meeting of the division's Senior Librarians. They welcomed the overview of the service area and agreed to all the recommendations that we put forward. We're now busy planning the work which resulted from our successful MOT!

FIL at British Library Boston Spa

An annual Event for
Library Practitioners
Friday 6th March 2009

forum for interlending and information delivery

Programme

09.30	Coach from York Station	
10.00	**REGISTRATION AND COFFEE**	
10.30	Welcome and Introduction	Andy Appleyard, Head of Document Delivery & Customer Services (British Library)
10.40	What's new from Document Supply	Barry Smith, Head of Sales and Marketing (British Library)
11.15	Developing our new request processing system	Stephen Murray, Project Manager (British Library)
11.35	A New pricing model for UK Higher Education	Barry Smith
12.15	The UK Research Reserve	Samantha Tillet, Product Development Manager (British Library)
12.45	**LUNCH**	
13.30	EThOS, the new Thesis Ordering Service	Anthony Troman, Product Development Manager (British Library)
14.00	*Search our Catalogue*: BL Catalogue Beta	Karen Cogan, Project Manager for *Search our Catalogue* (British Library)
14.30	The Practical Application of E- Signatures for ILL: Panel discussion chaired by Marjory Lobban (University of Edinburgh)	Lesley Butler (University of Liverpool, Graham Titley (University of Plymouth), Sean Martin, Head of Architecture & Development, e-Strategy and Information Systems (British Library)
15.30	**TEA**	
15.45	Questions and Answers	Martyn Lunn, Business Change and Development Manager (British Library)
16.00	Close: Coach to York Station	

FIL@BLDSC
Friday 6th March 2009
Booking FormFIL@BLDSC

forum for
interlending and
information delivery

BRITISH LIBRARY

Booking Form (Photocopy of this page is acceptable)

Last Name:……………………………….. **First Name:**………………………..

Organisation:……………………………………………………………………..

Address: …………………………………………………………………………..

Post Code:……………………………..   **Email:**…………………………...

Telephone:……………………………….   **Fax:**…………………………...

Invoice Address:

Is your institution a member of FIL?   **YES / NO**

Current Institution Subscription: £50.00 per year
Current Personal Subscription: £30.00 per year

Please indicate any special needs or dietary requirements:

Transport required to and from York Railway Station   **YES / NO**

(Leaving at 09.30 prompt and returning at approx.16.00)

If **YES** please give an indication of planned arrival at York station as backup travel will be provided
should trains be delayed:

If you intend driving to the venue please supply vehicle registration for security purposes:

£30 FIL members, £40 non-members

Please return Booking Form by Friday 27th February 2009 to:
Marian Hesketh, FIL Membership Secretary, Library & Information Service,
Bowran Street, Preston PR1 2UX
Email: Marian.Hesketh@Lancashire.gov.uk Telephone: 01772 534052 Fax: 01772 534200

Your email address may be included on information supplied to other delegates
Please tick box if you **do not** wish your address to be included

Cheques should be made payable to: **The Forum for Interlending & Information Delivery**

Information on accommodation available from York Tourist Board: www.visityork.org

Interlend 2009:
Keeping it simple:
Support, development and practicalities

29th June—1st July
Lancaster House Hotel, Lancaster

Bookings are now open!

The conference will address key issues that are important to
anyone working in interlending and document supply in the UK.

The programme is designed to appeal to residential delegates and to day
delegates, and will feature a mix of presentations and break out sessions,
with plenty of opportunity to network with
colleagues and to share ideas.

There will be topics of interest to public, academic and specialist library
delegates.

Our speakers include Terry Kendrick, who, after a career in public libraries
moved to become an information and marketing planning consultant.
Terry teaches consultancy, information and internet skills and is a regular
CILIP Course Leader.
He will provide a formal presentation and break out sessions on
internet search techniques
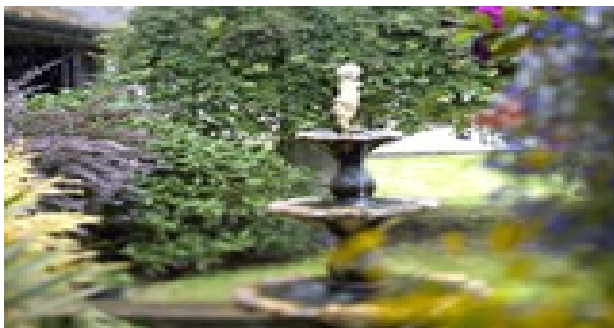
Programme

29th June:	Keynote Speaker—*Mike McGrath* (editor of *Interlending and Document Supply*) Optional short walking tour of Lancaster Dinner

30th June:	Going back to internet search basics: Making sure you are one step ahead of your library users -*Terry Kendrick*
	Breakout sessions (repeated in the afternoon)
	    Document Supply Services to the NHS
	    E-signatures
	    Recent and future developments in information
	        searching on the internet
	Panel sessions for public and academic libraries plus Q & A
	Choice of visits

1st July:	FIL AGM Interlending in Public Libraries Update and news session

Once again, the venue offers comfortable onsite accommodation, with the added bonus of close proximity to Lancaster's historic city.

For more information, go to the conference wiki at http://interlend.pbwiki.com/

Booking forms can be found on the FIL website at
http://www.cilip.org.uk/groups/fil/bookingform2009.doc

There is a special offer allowing delegates to book at reduced rates if registration is made before 3rd April 2009

Please return completed forms to
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Marian.hesketh@lancashire.gov.uk

All Change Please. Contemporary issues in Document Supply: What you need to know!

FIL/LIEM Document Supply Workshop
Thursday 8th January 2009

David Wilson Library, University of Leicester

Report of the SED Workshop
(Linda Clark, Facilitator)

Introduction

Most of the group use SED with Adobe Digital Editions (ADE) version 1.6 although some still use Adobe Reader versions 6 or 7. Not all supply SEDs direct to the end users (some print them off and send the paper copy out). This is due to a combination of factors:

1) because ADE 1.6 cannot be networked across an institution (but see lower)
2) end-users may have their own laptops / pcs but not the requisite software.

SED positives

- Speed of delivery – avoids postal delays
- Cost effective – no printing costs if supplied direct to the end user
- Popular with more technology-proficient (younger?) academics
- Can be accessed by users from home, allowing libraries to get documents to people based overseas
- Document can be sent direct to end-user (provided they have the requisite software)

SED negatives

- DRM can cause some problems – possible lack of knowledge on receiver's part?
- Could appear too technical – better/ clearer instructions needed
- ADE not networkable (but v.1.7 may offer this)
- Users need to remember to close ADE after each download
- Lack of specific technical support on site/ campus
- Difficult to ascertain nature of end-users' problems if they are not IT-proficient
- Lack of feedback as to whether SED received successfully by end-users
- Cost of printing for end-users
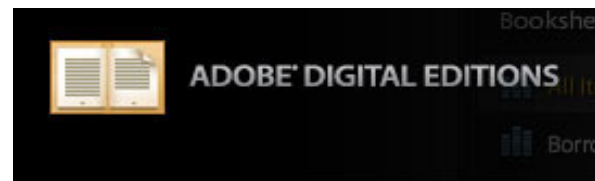
Tips from British Library concerning Secure Electronic Delivery and Adobe

- Close ADE via top left drop down menu NOT top right cross. If the latter is done, next time a document is downloaded the one viewed last may appear giving the impression that the item has been supplied twice

- When downloading a document you may see this message

Downloading this eBook requires Adobe Acrobat eBook Reader version 2.2 or later to be installed…. We did not detect this version of Adobe Acrobat e-book reader.

To download your document, scroll to the very bottom of that page where there is the sentence:

Under some circumstances, the required version of Acrobat eBook Reader may already be installed even though we cannot….Acrobat eBook Reader version 2.2 or later is installed on your computer, click here to download your eBooks

.
If you click as instructed, your document should download provided you have the correct Adobe software.

- Clear out unwanted or expired documents on a regular basis, both in the Adobe software *and* in the My Digital Editions and My EBooks folders in My Documents on your pc.

- On your web browser, go to Tools, then Internet Options and clear out any unwanted temporary internet pages, cookies etc on a regular basis.

- Ring British Library Customer Services on 01937 546060 if you are still unable to resolve difficulties.

Interior of the David Wilson Library, University of Leicester

Educating end-users

- Consult SED FAQs on British Library web page www.bl.uk/sed
- Download Test Document at the above web page if you encounter problems
- Look at FAQs on Adobe web page http://www.adobe.com/products/digitaleditions/faq/
- Clear, simple verbal and written instructions
- SED clinics for staff/students
- Important to mention access period to SEDs; offer alternative form of delivery if end-user is likely to be away

Possible improvements/ future developments

- Would be useful to have more agreement between libraries on the use of digital signatures – would be helpful to discuss model strategies and policies
- More flexible approach to DRMs by software providers

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'Music performance sets'

A workshop held on 8th January 2009, as part of the FIL/LIEM Document Supply Workshop at the University of Leicester by Hilary Fender

Regional Assistant
Libraries and Information East Midlands

I was keen to join this workshop for two reasons:

Firstly to increase my knowledge about this specialised area, to feed into my work as Regional Assistant for LIEM, where among other things I collate regional interlending statistics and currently am looking at performance sets in the Region;

Secondly my brother conducts two orchestras in London, (details below for attention of all London librarians!) so I was hoping I would find out how to save him some money!

Having heard about both the joys and frustrations of electronic interlending activities from British Library and other colleagues during the morning, it was refreshing to hear how music performance set interlending in the traditional manner is alive and well. Graham Muncy, from IAML, expertly provided information and insight for a small group of interlending practitioners from the East Midlands and beyond. All the evidence seems to suggest that music performance sets interloans are on the increase; Graham's analysis of 2008 statistics indicates that nationally,

approximately 400,000 items of music were loaned, supporting 180,000 performers, in 10,000 concerts – reaching audiences of over 1.6 million: Pretty impressive figures.

Although the majority of this activity is public library based, most academic institutions will have one or more relevant music-based societies (e.g. Gilbert & Sullivan). We were encouraged to consider the vast cultural contribution made by the performance of music to community life at all levels. For pragmatists, library membership and income can be boosted by taking part in interlending music sets.

The group was then steered around the practicalities of locating, transporting, storing, and issuing performance sets, sharing ideas and experiences. ENCORE! (The British Union Catalogue of Performance Music Sets) was recommended as the first port of call. As entries are being updated on an ongoing basis, it is
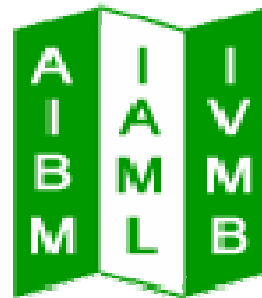
necessary to phone locations identified and check availability. Networking ideas were suggested, such as using the IAML/JISC list, or directly contacting colleagues who have responsibility for some of the bigger collections (e.g. Plymouth / Nottingham / Birmingham / Manchester / Hertfordshire / Essex / Surrey / Wakefield), and also working with publishers.

During the workshop, it occurred to me that in times of economic recession all the participatory arts are needed more than ever, to supply a little of the 'feel-good' factor which is in short supply generally; musical performances can play a major part in individuals' and communities' lives, from the junior school musical to the erudite baroque ensemble in the University theatre with

an unquantifiable impact in terms of quality of life experience for individuals and groups. It was an enlightening and interesting session, facilitated with confidence, and I am pleased to report I met my two objectives.

ENCORE! The British Union Catalogue of Performance Music Sets:
http://www.peri.nildram.co.uk/encore.htm

IAML: The International Association of Music Libraries, Archives and Documentation Centres: United Kingdom and Ireland Branch:
http://www.iaml-uk-irl.org/

Two London orchestras –

The Angel Orchestra:
http://the-angel-orchestra.co.uk/

Philharmonia Britannica: http://www.ph-br.co.uk/

UnityUK - joining a worldwide network of libraries

By Stephen Taylor

Marketing Communications Executive,

OCLC

Earlier this year, OCLC embarked on a marketing campaign to raise awareness of a service called WorldCat.org, amongst UK public libraries participating in the UnityUK service. OCLC launched WorldCat.org in 2006, its aim, to create an aggregated view on the web of what is held in the world's libraries and then provide the means for users to access what they find through WorldCat.org directly from the library. Having concluded the initial phase of the marketing campaign, we have received some interesting feedback which we would like to share with the FIL Newsletter readership.

We chose 2008 to start more proactively marketing the WorldCat.org service to UK libraries because over 75% of public libraries in the UK are now participating in OCLC's UnityUK resource sharing service.   And with such a critical mass of library holdings data now in one place, the conditions were ideal for opening that information up to a wider audience of users, the general public. WorldCat.org   presents an ideal platform for delivering this view to a UK audience. Not least because over the last couple of years, major steps have been taken to develop an interface that incorporates many of the features that web users have come to expect from the sites they visit regularly, for example socialisation features like lists and reviews.

A single place on the web for libraries

To provide a single place on the web where any-one can find anything that might be held in a library anywhere in the world. And then get to it. That's what we are aiming to achieve with World-Cat.org.   Information accessibility has come to mean so much more in the age of the internet, and WorldCat.org represents the first and most serious attempt to create an aggregated view of what currently resides in the world's libraries.

WorldCat.org enables users to restrict their searches by postcode, so they should in the majority of cases, find items that are located closest to their postal address. But, where a user is seeking an item that is rare or out-of-print, that search can be extended, even beyond UK borders. The vision is that libraries can satisfy even the most difficult enquiries working

collectively, in a way that many other book sites cannot. Being able to locate and request items in a way that is not prohibitive in terms of cost for the user, has to be a unique selling point of libraries.

Our project started with a series of webinars showcasing WorldCat.org back in the early summer of 2008. During those sessions we uncovered some concerns from ILL staff. Some felt that exposure of their library's collection (even if it was one amongst thousands of libraries) might create an overwhelming burden on their already over-stretched ILL resources. To that point, we can say with some certainty that none of the 10,000 plus libraries currently involved have experienced the kind of surge in requests that would prove difficult to manage.

Another reaction came about in the form of a question, "what's in it for my library if we participate?" Our response, WorldCat.org is not designed to be the final destination for users. The service directs users to local libraries to enable them to go after what they want. By inputting their library OPAC URL in the WorldCat Registry libraries provide a link directly from WorldCat.org to their own library OPAC, driving traffic straight to them. Statistics show that approximately 100,000 users a month in the UK are connecting an average of 15,000 times a month with materials in local libraries at this point in time. Our hope is that in the longer term, WorldCat.org will provide an even more viable source of incremental visits to library web sites.

That being said, we have to ensure that users of the web can find WorldCat.org right at the very

beginning of their search, so how are we making this happen? Many users of course bookmark the site and return over and over again. But the majority of traffic comes through the joined up nature of web2.0, through established partnerships with major web companies like Google, Microsoft and Yahoo! to raise the visibility of libraries on the web.

For instance, when a user carries out a book search on Google Book Search and Google Scholar it prompts the text "Find this book in a library" or "Library search", which leads those who are interested, to WorldCat.org. And there are many other examples now of popular sites allowing searches on WorldCat. Users of Facebook for instance can now embed a World-Cat "widget" in their personal page to facilitate book searches.

It is through such partnerships, that we anticipate WorldCat.org will gain wider popularity, which will spread through the network to all libraries that participate. We cannot claim that WorldCat.org is always on the front page of Google today, but an aggregated view of the world's libraries should be able to get there in time. And with the help of libraries working collectively, there is an opportunity for all to benefit from that level of visibility

Applying a global service to a national library landscape

For some time, The Combined Regions has been discussing the need to offer a public interface to the holdings of libraries in UnityUK, to help users find what they need more
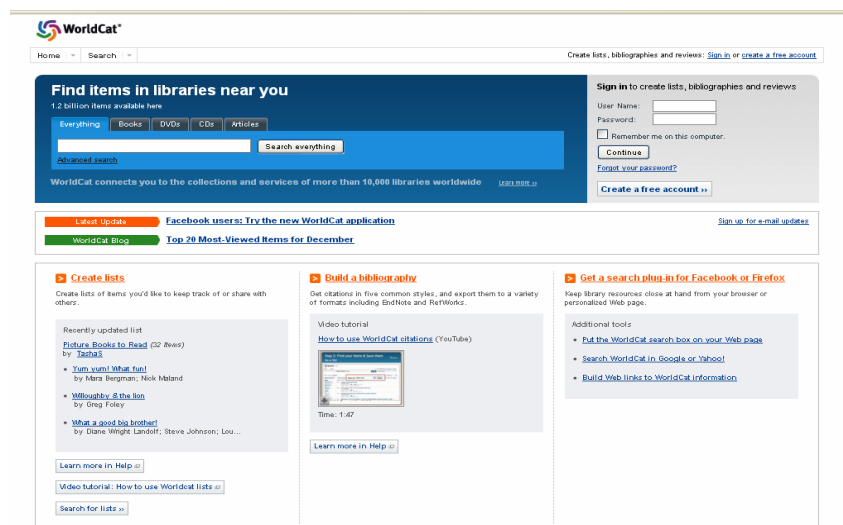
efficiently and without being dependent on a library being open to make such enquiries. WorldCat.org offers UK public libraries and all other UnityUK subscribers a simple search and discovery interface for the public to use at a low cost.

The time seems right to experiment with such initiatives, but why would you choose to experiment with WorldCat.org in particular? After all, there are numerous regional projects to engage with, some that revolve around making physical contribution to a central catalogue, others following the virtual catalogue approach using z39.50 and other such protocols.

The two problems that seem to constantly hamper such group initiatives in achieving critical success are:

The costs of tendering, developing, administering, supporting and maintaining services regionally can be challenging, and in uncertain economic times may even be prohibitive. UnityUK and WorldCat.org have a joint contribution arrangement, removing the need to have to supply records multiple times. When you contribute to UnityUK, your records can be seamlessly updated in WorldCat and exposed via the WorldCat.org platform. The charges associated with participation in both services are commensurate with an architecture that is joined up in order to keep costs as low as possible.

Creating a service on the web that attracts widespread take-up amidst enormous competition for users' attention is almost impossible. Again, it boils down to finance, having the resources at your disposal to create the kind of web experience that we describe as "web-scale".

We frequently reference the term "web-scale", when discussing our hopes for WorldCat.org. Creating web-scale is about achieving the kind of gravitational pull to your site that we associate with sites like Amazon and eBay. To get the kind of 'architecture of participation' so regularly cited when referencing successful web sites like FaceBook, Flickr etc. you need firstly a critical mass of information that will initially attract the curiosity of the user. And secondly, a compelling experience, once they are at the site, to ensure they want to come back over and over again. In this regard, WorldCat.org fits the bill

perfectly.

Does WorldCat.org remove the need for regional views of libraries? Or even individual views of libraries? Absolutely not. But it would be useful if we could simultaneously find ways of lowering the costs associated with offering group/individual views of library collections. At the moment you can contribute your data to one platform and surface your collection through WorldCat.org and UnityUK. This logic can be applied for other library groups and even individual libraries looking for an innovative end user interface with low barriers to entry.

The current situation

At the conclusion of the first phase of our World-Cat.org project we have succeeded in exciting some libraries at the prospect of being involved in a venture to make the world's libraries visible on the web, but we still have some way to go.

Seeking the right person within each library authority with which to have the conversation about participation has been challenging. The success enjoyed by everyone involved in making UnityUK the largest resource sharing service in the country has created ideal conditions for taking up the discussion about exposing collectively UK public libraries' collections in WorldCat.org But this conversation typically needs to include the widest group of decision-makers in libraries, including those who may not have been involved in the development and success of the UnityUK service. We therefore welcome any opportunities to discuss how we may collectively market the value of libraries with other strategic bodies like SCL, Cymal, MLA, SLIC and others.

We hope that those libraries that have chosen not to make their collections visible in WorldCat.org yet continue watching closely to see the popularity of the service growing in real terms. And, of course there are numerous ways to stay up-to-date with service developments. If you would like to email uk@oclc.org, we can ensure you are registered to receive such updates.

Editor: The FIL Newsletter does not actively promote UnityUK or any other ILL system. It will however be happy to publish articles from suppliers demonstrating how their products are being used to develop Document Supply.

![forum for interlending and information delivery logo]

"Developing Document Delivery in Wales – A time to collaborate"

FIL Document Supply Workshop
Thursday 14th May 2009
10.45 a.m. – 3.15 p.m.

To be held at: The Library, University of Wales Institute Cardiff (UWIC)

An Exchange of Experience Workshop

An opportunity to share good practice, discuss problems and Network with like-minded colleagues from across Wales

Sessions will include:

- Past, present and future of Document Delivery: Experiences at UWIC and Swansea University
- British Library Update
- Open Discussion:suggested topics include: Future collaboration - what can it do for you? Problems supplying journal articles from electronic subscriptions; alternative ILL sources

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Cost—free to FIL members and £30 to non-members; lunch included. Subsidised overnight accommodation may be available for participants wishing to travel from North Wales. For more information or a booking form contact: Marie Lancaster, UWIC at email:
mflancaster@uwic.ac.uk
Alternatively, photocopy the booking form on the opposite page.

FIL Workshop

Developing Document Delivery in Wales – A time to collaborate.

Thursday 14th May 2009

Thursday 14th May 2009
Venue: [University of Wales Institute, Cardiff, Llandaff Campus](http://www3.uwic.ac.uk/english/aboutus/) http://www3.uwic.ac.uk/english/aboutus/
campusesandlocations/pages/llandaff.aspx
Cost: Free to FIL members, refreshments and lunch included, non-members £30
Registration: Places limited to 25

Following the FIL Conference in 2008, a few of us lamented the lack of opportunity to get together to share good practice, discuss problems and network with like minded colleagues from across Wales.
As traditional inter library loan activities decline the focus of document delivery & inter library loan departments is changing to include scanning and other activities. If you would like to join this informal discussion workshop, we would welcome participants willing to share practical experiences and those wishing to have an opportunity to network. The Forum for Interlending (FIL) has very kindly agreed to sponsor this inaugural event. We would like to encourage cross sector participation and hope to see colleagues from all parts of Wales.
Subsidised overnight accommodation may be available for participants wishing to travel from North Wales. Please contact Marie Lancaster mflancaster@uwic.ac.uk for further information.

Developing Document Delivery in Wales – A time to collaborate

Booking Form

Name……………………………………Job Title………………………………………….

Institution / Authority………………………………………………………………………..

Member of FIL? Circle **Yes** or **No**   Members: Free, Non-member: £30
Any special dietary or access arrangements?……………………………………………

Do you wish to be considered for overnight accommodation?......................................

Do you require car parking?...

Any cancellations to be made no later than one week before the event.

Return completed forms by **April 30th** 2009 to:
Marie Lancaster
Library Central Services Unit, Llandaff Campus, Western Avenue, Cardiff, CF5 2YB.
Contact mflancaster@uwic.ac.uk or c.rauter@swansea.ac.uk for more information.

Programme

10.45   Arrival and coffee
11.00   Welcome and introductions
11.15   **Past, present and future of Document Delivery:** Experiences at UWIC and Swansea   University*, facilitated by Marie Lancaster & Caroline Rauter. The purpose of this workshop is to stimulate discussion and to illustrate how collaboration can be a useful way to develop services
12.30   Networking lunch
 1.15   British Library Update presented by Peter Robinson. Topics to include Secure Electronic Delivery and Ethos
 2.00   Open discussion—suggested topics include: Future collaboration—what can it do for you?
        Problems supplying journal articles from electronic subscriptions; alternative ILL sources.
 3.15   Close

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