



Inter Library Loans

Requests

Document Supply

Best Practice & Policies

IFLA

Information

British Library

Interlend Conference

Copyright

Books, Articles & Theses

Conarls

Document Delivery

Esignatures

Training

Collaboration

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Hello from the Editor:

Dawn Downes, University of Winchester

Senior Library Assistant, Customer Service



Welcome to the new FIL journal. As we all are busier than ever, I hope that you understand why this journal is coming slower than we on the committee would like. I've had to step down from editing and Matthias Werner has been kind enough to step in for me. So this has been a combined effort as I did the leg work getting the articles from our contributors. A big thank you goes to the committee for their understanding, the new committee members for their introductions, Lynne Porat for our international look at our conference, Natalie Guest for her article and Beth Perry for doing some editing. If I've forgotten anyone else please forgive me!

One of the new ideas we all had for the journals was a "Day in the Life" feature. I thought I would combine my Editors letter with a quick "My Day in Tea".

- 8:00 When I get to work I sometimes have a hot chocolate, but always have a Yorkshire tea afterwards to get me going. I start to work through my emails and then the interlibrary loan emails. Today is filled with database access issues, looking for people to work my desk so I can attend the SWRLS meeting in March and dealing with problem interlibrary loan requests.
- 9:00 Work on new requests and go through UnityUK and OCLC for problems, overdue, etc.
- 10:30 Break time and another Yorkshire tea. (Are you setting down?) Reuse my teabags once; I'm not a strong brew drinker!
- 10:45 Training my colleague who has taken over journal and databases from me.
- 11:30 Check in with new ILL colleague to make sure he is doing ok with new requests.
- 12:00 Lunch and another Yorkshire tea!
- 13:00 Deal with report from Dawson books about status of our orders.
- 14:00 Go through ordering ebooks and books off of reading lists and spreadsheets.
- 15:30 Break! This time I have a lemon grass tea though sometimes I switch to a rhubarb tea - I found that is wonderful.
- 15:45 Invoice students for long overdue material and fines.

Well, that just gives you a taste of the different jobs I end up doing as my role of Senior Library Assistant, Customer Service. We would love to hear from you and what your day looks like!

See you at Conference in June!

Dawn

Message from the Chair:

Sandra DeRoy, University of Essex
Principal Library Assistant (Interlibrary Loans)



It seems a long time since we were looking out of our hotel windows in Portsmouth and being greeted by the lovely sound and smell of the sea.

We said goodbye to some committee members back in June and I would like to extend my personal thanks to each of the outgoing crew for their time and dedication to FIL over the years. I'm sure you will all join with me in wishing Graham Dix and Karen Payne all the very best in their future endeavours. Marjory Lobban will also be stepping down during this year but has very kindly agreed to remain on the committee as a co-opted member in order to train our new treasurer. So a very big thank you is extended to Marjory.

However, I was delighted that we were able to fill the four vacant slots on the FIL Committee and I can formally welcome Louise Dutnell, Sian Jones, Steph Kelly and Beatriz Ferrer-Quiles to the team. They will each introduce themselves in a personal biography later in the edition. Sadly due to changes in circumstances Beatriz has had to resign from the committee.

We will soon be undertaking the task of organising next year's conference, due to take place in June in Oxford, so I thought I would take this opportunity to ask everyone to have a think about what they might like to see or hear about for next year. We are always happy to receive suggestions and would welcome any input from the readership. We would particularly like to hear from those who work in the public or health libraries as we want to ensure that we cater for all who work in the field of Interlending.

Also, if anyone fancies seeing themselves in print and has something that they would like to share with us they can always contact Matthias (M.Werner@kent.ac.uk) as he will be overseeing the production of the FIL Journal for the next year. We also have the blog running this year and we would welcome any items of interest that we could post as a 'guest' blog if you didn't want to write formally for the Journal. We are flexible that way.

<http://fil101blog.blogspot.co.uk/>

I look forward to hearing from any interested parties!

Sandra

Introducing Your New Committee Members:

Louise Dutnell, University of Edinburgh

Course Collections Assistant



After finally leaving full-time education and doing various bits and pieces, I've been working in libraries for four years: first at Glasgow University Library for a year, then at Edinburgh University Library. Inter-library loans was my favourite bit of the traineeship at Glasgow and I was very happy to see a job come up in the ILL department at Edinburgh! I love finding obscure items for people and seeing the generosity and helpfulness of our library colleagues all over the world is always a cheering thing. After a year of enjoying all the spare time due to losing the daily Edinburgh to Glasgow commute, I decided to start on the distance learning Masters course at Northumbria, which I've almost, but not quite, completed...

When I manage to get away from the library, I like running (slowly), cycling (not much quicker), swimming (reasonably quickly), and eating cake afterwards.

Sian Jones, Aberystwyth University

Library Assistant, Library Service Desk Team



I qualified from the then College of Librarianship Wales in 1985. My heart has always been in public libraries and I was lucky to gain my first position as a Senior Assistant Librarian in the London Borough of Havering where I gained valuable experience. I then worked for 14 years in the public library service in the London Borough of Harrow where I worked in a number of branches including the central reference library and the main lending library. I obtained my chartership whilst working in Harrow libraries.

After moving to Wales I joined the Library Lending Team at Aberystwyth University in 2003. I undertake a range of front line duties but most of my time is spent working in Document Supply, a service which we have developed and promoted over many years. I have attended the FIL conferences for a number of years always finding it valuable to collaborate with other 'inter-lenders'. Outside of work I enjoy gardening, art galleries and travelling.

Stephanie Kelly, University of Essex

Library Assistant (Interlibrary Loans)



I've really enjoyed trying to improve the interlibrary loan service, in particular the speed in which we can respond to items that we already have access to - both freely online but also items that we have in stock (this represents around one third of our total requests). I've made a customised search engine specifically for useful open access sites, but I'm still trying to work this problem out. We recently changed our LMS to Alma, and this has taken some getting used to, but the Analytics module has proved very useful in the past weeks and we are hoping to capitalise on Alma's potential in the coming year.

Outside of work I enjoy reading, watching films (especially at a cinema), and games of Scrabble and Trivial Pursuit with friends. Ideally Trivial Pursuit is an older version, somewhere around 1980, although Trivial Pursuit poker version is excellent fun.

I enjoy rock climbing, and until I moved to London I used to make it outdoors at weekends to somewhere in Northumberland or Yorkshire, depending on the weather.

This year I will also be starting my second year of part-time study at UCL for a Library and Information Studies MA.

FIL COMMITTEE MEMBERS NEEDED

We are always looking for enthusiastic people to join the committee.

The FIL Committee welcomes approaches from personal and institutional members to stand on the FIL Committee. The FIL Committee comprises interlending staff from all levels of seniority and experience, as well as observers from CONARLS, the British Library and IFLA, and is a fantastic opportunity to learn more about interlending and document supply.

FIL Committee members serve for two years (and may be re-nominated for a further two years beyond this point). All travel and expenses related to attending FIL Committee meetings are covered for by the organisation. Please check with our line manager before applying.

For more details on what being a FIL Committee member entails and the opportunities for professional development please contact us at:

fil.committee@gmail.com

Interlend 2016: Sponsored Delegates' Reports

Embracing differences: diverse customers, varied methods, same goals!

Royal Beach Hotel Portsmouth, 27th- 28th June 2016

Anna Chapman, Queen Elizabeth Hospital Birmingham

Library Support Assistant



As a sponsored delegate I was delighted to have the opportunity to attend Interlend 2016 in Portsmouth. As a newly qualified librarian in my first professional post Interlend is the first conference I have attended. It did not disappoint!

It was with excitement, and a touch of nervousness, that I set off for Portsmouth. The night before the conference I arrived and checked in to the Royal Beach Hotel, our venue for the next few days. I was very impressed with the hotel and after exclaiming delight at my complimentary shower cap, tea-making facilities and the generous supply of custard creams I settled in looking forward to the start of the conference.

On the first day it was lovely to be in a room full of librarians! It reminded me that one of the great attractions to the profession was always the extremely welcoming, open and helpful nature of the library community. This was certainly apparent at FIL and I enjoyed meeting and chatting to a wide range of people over the two day conference. As an NHS

librarian I found I was more than a little outnumbered, but it was lovely to meet with colleagues from a range of sectors and to harness their expertise and experience.

I'm afraid there isn't room to cover every speaker so I've picked out a few that were particularly relevant for me, although this does not depreciate in any way from the quality of all the speakers we heard over the 2 days.



(Royal Beach Hotel, Portsmouth)

The morning began with the key note speaker Simon Bullett who presented a particularly thought provoking talk on the use of Continuous Improvement (CI) in the Department of Education. Although I was familiar with the concept of CI it has been a while since I have consciously appraised whether I am implementing CI in my own work and how library services engage with CI more generally, particularly in times of staff and budget constraints. Simon emphasised quite a few psychological elements of CI highlighting that problems are rarely down to people, but are normally a result of the systems in which we work. He stressed the importance of taking time to analyse rather than living in fight/flight mode, acknowledging the challenge this can present in times of decreasing budgets and increased demand for services. Simon encouraged us to review how we are doing things and reminded us that systems can be redesigned. He gave the example of using scissors to cut a lawn when you could get a sheep, get a lawn-mower or get rid of the lawn! This is particularly applicable in my own work context as we regularly review our processes and try to think about whether we could be more effective. The stripping back of current systems and procedures to think about the basic mechanics of our service is always worthwhile. Simon encouraged us to think about CI as inherent to our working practices, not labelled or forced, but just an intrinsic part of our work.

Later on that morning we heard from David Law and Tricia Rey regarding the streamlining of document supply across the NHS. Having never been involved in document supply until working for the NHS it was interesting to hear about the wider strategic goals of the organisation. It was encouraging to see the hard work and commitment of librarians across the country as part of a work group that are currently reviewing document supply. One of the recommendations proposed was to create a national union list of journal holdings, rather than just regional lists. This would allow NHS libraries to see what access and coverage there is in journal collections across the NHS, not just regionally. It is an incredibly exciting proposition which would hopefully reduce waiting time for the user and would save time for

library staff by reducing the number of locations they have to search to identify if a journal is available.

Later on that day we had an update on the British Library by Kate Ebdon. Kate told us about the work being done on the St Pancras site to improve reading room services and plans to offer a digital reading room. Kate also informed us that the BL is moving away from encrypted downloads and introduced us to a new service called DRM Lite – a new delivery method that doesn't involve any downloading of software but instead gives users a password to open their article which can then be accessed across multiple devices. Users will need to register 'On Demand' to access their articles. As downloading encrypted software is so restricted in the NHS this should be an improvement and get around some of those difficult IT issues we encounter.

At the end of the first day I managed to get some time to explore the sea-front at Portsmouth before the conference dinner. The dinner itself was delicious with lots of discussion about libraries and also a few interesting conversations about the ongoing political developments of Brexit!



On the second day of the conference it was very refreshing to listen to a talk by Chris Thorpe and Nicole Cook which was entitled *Inheriting Interlending*. It prompted us to think about how ILL procedures are often inherited by staff. Sometimes the system we inherit isn't necessarily the best way of doing things, or there might be ways we can make it more efficient. One aspect of this talk I found very encouraging was how Chris and Nicole have benefited from collaborative working across their institutions. They raised the point that collaboration between libraries is inherent to the ILL process itself as we are all working together to serve users in other organisations. We exchange emails with library colleagues across the country but don't often get to meet the faces behind all those ILL emails. It was lovely to hear that Chris and Nicole, who connected at a FIL conference, have been able to compare ILL processes and have undertaken work-shadowing at each of their institutions. This presentation also got us asking the big

questions – is inter lending hyphenated (inter-lending)? I'm not sure what the consensus was! What are we called? – Document Delivery, Inter-lending, Document Supply? This led to an existential crisis on my part!

One particular area of interest on the programme for me was the two copyright sessions by Graham Titley. This has always been an area I've felt slightly out of depth with but Graham did a good job of encouraging us to feel more confident in our abilities. I particularly enjoyed the interactive session on Day 2 in which we were quizzed on a number of copyright scenarios and I found that I had retained quite a bit of knowledge from the session Graham presented on the previous day. It also gave me a greater appreciation for the librarians I can refer to when puzzled by copyright issues. Their experience is invaluable!

After an excellent two days of speakers and an enjoyable time spent in the company of the other delegates I checked out of the hotel and spent a couple of extra days exploring Portsmouth itself, which I highly recommend as a place to visit.



I would like to thank the FIL conference committee for allowing me the opportunity to attend this conference as a sponsored delegate. Such a lot of hard work goes in to organising the event and it really was a rewarding experience. I hope to share some of my new-found knowledge with colleagues in my own

(view from Spinnaker Tower, Portsmouth)

workplace and more widely across the consortium of libraries I work within. Thanks also to the other delegates who were excellent company and made this such a positive experience for me.

Anna Chapman

Eleanor Hunt, Sheffield Hallam University

Document Delivery Services Manager, Library and Student Support Services



Being relatively new to the world of document supply, I was very pleased to be awarded with one of FIL's bursaries to Interlend 2016. I was even more pleased when I arrived in Portsmouth and it was sunny!

Held at the Best Western Royal Beach Hotel, the conference provided the perfect opportunity to engage with all things interlending: listening to innovative ideas, sharing experiences with fellow professionals and identifying trends taking place in the sector.



Sunny Portsmouth!

Taking the themes of the conference, below are summaries of just a few of the excellent presentations that were delivered across the two days.

Diverse customers

The diverse nature of customers who benefit from interlending was highlighted in several of the sessions. Tricia Rey and David Law, who both came from NHS library backgrounds, spoke

about the challenges of interlending amongst NHS libraries. Challenges included: each library belonging to a different NHS Trust, differing interpretations of copyright impeding sharing of copies and a wide variety of practice in relation to end-user charging. Despite some of these challenges being specific to NHS libraries, there seemed to be some overlap with the challenges faced by libraries in the HE sector- most notably differing interpretations on copyright (more of that to come!)

Beth Parry's presentation drew attention to an area of document supply that I had previously not considered: supplying from Special Collections. Beth referenced a report from OCLC, which can be found here:

<http://www.oclc.org/content/dam/research/publications/library/2013/2013-03.pdf>

As evidenced by the OCLC report, supplying from Special Collections is more common in the USA, and is a positive way of enhancing a library's profile. However, the following considerations need to be taken account of:

- Copyright
- Conservation/handling
- Staff time (training on new material and copying)
- Payment

Beth emphasised that the aim is to copy from the Special Collections, not to lend, and will only copy material which has been published (for copyright reasons) and is not fragile.

Varied methods

One method of document supply which seems to be growing in popularity is fulfilling interlibrary loan requests by using a Patron Driven Acquisition-type model. One such HE library using this method is the University of Huddersfield. Chris Beevers gave a talk about how this is achieved, along with the pros and cons of using e-book rentals to satisfy requests.

Graham Titley (University of Plymouth) delivered two sessions across the conference on the topic of copyright exceptions and limitations. The first of these sessions sparked a debate on whether it is acceptable by copyright law to provide e-book chapters for interlibrary loan. Whilst a few delegates reported that they did supply e-book chapters, others took a more cautious view. This really highlighted that although we are all referecing the same copyright law, our interpretations and approaches differ. Since the conference, the situation has been clarified and FIL have posted a helpful blog post on the matter:

<http://fil101blog.blogspot.co.uk/2016/07/to-copy-or-not-to-copy.html>

Graham's second session of the conference was an interactive game in which we were presented with various copyright scenarios. The delegates were asked to play detective, and work out if and why there was a case of copyright infringement.

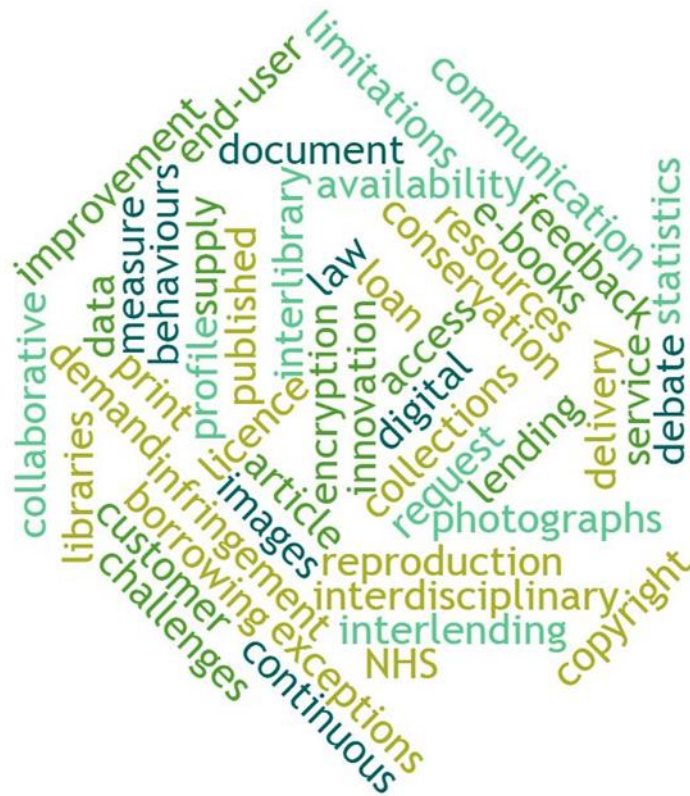
Same goals!

As shown by the copyright sessions, despite our different approaches we had the same goal! The presentation given by Chris Thorpe (City University) and Nicola Cook (Wellcome Library) reflected on their experiences of inheriting an interlending service. This was an insightful presentation as they talked about the challenges they faced and their initial approaches to overcoming these. The talk documented how they both learnt lessons from mistakes and offered advice from this. Chris and Nicola offered the interesting point that interlending is an interdisciplinary role, spanning across faculties. Throughout their talk a lot of their experiences resonated with me, and many delegates shared their similar stories of starting out in document supply.



FIL frogs- it's all about sharing ideas!

There were many more informative and interesting sessions across the two days, which spanned topics such as Continuous Improvement, updates from the British Library and OCLC and open access repositories. Below are just a few key words from the notes I made during the conference:



I really recommend going to the link below, and checking out all the presentations from the two days.

<http://www.forumforinterlending.org.uk/presentation-2016>

Thank you, again, for the bursary FIL and I hope to see you for Interlend 2017!

Eleanor Hunt

Lynne Porat, University of Haifa, Israel

Head of Interlibrary Loans & Assessment, Younes & Soraya Nazarian Library

The conference opened with Simon Bullett's (DfE - Department for Education) interesting keynote presentation **Learn fast, lean forward: Practical deployment of CI (Continuous Improvement) thinking, tools and capability in the Department for Education.**

- CI term borrowed from a "culture of continuous improvement" at Toyota where all employees are challenged to use their initiative and creativity to experiment and learn.
- Russell L. Ackoff "Four ways to solve problems": **Absolve** = ignore a problem and hope it will solve itself or go away of its own accord, **Resolve** = to employ behaviour previously used in similar situations, adapted if necessary, so as to obtain an outcome that is good enough, **Solve** = to discover or create behaviour that yields the best possible outcome, **Dissolve** = to redesign either the society that has the problem or its environment in such a way as to eliminate the problem or the conditions that caused it.
- Importance of interdependence, interaction and engagement.
- Projects fail because they don't engage people.
- If people think they will succeed, they will be more innovative.
- Don't fix Complaints Dept., reduce the number of complaints.
- 96% of problems in organizations stem from the system (the ways things are done) and 4% from the people.
- If focus on processes, people won't enter "fight and flight" mode.
- SCARF model by David Rock - important to give people **Status, Certainty, Autonomy, Relatedness and Fairness.**
- In Satisfaction Surveys ask two questions: "Would you give us 10 for our service? If not, why not?"

Next Tricia Rey (Queen Victoria Hospital NHS Foundation Trust) and David Law (Royal Wolverhampton NHS Trust) presented **Streamlining document supply across the NHS in England in 2016: The challenges of implementing a national scheme.** They discussed the development of the "**Knowledge for Healthcare**" scheme which aimed to identify areas for improvement such as: service transformation, workforce planning and development, quality and impact, resource discovery, optimising investment, communications, engagement and partnerships. The findings of this study resulted in two action plans: the creation of a union catalogue for NHS libraries, and the creation of a searchable archive of copyright fee paid photocopies for NHS trusts to share.

Next Graham Titley (University of Plymouth) very engagingly explained UK copyright law **“It’s that law that’s the problem!”: Everyday with copyright** mentioning:

- UK 1988 CPDA (**Copyright Designs and Patents' Act**), amended in 2014.
- CLA (**Copyright Licensing Agency**) is a UK non-profit organisation established in 1983 by the ALCS (Authors' Licensing and Collecting Society) and the (PLS) Publishers' Licensing Society to perform collective licensing on their behalf.
- Section 21: libraries may supply journal articles.
- Section 28: temporary copying - allow 5% or one chapter of a book over a 12 month period.
- Section 41 covers journal articles - there is no distinction between print and digital.
- Section 42: one article per journal issue.
- Publisher copyright lasts 25 years.
- Copyright lasts 70 years after death of creator.
- If a library downloads a SED (Secure Electronic Delivery) article for a patron, they undo the protection.
- Publisher licenses are overridden by law and if owner of copyright gives permission, it is above law; keep documentation.
- If libraries provide articles at dedicated terminals there are no copyright issues.
- Non-violation of copyright is about interpretation and risk assessment.

After lunch **Kate Ebdon (British Library)** gave us a very interesting **BL update** mentioning:

- **"Living Knowledge: The British Library 2015-2023"** outlines the British Library's vision for its future development.
- "Building the future" will shape the development of the British Library's campus in St. Pancras in London including plans for digital reading room.
- I-SUC (**Idea Spotlight User Community**) "to crowdsource ideas from our users".
- **ARTEmail** still in use but being phased out for APIs (Application Programming Interface) and M2Ms (Machine to Machine).
- **DRM** (Digital Rights Management) **Lite** - password-protected software for supplying BLDSC **"On Demand"** documents - locked to user, not to pc. Fewer support calls than **"FileOpen"**, despite need for end-user registration.
- Decline in document supply requests from abroad, **INCD** (International Non-Commercial Document Supply) ceasing on 1.7.16.
- **EHESS** (Enhanced Higher Education Supply Service) launched by BL with CLA - copyright compliant.
- **ETHOS** (e-Theses Online Service) - BL together with UKHE (United Kingdom Higher Education) uses DOIs for theses. More than 430K records with about 170K freely available. The rest can be requested and will be digitize. In future will support multimedia submissions and digitization of microfilm collections of theses - currently have pilot.

- **ORCID** (Open Researcher Contributor ID) - persistent digital identifier for researchers.
- Trial of **Home Loan** from special collections in London.

Next **Beth Parry (University of Leeds): Supplying from Special Collections** very entertainingly described how ILL service was improved by lending materials from special collections, despite staff opposition.

The day ended with William Nixon's (University of Glasgow) lively presentation on **Open access, institutional repositories and their impact on interlibrary loans** mentioning the following:

- Green or Gold OA (Open Access) routes.
- DOAJ (Directory of Open Access Journals).
- **D2D** (Discovery to Delivery) - proposed by JISC (Joint Information Systems Committee), RLUK (Research Libraries UK) and the BL to improve the quality of the user experience for UK researchers and students in their tasks of finding and gaining access to scholarly publication.
- **"Enlighten Publications"** - University of Glasgow institutional repository, including eprints.
- APC (Article Processing Charges) for OA publishing.
- REF (Research Excellence Framework) for assessing the quality of research in UK higher education institutions, a way to encourage OA publishing.
- **CORE (Connecting Repositories)** - for searching across various open access repositories. Developed by KMi (Knowledge Media Institute) and based at the Open University, UK.
- **BASE** (Bielefeld Academic Search Engine) - search engine for academic open access web resources.
- **Altmetrics** (Alternative Metrics) which use non-traditional metrics such as presentations and websites to measure citation impact.
- **CRIS** (Current Research Information System) - service for faculty such as registering DOIs and ORCIDs.
- **Portsmouth Research Portal**
- **ArXiv** (Cornell) eprint archive
- Twitter #icanhazpdf uses "crowdsourcing" to share articles. See article "Bypassing ILL via Twitter: An Exploration of #icanhazpdf Requests." by Carolyn Caffrey Gardner and Gabriel J. Gardner.
- **SciHub** - online repository of over 51,000,000 scientific academic papers and articles updated without the publishers' permission and without paywalls.
- Peter Suber, Director of Harvard Open Access Project (HOAP) - Open access is displacing interlibrary loan.
- Tina Baich, Indiana University, see article "Capturing the Benefits of Open Access in ILL" e.g. supplying quicker and free. Need statistics of OA ILLs.
- **"Article Reach"** - international cooperation among 15 libraries to allow access to each other's ejournals (for registered users).

The second day of the conference began with the FIL AGM and was followed by Kate Vasili (Middlesex University) and James Bennett (Copyright Licensing Agency) **Interlibrary Loan Supply for Higher Education Course Readings: The practitioner's journey to EHESS and integration. They described how** CLA and HEI (Higher Education Institutions) worked together to develop an "innovative rights, technology and content platform" for course reserves known as DCS (**Digital Content Store**). DCS is a database of scanned items enables libraries to check if requested items have already been scanned by another library before they begin processing e-reserves.

Next Katie Birch (OCLC) updated us on OCLC's products and trends in libraries **Using OCLC's WorldShare Interlibrary loan in the UK: considerations, best practice and trends** by mentioning:

- **GreenGlass**, a deselection analysis tool.
- New: OCLC WorldShare ILL IFM (Interlibrary Loan Fee Management) **"In Currency"** e.g. UK libraries can charge each other in GBP instead of USD.
- New: **"IFM Refunding"** viewable by borrower and lender.
- **UnityUK** (UK national interlending service) uses IFM.
- Trends: **Collective Collections** and **Shared Print** e.g. Google Books see OCLC Report: "Understanding the Collective Collection: Towards System-wide Perspective on Library Print Collections."
- OCLC Report: "Library in the Life of the User"- library is more service- or user-centred than content-centred, with fewer stacks and more collaborative spaces.
- Outsell Report: "Information Management : A Benchmarking Survey"
- Are libraries **"Idea Stores"** i.e. like retail stores, where people can take a break from shopping and enjoy the many facilities, or are they **"Community Spaces"** with cafes, galleries, and exhibit areas?
- "Millennials (younger generation) have no tolerance for delay."
- OCLC **Responsive Design** - information automatically updated across your devices, e.g. text notification at all stages of ILL request.
- Pew Research **"Fact Tank"** - people still prefer print.
- **"OCLC Knowledge Base"** get links to articles with brief display of license restrictions.

Next Graham Titley (University of Plymouth) gave us a copyright exercise to check what we remembered from yesterday's presentation **So you think you know Copyright? : Let's reassess!** which clarified various issues such as:

- If item doesn't state that it is in the public domain, then it is in copyright.
- If unpublished, then one extra year of copyright, i.e. 71 years after death of creator.
- Cannot "format-shift", i.e. cannot transfer content from CD to DVD without permission, but so far there haven't been any court cases on the issue.

- So much seems to rely on interpretation, always best to err on the side of conservatism.

Claudio Svaluto (University of Essex) followed with his presentation **Introducing electronic supply to an academic library Interlibrary Loans department: The case of the Albert Sloman Library** and described e-supply at Essex University using OCLC's **Article Exchange** instead of “clunky” technologies that we force on our users. **Article Exchange** is a secure, copyright-compliant way to deliver documents and provides a single, secure location where lending libraries worldwide can place requested documents and library users can retrieve articles or book chapters obtained for them via interlibrary loan.

Next, Chris Thorpe (City University) and Nicola Cook (Wellcome Library), two new ILL librarians, humorously shared some of their experiences reminding us how daunting ILL can be to newbies. In their presentation **Inheriting interlending - making sense, connections and developments or Everything you wanted to know about interlending but were afraid to ask** they emphasized the value of visiting and networking with other libraries especially for new ILL librarians, as interlending is inherently about service collaboration.

Finally, Chris Beevers (University of Huddersfield) in **PDA fulfilling ILL (or the other way round?) at the University of Huddersfield** described how he had been inspired by Annette Moore's presentation **Using Patron Driven Acquisitions to satisfy Interlibrary Loans at the University of Sussex** at FIL 2015 and had implemented a new PDA (Patron Driven Acquisitions) service via ILL. He described how the collaboration of the ILL and acquisitions departments had improved the library's just-in-time collection development and the service to patrons. The main motivator was the cost of multiple ILLs which often is the same as the cost for acquiring the book. PDA is only offered for non-urgent ebooks using ProQuest's EBL (EBook Library) and Coutts. Other libraries use Amazon and other vendors for acquiring print books for their patrons/collections.

Lynne Porat

**Would you like to be a Sponsored Delegate
for the 2018 conference?**

The committee advertises by email to all the members of the group, or you can check the website around March or April.

You need to submit a letter of application, which the committee will consider for one of the spaces available.

If selected the committee covers the cost of your attendance, all meals, accommodation and reasonable travel expenses. All we ask of you is for a report evaluating the conference that can be published in this journal as well as on the website.

Like a circle in a spiral, like a wheel within a wheel: The seeming infinity of inter-library loan renewals...

Natalie Guest, University of Reading

Document Delivery Co-ordinator, Liaison Librarian & Multimedia manager

Back in March 2016 renewals at University of Reading Library seemed to be getting out of control – while the majority of our requestors were happy to use their item within the standard 5-6 week loan period, requesting the occasional renewal, a persistent minority were requesting what seemed to be an endless number of renewals on the same item.

As all you FIL'ers will appreciate, the sharing of books between libraries is a time honoured and goodwill based system to share knowledge and resources. I knew that this persistent renewing to keep the book for longer and longer periods of time wasn't "playing the game," and had a negative impact - both for the lending library, whose book was being removed from their collection for an unnecessarily long period, and for the requesting library who were paying multiple times to renew the same item.

We'd never had an official policy on the number of renewals allowed for inter-library loan items, but as our reader didn't appreciate the subtleties of interlending relationships between libraries and the necessity for keeping the goodwill alive, I decided that we needed to formulate a rule on renewals that we could publicise.

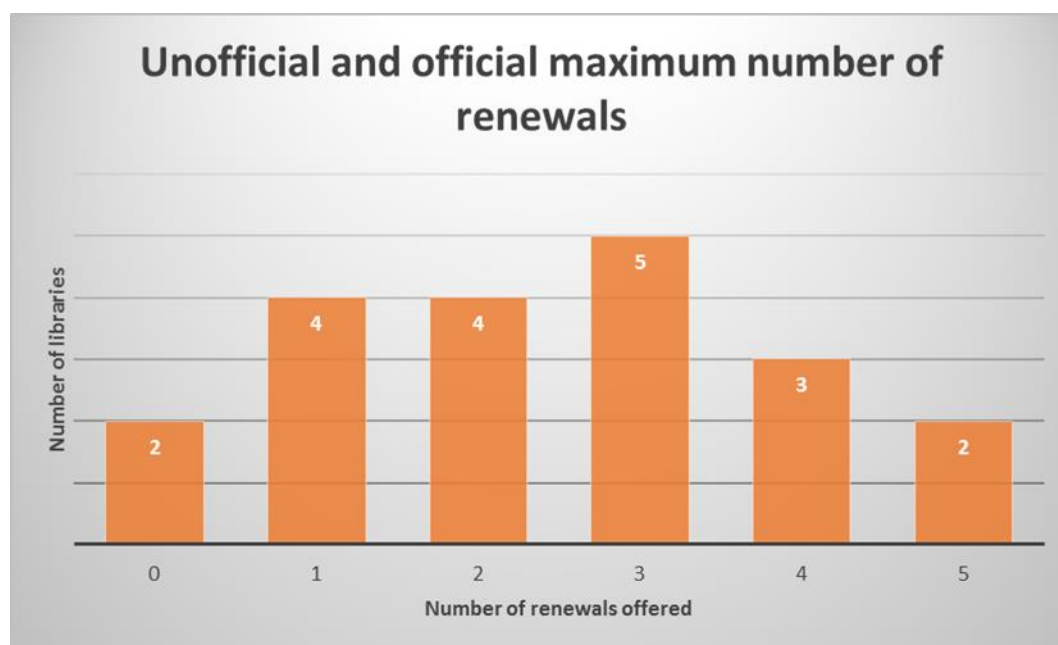
I looked to the community to see what other libraries did and found that most library websites didn't have information regarding any maximum number of renewals for inter-library loan materials so I emailed the LIS-ILL mailing list to get some collective wisdom! I asked;

1. Do you renew ILL items?
2. Do you have an official maximum number of renewals and what is it?
3. If no policy on renewals, unofficially, how many renewals would you consider suitable?

I had 24 replies in total and out of these only two respondents didn't offer any renewals on inter-library loan items. Only half the libraries who replied had an official maximum number of renewals permitted, the remaining half were in two camps – some had an unofficial maximum they would go to and others played it by ear.

The majority of libraries fell between 1-3 renewals. Among the libraries who responded, like us, there was a general feeling that they wanted to limit the number of renewals in some way. Methods for limiting renewal requests included counting renewals as part of a reader's quota of requests, charging for renewals or charging more for renewals than initial requests.

Although several respondents said persistent renewing had never been a problem (such angelic well behaved requesters!) enabling them to either not have a strict limit or just be more liberal with their renewals, others reported they had experiences similar to ours with continuous renewals becoming a problem, and so had implemented a stricter policy.



Financial implications were obviously a factor for many respondents – one said that they only had an upper limit on British Library renewals, as these had to be paid for, whereas loans from other libraries were at the lenders discretion as they were normally free. One library would even consider purchasing the item if several renewals were requested in pursuit of a more cost effective option.

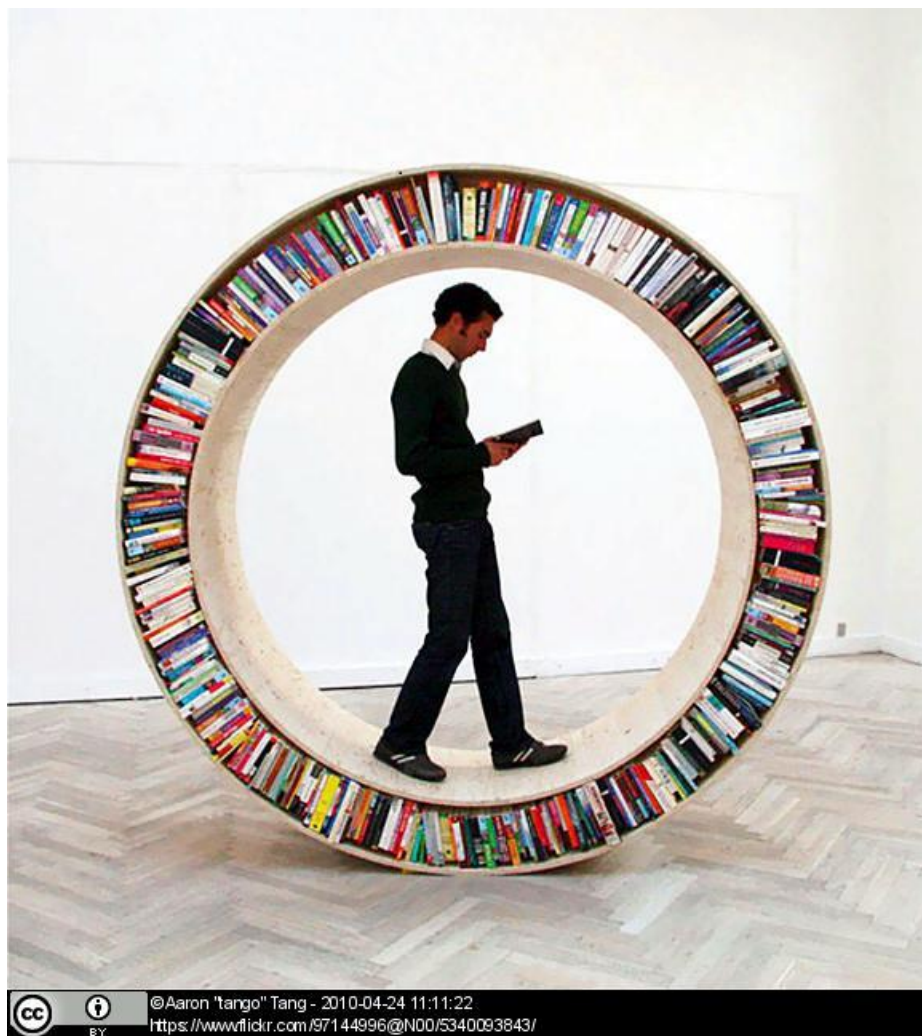
Library systems were cited as a practical hindrance to renewal monitoring and / or limiting – renewals were usually something that were mediated and so no automated limits could be introduced. Also the way some systems recorded renewals were cited as a problem, as the number of previous renewals were not always easy to trace.

One concern, which I shared, was that introducing a limit on renewals would result in the requestor simply returning the item and immediately placing a new request. We had also had experience of this at Reading and inter-library loan requesting workflows wouldn't always allow us to prevent the subsequent request being fulfilled.

After weighing up everyone's experiences, policies and thoughts we settled on introducing a maximum of five renewals. This seemed a generous number, and with a standard loan period should result in the requestor having the item on loan for no more than 6 months. This seemed plenty of time to read and use their item and allowed for things like field work,

research trips and University vacations. As we already charge for requests and renewals (£3 each,) a financial burden was already in place for the requester and we felt that this was adequate.

Although we still have people who reach their renewal limit, I feel that having a publicised maximum demonstrates that an inter-library loan item needs to be used and returned and cannot be a permanent companion on a requesters research journey. Hopefully our ever spinning wheel of renewals can now have a beginning and an ending!



Natalie Guest

Books for Brussels: Document Delivery for European Centres

Matthias Werner, University of Kent

Library Assistant

In January 2016 the University of Kent Templeman Library introduced a new document delivery service for staff and students based at its European centres in Brussels and Paris which would allow the supply of physical loans from the British Library. Previously we had an agreement with a local university in Brussels (where our largest European campus outside the UK is located) under which our users could use their library facilities including their interlibrary loans service. After a decision not to renew this agreement we began to search for alternatives.

One outcome of this search was to speed up the introduction of an electronic document delivery option for all our users which nicely coincided with the launch of the British Library DRM-Lite service. From January 2016 on we were able to provide our academics and students based at our European centres with electronic documents supplied by the British Library and (where permitted) other libraries. Copyright law was on our side as students and staff registered at a UK institution but based overseas still qualify for library privilege.

While electronic document delivery for our European campuses proved to be a negotiable challenge (the main stumbling block being the storage of electronic copyright declarations) the provision of physical loans for our users based abroad presented a number of issues:

- We assumed (rightly) that other libraries would not send (or allow us to forward) books abroad which meant we could only use the British Library stock.
- We therefore contemplated to use the British Library GIFM/premium service which would cost around £50 per item.
- We anticipated that the British Library would charge extra for sending loans abroad.
- We had to decide whether to use our existing BL OnDemand account or to create accounts for our European centres which would require training and additional staff time.
- Library accounts on our Library Management System had to be modified to add Brussels and Paris as lending locations which required a substantial amount of time and work.
- Our centre administrators would have to act as librarians (as we do not have physical library spaces on our European campuses) by liaising with users and by receiving, supplying and returning interlibrary loans within limited office hours.
- Potential demand would be difficult to gauge as figures about interlibrary loans provided for our European users by local arrangements were not available. It would therefore be difficult to determine the impact on staffing. Both our Canterbury

document delivery service and our centre administrators were already working beyond full capacity so taking on additional work could be problematic.

- We were aware that there was a high demand from Brussels and Paris students for print books held in our Canterbury library. We had to decide whether to expand our intersite loans service (for supplying items to and from our other Kent campuses) to our European locations or to allow our Europe based users to request these books via our document delivery service.

After numerous drafts, project plans and meetings with our academic liaison librarians, lending services representatives and IT people we agreed to introduce a scaled down document delivery service for our users in Brussels and Paris. As our academic schools who fund the service were mindful of the additional costs, we scrapped the idea of using the BL GFM/premium service and proposed to supply only items held in the British Library lending division. That would mean to advise users to check lending locations for their requests to ensure it would be available from the British Library for home reading.

To our surprise we found out that the British Library do not charge extra for sending loans abroad. We set up BL OnDemand sub-accounts with post addresses of our European centres so that British Library loans could be sent directly to the centre administrators (who would also return them directly to the BL). Requests for Brussels and Paris would still be submitted through our document delivery online request form. Our publishing team created a 'European view' website (see screen shot below) to direct users to the relevant request form based on their location. The links specify what items can be requested and provide useful information about local libraries and resources. As our centres at Athens and Rome are insufficiently staffed we decided against a loan option for these locations. Users there are at least able to request documents that can be electronically sourced and supplied.

Instead of sending requests for our Brussels and Paris users from our ILL system we use our BL accounts to order them directly. Once the British Library has confirmed availability the respective European centre is informed to expect a delivery. Our centre administrators neither have access to our British Library account nor to our Library Management System and therefore communicate with our document delivery and lending services teams via web forms with drop down options to keep the workflow as simple as possible. We still use our ILL system to process and trace requests and our lending team issues and discharges books on user accounts.

Once a loan from the British Library has arrived at one of our centres it would be held there for a maximum of 5 working days and issued for a 3-week loan period without the option to renew. Web forms are used to confirm that a book has been 1) received by the centre, 2) issued to a user, 3) collected/returned from/to the centre by a user and 4) posted back to the British Library. We encourage our European users to use the document delivery service only as a last resort to keep costs and staff time to a minimum.

The screenshot shows the University of Kent LibrarySearch Help page. At the top, the University of Kent logo is on the left, and navigation links (Contact, Maps, Departments) are on the right. Below the logo, it says 'The UK's European university'. A banner mentions 'Shortlisted for UNIVERSITY OF THE YEAR THE Awards 2015'. A navigation bar includes links for About, Research, Courses, Locations, International, Business, News, Alumni, and Giving, along with a search bar. The main heading is 'LIBRARYSEARCH HELP'. Below this, a breadcrumb trail shows the path: < LibrarySearch > University of Kent > Information Services – Library Services > LibrarySearch help. A sidebar on the left contains links for 'Search tips and help' (What is LibrarySearch?, Can't find what you want?, Search tips, Using advanced search, Help with classmarks, Help with locations, Using document delivery) and 'Search Information Services' (a search bar). The main content area is titled 'Document delivery' and includes the instruction: 'Choose your campus or centre. If your course is split between Canterbury and a European centre, please choose the site where you are currently studying.' Below this, there are six image links: Canterbury / Tonbridge, Drill Hall Library, Athens, Brussels, Paris, and Rome. A link for 'Changes to the document delivery service (January 2016)' is also present. A 'Chat to us' box on the right offers help with IT and Library enquiries. The footer contains contact information for Library Services and a 'Last Updated: 13/01/2015' date.

It has now been a year since we have launched our European document delivery service. As anticipated document delivery requests for Brussels and Paris are more labour intensive and time consuming and involve additional staff. However, with demand between one and three requests per month the extra strain has been manageable so far. Demand included requests for our Canterbury stock but with only a handful requests we decided it would not be worth to extend our intersite loans service and therefore we will continue to use the British Library instead.

We had a few cases where we had to forward books that had accidentally been sent to our Canterbury campus instead of the respective European centre. We now use the comments field on the BL online request form when requesting items through On Demand to remind British Library staff to send items directly to Paris or Brussels.

Matthias Werner

CALL FOR SPEAKERS

FIL@BL LONDON

November 2017 (TBA) - British Library, London

The FIL committee invites applications from the inter-lending community to speak and/or run breakout sessions or workshop sessions at the British Library London event.

Sessions are typically 30 minutes long and can be tailored to meet the speaker's needs – either chalk-and-talk or workshop based.

Topics might include:

- Interlending tools and systems
- Service development and practical solutions to ILL problems
- General trends in ILL

Speakers will be able to attend the event free of charge along with all reasonable travelling expenses.

Please send a 500 – 800 word abstract detailing your proposal to fil.committee@gmail.com.

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