



forum for interlending

Inter Library Loans

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Best Practice & Policies

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Training

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Goodbye from your Editor

Sorry to say this edition of the 'new' FIL Journal will be my last as your editor. Hopefully you will see my name as a contributor and for another year you will see me in the list of committee members.

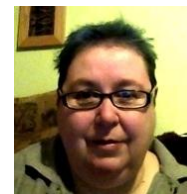
I have decided though, as your editor to hang up my hat and let some 'new blood' take on the process of steering the journal to bigger and better things. We have moved from a 'Newsletter' to a Journal already but we have some other exciting improvements planned for coming editions. I think these can be better carried out by a new pair of eyes; also as this is to be my last year on the committee, as I have served my 2 terms, it's a good time for someone else to take over.

As you will read in Marie's article we have a number of committee members leaving, either because they too have already served their 2nd term or because they are leaving ILL for pastures new. So hopefully at the FIL Conference in Edinburgh we will have lots of new members putting themselves forward to join the committee.

I'm not going to tell fibs about being the editor of the Journal; it's not all roses and sunny days! The biggest stumbling block you face is getting enough articles to publish each time and also a mix of articles, nobody really wants to see the same thing each time or the same contributors time after time.

There's usually a panic as the publication date approaches and the number of articles look woefully small but it always comes right in the end. In fact on the odd occasion we've even had too many articles but that is definitely something I'm not going to complain about!

So, if you are coming to the FIL Conference this year; 23rd & 24th June, The Carlton Hotel, Edinburgh or even if you are not, consider putting yourself forward for the committee and also as



Journal editor. It is a rewarding job, especially when that hardcopy edition of the Journal arrives through the post.

Another new edition to FIL is our new 'mascot' FIL the frog. He will be introduced properly at the Conference but we thought we'd give you a sneak peek now.



As you can see he has a passport and our hope for the future is that we will see FIL at various events, locations and libraries advertising FIL and ILL. So once you have your FIL the frog, send us your pictures of his travels, we'd love to see what he gets up to.

I hope you enjoy this edition; as usual we have some excellent articles. Please remember we are always on the lookout for articles so if you have an idea or a burning desire to get something ILL 'off your chest' please send us your articles. Contact details for the Journal editor will be on the FIL website.

Thanks for reading our journal and see you all at the FIL Conference!

Tracey Jackson

Message from the Chair: Money Doesn't Grow on Trees

Marie Lancaster

As we hurtle towards our Annual Conference, I wanted to raise something with the membership that has been on the cards for some time; raising the membership fees. I've been in Interlending for 10 years now, and in that time FIL's Membership fees have remained static. However over the last few years we've made significant developments which all have cost implications, such as the FIL Website and FIL Members Only Forum.

The Website in particular has undergone an overhaul in the last few years, most recently with the added function of the FIL Forum. At Members request, we have maintained and enhanced the printed FIL Journal (newsletter, previously), which has associated printing and distribution costs. We have moved suppliers to ensure that the Journal remains cost effective, however we have to be mindful that year on year there are price increases. We continue to offer sponsorship to UK & International Conference to FIL Members. The annual 'Interlend' conference, is the main feature in the FIL calendar as well as other regional events and the staple British Library Days, all of these events for FIL Members are heavily subsidised and with costs increasing, we have to take this into account, when planning any event.

Whilst we're not on our uppers, I wouldn't be doing my role properly as Chair if I didn't address this issue now. FIL needs to remain financially viable, so introducing this small increase means that we are financially stable whilst still offering our Members great value for money with their membership.

The Membership fees that we are proposing for 2015 are as follows:

- Institutional Members £75
- Personal Members £50
- Student / Unwaged / Retired £30

These will be voted on at the AGM at the Interlend Conference. However if you have any comments on this matter before then, I am happy to receive them.

Marie Lancaster
FIL Chair

A Call to Arms - FIL & Me!

Marie Lancaster

As I come to the last few months of my term on the committee, I feel a call to arms is warranted!

Before I even joined the committee I co-organised (1) the inaugural Welsh event; and I'm pleased to say that we've held a further 2 events with interlending librarians from all over Wales and from a variety of sectors in attendance. Hopefully, 2015 will see this event return. It took two conferences for the then 'FIL Committee' to persuade me to stand for election, looking back I wish I'd have done it sooner!

I have thoroughly enjoyed my time on the Committee, culminating in my being Chair for the last 2 years. I'm proud that my first conference as Chair was in Cardiff and heartened by the positive feedback that it received.

Also, I'd like to thank you the membership – there always seems to be a real buzz whether we're at the British Library, Boston Spa or at the Interlend Conference. We are good at sharing knowledge and best practice and long may that continue.

This year, at the June Conference there will be 4 vacancies on the committee, I am therefore urging you all to think about standing. We meet 3 times a year in Birmingham (at a lovely venue I might add!) day to day communication is done via email and sometimes peppered with a telcon (2)

Normally in the first year of being on the committee, you will be involved in the organisation of the conference. Then as the membership of the committee changes, there will be opportunities to take on other roles, where you feel you can add the most value.

Being on the Committee gives you an excellent opportunity to make new contacts and to take FIL forward for the future.

(1) Caroline Rauter, Swansea University was co-organiser for the Welsh events, with Julie Clement, Swansea Public Libraries also assisting for the 2012 event.

(2) Telcon – telephone conference, normally held prior & after events.



This was me, enjoying a well - earned holiday the day after Interlend 2013.

Back to basics: Music interlending

Helen Bader



I know that many interlending and document delivery librarians find dealing with music loans rather bewildering and often aren't sure of where and how to look for material, especially if they don't have any specialist music knowledge themselves. I hope that this article will help demystify this particular area of interlending a little, and reassure people that you **don't** have to be a musical expert to be able to deal successfully with music interloans – I say this confidently as a non-musician myself!

In many ways music is no different to other subject areas – there are aspects that can be difficult for the layperson to get to grips with, and a lot of unfamiliar terminology, but with some good reference resources and a bit of practice, you'll be able to help your borrowers by locating and supplying them with the material they've asked for.

Music formats

The first task is to establish exactly what it is that the borrower needs. Understanding and dealing with all the different types of music material is definitely one of the most challenging things to master without being musically trained.

These are some of the most common items you might find people asking for:

- **Full scores** - the most complete scores there are, used by the conductor of an orchestra. They display all parts for all instruments in the orchestra or ensemble at the same time and so are often very large in size.
- **Study scores / miniature scores** – full scores but in a smaller size. They are not generally intended for performance – as you might expect, they are used for study or following along whilst listening to a recording. Study scores may include critical commentary or analysis.
- **Vocal scores** – show all the voice parts, with the instrument parts reduced to a single keyboard part.
- **Orchestral parts / sets** – a part is music for one instrument that belongs to a larger ensemble (e.g. orchestra, wind band etc.). A set is the complete set of parts for all instruments in the ensemble, plus a score.

In addition, you may hear or see references to some of the following terms:

- **Libretto** – this is not a music score, it contains the text of a musical work (e.g. opera).
- **Arrangement** – this is a version of a piece of music that has been adapted or transposed for a different instrument or ensemble than the one it was originally written for.
- **Opus number** – the number given by the composer or publisher to some or all of that composer's works (usually abbreviated to Op.).
- **Work numbers** – numbers given to the works of a composer by someone who has created a catalogue of that composer's works (e.g. Mozart = K (Köchel number); Bach =

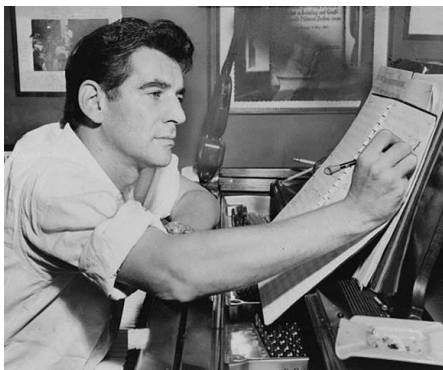
BWV (Bach-Werke-Verzeichnis). These may look confusing but can actually be very helpful if you are trying to work out exactly which concerto or sonata by a prolific composer your borrower wants!

Challenges of searching

The differences between the various music formats, as well as the variable nature and quality of library catalogue records, can often make identifying the right item for your borrower quite a trial. Be prepared to hunt around and try a variety of search terms, spellings and even languages to make sure you don't miss any potential holdings. Foreign / alternative titles can sometimes be an issue – for example, you may be asked to get hold of Beethoven's *Moonlight Sonata*, but in order to make sure you are looking for the right piece and not missing any library holdings, you'll need to know that it's his piano sonata no. 14 in C sharp minor, opus 27 no. 1 ... and in German it's known as *Mondschein-Sonate*! Get to know any common variations in spelling, particularly transliterated composer names such as Rachmaninov / Rachmaninoff.

If you have found the right piece listed on a library catalogue, you will also need to make sure that it's the correct version or arrangement. For example, vocal pieces may exist for high, medium or low voices (different vocal ranges) or an orchestral piece may have been arranged for a brass or wind band.

Case study: *Candide*



Candide, a comic operetta by Leonard Bernstein, is a good example of a work that exists in many different versions and arrangements. The original version was first performed in 1956 with a libretto by Lillian Hellman. In 1973 it was revived but this time without Bernstein's involvement – a new libretto was written by Hugh Wheeler and half of the musical numbers were cut. Then in the late 1980s, Scottish Opera performed their own adaptation (this time with Bernstein's input) and subsequently Bernstein produced what he called his final revised version in 1989. The overture to *Candide* is also a staple piece in general orchestral repertoire.

So you can see how important it is to know exactly what your borrower wants. If they ask for *Candide* do they want vocal scores? The orchestral set of the full opera? The overture for symphony orchestra? The overture arranged for wind band? A study score of a particular version? And so on!

Locating material

The sources I use to find music loans depend on what type of material is needed. Music monographs, journal articles, theses and dissertations are no different from other subject areas and can usually be located using general catalogues and search tools – Explore the British Library, Copac, FABLibraries, SUNCAT etc.

Many music scores can be obtained from the British Library's extensive Document Supply collection and from Copac libraries, so if I am looking for single scores (study, full, vocal etc.) then I would always try these sources first. This is also the case if I am looking for small ensemble sets (piano trios or string quartets, for example).

It may also be possible to find scores that can be downloaded from the Internet. A number of contemporary composers are starting to offer their works free of charge, or there are online score libraries such as the International Music Score Library Project (IMSLP / Petrucci Library). Its tagline is 'Sharing the world's public domain music' but it is a Canadian-hosted wiki, and so often the public domain it refers to is under Canadian copyright law. You need to be very careful when recommending IMSLP to borrowers because of the potential breaches of copyright with files that are NOT public domain in the European Union, although this is usually clearly stated on the site.

As with any online material, check carefully to make sure that it's OK to download and use it, and if in doubt, don't do it or get advice first. Music copyright is a very complex area but there are lots of knowledgeable people who should be able to help you with any particularly tricky queries. The International Association of Music Librarians (IAML) UK & Ireland mailing list is an excellent source of information (see below for more details).

The British Union Catalogue of Music Periodicals, edited by John Wagstaff and published by Ashgate (1998, 2nd edition), is a useful print source for identifying the library holdings of many music journals. As it is now 15 years old it is obviously not completely up-to-date, but used with OPAC searches can often help you locate that elusive journal article.

Music for performance

Obtaining sets of scores or parts for multiple performers, whether for a symphony orchestra or a chamber choir, is perhaps the area of music interlending that people find most complicated. This is where you will need to use more specialist music resources to find the right material.

Before you start looking, you will need to find out as much information as you can from the borrower about what they want and when they want it. You'll need to know most or all of the following details:

- The composer
- The title of the work and any identifiers (e.g. opus or work number)
- The version or arranger, if there are different arrangements (e.g. Mozart arranged a version of Handel's Messiah, as did many other people)
- The publisher and / or editor, if a specific edition is needed
- The language required if it is a vocal work (e.g. the original language or a particular translation)
- The dates required (e.g. from first rehearsal to the performance date)
- The type and number of scores or parts

ENCORE! The British Union Catalogue of Performance Music Sets

ENCORE! is the main resource used by music librarians for locating performance sets in the UK. It was set up about 10 years ago and includes the holdings of the majority of public libraries, six of the nine conservatoire libraries, and some university libraries. It is not completely up to date and you will find some duplicate entries and some sparse records, but it is the essential starting point if you are looking for a performance set.

The database allows you to search for orchestral sets, vocal sets or both types of set together, and lists results by title, giving the libraries that hold the set (and where relevant, the number of scores held) for each. You can then work through the list of holding libraries, contacting them by email or phone to check if the set is available.

You may also wish to check the OPACs of the three conservatoire libraries not included on ENCORE! – Royal Welsh College of Music & Drama (RWCMD), Guildhall School of Music & Drama and Trinity Laban Conservatoire of Music & Dance. However, bear in mind that performance sets may not always be catalogued. Here at RWCMD we have been adding new performance sets to our catalogue for several years as we acquire them, but as yet we haven't done any retrospective cataloguing. If you don't find a set when you search the OPAC, then it might be worth sending an email to check, particularly if you need a well-known piece.

Top tips for managing a performance set loan

- Make sure you know exactly what you've got! When the set arrives count the number of parts or scores, and identify any particular issues with the condition / markings etc.
- Keep detailed records – usually lending libraries will include an orchestration list for sets but if one isn't included I will make my own.
- Create your own numbering system for scores or parts if the existing numbering is not clear (e.g. we use RWCMD1, 2, 3... for vocal scores and we letter orchestral parts A-Z, AA-ZZ and so on).
- Check, check and check again – before sets are issued, when they are returned and before they are packed up to be sent back.
- Replace lost parts or scores promptly – music does get lost from time to time and all lending libraries understand this, but I think it's courteous to let people know and to organise replacements as soon as possible, to ensure the set can be used again.

Music reference sources

As a non-musician I have found that having a few trusted reference sources to hand is very helpful, especially when checking interlending queries. You may like to investigate the following:

- The standard music reference resource is the multi-volume *Grove Dictionary of Music & Musicians*, now available as part of the subscription-only *Oxford Music Online* (<http://www.oxfordmusiconline.com/>). This huge resource, which also includes the *Oxford Companion to Music* and the *Oxford Dictionary of Music*, is usually my first port of call for most music-related queries.

- *Music Theory & History Online* (<http://www.dolmetsch.com/introduction.htm>) is an extremely comprehensive and detailed website, which is particularly useful for checking the names of instruments in foreign languages, abbreviations etc.
- *Opera Glass* (<http://opera.stanford.edu/>) provides a wealth of information on operas, including libretti, synopses, performance histories and an index of composers.
- For more reference source suggestions try *Information Sources in Music*, edited by Lewis Foreman and published by K.G. Saur (2003), which includes chapters on all types of music material.

Further help and advice

Earlier in this article I mentioned the International Association of Music Librarians (IAML), which as its name suggests, is a worldwide membership organisation of librarians working with music. There is an active UK and Ireland branch (celebrating its diamond jubilee this year!) which is an invaluable source of information and advice on music library issues. Their Jiscmail list (IAML-UK-IRL@JISCMail.AC.UK) is particularly helpful for sending out interloan requests for performance sets if you have drawn a blank using Encore!

IAML UK & Ireland also provide training for library staff working with music in libraries through various courses (including 'Success with Music Interlibrary Loans') and publications.



Useful websites

British Library: Music <http://www.bl.uk/reshelp/findhelprestype/music/index.html>

ENCORE! <http://asp.bibbits.no/encore/wsSearch.Asp>

IAML UK & Ireland <http://www.iaml.info/iaml-uk-irl/index.html>

IMSLP <http://imslp.org/>

Photograph of Leonard Bernstein: Library of Congress, NYWT&S Collection / Wikimedia Commons / Public Domain

This article is based on the presentation given at the Interlend conference in Cardiff in June 2013.

The something service: on calling interlibrary loans interlibrary loans

Daniel Payne



There is a department at the London School of Economics (LSE) Library which lends and delivers items from the library's collections to other libraries throughout the UK and internationally, as well as locates and borrows items from collections across the globe to support research activity free of charge to the school's students and academic staff. This department is a busy service which, at the time of writing (June 2013), is staffed by two full-time library assistants and one senior library assistant. In addition to their department's core activities, these library assistants spend time contributing to various user services such as staffing the membership desk, help desk, service counter and supervising the archives reading room. For the period June 2012 – June 2013 the department successfully received just under 4,000 items from other libraries and lent just under 3,000 items from its own. This department, which borrows and lends books and receives and delivers articles and book chapters, calls itself the IDD, or Interlending and Document Delivery, department.

At least it calls itself that when officially advertising its service on the library's webpages, posters and flyers. However in email correspondence, and especially when interacting with users of the library at its various service points, members of the IDD team as well as other library staff regularly and automatically interchange IDD with "interlending", "ILL", or "interlibrary loans"; the latter particularly when we are thinking in nouns rather than verbs. There may be ILLs or interlibrary loans on the shelf but one obtains them through the IDD process. Or at least they should, when we are not accidentally calling it interlibrary loans, ILL, interlending, or throwing in a sneaky hyphen.

Multiple names for the same service leads to a confusing situation for our user base. It dilutes what the service is and reduces its visibility. Whilst the department at LSE is looking at ways to increase its presence within the range of services that the library offers, I would argue that such a confusing situation is not unique to LSE but a global problem where the activity of borrowing, lending, supplying and delivering within a digital environment is not quite sure how best to describe itself. Perhaps 90% of the issue here is down to advertising and the degree of success in integrating interlibrary loans into a range of services that a library can provide. But let's explore that 10% of the problem: the global un-consensus over what to call ourselves. As the prospect of 'lending' electronic material directly to users starts to become reality, should we look at calling ourselves something else entirely?

As a service, interlibrary loans is a complicated thing. From its historical development as a service that borrowed print, we have now reached a hybrid stage where it continues to do this in addition to e-lending. In addition to this, not all libraries are uniform in providing the same service. Some departments will choose not to lend their collections as they do not have sufficient resources available. Interlibrary loan departments also often vary within the library office structure due to the non-partisan nature of the service. It could be a service that is part of collection development, circulation, research support, or an ad hoc activity carried out by liaison librarians.

Because of this confusion, the names of our departments are understandably varied. A quick browse of other UK interlibrary loan departments produces three groups based on broadly similar structures:

Group I: Inter + Library + Loan

Group II: Document + Supply/Delivery

Group III: Group I + Group II (Inter + Library + Loan + Document + Supply/Delivery)

Many of those departments with names following the structure of Group II were formerly in group I, and changed their name around the same time BLDSC did. LSE formally changed its interlibrary loan department from ILL to IDD in 2004. Some departments chose to retain features of their old name, leading to the more accurate (if a little more confusing) hybrid name of Group III.

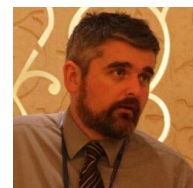
None of these names adequately convey to a user what the service is. Although “document” fully encompasses the range of material that can be lent or borrowed, it is also a term which is easily misunderstood. I hope this does not sound too over the top by suggesting that it also feels quite cold. Likewise, is “deliver” appropriate when we sometimes “lend”? Is “lend” appropriate when we sometimes give? Is “loan” appropriate when we sometimes have?

It would be great if at this point in the article there would be a great drum roll before a new name for interlibrary loans is revealed that encompassess all the activities of the service in an immediately understandable, one-word phrase to library users. Regrettably, this moment has not arrived yet. Instead I would like to open up the discussion to other readers of the FIL Journal. None of the names I have come across include anything about “finding” or “searching”, and I would be tempted to reframe the service as an extension of research support rather than using words which describe the physical, administrative process. But what do you think? Does it even matter?

13th IFLA Interlending and Document Supply Conference

16th – 18th October 2013, Peking University, Beijing, China

Mark Kluzek



Introduction

I had the good fortune to attend the 13th IFLA Interlending and Document Supply Conference held in Beijing, China from 16th – 18th October 2013. The theme of the conference was 'Resource Sharing: Global Vision, Local Strategy'. It must be said that there was a real sense of 'global vision' as many of presentations by Chinese representatives were aimed at presenting their institutions or consortia in a global context. The interlending activities Chinese institutions are currently involved was of great interest to all of those in attendance. My point doesn't imply that other themes that materialised throughout the conference were in any way less interesting. 22 papers were presented at the conference. They were consistently interesting presentations with speakers from China, Canada, USA, Saudi Arabia, South Africa, Australia, Italy, Germany and Spain. Common themes running through the conference were - interlending consortia, international interlending, evaluations of ILL services and their links to collection development, e-books and ILL, the construction of a resource sharing service, as well as new developments and initiatives in ILL and in library services in general.



The event was hosted by the China Academic Library and Information System (CALIS) at Peking University. It was managed in a very professional and welcoming way by CALIS who also arranged a number of well attended social events and library visits. There were 150 participants from 20 countries in attendance.

The conference centre at Peking University.

Below is a summary of all the presentations at the conference with occasional anecdotes and additional information.

Day 1

Relying on library consortia to promote resource sharing

Shunzhong Chen (Director of Document Supply Center, Shanghai Library)

Shunzhong Chen discussed Shanghai Library's document supply and ILL services. Shanghai Library have worked collaboratively with CALIS (China Academic Library and Information

System) to develop a high profile interlending service that caters for Chinese and international institutions. In 2012 they supplied over 30 000 requests in China and over 15 000 requests internationally. They also use OCLC and Subito to fulfil requests. In 1998 Shanghai Library became the first Chinese library to join OCLC. Subito hosts a service called China Direct which is the first example of Sino-German cross cultural regional resource sharing. Subito usage has increased year by year and Chinese libraries have delivered 2000+ documents through this service.

Cross Border document delivery – the convenience and the perils of sharing articles around the world, in the cloud

Katie Birch (Director, Delivery Services, OCLC)

Katie Birch discussed the success of OCLC's document upload service Article Exchange and how it suits (or doesn't suit) different countries resources sharing based on their copyright restrictions. Katie discussed how in the 90s fax delivery was commonly used for document delivery. In the mid to late 90s saw the rise of Ariel Document Delivery software (developed by RLG). In 2002 there were over 8000 libraries using Ariel. In 2013 there were under 1000. Article Exchange was a service released in 2012. This is a file uploading service where the document is retained on a server for a limited time. After this point a program called 'The Reaper' removes the file. Countries worldwide are using Article Exchange. In regards to the supplying of ejournal articles through an IDD service it is common for libraries to deflect these however this is increasingly changing as libraries develop a better understanding of licence terms and conditions. Currently it is common in most countries for the ejournal licence to trump copyright law. Katie discussed the typical JSTOR licence which includes a reference to 'Secure Electronic Transmission'. This in essence is a reference to Ariel. Article Exchange should be considered an equivalent to Ariel.

USA has the 'First Sale' Doctrine with CONTU guidelines permitting a limit on the number of times a library can request articles from the same journal. Article Exchange can be used so long as it adheres to license conditions (as it normally does).

In Canada the legal situation changed in 1994. Digital copies cannot be accessed after 5 days. This is problematic for Article Exchange as it retains the article for 30 days and there is no application of a DRM. However if it is handled by the library it is possible to manage this.

In conclusion licence terms do permit IDD and Article Exchange meets the condition of 'secure electronic transmission'. Kate stressed that it is key to liaise with e-resource librarians to ensure IDD staff are entirely clear about terms and conditions.

I asked Katie if publishers will ever change the language common in ejournal licences. I suggested they are slightly dated as they commonly refer to document delivery methods that are used less and less. She mentioned that OCLC representatives will discuss this with publishers at the Frankfurt Book Fair.

Tyranny of Distance: the challenges of coordinating a multinational consortium

Denise Forro (Head of Interlibrary Services, Michigan State University Libraries)

Denise Forro discussed the international consortium – ArticleReach Direct. She explained its development as well as the benefits and some of the challenges involved in being a part of an international resource sharing consortium. Article Reach was developed by ILL (Innovative Interfaces, Inc.) before 2006.

ArticleReach Direct (the international consortium) was initiated in 2007. There are 12 participating institutions (4 US, 3 UK, 5 Australian). The service is reciprocal and no charges are made for services rendered. Some challenges with such a scheme include time zones, language/culture and copyright issues. Regular conference calls are made with representatives from the participating institutions.

International interlibrary loan: the good, the bad, and the ugly

Kenneth Kinslow (Resource Delivery Librarian, University of Notre Dame)

Kenneth Discussed international ILL from the perspective of a library professional who has needed to obtain quite rare material for users. He discussed his experiences with a number of different institutions:

- The National Library of Russia have an online ordering system. An account needs to be created to use it. He felt that the processing of the request was quite slow. The payment was made with a card.
- Bibliotheque Nationale de France (BnF) do not do international interlibrary loan. He felt that the ordering system itself was quite unhelpful for the most part.
- East Asian Gateway Services have an agreement with a number of Chinese Libraries. The turnaround time is usually a week. It is federally funded and free.
- Global ILL Framework is an interlending project of affiliated groups from Japan, Korea and North America. It facilitates borrowing from more than 150 libraries in Japan
- Cinii is a union catalogue for Japan. According to Kenneth the ISSN search is helpful in locating material.
- The National Library of Bavaria started with OCLC in 2009. Since that time it has been a very prolific supplier of material. Although the supplying of some material is problematic due to copyright in Germany.

A scheme to improve the international ILL Service in the National Library of China

Jing'an Feng (Jing'An Feng, Associate Professor, Document Delivery Service Center, National Library of China)

The National Library of China is the key institution providing an international ILL service. It hosts a vast and comprehensive collection. International interlending is increasing dramatically. Jing'an Feng acknowledged that there were issues however. A key issue was bibliographic details of requests can be problematic. Copyright is also issue. The NLC has put considerable emphasis on copyright compliance in recent years. Payment methods are also problematic. NLC believe it is important to keep flexible and simple mechanisms to pay for ILL charges.

The Development of TIB Full Text Supply Services against the background German Copyright Law

Markus Brammer (General Counsel, German National Library of Science and Technology and University Library Hannover)

Markus Brammer discussed TIB (German National Library of Science and Technology) which runs an independent document delivery service. Until the 2008 revision of German Copyright Law electronic document delivery was permitted, this however became more restrictive after this point. With ejournal subscription licences digital delivery is commonly permitted. 25% of publishers insist on hard DRM. However a watermark is often accepted by publishers as an adequate alternative.

Effect of open access on document delivery services in Chinese university Libraries: a case study in Capital normal University Library

Fang Hu (Librarian, Capital Normal University Library)

Fang Hu spoke of the last 10 years where there has been a significant increase in open access. "Like bamboo shoots after the spring rain," as she put it. There are over 9000 DOAJ currently in China. OA journals are increasing by 18% per year and OA articles are increasing by 30% per year. The development of OA in China started in December 2003. There are 308 scientific journals published by the Chinese Association for Science and Technology. The Document Delivery Service at Capital Normal University is under supervision of the Beijing Municipal Commission of Education. Users prefer and use free online resources instead of IDD. There is an anticipated decline in IDD but at the same time many users are unaware of the IDD service at Capital Normal University. The conclusion was if OA becomes increasingly popular the IDD service will obviously need to adjust.

Reuse of documental heritage: threat or opportunity

Silvia Cobo Serrano (Professor of Faculty of Documentation, Complutense University)



Silvia Cobo Serrano discussed the Europeans Commission's proposal to amend a directive that would permit reuse of public sector information. She expressed the belief that this would create a level of added value to these collections and that they could be used for commercial or non-commercial purposes alike. How licences can be affected by such changes in law was also considered.

Peking University Library

Day 2

Construction of an interlending and document delivery system platform for one-stop information retrieval and supply service

Xiaoxia Yao (Secretary General, CALIS Administrative Center, Peking University)

CALIS (China Academic Library and Information System) is a nationwide academic library consortium. Funded by the Chinese government and (under the leadership of the Ministry of Education) was initially developed in 1998. Its key goals are to promote, maintain and improve resource sharing among academic libraries. Xiaoxia Yao discussed the new CALIS service environment and how different components of the environment work seamlessly together. It is used by approximately 1000 libraries and is fairly reliant on cloud-based technology. The catalogue holds information for over 800 university and college library holdings. Overall the CALIS union catalogue holds 5.7 million bibliographic records. In

October 2011 CALIS cooperated with OCLC for 5 months to test the potential being on OCLC.

In June 2011 CALIS ILL scheduling centre was established after 2 years of development. It includes nationwide interlibrary loan, assisted searching and retrieving service, pay-per-view as well as an ebook lending service

The future of interoperability for ILL and resource sharing

Clare MacKeigan (Chief Operating Officer, Relais International)

Clare MacKeigan discussed the progress of the ISO ILL standard. The ISO ILL standard is a way for different library systems to interoperate. Different versions of this have been developed over the years (ISO 10160/1 from 1991 was a pre-internet standard). It has been developed over the years but is still seen as being something that is underused. Meetings with the British Library, Danish Libraries plus the Rethinking Resource Sharing Initiative have expressed interest in replacing current interoperability functionality with the new standard. The new standard (ISO 18626) is better suited for today's information landscape.

In a World of Amazon, is it time to rethink ILL?

C.J. De Jong (Access Services Coordinator, Librarian, University of Alberta) & Heidi Nance (Head of Interlibrary Loan and Document Delivery, University of Washington)

C.J. De Jong and Heidi Nance discussed the changing nature of information access. They discussed the ease of purchase through Amazon and Alibris and other online retail sites. They felt there was a need to change the practices of interlibrary loans services in light of this. They discussed a survey conducted and pinpointed areas that could be addressed. It was concluded that as much as it is important to continue locating items through traditional interlending means it would be more effective to try and locate a broader range of methods to fulfil requests. For example using a patron driven acquisition platform and integrating a 'purchase ILL' workflow.

To buy or not to buy? Case study on Western books interlibrary loan of the Peking University Library

Xiaodong Li (Deputy Director of Reference Department, Peking University Library)

Xiaodong Li explained that much of the material requested through the interlending service at Peking University Library was western books. These are obviously valuable to the research community however the cost of obtaining them is high and the length of time to borrow or purchase them longer than Chinese resources. Politics, religion and history are the most common subject areas. She provided a very detailed analysis that PKU used to decide what to 'buy or not to buy'. She suggested that although their method of analysing requests based on a range of different variables enabled them to better inform collection development it wasn't an exact science.

Assessing the effectiveness of a resource sharing service: the user view

Silvana Mangiaracina (Biblioteca Area della Ricerca di Bologna)

Silvana Mangiaracina discussed NILDE (Network for Inter-Library Document Exchange). This is a system for document delivery between Italian libraries. It has an engaged and active group of library professionals supporting the service. Silvana discussed surveys carried out in 2011 and how these informed improvements to the service. A new service was launched in 2013 that was enhanced based on survey feedback.

The initiative of Calis document delivery service assessment

Lijun Zeng (Manager, Interlibrary Loan and Document Delivery Service, CALIS Administrative Center, Peking University)

Lijun Zeng discussed an assessment made of the CALIS document delivery service. This assessment was implemented as a means to create efficiencies and improvements to the service as well as develop better ways to promote the service. Findings were varied but a greater level of service level agreements between libraries in the CALIS network and the development of effective self-evaluation across member libraries (1800 in all). Another thing seen as valuable to develop was a greater level of continual professional development of staff members.

Journey of Discovery: what can we learn from resource sharing of e-journals as we move to e-books

Anne Xu (Assistant Manager, Document Supply Service, National Library of Australia) & Margarita Moreno (Manager, Document Supply Service, National Library of Australia)

Margarita Moreno discussed the natural progression of an increase of e-resource in the collection of the National Library of Australia. In terms of document supply this has been problematic as the interlending service has had to limit the amount of material it can supply based on licenses. In terms of the changing nature of information access Margarita concluded that this has impacted quite dramatically on the NLA's ability to provide material.

Anne Xu went on to discuss her experiences visiting some US libraries and the sorts of models that have been developed for ebook access. Although it was rare to come across any model that permitted traditional ILL. OCLC offers one off ebook lending. Platforms such as Open Library make a huge quantity of e-books available for free. Anne came across a lot of consortia purchased e-resources which made a large number of e-books available to a group of libraries.

E-books : who wants what and how to ILL them

Seangill Peter Bae (Head, Delivery Services, Columbia University)

Seangill Peter Bae discussed e-books in relation to ILL and the limitations of this based on his experience at Columbia University. In essence libraries cannot be self sufficient however the increased publishing of e-only books means that ILL is quite problematic. Users on the other hand are increasingly expressing a desire to use the e-book format. Peter discussed a range of ideas that might go some way to solving the issue including the e-book platform Occam's Reader (a work in progress) that would permit e-book interlending between participating libraries. He presented an idea for an e-book interlending model that would make such practises feasible. It was however entirely dependent on publishers changing their attitudes towards e-books and ILL fairly radically.

Interlibrary loan of e-books in US academic libraries

Lan Shen (Assistant Professor of Library Science, Purdue University Calumet)

Lan Shen discussed the issues faced with e-book ILL. She discussed how license agreements do not permit ILL of whole books and that this is reinforced by the way the ebook is made accessible (i.e. it is impossible to share the item because of the technical restrictions). A survey was conducted with 200 academic libraries regarding e-resource ILL policies. The conclusion was that it is standard practice to lend out ejournal articles however most libraries do not (or cannot) lend out whole e-books through a traditional ILL service.



Inside the National Library of China

The three presentations regarding ILL and e-books were very valuable in that they presented a range of different views on the issue and provided a range of potential solutions or at least avenues to pursue. It really did highlight though that there is no real obvious solution to the issue of e-books and ILL. Fundamentally the shift towards some sort of solution to this issue would need to come about with the full cooperation of publishers.

Day 3

Innovative Construction of National Science and Technology Information supporting System

Liansheng Meng (Director, Division of Database Development, National Science and Technology Library)

Liansheng Meng discussed the development of the National Science and Technology Library (NSTL). Established in 2000, it is a 'virtual sci-tech library' that plays a significant part in supporting science and technological research in China. There are a large number of major Chinese scientific and technological institutions who are members of NSTL and use it whilst sharing their resources through it.

Role of document delivery service in an evolving library collection: lessons from a three-year old research library in Saudi Arabia

Faten A Barayyan (Library Research & Reference Services Assistant & Coordinator, Document Delivery Services, King Abdullah University of Science & Technology)

Faten Barayyan discussed KAUST (King Abdullah University of Science and Technology Library). It is a new (3 year old) university in Saudi Arabia that is working towards developing its reputation as a science and technology research centre. Its collection is for the most part entirely digital. Document delivery is seen as an important, but costly, part of the library service. A survey was taken to better understand the needs (and perceptions) of library users at KAUST. As it is a new university the survey and interlending statistics were used to better shape the library collection based on the growing needs of KAUST's library users.

Enhancing resource sharing with a state of the art transportation system in an ODL library

Jenny Raubenheimer (Director, Information Resource Distribution, University of South Africa)

Jenny Raubenheimer discussed the implementation of the transportation system at the University of South Africa (Unisa). With a very substantial student body (many distance learners) the need for automation to support its interlending and book delivery service is high. Installed and maintained by Paternoster, the transportation system returns books to the designated shelving area. It doesn't shelve them however. It covers the 8 floors of the library and cost R7 000 000 (£430 500).

Analysis of interlibrary loan and document delivery services in the public libraries in China: current situation and outlook

Zhang Binghui (Assistant Librarian, National Library of China)

Zhang Binghui discussed the need to develop a unified interlending structure for Chinese public libraries and the challenges they would have to overcome to make this happen. He suggested that the National Library of China should lead the initiative and that it could be developed into a service much in the same way that CALIS caters for academic institutions in China.

Regional document supply network in China: role, function and influence on nationwide document supply service

Wei Yang (Reference Department, Xiamen University)

Wei Yang discussed the value of regional document supply networks as well as mentioning areas where these networks could be improved. This included sourcing funding differently, technical developments and expanding the scope of their interlending.

In Summary

The conference was very valuable and I felt there was much I could take back to support the King's College London IDD service. I also felt that it would be possible to share some of this information with the UK interlending community in a constructive way which I hope to do over time. But to summarise in a practical sense what I took back with me:

- I developed a better understanding of how to approach Chinese institutions for loans and document delivery
- I feel better resourced to obtain material in areas where typically it's been challenging
- I came across potential ideas to ensure more immediate access and better fulfilment rates
- I developed a greater awareness of international interlending cooperatives that UK libraries could potentially be involved in

An informal meeting with the IFLA Document Delivery and Resource Sharing Standing Committee (IFLA DDRS SC) and much discussion was had about the current goals of IFLA DDRS. I did however discuss FIL and its agenda to support the UK interlending community. At this meeting and in further discussions with its members I suggested the following could be developed:

- UK interlending can be better promoted internationally through IFLA (eg UK theses policies and lending practices)
- The work of IFLA can be better promoted in the UK through FIL (eg the IFLA voucher scheme)
- Innovative ideas, developments and good practice sourced from conferences can be shared with FIL members and the UK interlending community

The FIL Benchmarking Project: *I'll show you mine, if you show me yours* – Update

Chris Beevers



Background

FIL already collects, and makes available, information about the following aspects of our members' services:

- ILL Management Systems
- Thesis Loans Policies
- End-user charges



Extending this facility by collecting information on other features of our ILL services could provide a useful source of data for members to compare their own services against. Such information is often useful to gauge the efficiency and effectiveness of our own services and to identify examples of best practice that are worth emulating. It can also provide powerful evidence when we increasingly have to justify our share of the limited resources metered out to our host Library services.

Aware of the US biased Higher Education Inter-library Loan Management Benchmarking Report produced annually by Primary Research Group Inc. the FIL Committee felt that members might be interested in undertaking a UK cross-sectoral Benchmarking project of our own.

Update

A scoping survey was carried out in Summer 2013. An Inter-library Loans Benchmarking project (Higher Education Benchmarking Consortium, 2006) I had been involved with previously had demonstrated how important it was to agree on a common set of agreed definitions and terms. This would ensure the integrity of the data and enable participants to be confident that they were comparing 'like with like' when drawing upon the results for their own purposes. Thus the aim of the scoping survey was two-fold:

- i. To determine whether there was sufficient interest across all sectors in carrying out a fairly broad ILL benchmarking project.
- ii. To see if it was possible to achieve a glossary of terms, with definitions that all participants could agree upon.

Comprising a Bristol Online Survey questionnaire circulated via the LIS-FIL, LIS-ILL and other relevant mailing lists, the scoping survey remained 'open' for July and August and attracted a total of 42 respondents from the following types of libraries:

Government Library	1
Health Libraries	5
Public Libraries	7
University Libraries	28
Other (Private Subscription Library)	1

The highest number of respondents came from university libraries, but there was interest, if modest, shown by other sectors. The Benchmarking subgroup felt that this demonstrated that it would be worthwhile carrying out a full benchmarking survey. Inviting all ILL services to participate would be both democratic as far as the FIL membership was concerned and, providing the results could be filtered by type of library, would still provide comparative data as well as potentially interesting contrasts between different sectors.

The definitions of terms, such as supply times and staffing costs, proposed within the scoping questionnaire proved broadly acceptable to the majority of respondents. However, some respondents commented that they would be unable to provide data in response to some questions e.g. system costs (where ILLs was a module of the Library Management System and the cost was not itemized separately) We therefore decided that each question in the survey proper, should stand alone i.e. be optional.

The priorities that respondents placed on the features of their ILL services that they wanted to compare, were interesting. The top three were:

- i. Staffing levels (FTEs and grades of staff directly involved in providing the ILL service)
- ii. Number of ILL requests from their own patrons (by books, photocopies and electronic delivery)
- iii. End user charges (which we already collect and publicize via our web-pages)

On the question of how the results should be made available, the majority of respondents agreed that they should be generally anonymised and presented as averages or sector norms. Respondents were fairly evenly split on who the results should be made available to:

Participants only	3(7.1%)
FIL members only site	14(33.3%)
Participants then FIL members' only site	11(26.2%)
More Publicly	14 (33.3%)

The benchmarking subgroup felt that this mandated us to provide preliminary results at our annual conference before circulating the final, full report to all participants. A version could also be made available via the members' only site before being moved to the public pages after say a year.

Other commitments have led to a delay in circulating the Benchmarking survey proper for which the sub-group apologizes to those eagerly awaiting it. However, as I write we are adding the finishing touches and it should be circulated, via the same lists as before, during April and May. Just in time to provide some preliminary results during Interlend 2014 in June. The subgroup would like to say a big Thank You to all those ILL staff who too time out to respond to the initial scoping survey and we hope the benchmarking survey will provide useful data that you can use to initiate improvements, and evidence to support your case for resources.

The FIL Committee Benchmarking sub-group comprises: Chris Beevers, Su Fagg and Mark Kluzek

Higher Education Benchmarking Consortium (2006) Inter-library Loans Benchmarking Project. Huddersfield: Leeds Metropolitan University, Liverpool John Moores University, University of Derby, University of Huddersfield, University of Staffordshire.

Primary Research Group (2013) Higher Education Interlibrary Loan Management Benchmarks, 2013 Edition. New York: Primary Research Group Inc.



- To: Inter library loaners
- From: FIL
- **Wish you were here ...?**



Well you could be if you were a delegate at Interlend 2014

This year our conference is called “Northern Exposure:
Marketing & Bench Marking for the Future”

It will take place on the 23rd – 24th June at the Carlton Hotel, Edinburgh.

We are delighted this year to have secured Antony Brewerton from the University
of Warwick as our keynote speaker.

Booking and Fees for FIL members

Please see the FIL website for details of the programme and how to book your
place at <http://www.forumforinterlending.org.uk/>

*Early bird rate – full conference delegate 23rd and 24th June, including hotel
accommodation £220*

Full conference - 23rd and 24th June, including hotel accommodation £275

Day delegate – 23rd or 24th June £75

**Please note: early bird closes on
Thursday 17th April 2014**



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