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Editorial

The following quote from the FIL website www.cilip.org/groups/fil states our objectives

- *Provide a forum for the discussion of Inter-Library Loan and Document Supply policies and practices*
- *Work with and improve the awareness of other organisations whose activities are relevant to the purposes of Inter-Library Loans and Document Supply*
- *Monitor and encourage international developments and co-operation in Inter-Library Loans and Document Supply*
- *Promote and advance the science and practice of Inter-Library Loans and Document Supply to improve the overall standards of library services*
- *Publicise the role of the Forum in pursuing these objects*

In pursuit of these objectives, this issue offers reports on an Exchange of Experience workshop in Cardiff, and 2 reflections on the FIL Conference "Interlend 2009" in Lancaster. Also announced is a repeat of our very successful FIL@BLDSC session, but this time being hosted in London. This is the first of what we hope will become an annual event, similar to the March one at Boston Spa. The outgoing FIL Chair has provided a review of the year, and the incoming chair has provided a "Day in the Life of". Finally there is brief appreciation of Stephen Prowse who has retired during August.

As always, FIL is your forum and without you, the newsletter will not happen. We are always looking for members to provide items of news, formal articles about their experiences in Document Delivery and even less formal reflections on events or even your working day. Without your input the Newsletter would not exist - so keep in touch - we want to hear from you.

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www.elh.co.uk/hotels/lancaster/

Page 10, cover - University of Plymouth
www.plymouth.ac.uk

Page 13, 14, cover - Marie Lancaster

Report from the Chair July 2009

Rose Goodier

This has been a productive year for FIL, made possible by the enduring commitment of its members. We need to acknowledge not only the hard working members of the FIL Committee but also the substantial contributions made by individual FIL members throughout the UK.

Three successful workshops have been co-organized this year by FIL and the Regions. On January 8th a workshop was organized by Libraries East Midlands in conjunction with FIL and Linda Clarke's team at the University of Leicester. Over forty people attended the Leicester event which was called "All Change Please – Contemporary Issues in Document Supply". Speakers included Tim Peacock from the University of Derby, Joan Bird from the British Geological Survey and Peter Robinson who presented a British Library update. There was a very interesting tour of the recently refurbished David Wilson Library and various exchange of experience workshops were held during the afternoon. It was generally agreed to have been an enjoyable and informative day.

Another workshop was held in Cardiff on May 14th. The day was organized by Marie Lancaster and Caroline Rauter and was attended by over thirty people. Presentations covered a range of topics including changes to document supply services, a BL update, rebranding and issues relating to licensing and e-journals. The event proved to be popular and was much appreciated by many of our Welsh members.

On Friday June 26th a joint FIL/SWRLS course was held at Exeter Central Library. Offering ILL training for FE and Public Library staff, the course aimed to deliver an introduction and refresher to some of the current practical issues involved in successful inter-lending and document supply.

Search techniques, useful websites and the practicalities of borrowing and lending were

topics for discussion, and the day provided a means of building a successful support network across the region. Notes from this event will be made available on the SWRLS website www.swrls.org.uk (Editor's note: now available under the section: Interlending Searching).

FIL's annual visit to the British Library at Boston Spa took place on Friday 6th March. Attended by over 80 delegates, the day's programme included talks on such topical issues as ethos, the UK Research Reserve and digital signatures. Thanks, as ever, go to Peter Robinson for organizing this popular annual visit.

Following the success of the Boston Spa event, we have had increasing interest from our members in holding a similar type of day at the BL in London. We can now confirm that the first BL St Pancras day will take place on Friday 6th November 2009. The full programme [can be found on page 4 of this issue].

A representative from the FIL Committee has attended CONARLS meetings over the course of the year. CONARLS have designed a new website which provides access to a non-English fiction database and a London Libraries database. Reciprocal attendance at CONARLS and FIL meetings has continued to be mutually beneficial, enabling both organizations to keep up to date with new developments.

The 11th IFLA Interlending and Document Supply International Conference will take place this year from the 20th until the 22nd of October in Hannover. It will be called "Strategic alliances and partnerships in Interlending and Document Supply." Following expressions of interest from the FIL membership, I'm delighted to announce that Paula Luckett from Oxford Brookes University Library will represent FIL at this event. We have asked Paula to report back to us after the conference. We would like to thank everyone who expressed an interest and can assure you that there will be further opportunities for members to apply for attendance of future conferences.

As Secretary to the IFLA Standing Committee on Document Supply and Resource Sharing, and as a representative of FIL, I attended the IFLA Congress in Quebec last August. Members of the IFLA Committee are very interested in charting FIL's progress and are keen to engage with us in the future. This year's IFLA Congress will take place in Milan from August 22nd until

August 28th. IFLA Congress reports will continue to be published in the FIL Newsletter.

We have continued to develop and update the FIL website, [and have now made available a full archive of the Newsletter]. As ever, we urge you to check the website regularly to keep up to date with events and developments. We make an effort to take on board the feedback received from all our members. Please get in touch with members of the Committee if you have topical suggestions and ideas, or you can send an email to the LIS-FIL distribution list.

On behalf of everyone, I would like to thank the current members of the FIL Committee, especially the Conference Sub Committee, for all their contributions made throughout the course of the past year.

US Survey Results on International Borrowing and Lending

If you have an interest in International Interlending then the announcement of this report about how US libraries use, and see, the rest of the world as document suppliers might be of interest. Who knows, maybe next time the rest of the world might be asked for our perceptions of US libraries!

"The ALA RUSA STARS International ILL Committee members invited [various list members] to participate in an online survey on the topic of International Borrowing and Lending. The purpose of the survey was to gain a better understanding of barriers to this activity and to work towards improving collaboration. Our group is pleased to announce that the results of our survey are now being published. The Executive Summary can be read at ALA RUSA STARS International ILL Committee's website:

<http://www.ala.org/ala/mgrps/divs/rusa/sections/stars/section/internationalill/intill.cfm>

In addition, an article about the survey will be published in the Fall 2009 issue of "Reference & User Services Quarterly."

Sincerely,
The ALA RUSA STARS International ILL Committee"



FIL at British Library London

An Event for
Library Practitioners
Friday 6th November 2009



Programme

10.00 REGISTRATION AND COFFEE

10.30 Welcome and Introduction **Andy Appleyard**, Head of Document Delivery & Customer Services, British Library

10.45 What's new from Document Supply **Barry Smith**, Head of Sales and Marketing, British Library

11.15 Reading Rooms or Doc Supply? Mixing and matching BL services for the benefit of the customer TBC
(British Library)

12.00 Accessing the Newspaper Collection / Moving the Newspaper Collection **Stewart Gillies**, Information Services Manager, Newspaper Library, British Library

12.30 LUNCH

13.30 Using London Libraries Speaker from The London Library TBC
2nd speaker from M25 area TBC

14.30 Search our Catalogue: BL Catalogue Beta **Frances Lill**, Electronic Services Manager, British Library

15.30 Services for the Visually Impaired (for Readers and Remote Users) **Jason Murray**, Humanities 2 Reading Room Manager, British Library.
Sue Walker, Liaison Team Specialist, Customer Service, British Library.

16.00 TEA

16.30 Questions and Answers Members of British Library and FIL Committee

17.00 Close

FIL@BL London
Friday 6th November 2009

fil forum for
interlending and
information delivery

**BRITISH
LIBRARY**

Booking Form (A photocopy of this page is acceptable)

Last Name: **First Name:**

Organisation:

Address:

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

Telephone: **Fax:**

Invoice Address (if you require FIL to invoice your institution):

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 (Buffet Lunch):

PLEASE NOTE:

There is little or no parking near the British Library at St Pancras. You are advised to use the Underground to either Euston, Kings Cross or St Pancras station and walk along Euston Road to the British Library Conference Centre.

£30 FIL members, £50 non-members

Please return Booking Form by Friday 30th October 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 this box if you **do not** wish your address to be included

☐

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

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

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



Reports from delegates

Please note: where possible speaker presentations from the conference will be made available on the FIL website www.cilip.org.uk/groups/fil

Interlend 2009 Conference: a reflection by Gillian Titterton

The general theme of the Interlend 2009 Conference was “Keeping it simple : support, development and practicalities”. It was organised by the Forum for Interlending (FIL) and held at the 4 star Lancaster House Hotel, situated next door to Lancaster University. The sun shone and the conference was graced with exceptionally good weather. Delegates could be energised by an early morning dip in the 15 metre swimming pool in the hotel’s Sandpiper Leisure Club. Although I have been managing the interlibrary loans service at Manchester Library and Information Service for nearly seven years this was the first time that I have attended a FIL Conference. I would like to thank the North West Libraries Interlending Partnership (NWLIP) for awarding me a sponsored delegate place. I went to the conference to hear about developments and trends affecting inter-lending and document supply and to reflect on their impact on service delivery.

The first presentation “Going back to Internet search basics” given by Terry Kendrick was a lively and insightful session. He urged delegates to rethink their searching techniques when

looking for web pages on the Internet. He spoke of the technical limitations of Google and its inability to search the deep or invisible web and of the over-reliance on simple keyword searching. He pointed out that creativity and ingenuity were required to produce relevant or useful hits. Techniques recommended included: using phrase strings and combining them with files types (e.g. pdf, ppt), domain sites (e.g. .ac, .edu, .gov, .com) and country codes. The main thrust of his presentation was that creativity was essential, as a means not only to deliver productive and impressive results but also to engage the expectations and interest of young people who are growing up today with the Internet and interactive Web 2.0 technologies. I am eager to continuously upgrade my research and navigation skills, in order to construct successful online searches that can speedily retrieve the most relevant information from a complex and global information landscape. Proficient and creative information skills are certainly vital ingredients for dealing with those hard-to-find or incomplete requests that frequently land in my in-tray.

At the breakout session “Introducing the BL catalogue” Peter Robinson demonstrated the Beta version of the new British Library (BL) catalogue. This product development will move

the BL's integrated online catalogue into the Web 2.0 environment. It has features that match peoples' expectations from online shopping on the web. No doubt it will bring some modification to working practices for the ILL workforce, and staff are likely to want support and encouragement to embrace the changes. I have noted that ILL and document supply is continually evolving, so one has to be receptive to new ideas in order to find faster and smarter ways of working so that users receive a good experience.

In a breakout session on "Recent and future developments in information searching on the Internet" Terry Kendrick continued to emphasise the need to embrace new ways of information searching on the Internet. He pointed out that users of all ages who are familiar with Web 2.0 applications and social networking often prefer electronic and immediate interaction, rather than having to manually labour through printed monographs and rows of bound journals in the library. Many younger students rely on the Internet as their main information provider. Kendrick believes that librarians must be skilful enough to provide a unique and creative learning experience for their users. In a whistle-stop tour he visited a range of Web 2.0 technologies including tabbed searches, useful social networking sites, mash-ups, news sites, real time searching and specialist search engines. This session made me think about how to utilise the new sources of information (e.g. blogs, video clips, news sites) in my searching experience when looking for the answers to satisfy those hard-to-find subject requests. Here is the opportunity to develop creative Internet searching skills that exploits the technology to retrieve relevant information that meets the expectations and lifestyles of the Internet savvy user.

Another presentation "Interlending in public libraries : current practice in English public libraries and possibilities for the future" was given jointly by Christina Allgood (Surrey County Libraries) and Sarah Washford (Southampton City Libraries). With my background in public libraries I found this session to be interesting, as they were able to capture some of my own experience of delivering an inter-lending service.

The conference delegates were mainly from academic libraries, but it is important that public libraries communicate to a wider inter-lending community about what they do and how they help their users. Public libraries generally have a diverse customer base. Consequently ILL at Manchester Library and Information Service has recently been requested by its users to provide: expensive scholarly books, educational textbooks, specialist books on marine biology for a dissertation, crime novels from 1940s, scented plants for fragrant gardens, self help books and mass market USA romantic fiction. In order to supply the materials that users now demand co-operation and collaboration between all libraries is increasingly helpful. Furthermore the present economic climate may produce a rising demand for the use of ILL services in public libraries. As the global recession bites there are daily reports in the media of increasing national unemployment, mass redundancies, lay-offs, the downsizing of companies, and of wage freezes. Many people may now have less disposable income available to spend on purchasing books, and there is evidence (see July/August 2009 *Cilip Update* Media Watching column) that the public is being recommended to turn to public libraries. Another challenge that may face public libraries is the prospect of budget cuts as the government and local councils rein in public funding as a result of the economic recession gripping the UK. All this suggests that the need for co-operation and collaboration between libraries will continue.

The conference delegates also enjoyed a guided walking tour of the city of Lancaster, visits to the Ruskin Library and the Rare Books Archive at the University of Lancaster, and a quiz night. The conference was a valuable opportunity: for personal learning and growth; to examine existing ways of working; to keeping abreast of new trends; and to meet and socialise with inter-lending colleagues from different sectors across the UK.

Interlend 2009 Conference report by Helen Lyth

In April of this year I took up my new post as Requests Manager with Lancashire County Library and Information Service's Request and Stock Support section. Soon after arrival, I discovered a whole new world opening up before me! I had 27 years experience in the public library sector, some in branches, latterly in a divisional bib services unit based at the county's flagship Harris Library, but nothing had prepared me for initiation into the dark arts of Interlending within an authority the size of Lancashire.

What was this strange and wondrous beast called UnityUK? To produce the magic that is known by its practitioners as Interlending, it required two skilled handmaidens, Marian Hesketh and Lesley Levett, to tend it constantly. In one office Marian petitioned it with the requests of the people while in another Lesley received a list of its daily requirements and sent out far and wide to get them. With patient help from the handmaidens and some hints and tips from Gill Wilson, another mistress of the arts, I began to feel that I had found the right path, though there was, and is, still a long way for me to go.

An opportunity materialised to attend a gathering of the adept, otherwise known as the annual Interlend conference, from 29th June to 1st July. Not only was I allowed to attend, but I was lucky enough to be among the chosen ones who were sponsored by NWLIP.

Slightly apprehensive at venturing into the unknown but nonetheless excited by the prospect of deeper understanding of the mysteries, I arrived at the Lancaster House Hotel to find I had already mastered donning the cloak of invisibility as I had managed to give the slip to both guides to the gathering, positioned at the railway station and university underpass bus stops respectively.

This was only the start. Introductions over, an interesting keynote address by Mike McGrath looking at current developments

which impact on document supply services meant that on return to base, I quickly signed up to the distribution list for Interlending and Document Supply, which is edited by Mike. Late afternoon, all who so desired were spirited away into Lancaster for a brilliant walking tour of the city which has many tales of history, battles, dark deeds, hauntings, witchcraft and dungeons to tell. Others chose to remain behind and restore their energies in solitude or in the company of fellow practitioners, as they chose. Bodies were replenished also as on return from the walking tour, all enjoyed an excellent dinner and networking opportunity until it was time to retire for the night.

After breakfast on Day 2, a presentation by Terry Kendrick on Internet Search Basics was, for me, one of the highlights of the conference. Terry's knowledge of how to make sure you are one step ahead of your library users in search techniques and how to produce results that will make their jaws drop was a revelation to many there, myself included. As he had said, it's easy but it's not easy. I was not alone in itching to start practising what Terry had taught us at the earliest opportunity and as we left the room for coffee, there was a real buzz.

After coffee, a choice of four Breakout sessions were on offer. I had opted for a second, shorter session with Terry on Recent and future developments in information searching on the Internet, but others were to enjoy the benefits of sessions on E-signatures with Graham Titley, Document supply services to the NHS with Alison Little and Introducing the new BL catalogue with Peter Robinson. Again, I learnt a great deal from Terry's knowledge and experience in the session I attended and in the second Breakout session of the morning, I went on to learn from Peter Robinson about the new BL catalogue and how to get more from searching it after which it was time for a tasty communal lunch.

Following lunch, a series of presentations by individuals from the academic sector were all very informative, especially so for me personally, as I had little idea of how an academic library operates bar a couple of recent visits to the library of our local University of Central Lancashire (UCLAN). Speaking of visits, following afternoon coffee, the assembled

assembled split into groups for pre-booked visits to the University of Lancaster library, the Ruskin library, which is on campus, or to a Rare Books collection.

I had chosen to visit the Ruskin Library, an unusual building of modern design which houses works of John Ruskin, and papers and other material which is demand by Ruskin scholars from around the world. This didn't disappoint either, and the visit was enhanced by the knowledge and enthusiasm of the curator and deputy who took us round in two small groups.

Time to rest or swim in the hotel pool as desired, assimilate everything that had been learnt that day followed by another excellent dinner and then it was time for another highlight – The Conference Quiz. Devised by Peter Robinson of BL, it was a testing mix of popular and cultural knowledge thoroughly enjoyed by everyone taking part. Particularly by our team, the Infamous Five, as to our amazement we won! A fiver each as prizes – knowledge, networking, fun *and* cash in hand. Truly this was magic!

Day 3 kept up the standard, beginning with a joint presentation by Christina Allgood of Surrey County libraries and Sarah Washford of Southampton City Libraries on Interlending in Public Libraries. This was particularly relevant for me, as I have spent my career in the public library sector and I came away with many excellent ideas for when I returned to base.

The final presentation was an update on the British Library by our quizmaster from the previous evening, Peter Robinson. This explained, amongst other things, the current situation with EThOS, the BL theses digitisation programme, and the new subscription models. Again, this was relevant to my work here in Lancashire and completely new to me.

A final lunch for those who didn't have to dash before the conference closed in the early afternoon and then time to reflect on the train home. (No flue powder a la Hogwarts available) I had had a really worthwhile experience and as a novice, among the benefits I can list are:

1. An overview of Interlending within the U.K.
2. Knowledge of FIL – support and networking
3. Presentations by professionals with long-standing experience and knowledge of developments over time, likely future trends, practical skills, marketing our USP (Inter library lending is only available via libraries!)
4. Insight into differing systems and practices in place within the public and academic sectors
5. Discussions of processes, developments and problems.
6. A better understanding of my own role and what it should entail.

I would like to thank the FIL committee, the organisers of the Conference, whose hard work and commitment was apparent, NWLIP for awarding me sponsorship to attend and everyone else – you were all magic!

A Day in the Life of....

Graham Titley
Document Delivery
and Copyright
Librarian,
University of Plymouth



08:50 Finally arrive in work! Bus delayed by heavy traffic, took 50 minutes to do a 25 minute journey.

Open emails and deal with Inbox (17 items). Leave the 39 emails that have arrived overnight from the 7 lists I subscribe to for action later. I have these emails delivered to a specified folder rather than the Inbox – technology and Outlook rules finally helping in the management of workflows!

09:10 Final preparations for 2 hour talk at 10am on Copyright to postgraduates as part of their Skills programme. The topic: “Research: owning and using”. Expected audience of 25, so printed out the handouts last night. Only have to make a couple of minor corrections and then make sure all the files I need are on my shared drive so they can be accessed from the computer in the assigned Lecture Room.

Interrupted by a Copyright enquiry on the telephone. A postgraduate is asking about the status of original material used in her thesis, in the light of digitisation. I agree to get the thesis from store and physically check it and report back.

Interrupted again by a SED enquiry that requires me to go downstairs to our 24/7 Open Access computer suite and sort out Adobe Digital Editions as it appears to be malfunctioning. My investigations showed that the student’s shared drive was full which in

turn was preventing download. (They have 50Mb of space, but the even the regular users forget to follow the instructions and delete old SED files!).

– the loss of 10 minutes on this problem is critical...

due to....

09:41 **Fire Alarm!**

Just time to grab my lecture support box and leave - there’s no time to perform my Fire Marshall duties today!

09:50 Arrive at Lecture Room to find it occupied. Look at the Room Booking Calendar on the wall by the door and there is no session booked for me! What do I do?

Go back to Library in hope that the alarm is over, so I can get into my office and find the lead person’s contact details – perhaps they’ve simply changed the venue due to a double booking. However, the fire alarm is a real one (later traced to a fault in the plant room on the roof), so I have no choice but to go back to the Lecture Room. This time I discover that the calendar is an old one for last month – In my rush I just didn’t look at the date properly!

10:05 Logged on and ready to go but the powerpoint isn’t on the shared drive! **Oh no!** ...it’s still open on my office computer. In dealing with the SED problem I must have forgotten to save, close and move it! Still, all the supporting files are there so I improvise and do the talk from the handout. To my surprise it seems to work very well. The audience isn’t distracted by looking at the screen animations, instead they are looking at me! I get lots of questions during, and at the end of, the session so there is good audience engagement – which doesn’t always happen. 18 postgraduates attended. Lecture Room booked for another lecturer at noon, so I have curtail the discussion/questions at 11.55am.

- 12:10 Back in the office, check Inbox again, and deal with those List emails.
- 12:30 Lunch and the first cup of tea of the day!
- 13:40 Back in the Office, and send my boss an email to say how the session went. Relax!?! - by reviewing and sending to BLDSC a few (20) ILL Requests.
- 14:10 Off to the on-site journal store. Some journals have been reported missing and the holdings on the catalogue records are unclear. As part of our internal processes and procedures the Customer Services Team refer all 'failed to find on the shelves' reports to me in the first instance. This is not only because of my communications and linking role between their team and my wider Collection Services, but also because the users are advised by them to make ILL requests if an item is missing. This procedure warns the Document Delivery team to not fail requests because the catalogue says the item is held in stock!
I usually aim to physically check between 5 and 10% of the missing reports – particular those journals that are in high demand. This involves checking the actual stock held against the holdings recorded in the catalogue and then changing the specific item's record status to 'Lost' or changing the whole catalogue holdings entry as necessary. Hopefully this ongoing project within the library will eventually result in more accurate catalogue records (and thereby remove this element of my workload).
I also trace the thesis referred to earlier, which just happened to have been mis-shelved, and bring it back to my office.
- 15:30 Take cup of tea up to the Collection Services office to handle some queries, statements and general problems with Standing Orders. As stated earlier, ILL is part of the Collection Services Team (acquisitions, subscriptions, and cataloguing) at Plymouth, with Standing Orders falling under my Document Delivery role.
- 16:30 Back in my office to write a couple of documents for the Information and Learning Services FAQ database. ILS Self-Help is our source of choice for all users to find information, leaflets and general guidance on any aspect of ILS services, which includes both the library and computing services. It needs constant updating to keep the information relevant. This time I have to add a couple of updated documents about the new version of Adobe Digital Editions – one explaining installation, emphasising the "don't authorise my computer option", the other explaining how to manage the files, and in particular emphasising the need to delete the pdfs because of limited space on shared drives (our students have only 50Mb of file space).

Interrupted by a telephone call asking for information about CLIO, our ILL software. Since the ILLOS system has announced that it is ceasing in the Summer, there has been considerable interest from those institutions affected as to what alternatives there are on the market.
As soon as I put the phone down, I get another call about E-Signatures from another University investigating implementation.
- 17:10 Download a couple of scans from the British Library's HESS service, make the necessary insertions, and forward the resulting pdf documents to the respective lecturers for inclusion in their module folders as E-Offprints. Now I also have to complete the CLA reporting database, and our own monitoring database, with the necessary information. I am beginning to question the need to record the information twice!
- 17:30 It is a Friday so, with everyone else in the ILL department now logged-off and homeward bound (at least 30 minutes ago!), I run our archiving, compact &

repair, and back-up procedures on the Clio database. VoyagerILL (or Clio in a different jacket) is a Microsoft Access database and requires regular maintenance to keep the active part of the database manageable! You have to regularly (for us, due to the quantity of requests, this means weekly) archive completed requests into a non-active table and then run a 'compact and repair' to remove any now blank lines in the active table.

Now I copy the repaired current database file (120Mb) to the back-up folder on the server, and then also copy the file to a folder on my computer, and to a memory stick. Ultra cautious me!

17:40 Finally logged-off, locked up, and homeward bound!

Meeting Report

Joint SWRLS/FIL inter-lending Training Day

Exeter Central Library ICT Suite
26th June 2009
28 delegates

Speakers: Graham Titley (Plymouth)
Sarah Washford (Southampton)
Lynn Osborne (SWRLS)

Session papers are available at:
http://www.swrls.org.uk/Interlending_Searching/Interlending_Training_Day_2009_

This event was principally aimed at new starters in ILL and was mainly designed to be a 'Back to Basics' overview of ILL skills and knowledge.

After a brief introduction to SWRLS and FIL, and the now obligatory ice-breaker, the day was divided into 3 main sessions: Discovery Skills; ILL Delivery; and Dealing with the Awkward.

In the opening session Graham covered some of the basic discovery skills, including offering

some searching tips and an explanation of Boolean logic! He also got us to look at the possible barriers that might hinder successful searching:

1: Ourselves and our techniques

Our skills are usually learnt not taught; bad habits are the norm; we search where we feel comfortable rather than in the right resource; pressure of time, so often "speed over recall" is the norm; we are mainly generalists – so do not always know the best resource to use!

2: Limitations of the resources we use

indexing quality & quantity; terminology used (automated or human; thesaurus-based or 'on-the-fly'; natural vs reversed terms; UK vs US English); the material chosen to be included; different search strategies for different products; multiple products to cover the subject.

3: Not everything is 'out there' to be found!

A practical task then demonstrated the differences there are between the results of various internet search engines.

Sarah then covered the more practical aspects of actually delivering the ILL. She demonstrated several websites and products designed to assist libraries in resource delivery and made reference to the best practice guidelines for requesting and responding libraries that can be found on the FIL website.

The final session involved all 3 speakers briefly covering those tricky things we have to deal with in ILL departments. Amongst the topics covered in this session were: copyright; journal articles; theses; multimedia; and getting non-English items.

Over 90% of the respondents in the online evaluation survey felt the event was good or excellent. Everyone also felt that their objectives for the day had been met, with over half stating that they had been met in full! Many also made suggestions for topics for future events, with one popular suggestion being music libraries. All in all a very successful day that may well be the first of many in the South West!

Report on a FIL Exchange of Experience Workshop

Developing Document Delivery in Wales 'A time to collaborate'

by **Marie Lancaster** (Co-Organiser)
Information Advisor—Document Delivery,
University of Wales Institute, Cardiff



On 14th May, 2009, Interlending librarians from all sectors in Wales came together to attend this inaugural event which was held at UWIC. As co host the morning started with ensuring that the room was set up and checking my presentation worked (it did apart from the Podcast!), then it was on to the various meeting and greeting of participants and guiding them through the maze towards the designated room.

Once everyone was settled and suitably refreshed and informed of general

housekeeping information, Sarah Washford (FIL Secretary) then gave the official welcome from FIL and explained what FIL's mission and objectives are.

Then it was over to me to start with aptly titled 'Past Present & Future of Document Delivery at UWIC' – the format was quite informal and people were quite happy to stop and ask questions as I went through the presentation as well as at the end. Glad that my presentation was over, I handed over to Caroline Rauter (Co-Organiser) who presented experiences from Swansea University in document supply. Again it was an informal presentation where participants were encouraged to ask questions and share experiences throughout the session.

We then held an informal networking opportunity for the participants to share their experiences and thoughts on inter-lending.

After lunch Peter Robinson gave a British Library update on the services that are vital to document supply such as Ethos and Secure Electronic Delivery.

The last presentation was by Jenny Greene from Bangor University about the impact of E-journals on inter-lending. This raised the issue that since the development of all things 'E' the inter library loan numbers have decreased. Jenny also raised the point that we are unsure as to what we can supply via the inter library loans service of resources held electronically.





To conclude the session Caroline and myself implored the participants to fill out the evaluation sheets to help us plan the next Wales event!

Reflections

Since this idea was born out of a discussion at Edinburgh Airport - on the way back from the FIL conference "Interlend2008", it was great to actually see it realised. Both Caroline and myself were extremely pleased with the turn out and the positive response to the day in general. We both noted that at this first event we were very academic library biased but, in the future, we hope to encourage our public sector colleagues to present and take an active role in future meetings. This aspect was further highlighted in the feedback from the participants. The other notable points were that the participants appreciated the informality of the event and that all were agreed that they would like this to be an annual event - many even suggesting potential topics. One point that I did try to convey was that you didn't have to be on the FIL Committee to organise and contribute to the sector; that all input was invaluable and that FIL is there to support those working in inter-lending in the UK.

An appreciation.

Goodbye!

For those of you who have been a part of FIL over the past 20 years or so, there will be a certain sadness at the 'loss' of Stephen Prowse to the UK Document Delivery Community. Local reorganisation and political change within the University has given Stephen the opportunity to take early retirement.

Stephen has been a champion of service development in ILL at Kings College, London for more than 20 years, quietly introducing many changes that have resulted in a more effective and efficient service for the staff and students.

He has also always been a keen exponent of the roles that FIL and Lis-ILL have in bringing the disparate UK sectors together to meet and talk about common issues, to share skills and developments, and to generally offer the support and networking that makes the UK ILL system a source of national pride and a system that works to the benefit of our users (or customers if you prefer!), even if management does not always appreciate the service's value!

Stephen's ability to see the 'bigger picture'; to assimilate developments across the world; and to discern the 'wheat from the chaff' in ILL research will be a difficult role to replace both within the local service community and the wider UK document delivery community - as well as for the Editor of ILDS!

On behalf of the current FIL Committee and the wider membership, I offer Stephen our best wishes for the future.

Graham Titley
FIL Chair

New Development in Publishing

Announced in The Bookseller of 21st August 2009, page 9

Not only do we have to contend with the rise of the portable E-Book on Nintendo DS, Kindle and Sony etc, now publishers are moving into Iphone apps too!

"Picture book publisher Winged Chariot press has launched Europe's first children's picture book on mobile telephone. The company has published *The Surprise* by Sylvia van Ommen on the iPhone."

For a charge of 59p this picture book can be downloaded as an app. Children follow the book's story using sliding illustrations, animations and sound - all of which are particularly suited to modern touch-screen mobile phone technology.

The Company are 'excited' by the prospects of moving into this new field. They believe many parents and children already share their laptops and phones as digital entertainments systems, so why not utilise this and provide new mini-reading experiences. The backlit screens will also provide a new way of sharing bedtime stories. They are also excited by the international reach of apps. Their next offering, *The Red Apple* by Feridun Oral, will have text and audio which will enable users to read or listen to the story in a chosen language, in this case English or Turkish.

The next step is to co-publish works simultaneously as an app, traditional book and an e-book, and this will happen late in the autumn with the 12+ illustrated novel *The Duckling Chronicles* by Emilie Christensen.

Where one publisher goes others will follow so expect this market to be flooded with offerings soon!

Are there implications - e.g.: how can a book published only as an app. book be part of the published archive and available for ILL?

Interesting, and challenging, times!

Graham Titley

FIL Committee 2009-2010

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