fil forum for interlending and information delivery

SAVE THE DATE!

INTERLEND 2013
"INTERLEND 101: BACK TO BASICS"
27th-28th June 2013
The Maldron Hotel, Cardiff

Please check the Website
www.forumforinterle...

Interlend 2012 Report

International ILL

Boston Spa

BRITISH LIBRARY

FIL@BLDSC 2013
15th March

ILDS 2011 Report part 3

ILDS 2011 CHICAGO

PDA, Ebooks & ILL

Contents

Editorial

Welcome to the first FIL Newsletter for 2013. In this issue we have a report from our 'new' Chair Marie Lancaster from Cardiff Metropolitan University Library. Marie was previously Vice Chair.

Interlend13 is announced! See the advert on this page. We are having a change this year, holding a Thursday and Friday conference! We have some exciting speakers planned and are returning to hotel accommodation. All in all we are hoping to have another interesting and useful conference. So if you've not been before note the details and keep checking the FIL website and mailing list for updates.

Another event which is due to take place very shortly is the FIL@BLDSC on 15th March. This looks to be another popular event and at the time of writing the bookings are almost full. This day is always very popular, so if you weren't lucky enough to secure a space this time keep your eye open for future events.

We have the final part of the excellent report from 'our delegate' at the 2011 ILDS Conference in Chicago, Lucy Wilkins. As Lucy says in her final article, if this opportunity comes up again she recommends people putting themselves forward. Anybody could be selected and it is a great opportunity. We also have a report from our sponsored delegate at Interlend12 - an excellent insight into Interlend from a 'first timer'.

As usual I would like to thank everybody who has submitted articles for the Newsletter and remind you, please don't be shy in contributing articles, comments and ideas. If you are planning to attend a conference, then send us some notes. Tell us what inspires you. Are you doing something within your organisation that you think others may find interesting or inspirational? Please do email me with your articles or comments (if possible include a photo of yourself) and then we'll see you in a future Newsletter.

Tracey Jackson
Editor
tracey.jackson@hertscc.gov.uk

Chair's Update

First of all I'd like to take this opportunity to wish you all a Happy New Year. I hope that you all had a lovely Christmas and that you are looking forward to the year ahead.

I didn't expect to be FIL Chair quite so soon, however I'm looking forward to the challenges ahead.

If you were at Interlend12, you will be aware that we've had some changes on the committee. Notably, Gareth Johnson has had to step down due to a change in career (he is currently doing a PhD in English, Communications & Media at Nottingham Trent University). We also said 'goodbye' to Gerry Coyle, whose term on the committee has come to an end. We wish both Gareth and Gerry all the very best for the future.

This means there are some 'newbies' to announce! First up, and not really newbies, are Julie Clement and Jennie Cooke (1). They were both co-opted onto the committee some time ago and I'm delighted to say that they are both now fully certified(!) committee members. We also welcome two completely new members to the committee Natalie Guest (nee Picken) from Reading University and Mark Kluzek from King's College London.

After Interlend12, things may have seemed a little quiet. However lots of planning has been

underway, about which I can now update you.

FIL@BLDSC – the annual day at the British Library Document Supply Centre at Boston Spa is taking place on the 15th March, 2013. The full programme is on our website and bookings are now open – we look forward to seeing you there!

Interlend13 – the venue this year is Cardiff. The conference team have worked hard to secure a city centre hotel location which can meet all our needs, and I look forward to welcoming you all to Cardiff. Calls for speakers and sessions will be going out shortly, so if you'd like to run a session or give a presentation or anything else then please get in touch.

FIL Website – at Interlend12, we had requests for a members only area of the website; in essence a forum for FIL. Our web officer Helen has worked with our service providers and this new facet will be launched shortly. Do keep your eyes peeled for updates and announcements!

That's all from me for now. However I want to stress that this is your Forum and we love to hear from our members about developments or changes that are occurring in your line of work – so stay in touch!

Marie

(1) Jennie was made a committee member as Paula Luckett, who was elected at the AGM, had to step down due to work commitments.

ILDS 2011: Resource Sharing in the Digital Age: A Report (Part 3) 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 was published in issue 60)

Part 3
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.

By Wednesday, the final day of organised talks at the ILDS2011, I felt like the conference had already covered a lot of material and my brain was bursting with ideas to write up and tell my colleagues about on my return. The last few sessions were all geared around copyright,

including views on its implications from specific countries and a look towards the future of open access and resource sharing. As we were ushered into the conference room, several acquaintances and colleagues I had made said their goodbyes as they were leaving soon afterwards. Many enquired after this very article! When the FIL Newsletter becomes available online, the title of the conference, "Resource Sharing in the Digital Age" may be proven and hopefully there will be readers across the Atlantic.

Markus Brammer, Head of Legal and Licence Affairs at the German National Library of Science and Technology (TIB) began proceedings by talking about the effects of copyright on document delivery services in Germany. He stressed a view very close to many librarians' hearts, that copyright should be centred on cultural dynamism and not focussed on promoting vested business interests. German copyright law was revised in 2008 and introduced several changes that have imposed restrictions on electronic delivery. In particular e-delivery was prohibited if the publishers offered it for any fee and could not be used to supply to commercial customers. These restrictions have seen e-delivery decrease by 48%, and much of the resource sharing has reverted back to paper.

Canada has also seen turbulent times of change, with Access Copyright Post Secondary Tariff licences coming into law for Higher Education Institutions. The tariff asks for CAD$45.00 per FTE student per year to enable institutions to provide e-delivery, in effect compulsorily incurring an additional charge to their original licence fee. By August 2011, 26 institutions said they planned to opt out of the agreement. However, 12 months later only 15 remained as 'opt out', although many discussions and disputes remain ongoing.

Beth Posner gave a thought provoking presentation on the ethical considerations of resource sharing. As Head of Interlibrary Loan Services at the US CUNY Graduate Centre, she has seen many conflicts between the legitimate interests of stakeholders and the profit margins of competing resource suppliers. She discussed the common good towards users and libraries, commenting how short term benefits to the individual and the long term benefits to the wider society, which echoed themes from the visions of the HathiTrust, often conflict the realistic achievements of libraries, who are expected to provide increasingly expensive services at a subsidised rate.

Dennis Massie, Program Officer at OCLC, closed the conference with a forward looking talk on coming trends in interlending. He discussed the effect of e-content possibly bringing an early

demise to interlending and the transition from traditional work to digitisation projects, copyright compliance and even electronic subscription management. He urged interlending communities and archives to use their stores as a collaborative resource, as they 'owned' a huge network of print information that needs to be accessible. As an example, at the current rate of digitisation, the HathiTrust could rival the holdings of the Library of Congress by 2020.

At the close of the conference there were two optional tours available. Those of us who had signed up were first transported south of the city centre to the University of Chicago campus where the Centre for Research Libraries (CRL) is located. Ten major US universities formed the Midwest Inter-Library Corporation (MILC) in 1949, and aimed to establish a "cooperative interlibrary centre". By 1971 66 member institutions were being supported by CRL. We were taken on an extraordinary tour of the collections, which include around five million issues of newspapers, journals, dissertations and other traditional and digital resources with an emphasis on publications originating from developing countries. Their newspaper collection (in print and microform) is the largest in North America. Their dissertations from countries outside of the US and Canada total over 800,000. The CRL is now in partnership with more than 260 academic and independent research libraries across the world and it was inspiring to see such a diverse collection of resources which play a huge part in the interlending community.

We all boarded the bus again and were taken to the nearby Joe and Rika Mansueto Library at the University of Chicago. Approaching the entrance, the building appeared to be a fairly standard university campus fare in a very pleasant leafy neighbourhood. Why we had come to visit became clear when we were guided down a long corridor towards a very bright entrance. What is best described as an 'egg-shaped' conservatory is the University's new ground-breaking reading

Mansueto Library Grand Reading Room - external view

room offering 180 seats, circulation service desk, preservation department (including the conservation & digitisation labs).

The basement below holds the automated storage and retrieval system. Dematic's Automated Library System (ALS) is currently the largest system in North America and has increased the storage capacity by more than 50%, adding the equivalent space of 3.5 million volumes. Seeing the item retrieval system at

Mansueto Library Grand Reading Room - internal view

work, a lot like a robot on a fast moving crane which can access all of the 24,000 storage containers was highly impressive in terms of speed and accuracy of retrieval for the user, averaging at five minutes from request to collection.

During lunches and breaks I had the luck of bumping into staff from Loyola University, Chicago, who made me feel welcome and offered me tips for my stay in Chicago. Elizabeth Andrews from Loyola's Interlending Department was kind enough to invite me for a tour of the Information Commons and the Library on Thursday, when local delegates at the ILDS had all returned to work.

Opened in 2008, the Klarchek Information Commons primarily houses study spaces, but also provides a link between the Information Technology Service and the University Library. The building is an impressive space, home to 220 fixed PCs (with additional laptops available for loan), individual and collaborative study space and a digital media lab.

Klarchek Information Commons, Loyola Univ.

Photo by: Mark Beane / Loyola University Chicago

With the front and rear walls of the building being entirely made from glass, the students are treated to an uninterrupted view of Lake Michigan - a study space which trumps any that I have experienced myself!

Elizabeth was also kind enough to show me around the inner workings of their Interlending Department and gave a brief demonstration of the management system, ILLiad, which I had learnt was the mainstream ILL system used in the US.

As this goes to press, it will be over a year since I was lucky enough to travel to Chicago and not only attend an international conference, but also visit an impressive city, make connections, and become inspired by the topics and issues I was

enlightened by. Spending three days with the type of librarian that sharing comes naturally to have been invaluable. As detailed in my previous instalments, the work of the HathiTrust has inspired the dissertation for my MSc in Information and Library Management; the experiences shared by libraries across the world have shaped my everyday processes; and the broadened general knowledge of copyright and it's differing implications to all stakeholders would have taken weeks to get to grips with outside the dynamic environment of the conference. In addition to the original award of attending the conference itself, I was then asked to speak at the FIL British Library event in March 2012 and have been able to speak about the experience in my own employment and at interviews. The bids are still open for who will host the ILDS2013 *, but if a similar delegate award is offered by the FIL, or attendance for any other conference, I would urge anyone considering it to take the time to apply. The opportunities opened up for me keep on coming and my studies and career have benefited significantly.

[* The 13th ILDS conference will be in Beijing, China from 16th to 18th October 2013. The theme has not yet been formerly announced; but do see Rose's article on page 9.   Editor].

Interlend 2012: Keeping Our Customers Satisfied: Interlending in a changing world: a report 25th- 26th June 2012 University of Worcester

Andrew Strike

Back in June I had the great pleasure of attending the Interlend 2012 conference in the picturesque city of Worcester as a sponsored delegate. A number of speakers from a mixture of different backgrounds gave presentations based around the conference theme of "Keeping our customers satisfied: interlending in a changing world". We were also given the opportunity to preview the only fully integrated public/university library in the UK, the Hive.

As a first timer to the conference it was with a mixture of trepidation and expectation I arrived in Worcester. Any fears or nervousness were soon dispelled by the warm welcome received from the committee members. The first thing to do was check out the accommodation which, although I think opinion was divided amongst other delegates, I found to be perfectly adequate for an overnight stay.

The first day began with a pre-conference Q&A workshop from Kate Ebdon (Head of Customer Services, The British Library). This session gave delegates the chance to ask questions and raise any concerns they had about the BLDSS system [the British Library's new request management software and processes]. A quick show of hands revealed that the majority of those present had switched over to the new system, although it was clear there was apprehension amongst those who hadn't. Kate confirmed that the plan was to not only have all customers moved over to the new system by the end of August but to also have the online account management facility up and running. Concerns were also raised about SED (Secure Electronic Delivery - the library's process for delivering the majority of article copy requests) file sizes, issues with printing, and confusing/ misleading reply codes. Kate confirmed that work is being done to improve reply codes accuracy and meaningfulness, but it is unlikely any new ones will be introduced. Hopefully in the very near future "the terror of the in-tray", as one delegate described it, will be reduced.

As the conference formally opened we were set a number of challenges: introduce ourselves to three people; take away at least one idea to try at our own organisation; introduce ourselves to a committee member; and most important of all, ask questions.

The keynote speaker Professor Derek Law (Joint Information Services Council (JISC) Advanced Board Chair) presented the first talk of the day in which he focused on the journey from document supply to information delivery. Derek talked about how libraries and librarians are under threat and how, by extension, interlending is too because there is a perception that everything is freely available on the web.

In response to this threat libraries are misguidedly moving away from 'collection' to 'access', but as Derek points out: "Not everything is or will be digitised" and ILL teams and libraries still have a role to play in helping patrons find the information they need.

Derek talked about how users are changing and how they now fall into two distinct patron types: 'digital natives' (born after 1993) and 'digital immigrants' (everyone else!) and as a result we need to adapt to best meet the needs of these two different groups. He argued that one of the big ways libraries can make a difference is by providing a 'gateway' to information that also includes content that is freely available. This, however, raises the question of how do we incorporate these resources into our catalogue and the requirement to potentially catalogue material we don't own.

The last section of the talk focused on information mismanagement and how there is no common comprehensive policy for managing electronic resources within academic institutions. He stated that we, as interlending professionals, should be positioning ourselves to take ownership of content created by our institutions because we already have the skills and knowledge required to manage, organise and give access, and are fully aware of any copyright issues.

There was also a brief introduction to some of the digital repositories available such as Europeana and Project Gutenberg.

Next up was a talk by Mark Kluzek (King's College London) describing how King's had reshaped their interlending and document delivery service in order to best meet the needs of their students. Prior to 2010 there were six ILL teams operating from six different locations and working in six different ways. Merging these into a single centralised service with just one office and one contact point for all staff and students enabled standardisation of procedures and greater service efficiency. The use of e-signatures, SFX auto-completion of request forms, and electronic delivery using Ariel have all been key to improving the service the team is able to offer.

Mark talked about the drivers for change and how, in particular, the increase in tuition fees has led to an increase in expectations from students, placing more focus on 'access to' rather than 'ownership of' material and the challenges involved in trying to find the best way to get information to users.

Mark also discussed the idea of patron driven acquisitions (PDA) using eBook Library (EBL) where, instead of trying to get a loan or copy of a book the ILL team will first check EBL to see if it is available electronically and if so they will send the patron a link to the eBook. This provides the patron with instant access and also saves time and money processing a request. It was interesting that in the 5 months between January and May 2012 around 13% of loan requests were fulfilled this way. I think this method would work really well with recently published material where it is often difficult to find libraries willing to lend.

[see also Mark's own article on this approach at KCL on page 8. Editor]

After coffee and biscuits Kate Ebdon and Anthony Troman from the British Library gave a talk about what the Library has done (improved workflows, optimised processes), what they're doing (full deployment of BLDSS, online account management) and what they hope to do in the future (Plugin-less DRM, delivery to mobile devices). We were again told that the plan was to have full deployment of BLDSS and online account management by the end of August 2012. (Whether this happened or not by the time this article is published I'm not sure).

The online account interface will provide account maintenance options such as the ability to tailor the plain text in-tray replies. It will also be possible to search, check availability, order, track, and renew requests online. It would seem the ultimate aim is to get rid of the ARTEmail system.

One of the enhancements mentioned was an API (Application Programming Interface). The idea is that this application can be integrated into our existing library catalogue or discovery tool and link directly to the British Library to provide real-time availability, price and ordering information.

Within the work being done or planned, I was particularly interested in the talk of DRM 'Lite'. Having experienced frequent problems with patrons being unable to open or print SEDs, this would seem to offer the ideal solution as it avoids the need to install any additional software. I also thought that the ability to renew loans online and instantly know the new due date would be incredibly useful.

The first day of the conference was drawing to a close and one of the nice things about Interlend is that, although there is a lot of focus on the talks and workshops, there is also a good social side to the event. A walking tour of Worcester, that would have perhaps benefited from a little more walking and a little less talking, provided an interesting way to kill time before we ended the day with a pleasant evening meal which, in turn, provided the ideal opportunity to talk with colleagues and share thoughts and ideas from the day.

The highlight of the second day was our visit to The Hive, the first fully integrated public and university library in Europe. The goal of the project was to create a place to inspire, a place where everyone felt welcome, and a place where exploration and enquiry are encouraged.

Certainly as we approached the golden structure it was clear just how much thought and effort had gone into every aspect of the design; from the intricately overlapping panels that cover the whole building to the use of natural sustainable material throughout.

The use of wood inside the building gave the whole place a Scandinavian feel and the high

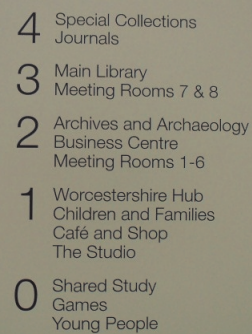ceiling and glass make it tremendously light and welcoming.

The floors are laid out in such a way that the library gets quieter as you move up. The ground floor is a space for games and 'young people'. Most of the first floor is devoted to the children's library, the largest in Europe, which has a range of brightly covered desks and seating that offer lots of nooks and crannies for children to explore. Then as we move up there is a floor dedicated to the local archives and archaeology collection, the main library and finally a special collections/silent study area. The whole concept appears to be really well thought out but at the time of our visit the true test was still to come. How would two library teams with different approaches come together? How do you balance the needs of students with those of the public?

4	Special Collections Journals
3	Main Library Meeting Rooms 7 & 8
2	Archives and Archaeology Business Centre Meeting Rooms 1-6
1	Worcestershire Hub Children and Families Café and Shop The Studio
0	Shared Study Games Young People

From my point of view I thought the whole project was a great idea and made perfect sense for a city based university where students have access to a range of other study facilities at different locations. However with silent study space and computer access so limited, instead of being a 'one stop shop' the Hive instead should be seen more as a hub or a 'beacon of learning' for both students and members of the public.

Before and after the tour both Anne Hannaford, (Director of the Information and Learning Service, University of Worcester) and Karen Reece (Head of Sales and Support, Capita Software Services) presented background information about the project and talked about the challenges they had faced, including developing a circulation policy that was fair to all users. For example: although all library patrons have access to all books on a reference basis there are key text books that can only be borrowed by students.

Next up was a workshop from Keith Trickey entitled: "How to get on with everyone". Unfortunately the previous talk had overrun and meant that this session, although interesting, was a little rushed and it was difficult to understand some of the key ideas Keith was trying to put across regarding 'the neurological levels' concept developed by Robert Dilts.

The key to achieving our goals according to Dilts is to make sure that we address each neurological level: Environment (Where), Behaviours (What), Capabilities (How), Beliefs and Values (Why), Identity (Who), Spiritual (For

Whom?), to make sure that each level is pushing us in the same direction. Sadly I didn't learn how to get on with everyone and I think we may have needed half a day to build on some of the ideas Keith was try to present.

Easily the most popular workshop of the conference followed after lunch as Marie Lancaster (Cardiff Metropolitan University) and Su Fagg (University of Worcester) presented various ways in which libraries can market their interlending service. The popularity of the session probably highlights a common theme amongst a number of academic libraries that very little is done to actually promote the service.

Marie talked about using regular training sessions organised through the university's staff development unit, for both academics and researchers, as a way of generating awareness of the interlending service. The hope is that once staff are aware of the service they will share this knowledge with their students and colleagues.

The next interesting development to be discussed was the creation of a 'Document Delivery Working Group' that meets regularly to discuss ideas and ways to push the service forward. Plans are drawn up and goals are set with each group member focusing on a particular task.

Some of the other ideas from this session included: business cards, bookmarks, branded SEDs, a stall in the library, Facebook, Twitter and displaying information on plasma screens.

The final session of the conference was from Laurence Bebbington (University of Aberdeen) who gave an overview of some of the legal complications facing the ILL community today. Unfortunately this session was again rushed due to earlier over-runs but Laurence did discuss how the legal basis for ILL varies between different countries and how particularly in the US there were concerns that some overseas institutions were not adhering to US law regarding ILLs being used for solely personal and not commercial use.

Laurence also talked about supplying e-journal articles via ILL, and how some publishers won't allow this as they feel it is depriving them of revenue, and about how the law, licensing and rights in regards to eBook lending are very underdeveloped at the moment and the current situation in this area isn't very clear.

For me Interlend 2012 was all about the people I met. Some of the food wasn't great, a couple of the talks were a little hit and miss, my bed wasn't all that comfortable - but really none of that matters when you're surrounded by people with a genuine enthusiasm for what they do and a

desire to seek improvements to the service they offer.

I came away wondering where the future of ILL lies. For some libraries it appears to be a core part of their service whereas for others it is very much on the periphery seemingly acting more as a referral process for book purchases.

As for highlights I found the section of Mark's talk about PDA particularly interesting, the tour of the Hive was fantastic, and the marketing session was an eye-opener in terms of showing what can be done with just a little time and effort.

Patron Driven Acquisition and ILL

Mark Kluzek
Interlending and Document Delivery Officer
King's College London

Patron Driven Acquisition (PDA) is a purchasing model where library users are able to access and use material from a large repository of electronic books. Depending on what sort of model a library uses this may mean that a certain level of usage enables the addition of ebook titles to a library collection. This patron driven model differs from traditional collection development in that it is a significantly less speculative way of developing a collection. The library user informs the development of the collection. Obviously ebook collections are not exhaustive and cannot fulfil the needs of demanding users with specialised research and study requirements. However they can provide a wealth of easily accessible resources to the user.

We move ever increasingly towards users seeking immediate access to information. New library users are sometimes struggling to understand that a book might take a week or two to access through an interlending service. The nature of interlending is also shifting as we move towards exploiting what technology we have to provide a more efficient service. Immediacy of access to information is becoming a greater priority to users.

King's College London Interlending and Document Delivery services are revising and amending their practises where possible to attune to the changing nature of information access. Interlending staff are often expected to find difficult to obtain books and articles. There is no denying that immediacy of access can never be guaranteed when trying to obtain a particularly rare book.

Although the bulk of loan requests still entail trying to borrow them from a potential supplier, there is another route for a smaller percentage of such requests. Late in 2011 we chose to try and fulfil loan requests where possible utilising EBL, an ebook library. This has proven to be successful in fulfilling a significant number of loan requests that we receive.

King's College London currently uses EBL to give access to a huge range of material not available in print on KCL library shelves. EBL is accessible through the KCL database A-Z list. After logging in, users can browse and download any of the 180,000 titles (parts of the EBL collection of nearly 300,000 books[1], e.g.: fiction, juvenile material, non academic material, very high priced books etc., are visible only to library staff). Once a book is purchased, either by PDA or the standard book buying process, it is added to our catalogue (non-owned titles are not visible there). As a part of our loan request workflow, after checking the catalogue we check EBL. Obviously if EBL do not hold the item we would look into locating a potential supplier. If EBL do have the book (and a print copy hasn't been specified) we would then send the user the static URL for the book. This gives them immediate access after authentication.

Feedback for the most part has been positive. Although a small number of users will follow up with a request for the book in print format, most seem happy to read the book through EBL. Current fulfilment of loan requests via EBL fluctuates between 10-20% per month.

In a small way we find ourselves facilitating PDA collection development by encouraging awareness and use of EBL. It also encourages users to inadvertently develop the ebook collection in a way that suits their needs.

If rented more than three times, an ebook is purchased and added to the collection. In terms of finance, because EBL loans are paid via the book purchasing budget, it means that the IDD (ILL and Document Delivery) budget does not incur the cost of the 10-20% of requests per month fulfilled by EBL yet at the same time increases awareness and use of EBL.

One thing I am not addressing here is the supplying of ebooks to other libraries through an interlibrary loan service. Many libraries supply from ejournal holdings after having checked the terms and conditions of a licence. It is obvious that this has enabled many electronic journal titles to be shared through document delivery. The same cannot be said for ebooks where licensing terms and conditions are fairly restrictive or have not been checked. Based on a

survey of ILL-L* discussion forum users, made in 2010, only 2% of the 185 users surveyed worked at libraries where all their licences allowed interlibrary loan of ebooks[2].

[* ILL-L is a Us-based discussion list for those involved in ILL.   Editor]

Having discussed the value of a PDA model for an ILL service I must point out that the majority of ILLs are still fulfilled by other libraries. I do not believe PDA is anywhere near a stage where it could fulfil the majority of loan requests and I doubt it ever will be. However, for a small percentage of ILLs it is an efficient way to fulfil a request.

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[Another good US-based article on Ebooks & ILL (from an Open Access journal and provided under a Creative Commons licence) is: Wicht, H. (2011). 'The evolution of E-books and interlibrary loan in academic libraries'. *Collaborative Librarianship*, 3(4), pp. 205-211. Available at: http://collaborativelibrarianship.org/index.php/jocl/article/viewPDFInterstitial/163/116 [Accessed: 29th Jan. 2013]
[**Editor**]

78th IFLA Congress, Helsinki, August 2012: a report

Rose Goodier
University of Manchester

The 78th IFLA World Library and Information Congress took place in Helsinki from the 11th to the 18th August, 2012. This year's attendance figures were higher than last year's due, in no small part, to the fact that many librarians from the Nordic countries were able to visit quite easily. Nearly 4,000 delegates signed up from over 120 countries and, refreshingly, many of these delegates were newcomers to IFLA.

The title of this year's Congress was "Libraries now – Inspiring, surprising, empowering" which proved to be a most appropriate theme. As always, the Congress provided inspirational networking opportunities, surprising presentations and the welcome reassurance that libraries throughout the world are indeed empowering their communities.

The first Document Delivery and Resource Sharing Section Committee (DDRSSC) Meeting took place on Saturday 11th August. Our Chair, Mary Hollerich, gave a report on the ILDS Conference which had been held in Chicago in 2011. It was reported that around two hundred participants had attended, the conference was considered a great success, and that many of the papers presented have since been published in the journal *Interlending and Document Supply* vol 40 (1-2) 2012.

The Section's Model Handbook is approaching completion and should be published by mid-August 2013. An interesting discussion ensued regarding the language used on the "Global ILL request form". For example, everyone agreed that the proposed "library symbol" header meant very little to anyone working in interlending outside America, so it was duly removed from the text.

At our second Committee meeting, the paramount concern was to make plans for the forthcoming ILDS conference which has been given the working title of "*Resource sharing: Global vision – local strategy.*" The conference will be held in Beijing from 16th – 18th October 2013 and much of the organizational groundwork will be undertaken by CALIS (China Academic Library and Information System). We welcomed Xu Xuan, the Director of Peking University Library, and Xiaxao Yao, Director of CALIS, to the meeting. It was interesting to note that, in China, a plethora of different interlending systems have been developed by the various different library sectors. Holding the conference in China should provide a wonderful opportunity for Chinese speakers, in particular, to address the topic of interlending and demonstrate their vast range of working procedures.

Our Open Session in Helsinki, had the theme "*Innovation in resource sharing: new methods, new technologies.*" Our first speaker was Mike McGrath "*Tackling the big deal head on: the experience of UK Higher Education in 2011".* Mike gave an informed overview of the current state of RLUK (Research Libraries UK) and explained the reasons why the project was set up in the first place and the speed at which it has progressed over the past couple of years. The project has already proved to be a successful benchmark for libraries negotiating with publishers and, to date, has saved the UK HE sector at least twenty million pounds. He concluded with the prediction that Gold Open Access is likely to be a very significant development in Europe and the USA over the next few years.

Traute Graun Gorgon, from Subito's Berlin Headquarters, then gave us an update on

"*Subito: our classical document delivery service for researchers and libraries.*" Subito, which was formed in Berlin in 1998, is a well-priced internet portal which provides access to harmonized library catalogues, powerful networked systems and speedy information supply. Libraries from various publicly funded sectors across the world have signed up to Subito and the number of international members is continually increasing.

Xiaoxia Yao, Director of CALIS in Beijing, talked about "*Exploring the way of SaaS-based resource sharing services.*" CALIS was set up by the Chinese Government in 1998 and now has over 1800 member libraries. The search engine used by CALIS is called EDU and it currently holds over ninety six million records. The acronym "SaaS" stands for "software as a service" and it is based on a sharing model. 840 libraries have signed up to the SaaS-based document delivery system and the 2011-2012 figures show that over eighty six thousand ILL transactions were dealt with by member libraries over a period of twelve months.

Daniel Mattes Durrett, a member of the Standing Committee, concluded the session with a talk on the current state of resource sharing in Mexico. There are over seven thousand public libraries in Mexico, and this has led to the establishment of many library consortia throughout the country. There are often budgetary restrictions on book buying, so resource sharing has a significant role to play and libraries often become members of several consortia at once, which can cause the running of interlending systems to become quite complicated.

The next DDRSSC Open session will take place during the Singapore Congress in August 2013 with the theme "*Strengthening access to information: the future of resource sharing.*" Three speakers will be selected to give presentations and the session should last for two hours.

One of the downsides of IFLA meetings is being unable to attend all the sessions on offer, as there are often other committee meetings to go to, or libraries to visit. Fortunately I managed to squeeze in an extremely informative session on "*Cloud computing: its impact on privacy, jurisdiction, security, lawful access, ownership and permanence of data*", organised by the Committee on Copyright and other Legal Matters. The topics included international copyright policies for libraries, cloud computing, new publishing models and how accessibility will be improved by emerging technologies which have not yet been fully harnessed by the library world.

The Exhibition Area included a poster area with nearly 200 posters on display. As always, the posters were informative and inspirational, providing us with a truly global picture of library initiatives which are being set up around the world. It became clear, from looking at the posters and talking to Scandinavian colleagues, that libraries in Finland have a refreshingly enlightened approach to services, and are generous in their provision. Helsinki has a fabulous new university library and a new public library, both located in the city centre and both of them architecturally inspiring. As well as being a perfect host city, Helsinki certainly lived up to its title of World Design Capital for 2012.

Rose Goodier   *Jan 2013*

International Inter-Library Loans: a call for case studies and best practice

As many libraries are aware, International Inter Library Loans can be a cost effective way to increase request fill rates. The Conarls Working Group are looking for institutions who are willing to share their experiences with others who might not already participate in international ILL. See: http://combinedregions.com/Conarls). Conarls Chair, Gillian Wilson states "Tracey Jackson (Hertfordshire Public Libraries) has kindly provided a case study *[reproduced below - Ed.]* on behalf of Hertfordshire Libraries, which will be available on the Conarls website. If you are interested in sharing best practice or simply providing a case study which might help others, please email me at: NWLIP@Lancashire.gov.uk".

International ILLs in Hertfordshire: case study

Tracey Jackson
Hertfordshire Libraries

In Hertfordshire Public Libraries we have been borrowing and lending on the international 'market' for a number of years, starting back in the days of LASER (London and South East Region) – (a blast from the past for those that have been in inter-library loans for a long time).

LASER gave their members the opportunity to try the new lending service supplied by OCLC via the Viscount database that LASER supplied. It wasn't an easy system to use, as we had to place a request via Viscount which was then transferred by LASER to the OCLC system.

Here in Hertfordshire we immediately saw the benefits of international interlending, although we were concerned about the cost. Having only used the British Library up to that point for International loans, we were very wary of the length of time it would take, the ease of receiving and returning items and the cost. It soon became clear that we had no worries on any front, the costs were far

lower than we had ever received from British Library, the time scale for receiving the items, whilst slower than UK loans was really not as long as expected. The only stumbling block we ever experienced was the cost of returning items but that situation has improved over the years.

The system supplied changed over time, with LASER introducing V3, then, with the demise of LASER and the switch to UnityUK, we thought we had lost our international access. Then we discovered OCLC Firstsearch.

What a revelation, we could now search the whole world, have complete control over what we borrow, the costs we were willing to pay and to some extent the time items take to arrive; this being done by customising our search so we can just apply to the locations we know will supply, quickly and at no or very low cost. Customising your information on Firstsearch is easy to do and it means you can set up groups of libraries that you wish to search for items, so we have a group set up of International lenders who charge nothing for supplying items. We then only have the cost of returning the items and yes, sometimes that can be expensive but more often than not the costs are reasonable. Very often the more expensive, rare items cost a lot to return here, if you could find anyone to lend them, as the items would probably have to be returned by recorded or special delivery.

We also use Firstsearch as a bibliographic tool, as the 'hit rate' for searching is tremendous – I sometimes feel if it isn't listed on Firstsearch then the book probably doesn't exist. We do not keep Firstsearch as 'last resort' tool, our route for ILL's is UnityUK first, followed by Talis Source, Copac, BL and then Firstsearch. We do sometimes go straight to Firstsearch and there are many occasions when we bypass Copac and BL completely as we know that even if we find the item, any locations will not lend.

That is another positive of Firstsearch we have found over the years. You are very likely to find a location to lend anything! Regardless of cost, age, rarity we have found US locations especially, very willing and eager to lend to the UK. We often receive nice notes attached to the books saying how 'great' it is to hear from us and we have an ever growing collection of postcards sent to us in thanks from libraries all over the US.

The first time we received a 'rare' item from an international location we were amazed. We had received a request for an article from the Manchester Guardian from 1800's. We tried BL but they did not hold the edition, neither did the local libraries or Universities. We also tried the Manchester Guardian but again nothing was found. On a whim we searched Firstsearch and found a number of locations that had back files.

We applied to a rota of locations and very soon after received a rolled up copy of the original newspaper from the University of Alabama – the location stated that the journal was too delicate to copy so had decided to send us the original document. As you can imagine our customer was extremely pleased! Since then we have not held back in requesting rare, expensive and 'old' books, documents and maps and, so far, have not been disappointed. The oldest item supplied to us to date was published in the early 1700's!

We have over time applied for many different format's. We did just start with books, but have now requested music scores, maps, thesis, reports, talking books on CD and cassette and so far have been supplied without any problems.

Obviously it's not just US locations on Firstsearch, although they do make up the majority of locations, there are many locations all over the world with more and more being added. We now have our catalogue added and are registered as lenders and follow the reciprocal ideas of US lending in that we have decided not to charge requesters for international loans. Have we been inundated with requests? No! We have a number of regular locations that use us a lot and then others we may lend to once and never hear from again. The numbers have never been overwhelming and it is a great resource for us to offer our customers.

We currently supply and receive around 20 to 30 items per month, not a huge amount but we are seeing it grow slowly. I think this will increase more as time passes and as we forge more relationships with libraries abroad, as those that we have had email contact with, as well as lending to, use us more and more. You do not have to lend items, you can change your status to non lender and just use it for requesting. You can restrict the type of items you are willing to lend and you can also set the charges you wish to make or pay as borrowers. Even if you do have an item in stock, as with UnityUK or whatever system you are with, you do not have to lend; you just update the request with a negative response and the request will move onto the next location.

Since using Firstsearch our failure rate has dropped dramatically and we very rarely 'regret' any request. Before International requests we would have around 200 / 250 failed requests per year, we are now down to between 40 and 50 per year.

Would I recommend OCLC Firstsearch and international lending? That's a resounding yes! Anything that offers a better service to your customers and opens up the world for you to use or not as you wish has got to be worth trying.

FIL Committee 2012-2013

fil forum for interlending and information delivery

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