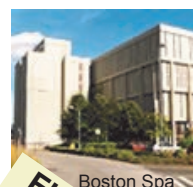




"The Hive"
Interlend 2012



ILDS 2011
report part 2



Boston Spa

FIL@BLDSC 2012
Discussion Group
Reports

BRITISH LIBRARY

Contents

Editorial	Tracey Jackson	2
Changing Times Changing Committee: Thoughts from the (outgoing) FIL Chair	Gareth Johnson	2
Interlend 2012 'Keeping Our Customers Satisfied: Interlending in a Changing World': a report	Jolanta Peters	3
Changes to our ILL (journal article supply) procedures: a non expert's view	Jennie Cooke & Martin Elcock	8
ILDS 2011: 'Resource Sharing in the Digital Age': A Report (Part 2)	Lucy Wilkins	11
FIL@BLDSC 2012: Workshop Notes		
Tips, tools and resources for tough times	Lucy Wilkins	14
Improving service visibility and impact	Gareth Johnson	14
'Charging for ILLs': a comment on a section in the above notes by G. Johnson	Graham Titley	16
Know Your Committee: Mini-Biographies (part 2)		17
FIL Committee 2012-2013		20

Editorial

Well another FIL conference has been and gone, unfortunately, for the first time in a number of years, without your editor in attendance. I hope you all had a good conference! I've heard some reports from the conference and the speakers all sounded very interesting so I'm also hoping some more of you out there will be writing up your experiences for the next Newsletter.

Very big thanks and congratulations also go out to Su Fagg at Worcester for all her hard work 'on the ground' to ensure the conference ran smoothly. Without her on site I know things would have been a great deal harder to organise. Of course, all the conference sub-committee receive our thanks for all their work in the background.

Unfortunately we had to say goodbye to our Chair Gareth Johnson and there is a farewell piece from him in this Newsletter. However we do also give a very warm welcome to our new Chair, Marie Lancaster, who was previously Vice Chair. I'm sure we can look forward to hearing from Marie in the next Newsletter. (Marie you have been warned!).

In this issue are some more Committee mini-biographies; the first report on Interlend 2012; some notes from two of the workshops held during FIL@BLDSC; and the second part of the excellent report from 'our' delegate to the 2011 ILDS Conference in Chicago, Lucy Wilkins. She



'The Hive', Worcester

has promised me a third and final part for our next newsletter. Lucy has also included a photo of the Chicago boat trip to make us all jealous! Perhaps, next year it might be you at ILDS! Also in this issue we have an article looking at internal procedural change within a NHS library. Could this be the first of the next batch of practical or descriptive articles from you the FIL members?

Thanks to everybody who has submitted articles for this newsletter and please don't be shy in contributing articles, adverts and ideas. If you have been to the conference send us your views; What did you think of the speakers? Have you been inspired? Are you doing something within in your organisation that you think others may find interesting or inspirational? Email me with your article and if possible include a photo of yourself and then we'll see you in the next Newsletter.

Tracey Jackson

Editor

tracey.jackson@hertscc.gov.uk

Changing Times Changing Committee: Thoughts from the (outgoing) FIL Chair

Gareth J Johnson

University of Leicester

By the time most of you read this the annual FIL Conference Interlend 2012 and AGM will have come and gone at the University of Worcester. I hope many of you will have taken the opportunity to attend and hear from the speakers, but more importantly talk to your colleagues across the sectors involved in interlending. I'm also hopeful that we'll have some great new people joining the Committee in their efforts to support interlending across the UK.

Putting together conferences and events, such as the Cardiff and Boston Spa workshop days, is one of the major ways in which FIL helps support the development and information needs of interlending staff across the country. Despite the smoothness with which they often run there's a lot of work behind the scenes beforehand for the

Picture and graphic credits

All items used with permission

Cover, Page 14, Page 17, Page 20 - Logo © FIL

Cover, Page 11 - Logo © ILDS2011

Cover - Picture "The Spertus Center" © Lucy Wilkins

Cover, Page 13 - Picture "Chicago's Skyline at Night" © Lucy Wilkins

Cover - Picture 'The Hive' © Helen Trollope

Cover - Logo © University of Worcester

Cover, Page 14 - Logo © British Library

Cover, Page 15 - Picture 'Boston Spa' © British Library

Page 2, Page 7 - Picture 'The Hive' © Gareth Johnson

Page 3, Page 5 - Picture 'The Hive' © Helen Trollope

Page 8 - Picture 'UHB' © University Hospitals Birmingham

Page 8 - Picture 'ILL Team' © Jennie Cooke

Page 11 - Picture 'Lucy Wilkins' © Lucy Wilkins

Page 13 - Picture "On the 'First Lady'" © Lucy Wilkins

Page 13 - 8 pictures of Chicago skylines © Graham Tittle

Page 18 - Picture 'Foyer: The Hive' © Helen Trollope

Page 19 - Picture 'Sculpture: The Hive' © Helen Trollope

Committee members in planning, liaising with speakers and lining up the programme. On the day itself you're most likely to find any Committee members in attendance running around trying to book taxis, sorting out any little issues that have arisen or simply trying to keep everything on track. Certainly Committee members do get a lot out of participation in events like the rest of us, but there's that extra opportunity to participate in the direction that FIL events take.

My hat is most certainly off to each and every member of the Committee who has been involved in organising our events programme during my time as Chair and Vice Chair.

Committee members do all this work in their "spare" time, something I know we all have in very limited supply, and while membership fees help pay towards any expenses incurred none of us draw a salary. That we've been able to run three events this year – so far – is a pretty amazing achievement, and I hope you'll join with me in saluting their incredible contribution.

FIL is more than just events, and we know that for many of you this newsletter itself is a vital lifeline of news, views and experience from your interlending sistren (*yes, this is a real word – Ed.*) and brethren across the country. If you've ever felt the desire to share your experiences in print, I know we'd love to hear from you. We have also been known to take a stand on issues that matter to you, like the recent HM Government call for input on the recommendations to amend UK copyright law.

All this at a membership price that's been frozen for years – what an amazing bargain!

But FIL is a voracious beast that constantly craves new blood. I think this has always been key to its long term success, keeping the ideas fresh and making sure that anyone working in interlending at membership organisations or anyone belonging as a personal member can have their chance to influence the direction the Forum takes. As I take a step back into the shadows beyond interlending's light, a situation beyond my control, I trust that the AGM has seen the appointment of some great new people. It goes without saying that they'll be joining some pretty terrific and knowledgeable interlending people from around the country, and I can't wait to see what they'll come up with next for FIL.

I can only wish them, and each of you, the very best for the future.



Interlend 2012 Conference: Keeping Our Customers Satisfied: Interlending in a Changing World. 25-26th June 2012, University of Worcester: A report

Jolanta Peters

Research and Library Services Manager
Somerset College

I was very honoured to be sponsored by SWRLS to attend Interlend 2012 at the University of Worcester and to provide feedback about it in this report. The conference gave a unique opportunity for colleagues from the academic, public and special libraries sector to network, exchange experiences and bring back various innovative ideas to their workplaces. Both delegates and speakers had an enjoyable and thought-provoking experience and big thanks go to the FIL (Forum for Interlending) Committee for organising this conference.

The conference's theme focused on 'keeping our customers satisfied' by providing a user-friendly and efficient ILL service. The conference consisted of keynote presentations and workshops delivered by knowledgeable speakers from the library sector. Delegates were asked to:

- take at least one new idea back to their workplaces and try to implement it;
- introduce themselves to at least one FIL Committee member;
- ask at least one question of a conference speaker;
- participate in selecting a venue for Interlend 2013; and
- network with each other. (Indeed, there were ample opportunities for this).

The conference speakers and delegates also had a unique opportunity to preview the award winning (the only one of its kind in the UK!) fully integrated public/university library and history centre, the Hive; which would be officially opened by Her Majesty the Queen on 11th July 2012.

Keynote Presentations

1. Derek Law

"Bridge Over Troubled Water"

Derek Law (JISC Advanced Board Chair) focused his presentation on the journey from document supply to information delivery. Derek gave a very insightful introduction into how document delivery has changed in the last century, drawing on his experiences of working in the University of Edinburgh (UoE), and the fact the

UoE has been involved in international lending for a long time. There is a story of how in the early 20th century the University lent a book to an institution in St. Petersburg, Russia, that got caught up in the Russian revolution. On the way back the ship carrying the ILL book was sunk by a torpedo. Now, we know the book is missing but it is not 'lost' because its location is known to this date: it is in a safe at 46 fathoms; latitude = 59°26'N; longitude = 024°46'E!

The real question posed by Derek was whether libraries should change their way of thinking about ILLs if they are to survive? The ILL service is under threat when users perceive that everything is 'freely' available on the web. If users are changing, therefore, libraries also need to address the users' changing needs and adapt to them. Libraries are now faced by two types of users: digital natives (born after 1993) and digital immigrants (all those born pre-1993 (or when 'Bill Gates was not a millionaire')). There are various full-text and freely available resources that libraries could catalogue into their systems and be directing users to this information alongside their purchased and licensed resources, e.g.,

Directory of Open Access Journals

www.doaj.org

Electronic Thesis Online www.ethos.ac.uk

Google Books <http://books.google.com>

Project Gutenberg www.gutenberg.com

E-Print Network www.osti.gov/eprints/

Various Web Archiving Services,

e.g., <http://archive.org>

Libraries need to exploit new methods of provision, get involved in marketing/branding and 'shout out loud' about the services and collections they provide - this is what will help libraries survive. Getting involved in user research, case studies, and showing where the right information management made a difference are other key survival points.

Derek also gave an introduction to various international web repositories that libraries can benefit from when providing access to data, such as Europeana, a repository of the cultural collections of Europe, as well as an insight into the digital repositories developed by Texas libraries.

2. Anthony Troman and Kate Ebdon **"British Library Update and News"**

Anthony and Kate presented future milestones for the new BLDSS (British Document Supply Service) which is currently being rolled out. Full deployment of the system is now scheduled to be completed by the end of August 2012.

As part of the implementation of the new service, BLDSC will be switching to colour scanning as standard. This will significantly increase file size which, whilst not expected to create problems for those customers who receive Ariel delivery by FTP, those who receive Ariel by email may expect to encounter problems.

Online administration of accounts and requests is also expected to be available by the end of August 2012, and will include the following features:

My Orders/Admin Order Tracking

Order History;

Report a Problem;

Cancel Order or Reorder;

Renew Loan;

Invalid Requests

Fix Formatting Errors;

Select from Possible Matches;

Account Maintenance;

Account Manager communication

Tailored replies;

Add new users/administrators, etc.

In November 2011 the British Library ran a user satisfaction survey. The majority of respondents (207) were from the HE community. Access to electronic content was very important to users as well as flexible integration of BLDSS into third party discovery platforms such as Library Management Systems. Also, a significant proportion of the survey respondents acknowledged that availability of more electronic content is likely to significantly increase their use of the BLDSC Service. Survey respondents also pointed out the importance of BLDSC future service developments with mobile technologies such as iPhones, as well as legalities concerning digital or e-signatures.

In summary, future BLDSS developments will deliver seamless integration into library systems, improved online services with ability to search and order with full information available (e.g., cost and timescale of document supply), no need for additional software installation other than the standard readers, quicker service as well as better quality documents.

3. Anne Hannaford **"The Hive: an Introduction (and Tour)"**

The Hive is a very unique building as it integrates both a university and public library into one, something not done elsewhere in the UK or Europe - yet!. Similar concepts do exist, for instance in San Jose, California (however, here the stock for the public and university customers is kept and managed separately). There are also examples of joined-up services in Australia.



The Hive brings together, into an integrated service space:

- A fully integrated public and University library;
- Worcestershire Record Office;
- Worcestershire Historic Environment and Archaeology Service;
- Business Centre;
- Worcestershire Hub Customer Service Centre;
- Cafe and refreshment outlets;
- Meeting rooms;
- Exhibition and drama spaces.

This multi-million project had funding provided by DCMS, HEFCE and Advantage West Midlands, and its 'vision' includes inspiration, connectivity, education, building community and sustainability.

Anne, who is the Director of the Information & Learning Service of the University of Worcester, gave an introduction to the Hive and admitted that working out the circulation policy was a major 'headache' for both the university and the public library staff, as all users have access to all the stock! However, because university students need access to their key course textbooks, a small part of the stock can only be borrowed by students, but is available for reference use in the library by the members of the public. 70% of all stock can be borrowed by anyone. Access to electronic resources such as databases and e-journal packages are available to all users, with the only difference being that university staff and students can access these anywhere, whilst the 'public' are limited to use in the library only. The fees for ILL requests are also different, with members of the public paying a higher charge compared to university students.

Synergy and efficiency are the key mottos of the services at the Hive, with library staff working towards helping users to find the answers themselves rather than giving them the direct answer to their question. The idea is to make users information-literate and appreciate the skills they gain through this type of enquiry.

The Children's Library at the Hive is the largest in Europe. As well as being a very colourful and spacious environment with thousands of books, it also includes access to story reading rooms, play areas as well as baby feeding and changing rooms.

The Hive also contains a small studio theatre that houses up to 90 people for drama training and meetings.

The Hive was built from sustainable construction materials and has won awards for its green credentials. It aspires to provide a carbon neutral delivery of services in relation to energy, water management, emissions, using recycled materials, and adaptation to climate change. Many of the interior features (stairs, railings, ceiling, etc.) are made with real wood such as Austrian ash and beech. This is clearly felt once you enter the building – the smell of real wood surpasses any smell of paint.

4 Karen Reece **"The Hive and Capita"**

Karen Reece, Head of Sales & Support, Capita Software Services, gave a presentation on the technical infrastructure put in place for the successful running of the Hive. Project initiation involved consideration of multiple key technical infrastructure elements: hardware requirements; LMS set-up; data extracts from 2 systems and conversion into one; staff training; data testing; UAT (User Acceptance Testing); Live running; Project Review.

According to Karen, it is all about people (staff and the customers) when it comes to delivering a successful IT project. Staff from Capita, County and University Library met on a regular basis to discuss how to implement the infrastructure. It was the listening to customers and their needs and collaborating and engaging with each other that helped mitigate various risks. As with any major IT libraries project, there are bound to be certain risks, identified or unexpected, that need to be addressed: lack of resources for IT requirements; lack of time for training; lack of staff 'buy-in' for the new LMS; etc. Circulation policy and setting its parameters were the biggest challenges for the staff. The numbers below clearly indicate why this can be a challenge for any library undergoing such an immense change:

- Bibliographic records: 590,000;
- Items: 1.6 million;
- Borrowers: 260,000;
- Loans: 5.25 million;
- Reservations: 9,200;
- Charges: £75,000;
- ILLs: 8,900 requests.

The end of the project meant one combined catalogue for all users, with ILL requests made by users via that catalogue.

I left this presentation thinking how important communication, contingency and review are in risk mitigation within an IT or any other project management.

2. Workshops

1. Ken Chad

“E-Books and Demand (Patron) Driven Acquisitions”

DDA (Demand Driven Acquisitions) or PDA (Patron Driven Acquisitions) is a new business model currently being explored by libraries, particularly in HE. The various pressures that libraries are facing are forcing them to look for different models and solutions in regards to resources and information provision. What are those pressure points?

- Increasing expectations of users and the need to access resources at the point of use;
- Diminishing resources and a dominant share of HE libraries budgets taken by e-journals;
- E-books taking an increasing share of library business;
- Competition from commercial and other web base service providers.

Ken has done extensive research into why ILL transactions have increased in the last several years. He has found that the increase in easily available, and library provided, discovery tools, alongside improved ILL delivery options, has stimulated the demand. However, ILL services can be expensive for libraries to manage.

The DDA or PDA is a more time-efficient resource purchasing model in which librarians set the parameters for content supply and the user does the actual ‘purchasing’ by reading the book. According to Ken, research shows that users often can be better material selectors than librarians and that is why this model can be particularly beneficial for libraries.

I was especially interested in this presentation as we are currently trialling a version of this approach at Somerset College. We use a Dawsonera e-book supplier who offers us a DDA model through their website. Students and staff are able to preview nearly 200,000 e-books on the website and if they think one is suitable, send a purchase request to their librarian using a simple button click. At this time we are not enabling users to purchase the resource themselves from

our allocated budget. This means that the model that we have adopted is still a librarian-monitored model.

The DDA or PDA model can be especially beneficial to larger libraries, university or public, that could allocate budgets in advance for this model of purchasing and so enable users to ‘purchase’ or ‘rent’ resources without intervention. This could have mutual benefits: better satisfaction for users and concentration on other user priorities (user education?) for librarians.

Another interesting idea is whether this model can be applied as an alternative to, or as an addition to, ILLs? If the purpose of an ILL service is to supplement the library’s collection by obtaining materials from elsewhere, would the benefits of DDA or PDA give enhancement to ILL services? The precise workings of the DDA or PDA model within ILL services are still under development, especially as it concerns e-books. Within an ILL service context, publishers still fear the idea that once a copy of an e-book is purchased, it can be potentially loaned from one library to another ‘essentially obliterating any further market for that title’. However, there are multiple good case stories from university libraries that showcase the DDA or PDA model’s benefits within the institution’s own stock acquisitions:- wide range of e-books on offer; early access to not yet purchased titles; e-books discoverable via the catalogue; buying the ‘right’ material that users require; increased user satisfaction as the model gives them choice; added value; user-friendliness; and accessibility.

2 Marie Lancaster and Su Fagg

“Marketing Interlending in Two New Universities”

Marie (Cardiff Metropolitan University (CMU)) and Su (University of Worcester (UoW)) presented various ways that libraries can get involved when marketing their ILL service alongside other library services.

Most HE institutions are likely to have a Staff Development Unit (or equivalent) who can help organise various staff development sessions run by the library staff. For example, the CMU Staff Development Unit help library staff with advertising their courses, booking rooms and attendees. Sessions are normally run on Wednesday afternoons and staff can view what is on offer via the staff development portal. These sessions give an ideal opportunity for library staff to give the message to academics about the services and facilities that libraries offer. It also means that the library staff are no longer ‘anonymous’ people to most academics.

In Worcester, a marketing strategy helps ensure that the library enhances its profile through direct contact with the academics. This strategy is channelled through the academic liaison librarians because of their faculty and school contacts and liaison role. It is felt that 'word of mouth' works really well; once the academics know about what the library can offer, they cascade this knowledge to students.

Other ways of marketing the library include:

Business cards;
Library guides;
Bookmarks;
Cantasia videos or other web 2.0 technologies presence;
Stalls;
Blogs;
Plasma 'information' screens;
Library branding with stamps or other identity tags.

Su Fagg also added that there are lots of useful references for libraries on marketing strategies available through CILIP, or articles in Emerald or other databases.

3 Laurence Bebbington **"Document Supply and Interlending:** **Keeping it Legal"**

Laurence Bebbington from the University of Aberdeen covered various international copyright treaties and the fact that they are often silent when it comes to ILL framework issues. For example, when it comes to international inter-lending how many of us realise that some publishers do not permit this activity? (There are even some publishers who do not permit ILL activity at all!).

The legal basis for ILLs varies from country to country. Document deliveries to individuals for 'private and non-commercial use' should be subject to due diligence.

(Can I supply? Is it allowed? Have they had a copy before? are 3 key questions that you should be asking yourself. However, in the UK, if they sign a declaration that complies with UK legislation the idea is that you can rely on it (unless you know it is false, in which case you should not provide the copy) - that's why we have such a system! - Ed.).

In 2010-2011 concerns were raised by US research libraries that some overseas libraries were not complying with US legal provisions. But if the supplying library doesn't know what those provisions are how can they comply with them?

This is why all ILL requests, regardless of origin, must be accompanied by a copyright compliance statement from the requesting library. In the UK this usually takes the form of statement saying that a signed declaration form covering the request has been obtained and will be stored for the required period.

Another big area of the presentation involved looking at rights management issues for e-books as this particular area for inter-lending is less well developed than for e-journals. The real difficulty is that the scenario for e-book inter-lending, as well as any terminology, is not yet clear as publishers have been slow to engage with the potential activity.

Laurence also covered various historical and current ILL legalities within German (SUBITO), Canadian and Australian copyright law and compared these with UK copyright law.

Copyright remains a challenging area. There are various inconsistencies in the law:

- Items/documents can be loaned on the basis that they will be returned, but how does it work with photocopies of articles that are never returned?
- Is the 'Request a Copy' online button lawful?
- Are libraries always compliant with copyright law when administering ILLs (see the comment article on ILL charging on page 16! - Ed.) and especially when ILL requests are made internationally?
- Are we always asking the user to sign the declaration before the request is made?
- Is a digital signature really lawful (compliant with all aspects of the E-Signatures legislation) or is it posing personal or institutional risk questions if implemented?

These, and many other copyright-related questions, need to be carefully addressed by the library so that they can operate an ILL service in accordance with copyright law in this country and internationally.



Changes to our ILL (journal article supply) procedures: a non expert's view

Jennie Cooke, Trust Library Manager
Martin Elcock, Librarian: Resources & Outreach
 University Hospital Birmingham NHS Foundation Trust (UHB)

The Library at the University Hospital Birmingham NHS Foundation Trust (UHB) is a multidisciplinary service which supports almost 7000 staff and students during their placements at the Trust.



The merger of 2 libraries (Selly Oak and Queen Elizabeth Birmingham) and a move to the new hospital in June 2010 instigated a lot of changes, staffing was restructured and as a consequence workflows were also re-examined.

We started in late 2009 by introducing service improvement meetings. These were held every two months, with a team meeting in-between times. The objective of the service improvement meeting was to come with a clean slate, full of suggestions and ideas and to question why we did things. The supply of journal article requests has always been a large work stream at UHB and as a result was the subject of one of those service improvement meetings.

Our existing process was entirely paper based and organised via a card index box, with basic processing costs being covered by applying a subsidised charge of £5 for British Library (BL) supplied copies and £1 for all other copies. Using timings drawn up from their own service review and kindly supplied by Gwen Giles, Library Manager at the Heart of England NHS Foundation Trust, I looked at how much staff time was spent on ILLs; illustrated in the table below.

At a service improvement meeting in summer 2010 I decided to further investigate the way in which we receive and supply journal article requests from our users. This was done by process mapping every stage using post-it notes and flip chart paper.

Library staff were divided into 3 teams:

- 1) receiving requests;
- 2) searching and ordering;
- 3) supplying and payment.

The exercise was overseen by Chris Hand, Library Manager at Birmingham Community Healthcare Trust, who I had invited as an unofficial observer. I had asked Chris as he understood the journal article requests process and I knew he would be more than willing to comment and question our process.

Once complete the group had a discussion. As the flipchart covered most of the training room floor it quickly became very clear that our process was highly convoluted and very repetitive. I could see Chris's eyebrows rising higher and higher in disbelief throughout the session. Chris asked us numerous questions, about why we were following these processes. His concluding comment was that we spent "a considerable amount of time checking and re-checking and it hindered turn-round."



It was clear we had fallen into the trap of following a process because 'we always had.' The flip charts were collected and a second meeting was arranged a couple of weeks later. Before then staff were asked to consider ways of improving the process and I gave them 2 aims to

Source of article	Time (per request)	No. of requests 2009/10
Our journal stock	18.5 minutes	181
Online Health Information Resources or British Medical Association Library subscription or Nursing Union List of Journals	20.5 minutes	1073
West Midlands Interlending Co-operative Scheme (requested via Unicorn)	23.5 minutes	448
British Library	55 minutes	1044
TOTAL		2746

consider (ranked by importance):

Firstly: how to reduce the workload for library staff at the counter;

Secondly: how can we automate the process where possible **but only** if time savings can be achieved.

In advance of the follow-up meeting I decided to look at our article requests over a 6 month period and analyse where we had eventually located them. Results for April to October 2010 are given top right of this page.

At the follow up meeting we laid out the complete process map and each team was given a second set of post-it notes. Staff were asked to cover up any unnecessary stages or points of repetition where they could, and to identify any areas where the process tended to bottleneck. These points were then explained to the remaining teams. Our combined discussions then concentrated on:

1. An electronic form could reduce issues around legibility of handwriting but may alienate those who like to complete a paper request; or do not know how or don't want to use IT.
2. Would a spreadsheet help us organise our work rather than the card index box?
3. Could a spreadsheet calculate statistics alleviating the need for a staff member to do this?
4. Should we presume the citation is correct and only verify in PubMed before ordering from BL (i.e., at the point we would be paying for a request).
5. Signatures – needed for BL and non NHS. Our process asked for a handwritten signature for all requests to allow the ordering process to continue uninterrupted. Could an e-signature speed up the process and would it comply with Electronic Signature Regulations and supplier terms and conditions?
6. Could we ask users to pay up front with individual accounts?
7. Could we change the order we searched for sources to save time or money?
8. Should we stop searching British Medical Association Library (BMA) and National Nursing Union List of Journals (NULJ) sources to save time, as only 10% of requests were supplied by them in our sample?

It had become apparent that the process slowed down at the beginning (checking references; deciphering handwriting; checking contact details; searching sources, etc.) and at the end (supplying and payment). The middle section (ordering and receiving) was done very quickly. Concerns were

2010 Source	%	Search order 2010
British Library	33	6
UHB stock	3.1	2
W Mids Network	27.2	3
BMA	3.3	5
NULJ	6.8	4
Pubmed/HIR	26.6	1

raised and discussed around turn-round time, the legal framework (including copyright, licensing and e-signatures) and cost versus income. It was agreed that further investigation was required before a draft procedure could be drawn up to be discussed with staff and then trialled.

Staff member Martin Elcock, our Resources and Outreach Librarian, looked into the electronic request, e-signature and electronic supply issue. We spoke to a BL Customer Services contact and were informed that "a BL Copyright Manager has looked into this and will be discussing e-signatures with senior managers and producing a policy document in due course." As an interim, BL advised "compliance with BL document supply terms and conditions is necessary, as well as the conditions of copyright law, in order to be able to receive a request from the user electronically (e.g., by email) and to be able to supply the requested article using electronic means."

Furthermore, they stated that, as librarians, when requesting through BL Library Privilege Service, we must ensure that the following two conditions are complied with:-

- a) That the user agrees to the copyright regulations, their acceptance can be proven, and that this agreement is recorded by us and retained for a period of 6 years plus one day from the end of the current year (e.g., that the copyright declaration is included on an email request form, along with a statement stating that, by returning the form to the library, the user is deemed to have read and accepted the terms and conditions of copyright and use of the document supply service; we would also need a procedure to ensure that the e-request is saved for the prescribed period).
- b) That the library acting on behalf of the individual can identify the individual who made the request (i.e., a 'unique identifier')

in place of the written signature (e.g., could secure user authentication, the Trust's network/email login procedure, work?)

At a follow up meeting the Library team agreed to introduce an email template request form to run alongside our existing paper-based form. Requests made by either route would be accepted by Library staff. The email request template would only be sent to, and accepted from, UHB Trust email addresses. In terms of electronic supply, only requests for articles which complied with the UK Copyright Licensing Agency (CLA) NHS Copyright Licence conditions, i.e., are included on the 'participating digital material publishers' lists and were licensed by publishers for interlibrary supply, could be delivered electronically to users. To reinforce the copyright message, a second email template was created containing a copyright declaration, to which the article was attached.

We felt that receiving a request via Trust email satisfied the e-signature requirements specified by the law, BL and other suppliers, because:

1. Trust email can only be accessed with a username and password unique to the email address owner.
2. The email password is changed every 30 days by the email address owner.
3. In order to gain an email address from UHB, an application form has to be submitted to IT, which is counter signed by a line manager and then approved by Directors at Trust Board level.
4. There is a persistent link between the request details in the email and the 'e-signature' (including the copyright declaration agreed upon through request submission by the requestor) because the email request displays the sender's email address, their ID, and a copy of the email is archived after 3 months by IT and held for longer than the required period.

Further discussions concerning electronic signatures were held with colleagues in Higher Education, including Graham Titley at Plymouth University. Although our HE counterparts all used ILL modules via their LMS, it was unanimously felt that our approach was sufficiently similar and therefore acceptable. Indeed many universities have been using and openly discussing their use of an electronic signature since 2007, and have not been challenged. From a risk assessment perspective we felt that the benefits outweighed the legal ambiguity. We felt sure that we could identify who had requested an article and be very confident they worked for the Trust at the time of the request and supply.

We trialled the new procedure using an electronic request form and initially forwarded those journal articles supplied to us via the West Midlands ILL network as a PDF file. Individual and department accounts were set up to record payments in advance and this was heavily promoted. Doing this would allow us to send articles electronically, rather than printing off the article and taking a payment when collected, thereby significantly improving the efficiency of supply and providing a more convenient and immediate service to our users.

In regards to electronic delivery, we set up a trial using Adobe Digital Editions for BL SED requests, but this was unsuccessful and quickly scrapped due to software complications and the issues it raised with our IT department over network security. Instead we returned to the British Library's Ariel service, confirming with them that it was acceptable to supply electronically as long as the request was forwarded to the end user using an NHS email address without us saving or editing the email or attachment, and that we included their copyright statement.

To further speed up the process we also decided to introduce a new charging system:

- where articles are available from the NHS core collection or our own stock, an Athens-enabled link to the resource was supplied;
- articles supplied on paper (due to licensing restrictions or copyright) would cost £1;
- articles sourced from BL would remain at £5.

We also changed the sourcing search order, see table below, and cancelled our subscription to the BMA and NULJ document supply services. (We found that, for a slightly higher per article request price, we could use a PAYG (pay-as-you-go) service with the BMA. It was free to join, and to date we have only used it on a handful of occasions, e.g., during the BL asbestos episode).

Source	Search Order 2011	Search Order 2010
British Library	4	6
UHB stock	1	2
W Mids Network	3	3
BMA		5
NULJ		4
Pubmed/HIR	2	1

Mike Webb, Library Assistant at Birmingham Community Healthcare Trust, kindly sent us their ILL spreadsheet which we adapted to suit our needs. We added formulae to calculate the numbers of requests as per the annual statistics return, and added some conditional formatting to which could identify processed (submitted) and 'overdue' requests. The spreadsheet took a lot of titivation to get to the version used now and I am very grateful for UHB library staff's perseverance with this. The spreadsheet has been working for almost 12 months now.

We have now identified one drawback to using Microsoft Excel - each request occupies a separate row and therefore an 'archive' of requests rapidly accumulates and navigating the sheet can take time. Hiding rows is not always appropriate or helpful so a certain level of MS Excel knowledge is required, for instance to know how to apply auto filters or how to use the 'find' command, to manage requests efficiently.

As the trial continued we also went through our list of journal subscriptions and checked each licence against the CLA list of excluded publications, and checked we had the right to copy digital original material in addition to photocopying and scanning.

As a follow up, I again looked at where we got our journal articles from during April to October 2011 and timed the request process:

2011 Source	%	Time (per request)
UHB	13.96	4 minutes
Pubmed/HIR/UHB	25.7	7 minutes
Unicorn (W. Midlands Network)	19.6	11 minutes
BMA	0	
NULJ	0	
British Library	40.74	16 minutes

As can be seen, when compared to the first table in this article (*on page 8*), to date our processing time has been reduced substantially.

Whilst the trial was in process, Martin also investigated whether there were any automated products on the market that we could purchase as a spreadsheet replacement. We found a couple of solutions but they fell short of our requirements. We wanted a solution where users could request online at home or at work, auto complete fields (e.g., abbreviations) and possibly search multiple databases to save library staff time.

It did however inspire us to think more widely and led me to approach Chris Hand and Mike Webb. As Mike Webb was an IT whiz could he create a bespoke version for us that we would pay for?

Watch this space for an update

ILDS 2011: Resource Sharing in the Digital Age: A Report (Part 2) Inter-Lending and Document Supply Conference 2011, Chicago.

Lucy Wilkins

University of Bristol

FIL Sponsored Delegate

(Part 1 was published in issue 59)



Part 2

The 12th ILDS Conference was held on the 19th to 21st of September 2011 in the Spertus Institute of Jewish Studies, Chicago - in the heart of the city and on the world famous Michigan Avenue.

The second day of the ILDS 2011 already felt much more homely. Meeting up with people who I'd talked to the day before about the interesting talks, bumping into speakers and enquiring further into their topics, as well as chatting with people I'd sat next to on the bus to the Museum of Contemporary Art. Having only been at the conference for one day, I felt very welcome and very well looked after! Milling about in the Spertus Centre before the first talk began, I took the opportunity to walk around the exhibitors that I had missed on the Monday, and chose to quiz the RapidILL team about their ILL system, born from a disastrous flood that destroyed the journal stock at Colorado State University.

The day featured several interesting talks detailing ILL co-operatives between libraries, each making their own lending community and designing the technology to facilitate the service. Winston Tabb from IFLA kicked off the proceedings mentioning the IFLA Treaty on Exceptions and Limitations and relating it to current issues in international copyright. Touching on the recent problems concerning WIPO's Copyright Committee, Kenneth Crews' study on Limitations and Exceptions, and how we disseminate print and digital to the public worldwide, re-enforced the fact that this conference was not against intellectual property owner's rights, but for the rights of the user.

The keynote by James Neal detailed the 2 CUL project, a collaboration between Columbia and Cornell University Libraries, and described the lengths that the partnership went to to integrate resources, collections, services, infrastructures, and expertise. James rounded up with a summary of the progress of the project to date. After just over one year, they are finalising the collaboration of their Slavic and Eastern European collections and working towards the same goal with their Latin American and South Asian material. Negotiations are also in the pipeline for joint licensing agreements, and they are aiming to amalgamate their e-archive systems.

Whilst hearing about all the ILL co-operations established through neighbouring locations such as NILDE from Italy, CARLI from Illinois and CALIS from China, I realised how other countries have established and developed their own ILL systems and processes without the help of a national library, such as our British Library. A few talks mentioned the luxury of having such an organisation available and this opened my eyes as to how many operate without one, and how much the UK's ILL system relies on the British Library and our centralised wealth of resources.

Kristina Eden and Anne Beaubien were up next to give, what I considered, to be the most interesting and enlightening talk of the conference. They reported on a study they conducted on a project called the HathiTrust; which is the world's largest and newest digital repository. The study had to investigate how the users demand for speed, cost and delivery, as well as intellectual property right issues, impacted on how the repository could aid ILL operations.

The HathiTrust currently has over 60 partners from across the globe who contribute digital collections with the aim of creating and preserving a comprehensive cultural record of material. The Trust collates material:

- already digitized by the Google Books project;
- from several other large-scale digitisation projects;
- from individual libraries digital collections.

As a result the HathiTrust has grown from the resources of the founding 13 universities in the United States and now holds over ten million volumes, 27% of which are in the public domain.

The study recommended that HathiTrust utilize future research into how e-books meet user needs; the need for electronic vs. print is still not fully understood from a reader's perspective. Collaborating with ILL librarians may shed more

light on these issues as they have access to working experience of user habits. The study also noted that differing copyright law between countries exposes barriers which contradict the project's aims and objectives, and that clear marking of which resources are available in which country, or opting for a "one size fits all" approach would make the resource easier to use and share across borders.

On a personal note, at this point in the conference I had a 'light bulb' moment! As a student nearing the dissertation stage in my Information and Library Management MSc, the HathiTrust project came across as an exciting and leading project in its field, with a large portfolio to investigate and exploit for my research. To highlight its currency of vision, as well as the controversial nature of the work, in October 2011 the US Author's Guild filed a lawsuit against the HathiTrust citing major breach of copyright. The grounds of this lawsuit are based around the extent of the 'diligence' search that HathiTrust seem to be conducting in order to locate intellectual property rights holders of assumed orphan works before digitizing the material and making it publicly available. At a groundbreaking time in the field of digitisation, ILDS2011 has opened my eyes to work I had not come across before, held my professional interest and provided me with a very comprehensive starting block for my dissertation. This benefit alone was worth the trip, not to mention the other knowledge I gained, the people I met and the sights I saw!

The other presentations we had that day that I found most insightful came from a specific geographical perspective. A resource sharing view from Europe, which I am possibly more familiar with than the bulk of the US audience, was given by Helle Brink and Poul Erlandsen, based in Aarhus University, Denmark, and the Royal Library in Copenhagen respectively. They alluded to the RUSA STARS International Library Loan Survey, published in 2006, which was designed to highlight issues that can hinder international resource sharing, as well as discussing Europeana, another resource which learning about will help me in my studies.

We had two further national viewpoints of interlending, one from China and the other to discuss the issues around sourcing and borrowing Russian material. Xiaoxia Yao explained the installation of CALIS ILL (China Academic Library and Information System) and how they have improved resource sharing through EduChina. She reported that 1000 academic libraries are now members of CALIS and their future plans included closer

co-operation with other national ILL services.

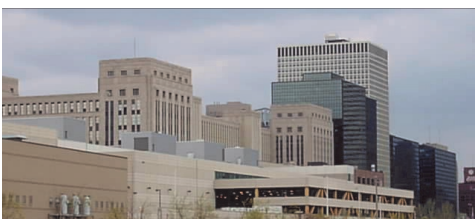
Kenneth Kinslow, based at Notre Dame University, Indiana, told of his experiences in obtaining Russian material and the barriers he has overcome. On his quests for Russian material, he has located specialist collections around the world and requested from the University of Illinois at Urbana, the National Library of Finland, former Baltic countries and Central Asian countries with former Soviet Union connections.

In addition to the interesting and informative presentations, the second day was filled with friendly welcoming faces, interesting exhibitors to visit in the breaks, and delicious food! Tuesday evening's entertainment was one of the events I had most looked forward to: the Chicago Skyline Boat Tour aboard the 'First Lady'. Mary Hollerich and several of the IDLS2011 committee members were kind enough to meet me at our hotel and walk with me down to where the Trump Tower and Magnificent Mile meet the river, where we were to board and enjoy an evening of sightseeing. I was lucky enough to grab a seat near Bob Seal who, as a Chicagoan, was happy

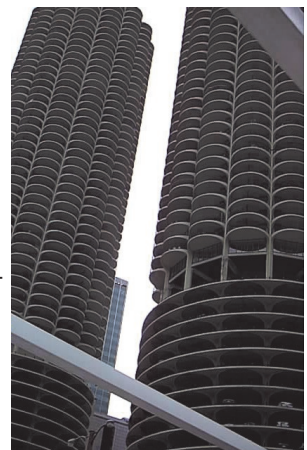


to be our tour guide and point out skyscrapers and buildings of note. Timed around sunset, we were lucky enough to see the architecture in the daylight, and then sail onto Lake Michigan to admire the city lit up at night. It was an overwhelming perk that I could never have imagined and will never forget.

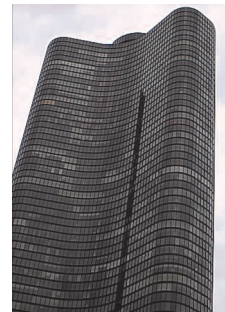
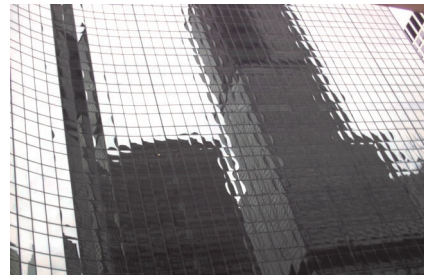
My third and final installment will cover the last half day of the conference based around copyright issues, as well as the visits I made to the Research Center for Libraries, the Joe and Rika Mansueto Library at the University of Chicago and the Information Commons building at Loyola University.



Yes -
this
one
is a
car
park!



A montage of Chicago skylines



**What's the one the resource you always use?
Why is this?**

There were many regional and specialist catalogues and networks that were mentioned, many specific to individual libraries location and sector, such as NULJ (for Nursing) and SINTO (used in Yorkshire and the East Midlands).

More general resources include OCLC; it was found that they were often much more keen to lend than UK institutions because of age or fragile condition. It was also noted that due to legal deposit, borrowing within the UK is often difficult because the institution has been given the free copy and is prohibited from making money from lending it.

SUNCAT came out on top for sourcing journal articles, citing their speed of delivery as the main benefit, with COPAC, M25 and WorldCat for monographs. The EThOS website was mentioned, being used for reference and directing users to.

Is reduction in funding/staffing changing how you work in ILL?

Staff have had to adopt a wider skill set across the whole of Library and Information Services, with library assistants being trained in, and able to perform, more basic tasks across several departments; meanwhile basic ILL processes can be done by non ILL specific staff. Specialised staff are being retained for specific enquiries and sourcing rare material. Outsourcing was mentioned as a way to reduce direct costs, but with the need to retain at least one experienced in house member of staff.

Is there any resource you find yourself using less today than you used to?

Some academic institution staff pointed out that they find themselves withdrawing from smaller co-operatives as they were not receiving an equal amount of loans or assistance in return; in short, the partnership was not giving them enough back to warrant being involved.

What is your golden advice to other interlenders?

Somewhat contradicting the previous point! The importance of regional collaborative schemes. Being part of the interlending community and maintaining reciprocal agreements helps save on costs and supports the general ethos of ILL.

Alongside this came the benefit of the safety net of emailing lists as places to voice cries for help when all other avenues had been exhausted.



The importance of reviewing policies was highlighted. As our technologies and access to resources is changing very rapidly, processes and policies can quickly become out of date. One academic institution noted that their requests had doubled since the implementation of SED so their workflow had altered and they had needed to reassign tasks and responsibilities.

What's the one tool you wish you had available? What would it do? Why is that? Is there anything close to it?

The impending introduction of a UK union catalogue was generally seen as a beneficial tool that will hopefully be up and running soon. Whilst WorldCat National and WorldCat Local develop, people felt time could be saved from checking several different catalogues to fill one request.

Workshop: Improving service visibility and impact.

Gareth J Johnson

What is the profile of your interlending service?

For some in the workshops the answer was a relative invisibility, hard to find and the poor relation of library services. For others the total opposite was true, with the service operating a key and celebrated part of the library's services to patrons. There were issues from many of the delegates on the perception of just whom the service was for – some found that, for example, only researchers used their services despite them being open to all; whilst others found undergraduate students, who shouldn't need ILL in the early years of their study, by the time they came to their final year were no longer as receptive as they used to be to new services and carried on regardless of the limitations of only using locally available resources.

Having specialist librarians, for example: clinical librarians, embedded within academic and specialist departments as a conduit to patrons, who are well aware of the broad span of library services including ILL, was noted as a majorly successful way of raising a service's profile.

On the other hand some delegates reported that whilst in the past they had been mentioned during induction events for new patrons, with session time pressures and so many services to be

highlighted, they were often seen as an “easy” option to cut. The impact of this was a diminished awareness across all patrons of the service.

What have you done, or considered doing, to market or raise the visibility of interlending within your library services?

A couple of suggestions made were to use posters around the library or to use paper inserts in books within the library flagging up the ILL service and its benefits. Having a good web or intranet presence was also noted as an important step in reaching out to patrons. Turning up in person at student centric (e.g., post-graduate fairs) or public events was another good approach to directly marketing the services offered by interlending teams, as well as the library as a whole.

Some delegates suggested that a campaign to promote ILLs, rather than one-off events, was a more successful way of raising awareness. Linked in to the launch of new services (e.g., SEDs) so that it wasn't simply promoting the service as is, but taking the opportunity to flag up improvements as well – such as those offered through BLDSS' new formats (e.g., full colour!).

What is the perception or understanding of your interlending services by library colleagues?

The answer from the workshops was a mixed bag.

For many there is a strong understanding of ILLs as most members of the interlending team are based across a number of departments, meaning the knowledge is shared further. Staff work in a mix of front of house and back office roles, and most appeared to be from non-converged (with IT) services. The message most often shared with all colleagues was that ILLs are one of range of services to turn to in the supply of materials. Local resources (physical and electronic) should always be explored first, but beyond that the option of visiting other libraries or employing ILLs was one that many librarians advocated as a sound strategy.

For others, though, it was felt that there is a poor understanding of how ILL functions amongst colleagues, especially more senior staff, whom have never been involved with it. Some noted that they'd overheard inaccuracies being passed along to patrons which was frustrating. In these cases it was noted that training on, and advocacy about, ILL services was needed to be targeted at any staff not involved in ILL, to avoid incorrect information and misconceptions being passed to users.

What is the perception of interlending services by departmental heads and senior managers?

Generally positive, as a beneficial part of the services offered by the library. A government librarian, working in an essentially bookless library(!), said their patrons and senior managers “loved it” – no stock to manage, reduced acquisition and curation costs, thanks to a just in time delivery of only what they needed.

However, as noted in the previous section, whilst the overwhelming feeling was that senior management respected and appreciated the ILL function and teams, there exists disconnection in their awareness of the full range of impact that the services offered; which in itself was an area that could do with some redress.

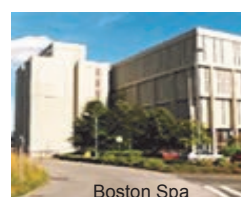
What is the impact of any charging regimes

Passing on charges to patrons isn't a great marketing element, but it does help reinforce the high quality of the service offered. In the two sessions, over 70% of the libraries represented levied a charge; nominal in most, but not all, cases). There was some concern in the academic sector that the new intake of higher fee students would be less satisfied with the service if charges are levied. As a result there is a need to more strongly market the ILL service's benefits to offset the perceived recouping of revenue.

[We must not forget that there is a legal obligation on us to levy a charge for ILLs - see the comment article that follows this article - Ed.]

Issues over recharging departments or devolving budgets to them were also touched on. Some delegates reported that, whilst budgets were at the same level, now that the funds were controlled by departments outside of the library there was an increased ‘reluctance’ to spend the money on resourcing ILL requests. *(This despite the value for money (when measured against subscription cost) for low use titles? - Ed.).*

For many delegates beyond the service brand impact, the fear was that without some kind of levelling mechanism like charging, the flood gates to irrelevant requests would be opened. However, in response, it was noted that at least one organisation represented that doesn't charge had not experienced this problem!



Comment on charging for ILLs

Graham Titley

Plymouth University

We must not forget that there is a legal obligation on us to levy a charge for ILLs - even if many institutions choose to not do this, or choose to not set this at the prescribed level, or choose to not have in place a 'strategy' explanatory document!

S.I. 1989/1212 The Copyright (Librarians and Archivists) (Copying of Copyright Material) Regulations 1989, states in paragraph 4(2)(d) (*about the person who receives a copy from a prescribed library*) "that such person is required to pay for the copy a sum not less than the cost (including a contribution to the general expenses of the library) attributable to its production."

It also states, in regards to library-to-library supply, in paragraph 5(2)(c) "that the other prescribed library (*that is the one making the request for a copy on behalf of a user*) shall be required to pay for the copy a sum not less than the cost (including a contribution to the general expenses of the library) attributable to its production."

These provisions have consistently caused extensive debate amongst those delivering document delivery services. Of the many different models that exist out there in 'libraryland' championed as meeting these provisions, **none** (to the best of my knowledge) have ever been directly challenged by any rights owner, court or other authoritative body.

- But does that remove the professional responsibility upon us as service providers to meet the law of the land?
- What makes the 'real world' application of this legal provision any different to the one that states if you kill someone and are found guilty you go to jail?
- Why does local, internal, politics make this such a difficult issue to resolve?

The (well it shouldn't be but...) controversial bit!

Taken literally, I would estimate that for a British Library copy request the user should be paying about £15 to £16 per request. This amount covers the BL charge, staff time, office costs, equipment costs, software costs, etc. of managing and handling the request, plus a 'donation' to the library.

For a library-to-library UK request the user should also probably be paying around the same amount per request (£15 to £16), at least half of which

should be sent to the supplying library! (Both libraries incurring costs and receiving a donation!).

This **should** be reflected in the current FIL survey of ILL supply charging - but it probably will not be. Should we therefore, following a siren call from a colleague, not be recommending an appropriate 'flat' fee for the activity? Or is this too 'big brother' for most?

For a library-to-library international request the requesting library should probably be paying around £10 per request plus postage. It is unclear whether an international library has to get the declaration required by UK law and it is unclear whether they should receive a payment. (Both libraries incur costs, but the requesting library's local law might be different and may not require either paperwork or payment). Regardless, an international copy request should be accompanied by a statement stating that the local copyright regime and rules have been applied. This is your protection as supplier of the copy, just as a personally signed declaration is your protection in the UK. Similarly, when making international requests you must declare that UK copyright rules have been applied and that a copyright declaration is held.

Applying a charging regime on these suggested levels would have serious implications for services, staffing and co-operative schemes. But if you do not charge, or do not directly charge the user, or if you charge a random nominal amount, is the 'risk' acceptable to your organisation? Do you, or your institution, have a policy that lays out how your model meets the expectations laid out in the SI? It might not result in 'protection' but it might be accepted as demonstrating 'due diligence' in your consideration of the law.

The application of the law is our 'defence' against the moans about charges imposed on the specific service we provide, and playing the 'it's the law' trump card acts against the personal expectations of users, however valid their argument, even if some of them have paid an enormous fee to study or if they feel the service should be a 'job perk'. The same definitely does not apply to other 'extraneous' charges, e.g., reservations or overdue.

(Incidentally, in regard to student fees. If a student borrows £27,000 from the student loan company over 3 years and then gets a £30,000 job, their repayments will be £67 per month. After 25 years, the lifetime of the loan, they will have repaid only £20,100 - and it is us the taxpayer who will have to pick up the underpayment tab!)

Figures from the Student Loan Company

www.slc.co.uk



Know Your Committee: Mini-Biographies (2012/2013) FIL Committee Member Biographies

FIL Chair

Marie Lancaster

Mini-biography appeared in issue 59

Web & Marketing Officer, and Membership Secretary

Helen Trollope

Mini-biography appeared in issue 59

British Library Observer

Kate Ebdon

Mini-biography appeared in issue 59

Newsletter Editor

Tracey Jackson

Mini-biography appeared in issue 59

CONARLS Observer

Gillian Wilson

Libraries Special Collections Manager
Lancashire Library Service

I have a long history of working in Inter Library loans, beginning at branch level in the very distant past, before moving on to county level in the 1990's. My current role includes the management of the North West Libraries Interlending Partnership (NWLIP). This subscription based partnership provides inter library loan support services to other public library authorities and to further and higher education libraries in the north west of England.

The work I do involves collaborative working with a number of other national and regional specialist groups with interlending and resource discovery at their core; one of these is the Conarls Working Group. I represent FIL on that group, and I act as Conarls observer on the FIL Committee, which helps us to feed information about FIL and our activities to Conarls members and vice versa,

and allows partnership and collaborative working between the two groups.

Together with NWLIP, my other duties as Libraries Special Collections Manager include responsibility for Lancashire's Music and Drama Service, Reading Groups, Staff Library, Minority Language, Heirloom, and cataloguing, so my working life is both busy and varied!

Secretary

Chris Beevers

Document Delivery Supervisor
University of Huddersfield

I have worked in the library at the University of Huddersfield, then the Polytechnic, since 1985 when I joined the Periodicals team. No e-journals in those days but a rather technical filing apparatus called a Kardex to manage our paper subscriptions. After that I moved to Inter-library loans and a pair of even more sophisticated filing wheels, which we used to keep track of our requests via the old 3-part BLDSC forms. Apart from a brief sojourn looking after our short loans collection and a brief stint as counter supervisor I have been in Inter-library Loans ever since.

Today we deliver our service via a joint computing and library help desk, so ILL staff are trained to deal with lending enquiries and provide first line IT support. In the back office we also administer a modest postal loans and document delivery service to distance learners and remote users, an off-air recording service, and a service to provide course readings in accessible formats for our print impaired students.

On a personal level I advise on copyright, I oversee our computing and library disability support and I manage our sales outlet and service copying facility.

Jennie Cooke

Trust Library Manager
Queen Elizabeth Hospital Birmingham

My entire working career has been spent in libraries, apart from a few summer jobs on farms and nursing homes to pay off student loans. As a child I played libraries (some will say I still do!) and even developed my own classification scheme around coloured dots for my teddy bear users. From there I went to library school in Leeds in 1990 and first started work in a school library in Wolverhampton, before moving onto a variety of academic libraries in Manchester and London.

In every post the themes of document delivery, cataloguing, serials and acquisitions have been a constant, and it is an area of work I still enjoy, when I can. Along the way I became chartered in 1996 but have never quite managed to have anything published. (*Until now! see page 8 - Ed.*)

I have come back home to the Midlands now (I think I have lost my accent!) and I have been working in the NHS for almost 6 years as Trust Library Manager at a large acute hospital in Birmingham. We are a busy library with a relatively small team. Document supply is one of our largest work streams and for us is an area ripe for service improvement. We provide the evidence in evidence-based medicine, but our users want the information immediately, generally for patient care or research. They don't understand why copyright or publishers' licences can sometimes prevent us delivering articles as quickly as we would wish. We have spent a lot of time 'lean thinking' our document delivery processes and trying to remove barriers or reduce duplication within the legal framework. I am not sure we are quite there but this is an area I would like to explore and develop with colleagues in other areas.

Outside of work it's all DIY for me – my evenings and weekends are full with a 1930s house being restored to its Art Deco glory (hopefully).

Natalie Picken

Document Delivery Co-ordinator and Multimedia Manager
University of Reading Library

I'm very much at the beginning of my career in librarianship and am still amazed I get to do a job which I find so interesting! I coordinate the Inter library loans service at Reading University Library and have been doing this role since 2008.

Alongside Inter library loans I have my finger in a few other pies: I liaise with a school in the faculty of science and I manage off-air recording requests and multimedia concerns generally.

Originally from Sheffield, I realised I wanted to help people use libraries at Nottingham Trent University, where I was constantly learning new stuff about how the Library resources and services worked. I was so intrigued I insisted on passing gems of advice onto friends from my degree course. After a graduate trainee year at the Zoology Library, Oxford University, I completed my MA in Librarianship at Sheffield University and graduated in 2005. Still relatively fresh faced and enthusiastic, I started at the

University of Reading as a trainee Liaison Librarian, where I learned lots, before moving into the Inter library loans role I do now. I chartered in 2008 and seriously consider re-validating about once every 6 months, but am yet to attempt it!

Professionally, I'm interested in new technologies and how libraries can use them to open up their resources, and information literacy, especially how library users perceive their own information behaviour.

In my leisure time I enjoy drinking tea (a habit which verges on obsession), tap dancing, and cooking. I'm sincerely trying to cultivate a vintage clothing habit, but am still very much a beginner.

Mark Kluzek

Interlending and Document Delivery Officer,
King's College London

I am the Interlending and Document Delivery Officer for King's College London. I coordinate the delivery of loans and copies to King's College London library users at all 6 sites as well as the supplying of loan and copies to UK and international libraries.

Before working at King's College London I worked in public libraries. Prior to this I was a school teacher in the UK as well as in Australia. I enjoy my role at King's and am glad to be further involved with the interlending community by being a member of the FIL committee.

Outside of work I am kept busy with my family as well as playing the odd bit of piano accordion.

Have you checked out the FIL website recently? Alongside all the useful information, there is now a gallery of pictures from various events. Who can you spot? at:
<http://www.forumforinterlending.org.uk/gallery>



The Foyer,
The Hive,
University
of
Worcester



Metal Sculpture, The Foyer, The Hive, University of Worcester.

Marie Lancaster - Chair

Information Advisor—Document Delivery
Library Central Services Unit
Cardiff Metropolitan University
Western Avenue
Cardiff CF5 2YB
Tel: 029 2041 6261
mflancaster@cardiffmet.ac.uk

Christopher Beevers - Secretary

Document Delivery Supervisor
Library and Computing Services
University of Huddersfield
Queensgate
Huddersfield HD1 3DH
Tel: 01484 472051
c.j.beevers@hud.ac.uk

Christine Shipman - Treasurer

Resource Delivery Officer, Library
University of Warwick
Gibbet Hill Road
Coventry CV4 7AL
Tel: 024 7615 1274
c.a.shipman@warwick.ac.uk

Helen Trollope - Web Editor, Marketing & Membership

Inter Library Loans, Library
University of Wales, Newport
City Centre Campus
Usk Way
Newport, Gwent NP20 2BP
Tel: 01633 432564
helen.trollope@newport.ac.uk

Tracey Jackson - Newsletter Editor

Inter-Library Loans Supervisor
Hertfordshire Libraries
New Barnfield, Travellers Lane
Hatfield, Herts AL10 8XG
Tel: 01707 281509
tracey.jackson@hertsgov.gov.uk

Sue Fagg

ILS Advisor,
Inter Library Requests,
Academic Services Team
Information & Learning Services
University of Worcester
Worcester WR2 6AJ
Tel: 01905 855342
s.fagg@worc.ac.uk

Julie Clement

Principal Librarian - Collections & Reader Development
Swansea Libraries
Civic Centre
Oystermouth Road
Swansea SA1 3SN
Tel: 01792 636628
julie.clement@swansea.gov.uk

Jennie Cooke

Trust Library Manager
Office 38, Medical Education
University Hospitals Birmingham NHS Foundation Trust
Queen Elizabeth Hospital Birmingham
Mindelsohn Way, Edgbaston
Birmingham B15 2WB
Tel: 0121 371 2488
jennie.cooke@uhb.nhs.uk

Natalie Picken

Document Delivery Coordinator & Multimedia Manager
Library
University of Reading
Whiteknights
PO Box 223
Reading RG6 6AE
Tel: 0118 378 8786
n.picken@reading.ac.uk

Mark Kluzek

Information Resources
Library Service
King's College London
Room 121
26-29 Drury Lane
London EC2B 5RL
Tel: 0207 848 7256
mark.kluzek@kcl.ac.uk

Observers**British Library****Kate Ebdon**

Liaison Team Manager, Customer Services
British Library Document Supply Centre
Boston Spa, Wetherby
West Yorkshire LS23 7BQ
Tel: 01937 546996
kate.ebdon@bl.uk

Conarls**Gillian Wilson**

Library Special Collections Manager
Lancashire Library Service
Lancashire County Council
Bowran Street
Preston PR1 2UX
Tel: 01772 534047
gillian.wilson@lancashire.gov.uk

IFLA Representative**Rose Goodier**

John Rylands University Library
University of Manchester
Oxford Road
Manchester M13 9PP
Tel: 0161 306 4930
rose.goodier@man.ac.uk