



Contents

Editorial		2
FIL@BLDSC, 18th March 2011: Delegate Reports		
FIL@BLDSC: An Illustrative Tour	Tim Peacock	2
First Impressions of FIL@BLDSC	Naomi Bowers	3
Announcements:		4
Interlend2011 Speaker Presentations		
FIL/LEIM Study Day		
Who is Responsible? A Change to ILL Best Practice Guidelines		
FIL Chair's Annual Report 2010/2011	Graham Titley	5
In the News		7
Amazon E-Book Rental Scheme		
The Document of the Future?		
Interlend 2011 Delivering the Future: Looking Back and Looking Forward: Delegate Reports		
Reflecting on FIL Interlend Conference	Madeleine Holmes	8
Interlend 2011: A Conference Report	Jonas Cernevicius	11
FIL Interlend 2011: Conference Report	Sarah Woodcock	14
FIL Committee 2011-2012		16

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*

When we are forced to deal with the fallout from political decision making, often we are forced to widen our roles and increase our workload. Staff development budgets are also often at the forefront of the firing line when organisations have to make cuts. All this in turn makes it difficult for each of us to commit to professional organisations or even attend those vital training courses. In the UK we are in the fortunate, and oft envied, position of having a national organisation for document delivery staff. However, it relies on volunteers to function and the good will of their employers to release staff. In return it can deliver huge benefits to the individual in regard to professional development, organisational skills, and their knowledge, understanding and appreciation of work being done across the world to support and facilitate your users access to material. For the employer this may then mean a more effective and efficient service. The Committee always needs volunteers to stand each year. Please, please do consider whether it is your turn to stand.

In this issue we have two reflections on the annual Boston Spa event; three reflections on Interlend 2011, all from the SWRLS-sponsored delegates; the Chair's Annual Report; and a glimpse of the document of the future.

Graham Titley, Editor

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FIL@BLDSC 18th March 2011 Delegate Reports

FIL@BLDSC: an illustrative tour
Tim Peacock
Interlending Administrator
University of Derby

For those of us arriving by train, to look up from platform 1 at York station and to see the familiar red flash of the BL logo always gives a sense of springtime anticipation for this regular event on the FIL calendar. But this was no 'regular' day. FIL had arranged a full timetable of events to match the initiatives and information which BLDSC was eager to impart. There was much to be covered!



Andy Appleyard and Barry Smith welcomed a full house of 66 attendees and immediately spoke about BL's response to the increase in asbestos dust in some of their buildings and about the on-going issues caused by the need to both clear the dust and provide a safe workplace environment for staff. They



reported that although the fulfilment levels have dropped from its usual 80+% rate, every effort is being made to supply wherever possible, using all collections and back-up services. They stated that some impacts should lessen during late March, although some low use journals and monograph stock will be affected until the end of the year. All library users were encouraged to keep applying to the DSC as the actual situation, and material affected, changed daily. This remedial work has resulted in a positive, as it has meant that BL will be able to compress shelving runs and, although there is still a long way to go before the site can return to normal, the resultant service is expected to offer service benefits and efficiencies.



BL's commitment to document supply and offering value for money services was a recurring feature, especially in the face of year on year decline in demand. BL has introduced new business processes and methods of working, such as kanban, a 'just in time' method of working, and kaizen, where BL teams can respond more acutely to customer demand and expectation as well as raising their own employee satisfaction.

A highlight of the morning was the introduction, by Anthony Troman, of BLDSS (British Library Document Supply Service), the name for the project that which we have come affectionately to know as IRMDS. BL is aiming to go live with the service during late summer this year. I'll leave others to describe it in further detail but features include: direct online ordering; a reduction in the number of supply codes; better matching of bib material; the possibility of 'free text' emails; and particularly, the facility to view a requests' status 'live' on the system. It will lead to a complete re-engineering of document supply as well as give efficiency savings.

[Anthony's presentation is on the FIL website as part of a joint presentation with Andy Appleyard and Barry Smith. His slides start at slide 43. Editor.]
www.forumforinterlending.org.uk/past-events

There was less emphasis on EThOS than at previous FIL@BLDSC days, but there was an opportunity to view the unit in action and see at first hand the work needed to digitise theses (right) which now number in excess of 450,000. There are planned changes to the current EThOS payment model for institutional members. Details should be released during the summer.



Tours of BLDSC were very efficiently led by Customer Services staff. Of asbestos we saw little (fortunately), but admired the efficiency with which areas were cordoned off and stock cleaned, moved and replaced. Most titles that begin 'Journal of....' should be available again at the beginning of April.



There was also an opportunity to view the slick SED scanning stations (left). SED has become the primary method of delivery for the majority of libraries.



All visitors to Boston Spa are impressed with the operations which are on view, the rather utilitarian named Additional Storage Building (ASB) (left) being no exception. This £26million project provides automated storage and retrieval for seven million items on 262km of shelves within a low oxygen fire preventative environment.

It is interesting to note that, amongst all the other information available about this unique unit (right) storage is dynamic, in that those items more frequently used are returned to spaces more quickly accessible.



Once items have been loaded to a container (left) and barcoded, all other operations within the ASB are automated.

A first floor viewing platform within the storage area itself only gives a small window on the automated world within (right). With racking at least 60 feet high, to which this picture does not do justice, the scale of the building does impress.



Kate Ebdon rounded off the day with a 'tour' of Customer Services as a single point of contact for the majority of BLDSC's services.

This was a most captivating day. All that early anticipation was well rewarded by the informative and interesting sessions, the social opportunities and the breadth of content. A great effort had been made to construct the timetable which was ably supported by many BLDSC staff who were present for parts, if not all of the day. Well done FIL and BLDSC.

First Impressions of FIL @ BLDSC

Naomi Bowers

Library Assistant
University of Derby

I am a relative newcomer to interlending and library work, as I have been under a year in my first library job. I was lucky enough to attend the recent FIL @ BLDSC on 18th March, and I would like to share my impressions from the day.

Whilst this was my first trip, a number of my colleagues had visited on previous occasions. Everyone I spoke to had a story to tell and advice to give! I was told of the wonders in store for me, from the brand new storage building to the lunch that would be provided. As a result, I was left with the impression that I was going to the library version of Willy Wonka's Chocolate Factory. It was therefore with great excitement that I set off on Friday morning, golden ticket in hand!

First impressions of the site at Boston Spa as the coach drove in were mixed – maybe not the wonderland of my imagination, but also clearly more than your standard commercial estate. However, there was no time at this point to catch more than a fleeting glance before the day got under way.

The day itself was well structured with an initial welcome, then a talk about the future of document supply. After a tea break, half of the group went on tours of the site, whilst the other half, myself included, heard a presentation on the future services to be provided by BLDSC. It was very exciting to hear about the new online management system that is well on its way to going 'live'. The talk made me impatient to try it out and explore the possibilities that it opens up.

After lunch the groups swapped over and we had our tour before coming together for a final talk from the customer services team.

I'm sure that others will go into detail about the talks, so I won't do so myself, however I did find all the presentations extremely interesting and thought-provoking. As a newcomer, I felt that I was at the beginning of seeing the 'bigger picture' of the interlending world that I am a part of. I was left with a lot to think about and a lot to follow up – looking back over my notes I have 15 points marked for further research or clarification.

The tour was absolutely fascinating, from seeing the digitisation of theses to the shelves and shelves of serials. Two highlights stood out for me from the tour. Firstly, and perhaps obviously, was the new 'Additional Storage Building'. With its 21 metre high racking over 7 aisles, automated cranes whooshing backwards and forwards with one of the many thousands of storage crates, it seemed to me like something out of a science fiction novel. I was amazed by the technology, the speed, and the fact that (I was reliably informed) it never goes wrong!

The other highlight of the tour for me was the post room, where books and photocopies were being sent out all over the country and the world. One of my favourite parts of interlending is walking into the office and seeing my tray piled high with parcels – there is a great sense of satisfaction in knowing that items have arrived and can begin to be used by borrowers. I loved seeing these items

start their journey, knowing that they would soon be in the hands of those who were waiting for them.

All in all, I found the day a valuable experience both personally and professionally, and it completely lived up to my expectations prior to leaving – although possibly with less of Willy Wonka's chocolate than I would have liked!

ANNOUNCEMENTS

Interlend 2011

Delivering the Future: looking back and looking forwards

Marriott County Hall Hotel, Durham
June 27th and 28th 2011

Couldn't get to this event?
Need reminding about what speakers said?
Want to make sense of your notes?

Speaker presentations now available at:
<http://www.forumforinterlending.org.uk/conferences-and-events/interlend-2011-presentations>

FIL/LEIM Study Day

3rd November 2011 in Leicester

Details on FIL website soon
<http://www.forumforinterlending.org.uk>

Who is responsible?

Following the decision of the AGM in June the Forum's best practice guidelines have been updated to reflect current practice and to bring the guidelines into accord with those operated by the British Library and TCR/Conarls.

As of the 1st July 2011 the responsibility for an item which goes missing will be as follows:

Responsibility for an item will remain with the **responding library** until the item arrives at the **requesting library**.

Responsibility for replacement of an item will be with the **requesting library** from the moment the item arrives until it is received back by the **responding library**.

The point of 'arrival' should be measured by arrival at any local receiving department, e.g.: an organisation's post room, and does not solely refer to arrival at the 'library'.

Guidelines at: <http://www.forumforinterlending.org.uk/best-practice-guidelines>

Chair's Annual Report 2010/2011

Delivered at the AGM,
Durham 28th June 2011

During this year the Forum has, like many organisations, felt the impact of stringent economic cuts across all of the sectors represented by its membership. This has particularly shown itself through a drop in the number of members, who frequently cite economic circumstances as the reason. It is also reflected in the fact that no FIL local meetings have taken place during the year – the tensions of the present climate mean that local people have not been able to devote time to organising, running or hosting local events. Finally, it is also reflected in the changes that have had to be made to the Annual Interlend conference. As our accounts will show, a £9,000 loss on the event last year is not sustainable so, mindful of the current economy and to keep the event affordable for most members and their employers, this year's Conference is shorter and will, hopefully, break even. This is very likely to be the model for future conferences, which are the major annual spend. The Forum has again been advised that it must attempt to keep more stringent control of its annual finances so as to not impinge too greatly on the financial cushion we are fortunate to possess. The Committee have the task of balancing that advice, however, with the need to support FIL and document delivery training activity across the whole country and making that training accessible and affordable.

Meeting Activity

With no other activity, the only meetings this year were the two meetings organised at British Library venues. The first, held in London in November, saw nearly 50 delegates receive a tour of the St. Pancras building and listen to talks on various aspects of the subject specialist services offered. Due to the numbers a tour of the basement area was not included (BL's rules require tour groups of no more than 4 people!) and this limited the tours to mainly public spaces or the larger 'behind the scenes' areas. Several articles from delegates reflecting on the event can be found in Issue 57 of the FIL Newsletter.

Unlike the Boston Spa meeting, the main focus of this meeting is to increase our appreciation and knowledge of all the work done by staff of the British Library. This does tend to mean that there is a more subtle link to document supply than the meeting at Boston Spa. I'd suggest that anything that improves our knowledge of the range of services available will make us more effective

when advising our customers about what can, and what is unlikely, to be obtained, and more efficient in making sure that we apply to the right kind of source collection.

Event evaluation forms seem to show that this type of event is appreciated although it is not without some content and organisational issues! The new Committee will have to decide on whether the event will be repeated during the coming year or if it will be held on a bi-annual basis.

[As an aside, music services was one of the topics covered and IAML UK was recommended as a specialist source of advice and help. It's interesting to note that in August 2011 they are offering a specialist day course in Manchester entitled 'Success with Music Inter-library Loans'. Editor]

Our regular Spring meeting at Boston Spa in March was a huge success. The event was oversubscribed and although we managed to get a 10% increase in numbers to 66 delegates, there were still some who were disappointed. The big draw was that the event was used as a launch for the new request handling and document delivery system, BLDSS, an important development for all involved in document delivery in the UK and something everyone felt that they needed to know about! Once again event evaluations reflected the importance and success of the event to practitioners, although there were some who felt that the catering was a tad experimental or even disappointing! Some reviews of the event have been received and are published in this Issue of the FIL Newsletter.

The 22nd Interlend conference at Nottingham 'Meeting the Challenge: co-operation and collaboration' continued the long run of these successful, informative and valued annual conferences. It was not perfect by any means, what meeting is!, but it still offered an excellent programme of talks and workshops over the 3 days. I do hope that you have found this conference equally as stimulating.

Website

The biggest 'event' of the year has seen the Forum invest in a new, self-controlled, website. The Committee hope that this will mean that the Forum can be more responsive to changes and developments, more timely in its information advice and professional advocacy, and offers the possibility of greater interactivity with you, our members. It should also result in the Forum having a higher profile on the internet.

Since the Forum's inception in 1988, Cilip (Chartered Institute of Library and Information Professionals) has offered practical support and advice, and was, for many years, an 'Observer' member of the Committee. Changing Cilip organisational priorities forced their withdrawal from that role but they agreed to maintain our website, which was a sub-site of their own. One of the major difficulties we faced is that the Forum's arrangement with Cilip was an 'informal' one, FIL being neither a Cilip sub-group nor an 'Organisation in Liaison with Cilip' and therefore, as a result, it always proved difficult to get our site included on the main site's page index or search facility, and this in turn meant the website was sometimes difficult to find if you did not already know the URL! The Forum is extremely grateful for all the support given by Cilip, and in particular Alan Cooper, in regard to the web site. Our old site will be maintained at a 'no edit' state for a short while, with visitors being redirected to the new site: www.forumforinterlending.org.uk.

What this does mean is that the post of Website Editor becomes a more significant role and function of FIL business, and that:

- the post needs to be included in every revision of roles and responsibilities;
- a post-holder must be appointed at each new Committee meeting in October;
- there may be a regular need for the Forum to invest in website training for appointees.

Liaisons

In line with the positioning of the Forum as a national body representing the interests of document delivery staff across all sectors and across the whole of the UK and Ireland, the Forum operates in direct liaison with three key organisations: The British Library, The Combined Regions, and IFLA, all of whom have Observer posts on the Forum's Executive Committee; and indirectly with Cilip. All are keen to work with, and involve, the Forum in national and international activity when appropriate.

Communications

We continue to utilise our FIL Jiscmail discussion list as a key means of communication. (Just a reminder to one and all, this list is a closed list for FIL members only). The Committee will now be working on improving our web presence and social networking presence through the new website and the use of Twitter, Facebook, RSS feeds, and other networking sites or apps as appropriate.

The other route of communication is the FIL Newsletter. Published three times a year this remains an expensive venture (it costs

approximately £2,000p.a. when you include envelopes and postage).

As always there is a standing appeal for content!

- Perhaps members do not realise that their reflections on a meeting (FIL or non-FIL) they were able to attend could be of interest to someone who was unable to go!
- Perhaps a description of what you do and how you do it could help a colleague struggling with a workflow or system.
- Perhaps you could share a diary of your day or week that could encourage colleagues about their own workload.
- Perhaps you have an opinion or viewpoint on a specific topic or issue that you could share.

Whatever it is the Newsletter could be the vehicle you need. Its style is informal yet informative and it provides a place for ordinary frontline staff to get 'published'.

In times of cost-saving the new Committee may have to seriously look at the publishing routine of the Newsletter. The pressure to find 16 pages of content for a print run is immense, so perhaps the time has now come for a rethink. What is the Newsletter's purpose and is it achieving it? Do we reduce to a twice yearly or annual publication? Do we go e-only, with distribution by email? If we do, could it be more frequent and newsy, rather than semi-formal? Do we change our publishing policy and make the whole issue available on open access from day 1, rather than the current system of giving members a membership 'benefit' of having exclusive access for 12 months? Can it be provided electronically behind a log-in on the new website and therefore be digitally published? If you do have any opinions about the Newsletter please let our Secretary, Gerry Coyle, have them before the next Committee meeting in October. If you, the membership, want the Newsletter then you need to engage with it!

Finally

On behalf of you all I would like to thank the members of the current Committee for all their hard work over the past year in implementing decisions and managing the 'work' of the Forum alongside their everyday jobs. In particular, I would like to record a vote of thanks to Marian Hesketh, formerly Lancashire County Libraries, who served on the Committee for most of the past 4 years and who took voluntary retirement in the Spring. Her organisational and administrative skills meant that many meetings were run in an efficient and effective way and she will be a hard act to follow. I would also like to thank John Coen who has had to step down from the Committee after only a year. He has been instrumental in

facilitating this Conference, its programme and liaising with the hosts. Stepping forward and standing for election to the committee this year are Sue Fagg (Worcester University) and Tracey Jackson (Hertfordshire Libraries). This means there is still a vacancy for **you**? [Do please check with the FIL Secretary Gerry Coyle, contact details on the back page]. For Interlend 2012 we have received an invitation to go to Worcester.

It is now my turn to hand on the baton and step down, not only to a new Committee but also to a new Chair, Gareth Johnson from Leicester. I wish him and his Committee every success over the coming year in maintaining the Forum's standing in, and continuing the organisation's role in, the UK document delivery scene. I would encourage every one of you to support them and, when the time comes, to take a turn and volunteer to be a part of the Forum's driving force – the FIL Executive Committee. The commitment is to 2 years service which can be extended by a further 2 years. Then you must step down and take a break! Without such volunteers the Forum will flounder, wither and die – if you need the Forum, it needs you, your ideas and your willingness to serve!

Graham Titley
FIL Chair 2009-2011

IN THE NEWS

Amazon and E-Book Rentals

On the 21st July Amazon announced that they are going into the rental business for Kindle text-books. Students will be able to rent a textbook for a period of time (from 30 – 360 days; 30 being the expected norm) and only pay around 20% of the list price of the book. Publishers involved at launch include Wiley, Elsevier, and Taylor & Francis.

Service features include:

- Pay only for the time you need the book
- Extend rental for as little as one day
- Easy to convert to purchase
- Rent once, read everywhere, via Kindle or Kindle app
- Access notes and highlights, even after rental expires, via Kindle account

A text-book sub-store will indicate if the title is available to rent or not.

The document of the future?

Fed up with static documents that provide a snapshot of reality at the point of writing? Fed up with having to access associated websites for current research or updated data in order to make the document you are reading relevant to you today? Then the recently announced and demonstrated, although still some distance from becoming a readily available format, CDF format for documents may be the first step towards the truly interactive document.

Some of you may be aware of recognition apps for your mobile phone/smart phone where you can point the camera at an object, building, or street name and the phone delivers lots of information in real time from internet-based resources. Some of you may also be aware of books that are published with augmented reality covers which, when used with a camera and the internet, present 3-D panoramas from the book or images of the main characters. Well this new document format looks as if it might be the first step in actually making the document itself interactive in a similar way.

Developed by Wolfram Alpha and demonstrated at the recent 'Inspire' conference in London, this innovative Computable Document Format (CDF) will bring computational ability to documents, getting away from the view of the world where a PowerPoint presentation or a Word document contains static information - a snapshot of the world at the time the person wrote the document - to a world in which documents have built in tools that allow users to interact with the image, data or models in real time, changing different variables to see how they react. For example, you use a picture of Abraham Lincoln and enter the instruction "Blur picture by radius x". Your reader will then be able to enter values for x and see how it affects picture blurring.

At the heart of what is proposed is a shift away from a document-centric view of the world, to an information-centric view of the world. What these CDF tools will allow you to do is to manipulate and play with information in real time, using very simple tools to build highly complex models.

Is the next step a document that constantly updates each time you open it? Using internet capability, it searches for author provided or even comparable data from other sources, and delivers real time analysis based on that data in contextual relationship with the document. Who knows, we will have to wait and see how CDF is accepted first!

Editor

<http://blogs.wsj.com/tech-europe/2011/06/07/wolfram-alpha-brothers-bring-computation-to-the-document/>

Reflecting on FIL Interlend Conference

Madeleine Holmes

Filton College, Bristol

I wonder if it sounds professional to admit just how much I enjoyed the FIL 2011 Interlend conference. Going as a complete novice to the esoteric arts of interlibrary loans, and a humble Learning Resources Assistant to boot, it was a pleasant surprise.

I arrived late to the first presentation, after what already felt like a long and unpleasant day on trains. This did not seem like a good start, until I crept in, sat down and turned my attention to the speaker. Mike McGrath was in full flow, two-thirds of the way through a very engaging, wide-ranging and humorous talk on the past, present and future of document delivery. He brought to bear all the knowledge and experience of almost 30 years working for the British Library, and in retirement he is still editing the journal *Interlending & Document Supply*. His pleasure in the work was evident.

I was immensely grateful for Mike's coverage of the big picture, as I knew very little about interlibrary loans & document delivery (ILL/DD) before I arrived at this conference. His talk was an excellent introduction and orientation for me, and provided a context for all the information that was to follow.¹ One of the key things I got from his talk was the fundamental rationale for ILL: books, journals, and most other sources of information cost money, no one can afford to purchase permanent access to all the information they need, and it is the global network of ILL that allows for the possibility that as long as there is one copy of an item in the possession of one library somewhere in the world it is potentially accessible to anyone, anywhere. I know this sounds basic but prior to this it was not obvious to me that ILL was a field of such glorious scope! As the rest of the conference unfolded, revealing the incredible complexity of the current landscape that library services exist in, it was important for me to hold on to this key idea and have it clear in my mind that this is what ILL/DD all boils down to. Another point Mike emphasised was the exponential growth of "the information society", meaning that increasingly more people require, and indeed expect, access to more material, in all forms. It is not all free on the internet, nor is it all easily obtainable, but the internet is becoming very good at pointing to original sources and references, which could potentially be sought and obtained by ILL means.

The third key element I drew from this talk was the nature of that complexity I mentioned above. Print is a decreasing proportion of the many different forms that information comes in. Media

of all forms (music, movies, digital, online content) belong in libraries, which function increasingly as hubs and gateways. This image of librarians acting as gatekeepers to sources of knowledge was one that cropped up repeatedly during the conference.

Mike also talked about the problems posed by the so-called "Big Deals", where publishers bundle journals into one subscription package. This went over my head at the time, and I spent quite a lot of time following the links and researching the issue when I got back to Filton. (I can provide links if people are interested).

Next up was Caren Milloy, Head of Projects at JISC (Joint Information Systems Committee), speaking in more depth about the e-book landscape as it currently exists, the future trends, and the as yet untapped potential of this resource.² A significant part of the discussion on e-books centred on the restrictions of Digital Rights Management (DRM) and contract law, meaning that digital content cannot be shared by ILL means. Only the subscriber has access. Does this mean the flow of information between libraries will reduce?

Caren highlighted the rather glacial progress that has been made regarding the use of e-books and that the reasons for this lie at both ends of the chain: publishers and suppliers making mistakes due to lack of vision and motivation, providing poor products; and at the demand end, studies show that "if a user wants to read in a consistent, frequent or linear way, they will still buy the print"² and use e-books instead for dipping in and out, and so not providing any reader pressure to get publishers to change!

Caren aimed to get us excited about the possibilities, making the point that it is up to us as users to envision and ask for the kind of e-resources we most want to use. She focused on the potential of personalisation and adaptable content to make e-books much more attractive and useful, to make them complementary to print rather than expecting them to replace it, and to make them stand out from other resources already available.

She also highlighted the opportunity for librarians to interact with users and media online, with the possibility of becoming "editors" of digital material. She compared this to the way that "friends" on facebook (or "followers" on twitter etc) have become the primary filters and sources of information for many people, rather than the editors of newspapers or television news programmes, as used to be the case.³

In the breakout sessions, I went first to Graham Stone's presentation on the Repository Movement in Higher Education.⁴ I had no idea

what this would be about, but I guessed that “repositories” must be a new source of information to plunder in the search for obscure materials for learners – and I was right!

A repository is simply a website where a collection of documents are stored, either belonging to a particular institution, or collected by subject. The development of repositories is still in its early stages; however it has great potential as a source of free, Open Access information, and one good way of overcoming the DRM problems highlighted above.

“Open Access” (OA) simply means free, immediate online availability of material to anyone who knows where to look. Often this material will be published under a Creative Commons licence, although there are other models. (See Gareth Johnson’s notes on FIL website^{5,6}).

Graham talked about the limitations of traditional publishing methods, i.e. buying expensive subscriptions for access to scholarly materials, how this restricts access across disciplines, and excludes those who cannot afford high costs, or even don’t have the right profile, like funders or the general public. It’s quite crazy that currently funders don’t have access to most of the research they paid for!

He highlighted that there is much more than just journal articles and book chapters in repositories. All kinds of additional material can be uploaded which can add a richness to the research process, for example early drafts showing somebody’s thought process and how they arrived at an idea, [raw data from the research, podcasts of related talks, etc].

I then went to Andrew Christison’s talk on Worldcat knowledge base and resource sharing.⁷ This sounds like a very exciting and useful resource, but our small library does not, and is not likely to subscribe to the service.

Debbie Boden ended the day by talking about Digital Literacies, asking us first to question what the term actually means. She outlined the blurring of boundaries that occurs between what is meant by “information literacy”, “media literacy” and “digital literacy”. (See her notes for definitions⁸).

In common with other speakers, she highlighted the massive economic divide in access to computer technology. She also asked us to think about the role of “the blended librarian”:

“An academic librarian who combines the traditional skill set of librarianship with the information technologist’s hardware/software skills, and the instructional or educational designer’s ability to apply technology appropriately in the teaching-learning process.”⁹

Debbie concluded her presentation by emphasising that, in the virtual learning environment, a key role of the librarian is to *teach* the essential skills needed for digital information literacy.

Day 2 began with Jan Hagerlid giving us a talk on Open Access from the Swedish perspective, where the National Library of Sweden has led the way in pioneering ever-increasing open access to online resources, in cooperation with key universities and funders. Although I am sure this is very interesting and useful for HE librarians, I won’t go into details here as his slides are very comprehensive¹⁰ and a lot of the salient points were also raised by Graham Stone and Gareth Johnson. One interesting idea Jan raised was that, as a result of the strong repository/OA movement, Swedish librarians are becoming less like gatekeepers and more like collaborators with researchers, which he called an “exciting development” for professional credibility.

Gareth Johnson gave a great talk on Open Access, repositories and other sources of free document supply. He was very engaging and also managed to answer many of the questions that had been raised in my mind by Graham and Jan’s talks on the subject. Gareth explained the different ways in which OA materials are published, emphasising that the versions of articles in repositories are almost never exactly the same as the versions that are published in journals, which can be important for some users to know (e.g. medical students). A key point was that funders increasingly require the sharing of research in the public domain, which is resulting in the growth of repositories. The rest of his talk focused on how to use various search tools to find information in repositories, highlighting their pros and cons.^{5,6}

By this point, my brain was in overload, not helped by my lack of sleep (due to the wonderfully unusual heat), and so I couldn’t concentrate on Kate Ebdon’s British Library Update.¹¹ I gathered it was mostly about the asbestos problem. However, I was interested to see the positive sell of EThOS, which Gareth Johnson had suggested was not currently a very useful resource because it had become quite out-of-date.

[Was this the phrase used Gareth? (You should respond to this!). As it was a session I personally didn’t attend, I would hope that he factored on the number of issues and problems for a user when comparing the source with other sources in the Open Access/Repository world. To me, EThOS is,

and remains, the best one-stop for UK doctoral (PhD) theses. Yes, due to local decision making, it is not as complete as I'd like it to be, neither is it a user-perfect process (someone has to pay the costs!) but it is far easier to go to one place for this type of information than having to go to individual University repositories. What has and will change, as the result of OA/repository developments, is the means by which future theses are listed, obtained & shared. Editor]

After a brief respite and some fresh air, I felt able to pay attention to Anthony Troman talking about the British Library's brand new Document Supply system (the way the BL responds to ILL enquiries) coming online in the autumn. This talk contained a lot of information that's important for anybody working in ILL to know.¹²

The new system sounds very exciting and will make using the BL much quicker and easier to understand. I was particularly glad to hear that the ART format will go, that the number of [reply] codes will be greatly reduced, and that the emails will be "human-readable" – in other words, will say what the codes mean in plain English. No more rifling through the handbook trying to decipher the code! Another key difference will be that end users can search for material themselves, and there will be an optional administrator setup for ILL librarians to give their users the level of permissions they choose (or none!). This will save valuable searching time, while retaining control over how money is spent.

Stephanie Taylor finished the day – and the conference – on an initially triumphant note, as she reminded us ILL folks how amazing we all are!¹³ Why are we amazing? What do we do? Well, we can get our hands on almost any information (if time and money were no object!), and get it to those who need it. We form the connections that link libraries of all kinds into a potentially global network of knowledge. "If you want it, we can get it!" is the ethos; and if that's not amazing, what is? It certainly inspired me; a celebratory note to end on!

However, this *wasn't* the end. The wonders of ILL are mostly hidden from view, as I know all too well from my own experience of stepping into this role at Filton College. People need to know just how amazingly useful this service is, Stephanie exhorted us:- users, learners, colleagues, senior management, media – everybody needs to be told just what it is we do and why it is of such value to them. She asked us "are there any reasons why you *shouldn't* be promoting ILL?"

I thought she made a very interesting point about using consortial buying as a way of saving

money: e.g. this library will subscribe to x, that library will subscribe to y, and then they share access. This reminded me of Mike's initial points about the problems with the Big Deals, for instance the current power of publishers to shape the market and set ridiculously high prices for prestige journals. Collaborations of this kind could be one way for librarians to take back their influential power of selection.

She also warned about the dangers of replacing print with e-resources, as doing so potentially removes that piece of information from our wonderful ILL network. Until the current legal situation changes, or unless the item is available electronically through OA means, e-resources should supplement, not replace print.

Stephanie went on to present a great deal of information on the effects of cuts, new sources of funding and information, ways to make resources go further etc, and towards the end it became too much for me to take in. Fortunately her slides are very comprehensive and speak for themselves!

At the end I staggered out, exhausted by the effort of concentrating so hard in the heat for two days, but with the satisfying feeling of having enjoyed learning so much, and making connections with a group of very warm and friendly people. I am very grateful to SWRLS for making it possible for me to attend by sponsoring my place. Above all, I was struck by the passion and dedication of ILL librarians to the free flow of information to all, their service to their communities, and their belief in the transformative power of knowledge.

References/Footnotes

1,4,5,6,7,9,10,11,12,13 Speaker presentations for most of these talks can be found at:

<http://www.forumforinterlending.org.uk/conferences-and-events/interlend-2011-presentations>

2 "Helping customers find your e-books" Caren Milloy, 25th March 2009, UCL, London

http://www.publishersassociation.org.uk/index.php?option=com_content&view=article&id=1438:digital-publishing-forum-presentations&catid=200:digital-publishing-forum&Itemid=453

3 This idea comes originally from someone called "Nick Bolton", according to my notes. I failed to track him down using Google. Until Caren's presentation notes get posted on the FIL website, this is all I've got to go on.

9. <http://www.blendedlibrarian.org/FAQ.html>

[The references to 'heat' refer to the hotel. Radiators were still on in some places, whilst in the meeting room configuration for Interlend the air-conditioning unit for the main conference room did not function correctly! These issues have been reported. Editor.]

Interlend 2011: A conference report
Jonas Cernevicius
University of Plymouth

This year's two day conference took place in Durham, UK, and attracted 65 delegates from 59 different libraries. The general funding cuts issue covered the core of the conference, however sessions were focused on how to use this time as an opportunity for libraries and ILL staff to be more visible and to be at the core of directing the changing information world. Conference featured six speaker sessions with an additional optional choice of two from four breakout sessions, with a British Library update as a compulsory session.

Developments in ILL and related areas
Mike McGrath

Mike McGrath, in his session, covered topics of journal usage, document supply demand, journal market, copyright, big deals, and digital/open access. He emphasised the fact that we are currently operating in ever changing, digitisation environment, but that around 90% of publications are still not available electronically. Although there is a variety of information search engines available for users, currently Google leads the market and is using that position to push the boundaries of provision. Supposedly restricted by legislation, Google continues to develop book and media digitisation services and the delivery of full text content.

Mr McGrath then went on to look at the major issue with big packages - low use titles being 'tied into' subscriptions to essential titles. He emphasised that research shows that many academic journals are frequently not read. For example in a study carried out by University of Cambridge in 2009, 50% of their subscribed titles accounted for 97% of usage. If most of the peer reviewed articles are not being read, institutions should be raising questions about the need to subscribe - and fill the provision gap with ILL/ document delivery services. Mike encouraged libraries to be more active in their negotiations with suppliers and to spend their money on buying only the resources that are actually needed. Only through a corporate approach could the position of suppliers be challenged and the costs of overall library content come down. He also urged negotiation on ILL supply clauses, as services are being hampered by restrictive licensing from publishing companies.

Mike reported that, over the last ten years, usage of British Library's document supply service has decreased by around 50% in the UK. On the other hand it has risen by the same percentage in the US.

[As far as I know there has not been a study conducted to find out if UK libraries have

moved away from BL-centric supply to a distributed, resource-sharing supply. Are more of us using Union Lists or local suppliers first? UK statistics of activity are very limited as they are almost solely based on BL supply activity. On the other side of the coin, US statistics are based upon returns from a representative group from the Association of Research Libraries. Do ARL members, which are likely to be the most active, reflect the trends of other US libraries? Anyone care to do a research project? Editor]

Mike suggested a number of reasons to account for this UK decline:

- Is the UK dependency on British Library (BL) good or bad? Current services and technology were criticised for being out-dated and practically unchanged over the past 40 years. For example, although you can request by email you have to utilise a formal structure that was developed to support telex requesting 30 year ago! However, modernisation is coming through the new Document Supply Service system that launches later this year.
- A dysfunctional market has been created by suppliers. Most of the time they cannot provide a price for a single publication subscription thereby forcing institutions to buy packages, which contain unwanted content and come with unfriendly licensing. Publisher pricing also appears to be highly arbitrary, if *Serials* costs £83.50pa, why does *Tetrahedron Letters* cost £12,000pa? Generally most peer reviewed publications are run without any staffing costs, as academics run the editorial function, or submission costs, so where are the 'costs' to justify high prices?
- Finally, there is the unhelpful contract versus copyright issue. Contract law trumps copyright so as we race to e-provision more material is being taken out of the ILL system. Even BL has struggled with this for some titles. Delegates were reminded that authors do not have to pass on copyright to the publisher, and by not doing so they retain their copyright and the ability to make the work available elsewhere, eg: repositories. As a result more publications would be accessible. Speaker also noted that most of the time people do not check if the publication required is available freely online before placing an ILL request.

Speaker encouraged delegates to read published study by M. Collette 'Resource sharing among ARL libraries in the US: 35 years of growth' published in *Interlending and Document Supply journal* (ILDS) 2011 39(1):26-31; and to consult Hargreaves Report, particularly Chapter 5. www.ipogov.uk/ipreview-finalreport.pdf

The e-book landscape: you, me and us **Caren Milloy.**

The E-book landscape is very complex and is bound to be like that for a long time. There is no consistency or single format for e-books therefore the stability of print media is a long way from being achieved. The main issues identified by the speaker were about the perceptions driving e-books. That focus needs to move to the reader community rather than concentrating on a business process where it seems publishers are only interested in making money rather than developing a useful product. The ultimate goal is that the end user would be able to use and personalise an e-book.

Growing online social networking is becoming highly influential, and this interactability will potentially transfer to e-books. In the meantime, how about using Facebook as an interactive tool, where an E-book is provided as a learning object and students can read, make notes and share thoughts online; or using SharePoint as an opportunity for lecturers to become a part of note/thought creation process with an e-book as the base starting point. Currently e-books are not inviting and end users are not encouraged to use them. Adoption of the 'me economy' model is recommended, and providing interactivity will benefit the future use and development of the concept. The Anonymous Alice interactive story project was given as a possible example.

The repository movement in HE **Graham Stone**

Open Access (OA) repositories allow people to access published information freely. There is higher chance of an academic's work being cited if their publications can be accessed free of charge. At the same time this model can also open up research, not only to other parts of the local community but also to the wider national and international community.

Repositories are not only a tool to record and store research activity, they can also produce statistics of their own, eg: how many publications were viewed, when, which countries, possibly even which academic etc, to demonstrate impact. Currently only around 7.7% of all peer reviewed articles are on Open Access. The OA movement is working towards increasing the provision and sharing of peer reviewed literature. Having an OA repository may attract more students and academic staff as their work will be more openly accessible.

Digital literacies: HE, NHS, Public libraries **Debbi Boden**

This interesting talk concentrated on the general aspect of digital literacy. The question was raised, what is digital literacy and how can we measure

it? The biggest difficulty we have is that currently there is no one accepted definition and, as a result, no single measurement tool for this.

Current economic climate shows the importance of online activity. 72% of Swedish businesses are online in comparison to 17% in Greece, and Sweden is not in financial difficulty! Although there is no empirical evidence to support the theory that these numbers are linked – as general evidence it seems likely. Although digital literacy is highly developed in HE sector, 25% of UK households do not have an Internet connection. However, the boundary of who is digitally literate is also very blurred, eg: may not have internet at home but are comfortable with their blackberry!; may have internet at home but do not know how to do online searching! It is on these type of issues that information specialists/library workers should be concentrating, not ECDL skills. Most current users seem very capable of using the software they access, however the digital footprint that is left behind is not being considered and more focus should be placed on it. Speaker recommended us to read Digital Britain report, as well as check information provided by CILIP Information Literacy group.

Open Access **Jan Hagerlid**

Currently researchers seem to choose prestige print publications over open access, not regarding OA publications as prestige publications despite the fact that they are generally peer reviewed. However, a shift in attitude is becoming slowly noticeable. For example, the EU is planning to extend its OA publishing to almost all of its output (currently only 20%); DOAJ has seen a 31% increase in titles, and now provides access to 6625 quality OA journals.

Open access publication is currently classed as either GoldOA or GreenOA: Gold being published in an OA journal for immediate access; Green being published in any other place but made available via an alternative OA source.

The National Library of Sweden took the lead on OA strategy in Sweden (www.openaccess.se) which has delivered OA publishing, OA services, and OA advocacy and advice across Sweden. There have been over 30 projects, including the SWEP project coordinating e-publishing within HE, and SwePub search service, which provides an option within LIBRIS (National Search Service) to limit results to Swedish OA publications. Today the Library is working with the Nobel Prize Award Committee to deliver an OA route for prize works. All universities in Sweden have an OA role and responsibility. As a result libraries are not seen as passive gatekeepers but as resource/information partners who work with researchers to help them to reach out to the world.

The NLS itself adopted an OA policy in June 2010 and now all their staff have a responsibility to comply by making their publications OA.

British Library Document Supply Service

Anthony Troman

Anthony demonstrated British Library's new document supply system, BLDSS. The system introduces major changes in the way requests are placed, handled and processed, and in the way BL communicates request statuses.

New features:

- Item availability status
- Location report
- Three level delivery
 - 2hour delivery (requires pay copyright fee)
 - 24hour delivery
 - 4day delivery (improvement from 5day)
- Automated waiting list with electronic routing
- Current 72% accuracy on request recognition - aim to increase to 81%
- Administrators will have a right to access accounts online and amend them – changes will have an immediate effect
- Each local user can be connected to BL institutional account
- Online real time order process with progress tracking
- Clearer status reply emails
(Keep operating via ARTEmail)

Future prospects:

- Looking at possibility of introducing 'check the BL' button.
- Looking at possibility of receiving human-readable emails in the future.

Operating ILL/DD services in times of financial constraints

Stephanie Taylor

Stephanie closed the conference with a challenging talk. The main focus of speech was to encourage voicing out the ILL service and its importance to the institution. As service providers we are very passionate about what we do, yet we do not promote our knowledge, skills and service, even to our own colleagues. Much of the talk's content had already been presented and discussed in other sessions, although without such an emphasis on voicing out ILL service. The Speaker encouraged delegates to be more proactive, and to make sure they are involved in service development, in blogosphere, and in collaborative working in the future.

Breakout sessions

British Library Update

Kate Ebdon

Past year had been challenging for BLDSC. Heavy snow and water leakages had resulted in short-term closures, and then came the discovery of asbestos, which all but paralysed the service

for a while. However, this problem has been partially overcome using other libraries, removing the loan ban period for stock, and negotiating temporary changes to licenses with publishers. Currently 55% of stock put on hold is available and BL is now expecting to move back to their normal operation by the end of 2011.

EThOS has proved to be a phenomenally successful project and BL continue to work on it. Currently there are 115 HE UK institutions participating with over 50,000 theses available. Service attracts around 3000 new users monthly. There have been 316,000 downloads and 901 requests for hard copies from users based in 267 countries since the beta version was launched. A new institutional membership model is to be introduced in October 2011, and beta phase will be removed.

UKRR (UK Research Reserve). BL and partners are committed to keeping one copy of all published items. At BLDSC 100km shelf space is being built to facilitate this. UKRR members get 24 hour DSC service. HEFCE funding runs until 2014.

BL aim to increase their holdings to 95% of all content and also to have a better and wider use of their partners metadata. With the launch of new Document Supply Service (DSS) BL will be supplying colour documents as a standard, and more quickly, aiming for 24hour service delivery. Finally, BL are introducing new business models that facilitate new and cheaper services for users.

Using e-signature for copyright purposes in the UK

Graham Titley

Basic purpose of a signature is:

- To identify the individual
- To be uncopyable
- To indicate acceptance of the item signed
- To complete the document

Electronic signatures are legal, however they must not be copied and pasted, or pre-set signatures (eg: as often used in email). Cognitive action must take place at the time of 'signing' for signature to be legal.

University of Plymouth was used a case study. Users have to log in to their account, utilising a self-chosen PIN of between 5 and 8 digits. To indicate acceptance of copyright declaration they are required to type 'YES' as part of filling in ILL request. There are risks involved, however they are measured and minimised by process, practice and procedures.

E-signatures are used to speed up the process, reduce errors in administration and comply with 21st century 'e-business' model.

Session further looked into key requirements for electronic signatures. The distinct difference between 'e-signature' options, 'typed' or 'click through' response, was established.

Impact of WorldCat Local

Simon Day and Ann Charlton, OCLC

WorldCat is a User Search & Discovery platform uniting all member catalogue records as well as online database content to one search engine. From outside it looks like an ordinary search engine, which can be designed to have as much optional operations as an institution wants. It is also possible to connect ILL service, eg: requests for hard copies, directly to search engine. Itemised buttons can be linked to your Library management system, where users will be able to proceed with placing their requests.

York St John University(<http://yorks.j.worldcat.org>) was the first UK university to subscribe to WorldCat. Their experiences have been very positive. Locally, in SWRLS area, Bournemouth & Dorset (a consortium of 9 libraries sharing a single search engine), are scheduled to start testing soon. Technical catalogue merging to WorldCat is managed with the support provided from OCLC. There is an implementation fee followed by annual subscription fee.

I enjoyed this comprehensive and informative conference, it was definitely worth going (and spending over 12 hours on a train!). My thanks to SWRLS for sponsoring my place.

FIL Interlend 2011: Conference report **Sarah Woodcock**

Learning Resources Coordinator, Petroc, Devon

Having set off at 6am, I was pleased to arrive at the Marriott hotel in Durham in good time for the start of the conference but surprised that it could be so incredibly hot up north!

My experience of interlibrary loans at Petroc College is limited to a couple per week, mainly from the University of Plymouth with a few from the British library. I was to discover what a small scale operation this is, what an important and heavily used service this is in many libraries, and a lot about the issues that are currently in debate amongst ILL staff around the country and the world.

Mike McGrath began the proceedings with an overview of the situation as it is now, how things have changed over his career, and the ways in which they could change in the future. He commented on changing formats and the restrictions in sharing those new formats, open access, information usage across a range of formats, and the power of the publishers in terms of the big deals – all discussion points which would come up later in the conference.

Caron Milloy from JISC then talked on 'the e-book landscape - you, me and us'. This looked at the rising use of e-books on personal readers, as evidenced by Amazon sales, which is countered

by our experiences of students, who still tend to prefer print. Whilst libraries are buying e-book versions of printed texts, generally these are simply a pdf of the print. There is a real need for a more dynamic and interactive eBook, such as the materials being produced by Cengage and Dynamic learning. (My library subscribes to e-books for FE project work and has a policy of purchasing e-books instead of print where prices are comparable and is seeing good use on some of those titles, despite a rather complicated access situation. It is also looking at working with departments to purchase more flexible and interactive VLE content, so I feel that we are moving the right way at Petroc). She also talked about OOpen, the project she is involved with at JISC, to make available scholarly monographs through open access.

Graham Stone, University of Huddersfield, was next with 'The repository movement in HE'. He highlighted the need for open access and repositories, and gave the NHS as an example where only 25% of the results of publicly funded research is available without subscription. He explained different approaches to open access, either through author paid publishing, where the article is published through a traditional journal and then made open access, or through publishing the peer reviewed article in an open access journal. Either way, draft, unpublished versions or the work itself may be placed in a repository, either on a university website or on a subject based website, and made available freely for any researcher to find. When looking for specific articles, I will now Google search in future just in case there is an open access version out there and I'll make my Human Biosciences students and staff aware of Biomed.

Andrew Christenson on The Worldcat knowledge base and resource sharing sounded as if it was going to be useful but turned out to be about a piece of software which our library doesn't subscribe to currently. However it is one of our options in our strategic plan for the academic year 2011-2012.

Debbie Boden discussed the meaning of digital literacy and it's crossover with information literacy and media literacy, as well as the huge economic divide in terms of computer access. She highlighted the function of librarians in educating users particularly in terms of their digital footprint, ie, what impression do they give to potential employers when they read through their use of various social media? She felt that there was a duty and also an opportunity for librarians to share their knowledge of the above within our communities. She introduced the concept of the 'blended librarian' which is 'a librarian who combines the traditional skill set of librarianship with the information technologist's hardware/

software skills, and the instructional or educational designer's ability to apply technology appropriately in the teaching-learning process.'

www.blendedlibrarian.org/FAQ.html

It had been a long day but over dinner I met up with ILL librarians from Plymouth and Bristol Universities. It was really good to chat about the differences in our service and see the bigger picture. While networking, I sounded out current practice on the service particularly with a view to charges and fines. As a result of these discussions, I now have different opinions on how we should merge the currently different services offered by our two campuses as regards interlibrary loans.

Tuesday started with Jan Hagerlid talking about the development of Open Access in Sweden where the National Library is coordinating a number of projects to promote Open Access publishing, as well as having its own open access policy. He talked about the support from the EU, many governing bodies and also from the Universities. He mentioned DOAJ, the Directory of Open Access Journals, which I thought might be a useful source of information at Petroc, and talked about how not only is the number of open access journals increasing but also how their prestige is building so making them much more attractive to researchers wishing to publish. Whereas open access historically tended to be science publishing, he suggested there has been a growth in non scientific open access publishing and highlighted projects such as OOpen, a European initiative to publish, as OA, European works particularly from the humanities and social sciences. He finished his session talking about LIBRIS, the national search service which incorporated catalogues from the university libraries, public libraries and research bodies as an efficient tool for sourcing information, open access or otherwise.

This was followed by the British library update from Kate Ebdon. She started by talking about the asbestos issue in Boston Spa, the measures that had been taken to solve the problem and the timescale for completion of the clean up. She talked about the development of EThOS as a single access point for finding theses produced at [most] UK Universities, although she did admit that some key universities were not yet involved. It seems many HEIs now require a digital copy of the thesis in conjunction with, or even instead of, a paper copy. BL are also looking at linking EThOS to Google. The service was new to me, so that was interesting, although the level of research that takes place at Petroc means that I am unlikely to be asked for theses.

The UK Research Reserve, funded by HEFCE, was another topic she touched on, and the fact that it preserves journals for sharing while freeing

up academic library space. She also talked about the forthcoming improvements to the library's request management & delivery system which were covered in more detail by a later talk by Anthony Troman. Of interest to me particularly was the fact that when ordering online the new system will give instant feedback on availability; there will be fewer reply codes to deal with; we will be able to track our orders; and we will be able to search by article title. Something that did give me food for thought was a case study she mentioned in which an NHS library could have saved £20,000 by ordering items from the BL rather than paying for subscriptions for low use titles. We could make searching and using abstracts a more significant part of our student's research training and make much more use of BLDS before considering further subscriptions.

Locally we have been looking at accessibility so I was interested to attend the session by Alistair McNaught from JISC on sourcing alternative formats. I then realised that, not surprisingly as Petroc's Learning Resources Manager previously worked for JISC, how well up we were on this topic. He did stress the fact that suppliers of e-materials should be pressured to ensure that their accessibility features are clearly signposted to users. An idea that came up during the session was a need for greater sharing of resources, eg: copies of material for visually impaired students could be recorded and listed, on FIL website?, so that they could be reused.

Our final talk on operating ILL/DD in times of financial constraint was by Stephanie Taylor. She was a great speaker and her message was plain: Interlibrary loans, being able to get hold of virtually any piece of information from anywhere in the world, is an amazing service which we need to sell – to our customers, to our managers, to our funders, to anyone who will listen! It is a service under threat by publishers, by digitisation and by budget and funding cuts and we need to ensure that such an amazing service continues into the future. She went on to talk in a lot more detail which is well covered in her presentation notes.

I had no idea at the start of the conference what a significant service ILL/DD was and was blissfully unaware of the issues surrounding it currently. I learnt a huge amount and am inspired to publicise the service much more widely within Petroc as well as making tools for finding articles and particularly open access articles a lot more visible to our students and staff. I am also aware that we do not make sufficient use of SWRLS and of the restrictions imposed upon us by the college not allowing us to make our own catalogue accessible outside the college. Many thanks to SWRLS for sponsoring my place at this conference.

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