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Editorial

FIL objectives from our Governing Document:

- *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 objectives*

After many of these mini-editorials imploring you, the reader, to write for this Newsletter I am pleased to say that I have hardly authored anything in this issue! That does not mean to say that you can sit back and relax - another issue is due in the Spring so keep those fingers typing!

The coming few months see our annual meeting at BLDSC (in March); the annual conference and AGM in Durham (June); the launch of BLDSC's Integrated Request Management and Delivery System (expected in March); and, hopefully, publication of the results of the government's intellectual property review (due early Summer; although I suspect from the murmurings that, for us, not much will change!).

There is so much going on at the moment, and keeping us occupied, that it is easy to forget the wider implications of national, regional and local decision-making. These decisions impact on us all, whether it is the decision to pulp back runs of journals, go to e-only, close local branch libraries, or outsource document delivery. FIL is always keen to learn what is happening, so do keep us informed.

Finally, and most importantly, FIL needs you to not forget that volunteers run the organisation - so this year is it your turn to join the Committee in June? 2 new members are needed. (It would be fantastic to get volunteers from non-academic libraries!). Do let Gerry Coyle, our Secretary, know if you are willing to stand for election. [asap!] Graham Tittley, Editor

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FIL@BLStPancras
26th November 2010

LIBRARY
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3 Reports on a study day at the British Library, St Pancras, London and the workshop/discussion group report back

FIL@BLSt.Pancras

Rhiannon McLoughlin
Exeter College Library

As part of my CPD I was delighted to be sponsored by SWRLS to attend the annual FIL study day at the British Library, St Pancras, on 26th November 2010. It was a venue I had never visited before so I was particularly pleased that a tour was included in the itinerary.

On my arrival I found myself spirited away in the first tour group led by Anna Gordon from the Welcome Team who enthusiastically reeled off a huge number of facts about the collection during the 90 minutes we spent with her. She said that people tend to either love or hate the building and happily I found myself of the former persuasion. I really admired the elegance and the attention to detail, even of the fixtures and fittings all of which were chosen by the architect, Sir Colin St John Wilson. Viewing a model of the building helped me properly grasp the design, which he wanted to represent a "ship sailing on a sea of knowledge". We learnt that it took 4 years just to build the basements and that concrete had to be put around the tube lines nearby as they expanded when the clay around them was dug away. The building was eventually opened by the Queen in 1998.

The grand architectural centrepiece of a black tower filled with ruby, gold and brown covered tomes with their spines turned outwards to the onlooker is the King's Collection (from King George III). I was much amused to learn the tower was originally designed to hold the card catalogue but the building took so long to complete the idea was redundant by the time it was finished! Apparently George III spent more per annum on books than the British Library does today. We were assured that even with today's cutbacks the British Library still has one of the largest acquisition budgets in the world. As someone who gets nauseous even in the cinema when an action hero is clambering around on a tall building I spent minimum time on the viewing platform, but I did

brave it long enough to confirm it gives a striking view.

We were shown a row of busts of the founding fathers whose private libraries make up the core of the collection, the first of which was Sir Robert Cotton who acquired his collection through the dissolution of the monasteries. We went on to see many famous items from his collection which are held in the Treasures Gallery, including the Magna Carta. The Gallery is stuffed full of all sorts of treats such as Jane Austen's tiny writing desk and doll sized glasses.

Behind the scenes we were introduced to the mechanical book handling system whereby trays carry requested items up from the basement along miles of conveyer belt. Apparently the trays can take 33,500 different routes to their destination! The longest wait for a reader to obtain an item held in the building is 70 minutes, although, obviously, the system is different for special or rare books.

A revelation to me was the Business and Intellectual Property Centre which has the largest collection of freely accessible business information in the UK and offers specialist advice. It was particularly recommended for those in the Creative Industries looking to start their own business.

As a legal deposit library the British Library's job is to collect the national memory. Apparently a staggering 80% of research and development done in this country uses the collection. In 2004 it was the first library to have its economic impact on the British economy measured and it was found that for every £1 received it generated £4.

Anyone can become a reader and do research there but the St Pancras site is reference only, ILLs coming from the document supply arm in Boston Spa, Yorkshire. We learned that actors, such as Johnny Depp, frequent it for researching parts, often wanting to hear a sound recording of the voice of a person they are to play - though regrettably I did not manage to spot him on the day. The newspaper collection, currently held at Collingdale, will be going to Yorkshire soon as the lease on their current premises comes to an end. The new additional storage just completed at Boston Spa has very little oxygen and uses robotic cranes rather than human staff in certain areas. At St Pancras there is also a controlled environment in the basement and the reading rooms to extend the life of material (though clearly with rather more oxygen!). British Library shelving grows by 12km a year so the paperless environment people keep predicting seems greatly exaggerated! The St Pancras site boasts around 4,000 readers a day and another 4,000 for the exhibitions. Including online visitors it has around 16,000 visitors a day.

Following lunch the first presentation was 'Developing Science, Technology and Medicine Content and Collections at the British Library' by Elizabeth Newbold. It is, she remarked, far too easy to focus on the humanities and literary collections when surrounded by so many historical treasures. Her role is to develop STM content and collections. Apart from the items gained by UK legal deposit the collection is international in scope, although primarily only English language material as this is the language of the scientific community. The key factor for collecting is research relevance. The British Library has to do evidence-based collecting, always looking at what is used and what the needs of users are. A growing new area of content at the moment is datasets.

The drive is now to make the service seamless for end users. The British Library is grappling with feedback that it can be a complex, difficult to use and even an intimidating organisation. As universities have opened up their collections so users expectations have risen. The last few years have seen a change in emphasis so that today it is not just about collecting but also about connecting users to content. Currently they are piloting e-book access and monitoring usage. They are also working on moving from print and e-journals to e-only models. Lots of pilots and tests are done before decisions are made about how to proceed. Whilst foot-fall figures are impressive, the British Library needs to learn to deliver to where the user is - especially with train fares about to significantly rise again! The new Primo interface of the British Library catalogue is one solution, enabling easier searching across collections although not all items are included on it yet, e.g.: items digitised for the 'Turning the Pages' project are not yet linked.

Elizabeth also spoke about the ongoing problem of grey literature which has become ever more 'fugitive' (difficult to find), especially as so many organisations are shifting to online publications only. The British Library has to have permission to archive an organisation's website and even getting a response at all can prove difficult. It is often a case of building up personal contacts which can mean starting from scratch each time a contact moves on from their post. Consequently this can leave important gaps in the collection.

Chris Scobie then delivered a talk on 'Sound and Music Services at the British Library'. He spoke about the different types of printed material and the changing nature of sound recordings from 19th century cylinders to today's latest digital media and also gave us numerous useful web links to music resources. An important part of the collection comes from the Royal Music Library of

George III with its collection of Handel's work, including the 'Messiah'. They have a very good collection of popular music and are particularly strong on 20th century British composers. There is no legal deposit for sound recordings so they have to collect by donation and acquisition. The aim is to keep a copy of every published recording issued in the UK. I was entertained by the fact that staff sometimes even go and record at music festivals!

Staff in Music Services do cataloguing and classification and deal with reference enquiries, but they also provide a lot of help with copyright which is more complicated for music as it is hard to determine what is a substantial amount of a piece of music. The team can also help users to get copyright permission from the publisher.

'Document Delivery Futures: challenges and targets for you and FIL', facilitated by Graham Titley and Gareth Johnson, had us delegates doing some work ourselves. The group I was in was given the discussion questions: What are the future challenges to document delivery? How can we prepare to meet them successfully?

Inevitably talk centred on budget cuts and increasing ILL costs. It proved to be a real eye opener for me as delegates in the group described the disparate strategies used at their institutions. Some were still not charging for ILLs at all while others were increasing prices, restricting the type of document that could be ordered, or limiting the type of course student who could order an ILL. The problem of the increasing use of e-books and e-journals leaving non-members of that institution unable to access items by ILL was another hot topic. Current practices discussed were: going straight to the BL with an ILL request without hunting elsewhere in the belief that it is more expensive to spend staff time searching for cheaper options; shopping around and using cheaper document delivery services such as the German Subito; making more use of regional services such as SWRLS and NWRLS. One delegate said they have started using a credit card and ordering books for ILLs from Amazon and Abe Books, where they are a few pence plus £2.50 p&p, and binning them afterwards if they are not wanted for stock. Certainly food for thought but hardly the most sustainable option!

On rejoining the main discussion overall it was agreed that document delivery has become an additional service today rather than a core service and is therefore chargeable. Graham Titley from the University of Plymouth said that they now charge £3.50 for a renewal of an ILL as there is a tendency for people to hang on to items without reading them. The thorny issue of digital signatures was also raised. Some felt that they

could cause administrative and data protection headaches, but, generally, everyone felt that they would aid ILLs - if only some real clarity about their use could be reached!

[see also session feedback report on page 8 - Editor]

The final session was 'Services for Disabled Readers' led by Jason Murray, Humanities Reading Room Disability Support Officer. He gave an entertaining and commonsense talk, the main thrust of which was that all staff need to learn that disability support is not just another aspect of Customer Services but is actually a function of everyone's job. Library staff, when faced with a query from a disabled user, often become flustered and anxious - but it is not necessary to call in a specialist for advice every time. The important thing is to look at your policy, consider any possible security issues and then see if you can help. Staff need to be empowered with knowledge to be able to make short term accommodations for users. They also need to manage user expectations so that whilst staff can sometimes copy a whole book for access purposes (which might be allowed under copyright law), they could not do this on a regular basis for one user. Instead they might be able to assist with independent study or finding an alternative format. Staff also need to be on their toes as invigilators of use by readers using support equipment. For example, you cannot allow a rare book to be placed face down on reading equipment because of the preservation issues.

Jason then demonstrated various pieces of equipment such as MyReader2, a glorified magnifying glass which can manipulate text into a column or row as required for easier reading and change the background colour for dyslexic users. Jason stated that it was almost impossible to keep up with the technology, there is currently no budget to buy updated equipment anyway, but many users do bring in their own equipment. Fortunately the old fashioned hand held magnifying glass is still popular too! He also informed us that The British Library is experimenting with providing information in different formats. For example it now offers audio recordings of 'What's On', it's news and events magazine, via the BL website.

After the day's events were over I finished off by going to see the current exhibition 'Evolving English: one language, many voices' that is on display until April 2011. I could not resist the opportunity to add my voice to the British Library sound archive to aid the study of evolving regional accents by recording my own rendition of Mr Tickle! Many thanks to both SWRLS and FIL for an enlightening and thoroughly enjoyable day.

Visit to the St Pancras British Library 26th November, 2010.

Gail Stuckey

Wiltshire Library Service

Tour of the building

Despite Prince Charles' dislike of the British Library building, as a building it is a very impressive structure (although some people have mistaken it for the railway station and one person thought it was Heathrow Airport!).

Just a few facts for those who don't know (and I didn't!): the books are stored in the equivalent of an 8 storey building underground on 400km of shelving. Currently the stock takes up 275km and grows at 12km or 3 million items each year. Two underground lines run through the store, so with the noise from trains, the cold, kind to books temperature, and no daylight the 50 people who work in retrieval deserve a medal. On average 16,000 people use the library each day. There are 11 reading rooms with a total of 1000 seats. Readers are limited to 10 requests a day. Most items take 70 minutes to be delivered. Any book can be requested from the catalogue, even if they are held offsite at either Boston Spa or one of the other stores but delivery from these places takes up to 48 hours. However, if the catalogue entry has a D against it this means the item was destroyed during the Second World War, so beware.

Forum on document delivery futures

There was a discussion forum focused on barriers, future challenges and electronic resources. The problems and suggestions from the groups will be summarised and posted on the FIL pages of the CILIP website.

[see report on page 8 - Editor]

Developing science, technology and medicine content & collections at the British Library

Elizabeth Newbold, from the British Library, spoke about the strength of the science and technology content which has been a mainstay of the collections since 1850. Her responsibility is for the acquisitions for this area. Research relevance is key to current policies. As English is the language of science there are many titles published in other countries to be considered. Some titles are purchased in other languages but only if it is a very specific topic. BL has taken out subscriptions to 2 modules from Springer, Environmental Science and Bioscience, both only available at St Pancras. Within science and technology, journals have a high priority, with e-journals being the format of choice. There are problems associated with giving users access to online resources and the developing e-book

resources, and these are being worked on. Elizabeth also commented that grey literature is less and less in print format. She recommended the following websites as sources for scientific information: www.webarchive.org.uk

www.ukpmc.ac.uk www.worldwidescience.org

UKPMC gives access to biomedical and health journals and I have already used it to source a full text article for one of our customers!

[UKPMC = UK PubMed Central - Editor]

Sound and music services

Christopher Scobie from the music reference service at St Pancras gave an enlightening talk on the services offered by the British Library. The curators manage and maintain the catalogue and all aspects of administration.

The print stock is principally acquired by legal deposit. 12,000 volumes of manuscripts and 1.5 million printed music scores from the 15th century to the present day are currently held. There is a very good pre-1800 collection. Individual scores are bound into volumes by height and only divided into instrumental or vocal. Volunteers have recently added to the catalogue songs from the 60s and 70s, which had lain in boxes for decades. Many scores from 1500 are held in their original manuscript, with the strongest collection from the 20th century. The Royal Music Library contains 1000 manuscripts collected by King George III and Queen Charlotte, added to by Queen Victoria and Prince Albert and presented to the nation by Queen Elizabeth. The Handel manuscripts are the highlight of the collection. A significant contribution to the range of European composers covered is the Zweig collection which was donated in 1986.

Sound recordings are held from 19th century cylinders to 21st century digital media. There is no legal deposit on sound recordings, which are either purchased or donated. The collections contain a mixture of commercial and private material. It also includes radio broadcasts for the last 30 years, courtesy of the BBC archives, and a strong oral history collection. For sound recordings a copy of everything published in the UK is obtained, with 25,000 coming from BPI and the rest being bought via suppliers. The BL also makes some recordings of its own, for example the Womad festival.

[BPI = British Phonographic Industry - Editor]

Access to the collections

Holdings can be found on the integrated catalogue, WorldCat and Copac. There is a dedicated music reading room. Again be aware that some items on the catalogues were destroyed during the war. A new storage facility at Boston Spa means some items need to be ordered 2 days in advance. A listening appointment needs to be made for access to the sound server, except for oral history items; some archival sound

recordings can be accessed from home. At the Document Supply Centre in Boston Spa, 135,000 printed music scores are available for loan. The music reference service provides enquiry assistance and can help locate material. Copying service – within the reading there is a copy room, charge: 90p for an A3 copy, otherwise orders can be placed with the BL imaging services: www.imagesonline.bl.uk

Some of the manuscripts can be viewed on www.bl.uk/onlinegallery/virtualbooks/index/html

Should you want a sound recording to be transcribed, it costs £180 per hour with a minimum charge of £45.

Further information or help.

The following was recommended as a source for information, help and training: International Association of Music Libraries - IAML. There is even a IAML JISC list that can be subscribed to.

The following websites are also recommended for those interested in music and music libraries.

<http://www.peri.nildram.co.uk/encore.htm>

Encore database for finding libraries with music to lend.

<http://web.me.com/jpehs/golden-pages/Index.html>
Hosted by Royal Holloway College this has interesting links to music, musicology and libraries

http://imslp.org/wiki/Main_Page

International Music Score Library Project (IMSLP)
The IMSLP believes that music should be something that is easily accessible for everyone. This site has links to provide music scores free of charge to anyone with internet access.

Services for disabled readers

Jason Murray ended the day with a brief look at facilities for the disabled. Readers can also arrange to bring their own scanning equipment in, which will be invigilated by staff. The BL do have several different types of scanners or text readers available, although they are usually older models. One of these is MyReader, which can magnify text or capture the page and present it back with different colours, e.g. for dyslexia, or in a different layout, e.g. one long line. The original work remains face up so it is less damaging to books. They also have a text to speech reader. They do not use Supernova because it needs to be personalised by each user and therefore is not useful for public access areas. In some cases, for reasons of accessibility it may be permissible to copy the whole book, but usually staff will facilitate access rather than copy.

Impressions from A Forum for Interlending Study Day

Theano Manoli

Library, Royal Agricultural College, Cirencester



On 26th November 2010 I had the opportunity to attend a very interesting event which took place in the Conference Centre at the British Library, near St Pancras railway station, London.

The welcome from the FIL Chair, Graham Tittley, made us feel all very comfortable. The venue was impressive but apparently also expensive to hire! Fifty people attended from England and Ireland, and he said that he hoped everybody would make the most of day. Graham also appealed for content for the FIL Newsletter, which could be 'at risk' if members do not contribute more and share their thoughts and experiences with a wider audience.

In order to facilitate the day the organisers separated the delegates into four small groups for the library tour, with the first two groups (Red and Green) set to tour the British Library in the morning and the other two (Blue and White) in the afternoon.

I will highlight some of the main issues that were discussed during the day:

First, Christopher Scobie gave an enlightening overview of Sound and Music Services at the British Library. He talked about the collections of printed music, manuscript music, and sound recordings, the acquisitions policies they follow, and how users can access the material. The British Library's Reading Rooms are open to anyone, but print and manuscript material can only be read in the Rare Books and Music Rooms. Users can also arrange listening appointments. In terms of copying there is a transcription service, copy room and imaging services. I was also interested to learn that there

is no legal deposit requirement for sound recordings.

He also mentioned SoundServer, which exists to provide access to digitised materials (www.bl.uk/listening). Archival sound recordings can also be accessed and there is a free subscription to the service for HE and FE libraries. He also explained the IAML's (International Association of Music Libraries, Archives and Documentation Centres) role in promoting the work of music libraries and supporting training (www.iaml.info/). He made reference to other projects such as the Concert Programmes Database, Encore, RISM UK - and briefly listed some useful online resources such as the Golden Pages for Musicologists (web.me.com/jpehs/golden-pages/Index.html), Petrucci Music Library (<http://imslp.org/wiki/>), and Bach Digital (www.bach-digital.de/content/below/index.xml?lang=en).

As I am not a music librarian the presentation wasn't related directly to my immediate needs, but I did listen to everything with great interest, and now I know a little more if ever called upon to advise someone where to find information related to music and sound resources.

Following this session, and after the break for coffee and tea, delegates took part in a discussion forum focusing upon the challenges, threats and opportunities within the document supply and interlending communities today. The main areas that were discussed included cost, digitisation, electronic signatures, the technical challenges, and the impact of the spending review amongst the different sectors. It was really useful to share highly relevant experiences with other delegates, and all the experiences and feedback will be reported in a forthcoming FIL newsletter.

[See page 8 of this one! - Editor]

After lunch Elizabeth Newbold from the Science, Technology & Medicine Collections at the British Library presented the library's STM collection management strategy. She explained what type of content they have, what strengths, weaknesses and challenges they are facing in both acquiring resources and in connecting the users to the collection. She also talked about WorldWide Science <http://worldwidescience.org/>, a global science gateway comprised of national and international scientific databases and portals. She also outlined an area of increasing importance across all scientific disciplines, namely accessing data and datasets and meeting the demand of researchers.

I found the presentations to be relevant and informative to some extent, but I found it a little hard to relate them directly to my day-to-day

experience as a librarian involved in document delivery in a small HE institution, though I recognise that we share many of the same challenges. Also I felt that the slides that were presented were rather 'busy', with perhaps too much information being included rather than a series of clear bullet points that would then be expanded verbally by the presenter.

The day finished with a light-hearted presentation from Jason Murray, though the topic is a serious one. Jason is the British Library's Disability Officer, and he spoke about equipment that the British Library makes available to those with additional needs. He demonstrated a text magnifier and a text speech window (for blind users). He stated that the aim was to try to accommodate the users' special needs and allow them to get the same experience as everyone - in short, for BL to be inclusive and fair. He made the point that there isn't a golden rule of how to approach meeting the needs of readers with disabilities, but we all do need to be more patient and understanding, and back that up with plenty of training in offering the right levels of service and support. The relevant pages on the British Library's website can be found at: www.bl.uk/reshelp/inrooms/stp/disabilities/raccessguide.html#support

British Library Tour

I was really excited to be on the tour and I have learned so much about the history of the British Library: its founders, the design and the architecture. The tour guide talked to us about the King's Library Collection which belonged to King George III, and she showed us the largest map in the world - the magnificent Klencke Atlas, which is 350 years old, 1.75 metres (5ft) tall and 1.9 metres (6ft) wide! She also explained to us how to register for a Reader pass, and how books are retrieved and delivered to the Reading Rooms. The tour ended with a visit to the Treasures Gallery where we could see the most famous items such as the Magna Carta, the Lindisfarne Gospels, Shakespeare's First Folio, the Ramayana, and so on. Fascinating! We also saw the interactive "Turning the Pages" kiosks which allow the visitor to turn the pages of a book or unravel a scroll just by touching a screen. Some of the books included were: Lewis Carroll's original Alice, Classics of Botanical Illustration, William's Blake Notebook, Jane's Austen early work and so on.

Overall, this was a very worthwhile day. I have been to several FIL events, and each time I find something useful to take back to my workplace. So I will end with thanks to the organisers for making it happen again!

Meeting 'Evaluation Forms' - Why?

This is a question I often ask myself when faced with yet another evaluation form to complete. I think - do the organisers really get anything useful from this exercise or is it just another 'tick box' activity? So I've decided to report back to you on FIL@BLStPancras 2010. (28 responses (62%))

Learning points for Organisers:

*Do not assume that the audience know who you are! *(Always, introduce yourself and each speaker).*

*Do not assume everyone knows what FIL is!
(In this meeting there were some non-members who would have benefitted from a briefing).

*Do attempt to manage expectations via the programme and pre-attendance information.

(Due to the restrictive numbers for Basement tours (4 per group) organisers knew tours would be limited to upper levels only. This was not communicated and meant negative comments).

*Always make meetings inclusive, no matter how small you think the room is!

(A couple of delegates had difficulty in hearing some of the speakers due to poor acoustics. Should have used a sound system).

Learning point for Venues.

*Do not try and utilise an area for something it is not designed to do!

(Refers to major health and safety issues in regard to the room used for refreshments). [Our concerns about this have been communicated to the hosts via the evaluation form FIL had to complete! - Chair].

Responses to points raised.

*100% rated the event Very Good or Good!

*4 negative comments about tour content could have been addressed before the event through better communications.

*6 comments about tour organisation and/or unenthusiastic guide were obviously all from the afternoon groups when, despite confirmation of timings from & with BL, the pm guides had been given a different start time! *[BL advised - Chair].*

*Very positive responses to the group discussion workshop and there were 8 calls for more of the same!

*Not enough DocDel emphasis.

[Whilst we agree with this in principle, the idea of the meeting was to provide information on subject areas in which the ILL generalist might lack knowledge but which could be helpful. It also adds to the 'bigger picture' we should all have of what BL does. The DocDel focus is provided at the BLDSC meeting, where DocDel staff are based. - Chair].

Some of the suggestions for future topics

Copyright; E-signatures; International lending; SED; E-journals and licensing; Theses. Some of these will be topics in future events - and thanks for completing the forms!

Graham Titley, FIL Chair

FIL Workshop: Challenges and Solutions to Document Supply in the 21st Century

Report from a workshop held on 26th November 2010 during the FIL@BLStPancras meeting

(led by Gareth Johnson & Graham Titley)

Gareth J Johnson

University of Leicester

At the FIL November event at St Pancras myself and FIL Chair Graham Titley ran a couple of workshops, within which we challenged the delegates to consider the challenges, opportunities, threats and solutions that face us today, and in the near future, within the document supply community. Each of the four groups were given a slightly different challenging question, the hope being that delegates would benefit through sharing their experiences. For FIL and the community at large as well, we also hoped that this session would highlight some areas for us all to think about as we move into the second decade of the 21st Century.

The session was run twice during the day, each time with those delegates not on the tour of the British Library. What follows is a summary of the comments from all the discussion groups.

The Committee would certainly welcome any feedback or any additional comment on any of these areas.

With grateful thanks to all the workshop participants for their frank and full discussions.

The following 'introduction' was provided to all 4 groups.

There are many challenges, threats and opportunities within the document supply and interlending communities today. In your group discuss the topic you have been given highlighting your personal or team experiences with encountering these. The challenges and opportunities can be anything including operational, financial, staff or procedural issues. In particular, if possible, consider the ways in which the interlending community can meet, overcome or even profit from them in the coming years.

Be prepared to mention the key points of your discussion during the report back.

(All comments have been anonymised).

What are the barriers to providing the inter-lending service you want to right now and how might they be overcome?

One of the most commonly mentioned barriers was that of digital rights management (DRM) slapped on SEDs from places like the BLDSC. For many libraries these are a major source of concern from their readers who struggle to open or print them as a result. For others the time taken to obtain signatures for copyright clearance provide a delay that, increasingly, readers find unacceptable in a culture used to accessing information at the click of a mouse. In both of these cases suggestions were made to provide better IT support within organisations, as well as making more use of link resolvers to facilitate seamless access to electronic resources. There were also calls for individuals and bodies to lobby for changes within the licenses under which materials are delivered electronically, particularly removing DRM (digital rights management). Delegates also felt better guidance on how to make use of electronic signatures was required (for more on DRM and e-signatures, see Graham's articles in issue 56 (Nov 2010) and issue 48 (June 2007) of this Newsletter). There was also a request for product licenses to more explicitly and transparently include ILL clauses to allow items to be supplied, especially but not solely limited to the digital domain. For many this is standing in the way of effective inter-lending between libraries.

It was suggested that this lack of clarity also needs to be addressed with our organisational colleagues. Many non-document supply library staff are unclear on the regulations that currently exist. Some of these colleagues could assist in the lobbying process with publishers and suppliers, so bringing them onboard is important. There were also concerns over the costs of inter-lending and the time it can take to supply materials. At times communications with some bodies in the document supply chain have not been as effective as they could be, with self-generated reply codes used by some confusing others in the supply process. This could be assisted by the continuing efforts at national, or even international, level of bodies like FIL and IFLA, to help unify the activities, as well as advocating best practice examples from across the country and the world. Likewise, for some, the differing workflows used to work on document supply matters were more effective in some places than others, and showcasing the best of these at gatherings and meetings was an effective way to help many people overcome local problems and challenges.

What are the future challenges to document delivery and how can we prepare to meet them successfully?

This discussion attempted to take a look forward. Interestingly some of the challenges today seem to be ones that many delegates believed will still face the inter-lending community in the years to come. Improving SEDs and other electronic documents, not just in delivery but in the way they can be accessed, was a recurrent theme. Many of the delegates were aware that increasingly readers want to read documents on multiple devices (mobile phones, iPads, netbooks etc) and that current DRM restrictions don't make that possible. Thus, not addressing these problems was something that may stand in the way of delivering and improving services. Concerns over reducing or truncated budgets, coupled with a slow erosion in the level of inter-lending required within many organisations, often due to increased availability of electronic resources, were another pair of related concerns. Suggestions for dealing with these included exploring more local or regional inter-lending schemes or schemes outside the UK (such as SUBITO in Germany) as a possibly cheaper alternative. Some even advocated the purchase of Amazon reseller copies of works, when the cost of acquisition fell far below the staff time and charges to acquire a copy through the standard ILL loan schemes, and 'giving' the user the purchased item, or discarding after use. This did raise issues over library retention of these works for future use but, given that more and more material is being acquired shelf-ready, many institutions no longer have the skills to add such material to catalogues and would, therefore, be happier for these items to remain with the reader. (At least one institution present no longer accepted any gifts for the same reason!).

At the same time it was suggested that document supply services are being repositioned within their organisations as enhancement, rather than core, services, offering a premium quality service that potentially could be charged for or would need to recoup its operating costs. The downside of this is that staff are then losing their ability to affect decision-making or influencing contract and licence negotiations in regard to retaining ILL functionality when switching from print to electronic versions of resources.

The future of EThOS, funded or otherwise, was a concern for some delegates. The HEI attendees felt that budgetary restrictions will affect their ability to support the 'provider-pays' open access model. If this happens on a large scale, the 'cost' burden would fall on the user requiring the thesis, who would have to cover the cost of first

digitisation - and this would be a huge barrier to the continuing success of the service in delivering older theses. EThOS and its future is an area to which a solution won't become evident until the British Library completes their own service review process.

Funding levels are a challenge for most ILL staff in the public as well as the academic sectors, and coupled with a declining level of requests due to availability of electronic and open access resources, is making for a nervous and uncertain future for many working in document delivery. It was agreed that there is a need to be proactive in exploring other options to demonstrate cost effectiveness not only to our paymasters and other stakeholders, but to our readers as well.

What should we be doing as inter-lending staff that we aren't already, and what is stopping us?

There was again some overlap with the discussion points of other groups. The issue of electronic journals came up again, and in particular the challenges of inter-lending them legally within the current license arrangements. There was a considerable amount of interest to lobby or otherwise encourage the publishers to include clauses that would allow document delivery between organisations from e-journals or for local organisations to get better at managing their electronic resource licence information so that ILL staff themselves could easily identify if supply could take place. However, this wasn't something that individuals felt was their role, and needed to come from a more highly placed source, potentially FIL.

[The North West Libraries Interlending Partnership (NWLIP) recently conducted a survey on the take-up and impact of electronic resources in regard to document delivery. This survey closed recently and I hope to be able to provide some of the findings in the next issue. Editor.]

It was agreed that getting hold of items from overseas libraries was a problem for some, especially when the additional 'worldwide search' BL costs were factored in. Users continued to want access to research available globally, and so this needed to be addressed. Some delegates advocated going directly to the libraries overseas, but noted that this would take them more staff time to action the requests than going via the BL, and so any cost savings might be marginal.

Linked to this was the need to get hold of more complex or unusual items, as well as dealing with more complex enquiries. Many document supply

staff are increasingly called upon to provide more of an enquiry led service, "Where can I find?", that utilises their resource discovery skills. This trend, in marked contrast to the downward trend of actual requesting activity, provides a different outlet for the skills document delivery staff have. Once again it was noted that this positioned document supply services as adding considerable value to the organisation and the readers they supported, such staff being much more than the 'pen-pusher administrator' that some managers perceived.

What can professional organisations and associations do to help overcome the current and future challenges in document supply?

This was perhaps the broadest question – and divided delegates squarely into two camps:

- the 'big picture' lobbyists; and
- the 'local needs and role support' group.

Professional bodies and organisations, like FIL, should have a lobbying role for matters such as copyright licenses for reuse, and should be able to speak with authority to other national bodies and organisations in this respect. They should also collaborate with other choice bodies (CILIP, JISC, LACA, SCONUL etc) where this lobby impact could be enhanced through partnership. FIL, in particular, needs to fulfill its stated aim of being the advocate of the interests and concerns of document supply and inter-lending staff throughout the UK.

For other delegates there was more of a need for bodies like FIL to provide training and support for document supply workers, not just with national events but also with more local events at regional, and even at an institutional, level. Advocacy on the importance of the document supply role directly to senior organisational managers, was certainly just as important for many delegates as lobbying to suppliers and national bodies. There continues to be a need for supporting inter-lending policy and workflows, through the sharing of best practice and experience, as well as through events, meetings and conferences, and this is certainly a role that all professional bodies should continue to fulfil.

[If only people would share or write about what they do - Ed]

Conclusion

From the participant feedback, this seemed a very worthwhile exercise that was really appreciated, with several delegates stating that they would have liked more time devoted to it in the programme! It is certainly an exercise that it may be interesting to revisit at future meetings.

Report from the 76th IFLA Congress, held in Gothenburg, August 2010

Rose Goodier

FIL IFLA Observer
University of Manchester

The 76th IFLA World Library and Information Congress was held in Gothenburg, Sweden in August 2010. Despite the fact that the location of the host city had been changed from Brisbane to Gothenburg only a year prior to the congress date, Gothenburg provided all delegates with a warm welcome, a perfectly organized conference and an interesting schedule of events.

This year's Congress title was "Open access to knowledge – promoting sustainable progress." Over 2500 delegates attended the Congress and 121 countries were represented.

Our speakers for the DDRSCC [Document Delivery and Resource Sharing] Open Session were Harald Müller from the Max Planck Institute and Rainer Kuhlen from the University of Konstanz.

[Both presentations can be found at www.ifla.org/en/docdel/conferences - Editor]

Harald Müller, who currently serves on the DDRSCC Committee, is a renowned copyright expert based at the Max Planck Institute for Comparative Law and International Law. The crux of his very interesting presentation concerned copyright laws and the efforts to accommodate document delivery and resource sharing under the tenets of these model laws. Particular emphasis was given to Germany, Australia and the Bahamas. It was fascinating to discover the differences in national copyright laws and Australia in particular, emerged as a country which has to deal with demanding legal constraints regarding resource sharing.

Rainer Kuhlen's thought-provoking paper, on the other hand, dealt with the topic of commons-based copyright. His vision was for knowledge to be accepted as a public good, where free access is the default and commercial exploitation is treated as the exception.

The Document Delivery and Resource Sharing Section Committee Meeting took place on Tuesday, August 10th 2010 and Mary Hollerich, from Chicago, was welcomed as the new Committee Chair. The next ILDS Conference will



be held in Chicago in September 2011 and a large part of the meeting was spent discussing conference plans.

It's been a great advantage to have two Section Committee members already resident in Chicago. The two members in question, Bob Seal and Mary Hollerich, informed the committee that they had already found an excellent conference venue in downtown Chicago. The Spertus Center for Jewish Studies is located in a convenient area and offers a wide range of suitable amenities. A group of experienced library professionals from the Chicago area will work together with Bob and Mary on a Conference Planning Subcommittee to organise the finer details of the conference.

This year's ILDS Conference will be entitled "Resource Sharing in the Digital Age", allowing for a wide range of topics to be addressed. A Call for Papers has been sent out and the final decisions for conference speakers will be made at the Committee's mid-term meeting in February this year. A Call for Papers for the IFLA Congress to be held in Puerto Rico in August 2011 was also scheduled to be sent out later in the year.

The Section's Model Handbook continues to be worked on under the leadership of Margarita Moreno. It should be completed in 2011 and will be published in print. It is anticipated that the launch will take place at the 2011 ILDS Conference in Chicago.

The City of Gothenburg provided a wonderful background to the Congress and events were held in the Gothenburg Museum of Art and the Erikbergshallen Convention Centre, allowing plenty of opportunities for meeting up with other members of the global library community. The crisis in Haiti was highlighted throughout the Congress as a topic for particular concern and an informative information stream on developments in Haitian libraries can be found on the IFLA web pages at <http://www.ifla.org>

Serving on the IFLA Document Delivery and Resource Sharing Committee continues, year on year, to strengthen my awareness of the added value that FIL provides the UK's interlending and resource sharing community. Very few other countries support such an organization and we are indeed the envy of many!



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

FIL@BLDSC
An Annual Event for Library Practitioners
Friday 18th March 2011

Programme

09.15	Coach from York Station	
09:45	Registration	
10.00	Welcome and Introduction	Andy Appleyard Head of Document Delivery and Customer Services
10.10	The Future of Document Supply	Andy Appleyard and Barry Smith Head of Sales and Marketing
11.00	Tea and Coffee	
11.15	British Library Document Supply Service: future services To include a demonstration of the new Integrated Request Management and Retrieval System	Anthony Troman Product Development Manager
	Morning Tour Groups depart (2 or 3 groups)	
12.30	Lunch	
1.30	British Library Document Supply Service: future services To include a demonstration of the new Integrated Request Management and Retrieval System	Anthony Troman
	Afternoon Tour Groups depart (2 or 3 groups)	
2.45	Tea and Coffee	
3.00	Customer Services: the inside story	The Customer Services Team
3.30	Questions & Answers/Round up	TBC
3.45	Finish.	Coach will depart for York Station at 3.55pm

This event is limited to 60 delegates

Cancellation Policy: 50% of the booking fee will be charged if cancellation is received between 8 days and 28 days before the meeting. The full fee will be charged if cancellation is less than 8 days before meeting. FIL is not responsible for any other costs incurred by individuals or organisations due to any cancellation.

The New Renaissance

http://ec.europa.eu/information_society/activities/digital_libraries/doc/refgroup/final_report_cds.pdf

In April last year the European Commission commissioned a reflection group ('comité des sages') to consider, and make recommendations on, ways to bring Europe's cultural heritage online. 'The New Renaissance' is the Comité's report. For those who would like to see a broader range of archival material, information and artefacts made freely available the report is definitely of interest.

One key part of the Comité's deliberations was copyright! Not only does the report look forward to the enactment of EU-wide orphan works access legislation, it delivers the Comité's recommendation that, to avoid future orphan works, registration for copyright should be introduced. "Refreshing the Berne Convention" is in order, they say, because "creative production is exploding online", especially due to the enormous amount of user-generated content, much of which is without a clear indication of how to identify, let alone contact, the creator, thereby increasing the amount of valuable but 'orphan', material.

[Struggling with this? Just think about those photo's in Flickr, or videos in YouTube, or posts on blogs owned under 'created' pseudonyms, with no clues as to who to approach for rights clearance! Similarly, what about RSS feeds from Twitter or news services].

Additionally, the Comité would like to see all out-of-distribution works digitised - even if they are not orphans! If rights owners don't want to exploit their works, they suggest that digitisation should be paid for with public money! "It may be necessary to collectively manage the rights to older out of distribution works", they state, through a corporate collective programme that could offer remuneration to rights holders and be able to manage the possibility of opting out. [It would seem a 'let's do it unless told otherwise model!']. They go on to suggest that the primary responsibility to digitise must rest with the public sector, though they do foresee that this might probably be in partnership with the private sector, possibly offering an 'incentive' of no more than 7 years preferential use by those private partners as a return for their investment.

According to the report: "The ease with which today's users can access big search engines and platforms and find an overwhelming offer of information, books, newspapers, websites, archival material, pictures, music or movies naturally leads expectations towards cultural institutions. Accustomed to the comfort of search engines and new services, they expect to find everything on the web. "What is not on the web,

does not exist" is the core of their belief and behaviour. What is on the shelves, in archives, in exhibition halls of cultural institutions, will soon fall into oblivion if it is not digitised and offered alongside the born digital works and all the other internet services." [Para. 5.1.2].

"We think the benefits are worth the effort" they state, and see the digitisation agenda as a "driver of innovation and [that it will] be at the basis of new services in sectors such as tourism and learning. We make our recommendations with these potential benefits in mind and with the aim to promote an environment that will help to:

- share our rich and diverse common heritage
- link the past with the present
- preserve this heritage for future generations
- protect the interests of European creators
- nurture creativity, including creative efforts by non-professionals
- contribute to education, and
- spur innovation and entrepreneurship."

Just where is all this content going to go? Well they've covered that too in Recommendation 3 "Reinforcing Europeana as *the* reference point for European culture online.

- Europeana should be further developed to become **the** reference point for European cultural content online. This requires a **concentration of financial efforts and political capital** ... for the development of the Europeana site.
- Member states should ensure that **all public funding for digitisation is conditional on the subsequent free accessibility ... through Europeana.**
- **give Europeana a key role in the preservation of Europe's heritage** and turn it into a European deposit site...
- Europeana must be **actively and widely promoted** ..."

[their bold and italics!]

In the current financial climate the really big issue is sustainable funding for such an ambitious project, especially as recommendation after recommendation places the burden on the public purse, starting in 2013! However, what we do not yet know is how the EU will react to this report and how high on their list of priorities it is eventually placed. We will have to wait and see!

The vision, I have determined, is that in this New Renaissance period people will never travel to exotic places to see real works of art and architecture - to be astonished by their scale or size, mesmerized by their brushstrokes or ancient technical skills, or listen to the animated enthusiasm of local tour guides embellishing facts with a little historical drama. Instead they

Continued at bottom of page 14

Delays to Boston Spa services

13 January 2011

The British Library stores some of its collections in storage buildings in Boston Spa, West Yorkshire.

In common with many buildings built at the same time, asbestos was used in the construction of the Boston Spa site, and the Library has a continuous programme of asbestos detection and removal. Recently, very small traces of asbestos were found in some areas. All air sampling tests have found there to be no health risk. However, the Library is taking sensible and responsible precautions to ensure the health and safety of Readers, users and staff in full compliance with the very strict health and safety regulations applying to the management of asbestos.

This means that some areas of the Boston Spa site may be closed temporarily, and that some of our usual services may be unavailable.

The major asbestos removal works currently planned are expected to last for much of 2011. Up to 30% of the document supply collection may be affected, leading to items being unavailable in the St Pancras and Boston Spa Reading Rooms.

A list of affected material is currently being prepared and will be made available online soon. In the meantime, we would recommend that, wherever possible, you order material in advance to confirm its availability before travelling.

We are prioritising higher-use items, and will notify you in the Reader Bulletins as these become available again.

We are sorry for the inconvenience this may cause, but the safe removal of any trace of asbestos is paramount, and we are doing everything to minimise the impact this will have on the service.

We will provide regular updates on this situation, and we thank you for your understanding.

BRITISH
LIBRARY

As a practical post-script to the above. If an item cannot be supplied and the wait time is too long, please make sure you check Copac, Suncat and any other resources you may have access to before posting an appeal on Lis-ill or Lis-link or the FIL list. Many thanks.

ANNOUNCEMENT

INTERLEND 2011

“Delivering the Future: looking back and looking forward”

The 23rd Interlend Conference will be held at the:

**Marriott Royal Court Hotel
Durham**

27th to 28th June 2011

FIL member price: £275

Non-member price: £340

Early-bird discount for members if booked by 30th April: £240

Day Delegate (Mon): £50

Day Delegate (Tues) £60 (incl. lunch)

Subject to confirmation:

Sessions on E-Books; Repositories;
Finding Information; ArticleReach
Direct; Electronic Signatures;
RapidILL; Consortia; NeLH

Programme and Booking Form will be available early in March.

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Interlend 2012

The Committee have accepted a suggestion for this to be in Worcester in late June 2012. To be confirmed.

STOP PRESS: Marian Hesketh, Lancashire County Council, has decided to take voluntary redundancy at the end of March. Her last day at work will be March 18th. We wish you all the best Marian and a great big thank you for your many years of contribution to document delivery and FIL.

Continued from page 13

will sit at computers and view digitally enhanced movies, panoramas or pictures, complete with zoom views, micro-animations and a turgid, dry and unemotional computer-synthesised voice delivering a sterile recitation of a commentary. We will not need to write a letter, meet, confer or discuss things face-to-face. Instead we will be expected to post comments

online, instant message, digi-conference, blog, skype or tweet. We'll read books on left lens I-SuperKindles and watch TV via implanted receivers. Finally, in this new digital world we will not need holidays, instead we will visit information-overload therapists for relief strategies!

Graham Titley

The Back Page

Have you got an issue you would like to air?

This occasional feature is your opportunity—you can be anonymous if you'd like!

Overdues

Overdues! Sometimes it seems as if I'm drowning in them. The inbox is stuffed full of overdue notices. When the postman struggles up the steep stairs which lead to our office, his bulging sack is full, not with exciting parcels, but with overdue letters. Things came to a head when I went back to work after Christmas. I'd had a couple of days leave beforehand, and there were 130 emails in the Inter Library Loans inbox. Nearly all of them were overdues. What sort of Scrooge spends Christmas Eve sending out overdues? From this evidence, there are quite a few ILL staff whose idea of "goodwill to all men" involves a stern warning to return those overdue books. In those dead days between Christmas and New Year, I ploughed through all the messages. Many of the loans had already been returned but were stuck somewhere in the system. The vans which carry books between our libraries had missed several collections due to holiday closures; Royal Mail was in crisis because snow had fallen at Christmas time; and, in some cases, the supplying library was closed so that the item couldn't be delivered! Even if the book were to be returned on 30 December, there were more library closures and missed collections ahead before life slowly returned to normal in the New Year. Where our borrowers were still using the books, I applied for renewal, and then the inbox filled up again. This time it was with "out of office messages". Really, what is the point? Why send out a whole bunch of overdues at a time when the whole country is practically at a standstill and covered in snow, and you won't even be there to deal with any replies? Why not just wait until the holidays are over and things have settled down again? With a bit of luck, the borrowers will have spent their break catching up on their reading and rushed back to the library to return the books, so there will be less to deal with and a more realistic chance of the books returning home speedily without being lost in a snowdrift en route. Some people might argue that it isn't them, it's their system which sends out all the overdues, but who's in charge here, you or the system? Is it impossible to program it to take account of Christmas/New Year closures? (If the answer to that one is "yes", perhaps you need a different system).

It's not just at Christmas that overdues can be overwhelming. Personally, I think it's not terribly helpful to send out an overdue only 3 weeks after the book was despatched. This barely gives time

for the item to get us, and barely gives us enough time for our borrower to collect the book, let alone read and digest it, especially if it was requested via a small branch library which is only open for a few hours each week. Similarly, sending a second overdue only 2 days after the first may work well with student borrowers who can visit the library at any time, but there's not much point in pursuing other libraries like this. Especially not public library services which have multiple service points spread over a large geographical area, many of which are not open or available every day. It would be a huge shame if borrowers who use mobile libraries or the home library service (for housebound readers) were prevented from requesting the books which they really want because loans can't be retrieved instantly.

If there's one thing worse than sending too many overdues, it's sending too few. We use the Unity ILL package, which doesn't give us any way to list or identify overdue items unless the lending library sends an overdue, so whilst I'm trawling through a mailbox full of overdues and processing dozens of renewals, there are other ILLs which are quietly racking up month after month on loan. Then the lending library suddenly notices and wants the book back yesterday, if not sooner. Sometimes we even receive an invoice for a book which is not lost or missing, just overdue, and I have to ask: why didn't you let us know sooner?

These days, we hear a lot about doing more with less, so maybe this is somewhere we could start. Overdues take up a lot of time for all of us and often it's to no purpose. Perhaps we could all take a look at our systems and procedures and aim to send out overdues only when necessary and not go overboard. Do send them – but not too soon or too often. And wait until after Christmas for that big sort out.

Marian Hesketh
Library Support Services Officer
Lancashire County Libraries

[There are some very distinct challenges in Marian's piece, especially to the way we differentiate between material on loan to our own borrowers and that on loan to other libraries. Our technology should be capable, but is it? How many of us are even asked to input into the systems matrix to take account of the differences? (Not many I think!). Has academia even thought about the different complexities faced by public libraries? Come on, tell us what you think. Editor]

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