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This will be the last issue of the FIL Journal – in print anyway. The journal has existed in its current format for 30 years. The first issue appeared in 1998 so we have come a long way. We have decided to move (or to catch up) with the time and create an online version of the journal that will be accessible to all FIL members via our website. This will not only save us time and effort but it will free up funds we can spend on sponsorships or other worthy projects. We furthermore plan to create an archive for past FIL Journal issues and to host it on our website. We hope that – with the help of the British Library and other institutions - we can have a complete run. Please get in touch if you would like to contribute or if you (maybe as a former editor) have digital copies of former issues.

Many thanks

Matthias



Message from the Chair



Hello everyone,

Last year we held a fantastic conference in Oxford – we had great weather, people, and some fantastic talks, and as usual I left Interlend feeling energised. It's always with regret that we allow people to leave the FIL committee, but sometimes we have to do things we don't enjoy, so we said goodbye to Sandra, as well as Natalie and Marjory, leaving quite a large hole in our team. They worked tirelessly and brought great talent to our committee. That said, we welcomed some wonderful new people, bringing fresh ideas and enthusiasm, and we managed to fill our vacancies. We welcomed Emma, Eva, Jean and Kate who have already had great input and begun putting their own stamp on the committee. Almost immediately we will begin planning next year's conference and the FIL@BL events, which also prove to be popular and require quite a lot of work.

This is all carried out with volunteer time through a commitment to increasing awareness and innovation in the ILL area, and we'd like to hear more from you, our members. We've tried to increase participation in our events, through polling the locations where they should be held, and asking you what you would like to see more of – so please do get in touch through our feedback forms or drop us an email. If anyone would like to write an article for our print journal and has something that they would like to share with us they can always contact Matthias (M.Werner@kent.ac.uk) who has done excellent work with Dawn over the last couple of years.

We look forward to an exciting event and to hearing from you in the future.

Nigel

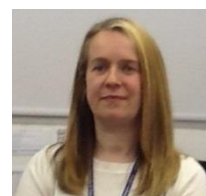
Good Bye to our outgoing Committee Members



A big thank you to Kate who served for more than ten (!) years on the FIL committee as British Library observer, organising countless BL events, providing all kinds of support and liaising with regional consortia. Kate will pass the baton onto her colleague Jo Cox (you might know her from past conferences) as she moves to a new role.



Lesley and Joanne are leaving us after four years of service. Lesley, among many other things, has played a key part in planning and organising our very successful past three FIL conferences in Manchester, Portsmouth and Oxford as well as our current interlending conference in Birmingham.



Joanne has done an excellent job as secretary and was involved in every aspect of committee work, especially conference organisation and social media.



Louise bravely took on the role as treasurer two years ago - perhaps the most challenging committee post – and ensured that we are in a healthy financial situation (even without secret offshore accounts). Apart from her financial expertise Louise has offered valuable technical and other support. She has now moved away from interlending and we are very happy (and lucky) to welcome Eva as our new treasurer.



Sadly also our chair, Nigel, is stepping down after this year's conference. Nigel has been a very energising presence and brought with him a lot of fresh ideas and initiatives and a good sense of humour. One time he even protected us (or our website) from Russian hackers. Nigel found it increasingly difficult to manage the post in addition to juggling his jobs at Kingston University and the Alpine Club Library in London. We would like to thank him and the other parting members and wish them all the best for the future.

Introducing your new Committee Members

Eva Dann, Royal Holloway, University of London

Senior Information Assistant for Document Delivery



Eva is a Senior Information Assistant for Document Delivery at Royal Holloway, University of London. She previously worked in the public library sector for 10 years and has also been a freelance translator. She is on the third year of her Masters in Library and Information Studies by distance learning at Aberystwyth University.

Jean Christopher, Liverpool City Libraries

Special Assistant Librarian



I never intended to work in libraries, it just “happened”. I had just finished university and wanted money, saw the advert and the rest is history. I started my library life as a Library Assistant 1982 in “the branches”, which I really enjoyed as I was expected to learn and cover every aspect of the job. At that time, it was usual practice to be transferred to a different department/branch every couple of years. I did that until I was promoted to Library Manager and given my own branch library to manage. In 2012 Liverpool City Libraries went through a major restructure which saw many branch libraries closing and many staff taking early retirement. It also coincided with the reopening of our newly built Central Library. A post became available in our stock department with responsibility for the Document Delivery Service to which I was promoted. There have been many changes to the service over the years and although the fundamental aspect of the job is the same, the processes are now very different. I really enjoy working in this area as there is always something new going on!

Out of work I enjoy reading, playing with my new puppy, needlecraft and window shopping for anything!

Kate Aston-Williams, Gloucestershire Libraries and Information Stock & Digital Resources Manager



When I was 16 I had two Saturday jobs that let me spend time around two of my favourite things, books (Churchdown Library) and stationery (W H Smith). I left school intending to take a gap year but then I got my first full time library job as a Principal Library Assistant and never looked back. After doing a range of roles I ended up managing the Stock Unit (when there was such a thing!), I had definitely found my niche. I got my teeth into ILLs straight away, revising our antiquated paper process and attending my first FIL conference. Nine years later I have a much wider remit, managing all stock and digital resources for the County. Although a small part of my role, I still have responsibility for ILLs and currently chair the SWRLS Inter-lending Forum. Outside of work I am involved with local theatre groups, I sing with a small concert group and, of course, I still love my books and a good Sharpie!!

Emma Willcox, The Open University Library Assistant (Content, Licensing and Intellectual Property)



After graduating from Kent University with a BA in English Literature, I started my career working in the publishing industry. After four years working in copyright and permissions at Wiley, I made the move to higher education in 2015. Since then, I have been working as a Library Assistant at the Open University. I spend half my time working in content acquisition and the other half in ILLs/document delivery.

I love working at this fantastic institution and supporting its hard-working, dedicated students. Distance education presents unique challenges and opportunities for library services; I've enjoyed learning about new technologies and embracing the move to electronic resources. At the same time, I appreciate the time I spend working in document delivery as it helps me remain connected to the print books that made me want to work in libraries in the first place. Outside of work, I am a keen reader and video-gamer. I also enjoy amateur dramatics and karaoke.

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 the British Library, 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 2017: Sponsored Delegates' Reports

Rhiannon McLoughlin (Exeter College)



I was delighted to learn that I had gained a sponsored place to Interlend 2017. I had never visited Oxford before so seized the opportunity to come up a day early to combine it with visits to the Bodleian and Weston libraries. Slightly nervous that I would not be seen as a “proper” ILL person – working at the tertiary Exeter College with ILLs primarily for HE in FE courses - I quickly felt very welcomed and soon found plenty of issues in common with other larger institutions.

To begin Karen Blakeman gave a wide-ranging talk on “The Future of Search”: Brexit sparking uncertainties including future exclusion from Eurostat; disappearing data e.g. through changing Google policies and Government website revamps; fake news and altered mobile device searching. She emphasised the need for awareness of what results are not showing in your search and strategies to get around these restrictions. I was intrigued that newspapers put under pressure to get social media traffic consequently change news titles once they hit sites such as Facebook to make them more attention grabbing. Karen gave us a memorable chicken diagram to always remember that the real golden egg for Google is to make money for its stakeholders! She pointed to the current need to identify experts to contact from social media as being akin to going backwards to the days of looking up experts in directories.

Roxanne Grimmet spoke about Matrix Management being introduced at the University of Exeter two years ago. It seemed ironic that I had to come to Oxford to learn more about what was going on at my home city’s University! I liked the idea of encouraging staff to work more as one team and allowing a library assistant pool to move flexibly between tasks such as ILLs as they change during the year. Good communication is key to making this work particularly as it means reporting to more than one head. I could see parallels with our own recent restructure especially that all staff share an office now. I am trying to take on board her exhortation in this situation to “jump in and share - don’t think of it as eavesdropping!”

Joanne Cox’s British Library update and Ed Davidson’s talk about OCLC’s new cloud-based ILL management system Tipasa were full of new information (and acronyms!) for me.

Matthias Werner’s talk “Accessibility and the Opportunities for Document Delivery” outlined the possibilities of mainstreaming accessibility by changing the culture to e-books. As a digital

first policy has just been announced at my institution this helped me focus on looking at the possibilities and highlighting them to users. The information about copyright exemptions and recommendation of sites such as www.kent.ac.uk/tools was helpful.

Finally Alison Dyer's workshop 'Thinking outside of the box when sourcing documents' was fascinating for me learning what Universities with more substantial budgets do and also possible strategies for getting around payment e.g. using openaccessbutton.org.

Afterwards I managed to fit in a dip in the hotel pool and then went on to a dinner that included lots of chat and laughter and a seriously good lemon pudding!

On day two Andy Priestner kicked off with "Stop Listening to your Users – The Case for UX Research Methods" which had me laughing along in painful recognition as to how customers may think when answering the standard library survey. Focus Groups also got short shrift as participants do not have the vision of what may be possible – illustrated by Russell T. Davies having to hide the real results from his groups on bringing back Dr Who!

UX is about how the user feels when they interact with the space or signage etc. and improving these "touchpoints" of "usable, useful and desirable". Andy gave us a peek at methods such as plotting desire lines to see exactly what areas are used for, usability testing e.g. observing and recording how a user navigates a digital library platform and cognitive mapping which seemed to me a bit like using art therapy to produce insights. Ultimately this was an empowering talk and I came away all fired up to get out my coloured pens and put our users under some serious scrutiny!

For me Eva Dann's talk "ILLS at Royal Holloway: Removing Barriers" encapsulated the problem at the heart of ILLs – the tension between making them more discoverable and success meaning more is borrowed and therefore the cost goes up. She spoke about switching from complicated vouchers to a streamlined system and the consequence being more requests and the original annual budget getting gobbled up in 6 months. I would love to hear the next instalment after their restructure and move is completed.

James Bennett gave an update on CLA and demonstrated their new rebranded website and Digital Content Store whilst James Shaw gave a thoughtful presentation on the newly developed online inter-loan request form at The Bodleian Libraries which set me to pondering whether our own could use an overhaul.

Katherine Hughes gave an intriguing presentation "Beyond ILL: meeting students' needs with a purchase-on-demand project at York St John University". Her two month project involved purchasing all books requested that met certain criteria (with a preference for e-copies). She then studied how well the requested and purchased items had been used. Usage figures were disappointing in that 26% were uncollected/unused compared to 3% of ILL requests. She

believes this was largely because of the book supplier taking an average of 31 days to deliver the items – thus leaving us with the conundrum of whether ordering from Amazon would make this a more workable model?



Oxford Spires Four Pillars Hotel

Finally Nigel Buckley led a Sharing Best Practice workshop. My group discussed lending and it was interesting for me to hear what the best manners are as such as my workplace is rarely called on to lend.

This was a well organised Conference at a super venue and I went home buzzing with ideas from the talks and meeting other participants and with plenty of useful material for my workplace and MCLIP.

Janan Nuri (Royal College of Nursing)

As a brand new soul to the library profession, I attended the Forum for Interlending (FIL) conference with an open mind and a thirst for learning as much as I could about the intricacies of interlibrary lending (ILL). FIL is a great opportunity to meet with librarians from many different backgrounds, and as someone who works in a specialist library, it was invaluable meeting and learning from university librarians, and hearing about their different experiences with ILL processes.

Of course the two keynote speakers were a highlight of the conference, and I especially enjoyed Karen Blakeman's session on 'The Future of Search'. As a millennial I loved Karen's recollection of a conversation she'd had with clients during the early days of the internet: "Don't worry, this internet thing will never catch on"!

One of the most interesting stories from Karen's experiences was regarding a shared news piece she saw on Facebook. The headline, about energy in the UK, was overly exaggerated (a.k.a. clickbait) but when the news story was opened the headline was almost entirely different, and a little more accurate. Karen showed us that by using the 'inspect' tool on Google Chrome, you can see that there is a 'metatag' to change the story's title when shared on social media. News agencies are now under so much pressure to get clicks that even formerly reputable sources will change their headlines in this rather sneaky way in order to get more traffic to their site, as Karen highlighted.

Understanding the fact that Google is lazy, that newspaper sites are under fierce pressure to get clicks, and understanding pay walls a little better, has already changed the way that I search for resources and information. Karen truly emphasised why we, as information professionals, must be mindful about our sources, and remember that in a world of fake news, facts matter.

The second keynote speaker, Andy Priestner, gave a brilliant presentation on the case for User Experience (UX) research methods. As someone who had not heard of UX research before, I was in for a treat. Andy pointed out several ways in which focus groups and surveys could not always be trusted. Mentioning Russell T Davies and his plight with focus groups when trying to regenerate Doctor Who certainly captured our attentions (who doesn't like a bit of the Doctor?). I certainly look at these research methods in a different light now, and am more mindful about other ways of gathering feedback from users.

The idea of mapping desire lines within a library space was a new concept to me, and whilst I wanted to try it out as soon as I got back to work, I'll be honest and say that our physical library space is small, and has lots of obstacles and turns, so following users in the space might get awkward very quickly. What I did think would be something I could try was asking friends

from different age groups to navigate our library website whilst I watched, both on mobile and desktop. Simply watching the different ways that an individual finds what they need on the site is handy for spotting ways in which the website can be improved. And in Andy's own words: "websites should never be finished", they must be continually reviewed and updated. This presentation definitely gave me perspective on the ways in which users approach, and view our services, and how we can make sure we meet their needs effectively.

I also found James Shaw's session on the work he and his team had done on developing an online interloan request form very useful. When I returned back to work, we explored the possibility of doing something similar at our library, though setting up the option to pay online might prove a challenging hurdle for us. However we did completely rewrite our ILL request form as a result, with some added help from James after the conference.

Following on from the conference, our procedures for ILLs and document supply at the RCN have been rewritten with the hope that we can be more help to our colleagues in other institutions. The conference provided lots of food for thought, and even outside the sessions chatting to FIL members was really advantageous as it gave an insight into how diverse ILL services can be. Sharing ideas, however big or small, is what makes conferences such as FIL Interlend so beneficial.



Oxford

Marissa Collins (Kingston University)

Back in June, I had the privilege of attending the Interlend 2017 conference as a sponsored delegate. Despite a cancelled train and a detour via Reading, I managed to arrive with minutes to spare and was greeted by smiley committee members and plenty of tea and coffee. The event was held in the very swish Oxford Spires Four Pillars hotel, a stone's throw from the River Thames and a short walk from the city centre. It was a lovely location and we were lucky to have great weather too. The theme for this year was "Interlending without barriers" and included a broad range of speakers over two days. I found all the presentations to be of value and each of the speakers demonstrated a genuine enthusiasm for their specialisms. I found the following sessions particularly interesting:

Karen Blakeman: The future of search: technology, politics and humans

The conference was kicked off with one of the keynote speakers, Karen Blakeman, who gave a very interesting and timely talk considering the current political climate. Karen spoke about the rise of fake news, the increasing number of parody web sites and the proliferation of click bait articles on social media. Karen also discussed our reliance on Google, even though a lot of its information is often incorrect. Karen used the example of shop opening times at Christmas which are often incorrect in the knowledge graph. These appear on the right hand side of a web page on a laptop but usually appear at the top of the screen on a mobile or a tablet. Karen then included some very useful search tips such as including the file type, changing the order of search terms and filtering by date. Karen also demonstrated the difference in results when searching in Google versus other search engines such as Bing. I immediately incorporated some of these techniques on my return to work when searching for freely available ILL requests.

Katherine Hughes: Beyond ILL: meeting students' needs with a purchase-on-demand project at York St John University

This session was particularly relevant to me as my team at Kingston University had recently investigated the possibility of using e-books to satisfy ILL requests. Katherine's experience was similar to our own in that we were receiving more and more requests for very recently published titles that other libraries were reluctant to lend. We also found that overall costs were increasing year on year for resources that were ultimately being used by just one student. Katherine discussed similar schemes using Patron Driven Acquisition that had been piloted at Sussex University and Northumbria University. It was encouraging to hear that costs were lower than anticipated as full e-book purchases were rarely triggered because the books could be consulted up to three times beforehand. It was also interesting to hear how York St John had used Amazon to satisfy some of their ILL requests. This session was a great

example of an emerging practice being shared to help others implement similar services... or not depending on the outcome!

Andy Priestner: Stop listening to your users: the case for UX research

The second keynote speaker's presentation was extremely engaging and gave me a new way of looking at user experience and research. Although not directly related to my interlibrary loans work, I found his talk relevant to another area of my role as I am involved in the running of our annual LRC user survey. I already had my own reservations about the value of surveys and his presentation gave me, and I suspect many other delegates, much food for thought! I particularly liked how he compared actual survey responses to what survey respondents were probably really thinking. Andy discussed how libraries should be exploring other methods of data collection such as participant observation, user journey mapping, and cognitive mapping. I particularly liked the examples Andy gave of love letters written by library users to articulate their true experiences and feelings towards their libraries.

Overall the conference was a great opportunity to meet others from both the HE and public sectors working in similar roles. It was a very well organised conference with high quality presentations which stimulated lots of engagement between delegates and speakers. I have since moved into another role but will fondly remember my days as an ILL librarian and look forward to seeing how the service develops in the coming years, albeit from the side lines! Thank you for allowing me to attend as a sponsored delegate, I would certainly encourage others to apply in future.



Jonathan Cook (University of York)

I was delighted to be awarded one of FIL's bursaries to attend Interlend 2017 and am only now, in retrospect, truly appreciating how extremely valuable this was. It was fantastic to be able to attend a conference of such standing, especially as such opportunities are not always within the range of those at the early stages of their careers, and the chance to even be in the same room with so many enthusiastic and welcoming people was a real treat. Everyone involved, from the other attendees to the committee members, was warm and welcoming without a solitary exception and it's hard to do proper justice to the sense of community I felt as I talked to delegates from across the different corners of the UK (and beyond!) Likewise, the task of boiling down the essence of such an action-packed event is a difficult one, but I've tried to give a flavour of the main themes of the conference whilst hopefully transmitting some of the buzz that attended throughout the event.

First and foremost, Interlend 2017 was a fantastic illustration of the diversity and dynamism inherent in the ILL community. From the work done at the Bodleian Libraries, with James Shaw talking through an ongoing project to mould an electronic system for ILL requests for their unique ecosystem of repositories, to that discussed by Matthias Werner of the University of Kent, as they continue to investigate how best to make content accessible for those with disabilities, it is clear that, though similar challenges exist across the sector, individuals are having their own creative responses to them. Different places are approaching problems from different angles, and ultimately crafting an exciting array of diverse solutions through experimentation and local expertise.

Nor is this inventiveness limited to the academic institutions who rely on document supply to serve the needs of their users, but extends to those organisations who have been the cornerstone of the supply side for many years. The British Library continues to play its central role here in making its vast collections available but also works hard to refine its delivery systems year-on-year. Jo Cox flagged up some of this endeavour, including the addition of Dewey classifications to 38,000 individual theses to help improve search functionality in the Ethos system. Similarly, James Bennett from the Copyright Licensing Agency discussed the burgeoning popularity of their recently launched tools for improving the flow of content between Higher Education institutions. Their Digital Content Store, which allows universities' reading lists to share digitised content between themselves rather than duplicating scanning effort whilst also making use of the British Library's EHESS service for copyrighted materials, already contains 133,000 extracts and has passed 1.5 million student downloads of its contents. Likewise, more than 100 HEIs have signed up to the CLA's Second Extract Permissions Service, which facilitates institutions to pay publishers for digitisation beyond the single chapter copyright restriction for resource lists. The desire for the sharing of knowledge resources is clearly as vital as it ever has been and Interlend 2017 made palpable the deep

enthusiasm of those involved in this work to embrace new opportunities and drive change for the better.

Importantly, many of the speakers at the conference were careful to remind delegates that interlending does not exist in a vacuum. The enthusiasm and creativity so much illuminated in the presentations and on show during the two days will be of huge importance in responding to the continuing evolution and disruptions in technology and society, with which knowledge sharing is inherently connected. Karen Blakeman's keynote address was a perfect way to open the conference and get delegates thinking about some of these complex themes. She made the point that searching is very much dependent on the political context of the moment, and that our current climate of withdrawal from the European Union will by necessity mould our knowledge sharing landscape for the coming decades. Likewise, Karen discussed the fact that the large multinational entities now shaping this sharing, in the form of search engines and social networking tools, are part of this context as well. For example, as Google and their counterparts are not neutral entities but exist to make money for their parent companies, they are devoting much more development time to mobile searching technologies, as this is what their customers are increasingly utilising and demanding. However, this has had the knock-on effect that we now receive different content dependent on the device we use, even if we are performing the same searches across these platforms. Thus, invisible disparities in the information seeking landscape have evolved unbeknownst to most and may already be altering information distribution. Karen's talk was designed to inspire critical reflection about some of the technologies we used unthinkingly on a daily basis, but she also ended on a positive, practical note by urging us to take back some control in influencing our information retrieval environment through making consistent use of feedback options. In this way we can correct erroneous data and at the same time encourage those improvements we would like to see made in existing systems.

Karen was not the only speaker to offer practical guidance to help practitioners tailor their services in light of the dynamic changes described above. Roxanne Grimmett of the University of Exeter described a new matrix management model which the library teams at the university had adopted to allow them more flexibility in delivering digital materials. The process to implement this model was not without its complications, as familiar linear structures of reporting were replaced with an unfamiliar, more dispersed system, but it eventually allowed the teams the freedom to respond appropriately to shifting workloads. Elsewhere, Andy Priestner in his keynote address looked at how libraries can harness User Experience (UX) research to design spaces and workflows which actively respond to the realities of current customer behaviour. Andy was engaging and unabashed in delineating the serious drawbacks of the methods that librarians have traditionally preferred for researching their users, pointing out that people are well known to lie unconsciously during survey and focus-group work, and are notoriously bad at predicting their own future patterns of

behaviour. He encouraged the use of observation techniques to see how users actually navigate their spaces and technologies, alongside more novel forms of teasing information out of individuals such as love/break-up letters and cognitive mapping. Andy concluded by suggesting that, given the dynamism and pace of change inherent in current HE institutions, UX is too important a task to be left to one individual and urged delegates to try some of the innovative techniques outlined at their own organisations.

Whilst Interlend made clear that information delivery professionals are actively thinking about the wider changes in the world around them, and how these might affect their own services offered, the conference also showed that this has not lessened the potential for surprising discoveries. Indeed, the experiences shared at the event suggest that many might open the door on some unexpected revelations were they to put Andy's UX methods into practice. They also highlighted the element of trial-and-error that is still a huge part of any process for making services better, as well as being something which helps to add some colour



River Thames beside Oxford Spires Four Pillars Hotel

(and occasional frustration) to our working days. Illustrative was the case described by Eva Dann of Royal Holloway, University of London, in which the implementation of a new Library Management System saw an 85% increase in interlending demand and a consequent unexpected strain on her library's budget. This led to a review of practice and an acceptance that saying 'no' to some future requests would be an inevitability but also ok if the right criteria were put in place. Katherine Hughes at York St John had similarly unanticipated results having set up a purchase-on-demand pilot for students at the university, with usage for print titles bought through the scheme well below that expected. With this in mind future iterations of the project will look to build on extremely positive user feedback by focusing resources on the digital delivery of urgently required materials. In both these and other cases Interlend highlighted occasions such as this, where a failure to achieve the desired or expected result led to valuable insights which would otherwise have remained hidden.

Of course all of this took place in the space of just over 30 hours! The wealth of ideas and positive energy packed into such a small space of time was genuinely uplifting and, coupled with a chance to visit the stunning city of Oxford, to which I'd never previously been, made attending the conference a truly memorable learning experience. The opportunity to network with people from such a diversity of backgrounds as well as hearing from deeply knowledgeable speakers on a broad spectrum of stimulating subjects meant that the two days flew by and I was back on the train to York before I realised I'd arrived. I'd certainly recommend the conference to anyone involved, even tangentially, in any facet of interlending. No matter what type of institution you belong to you're sure to come away with so many useful insights of real practical value.

**Would you like to be a Sponsored Delegate
for the 2019 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.

WHELF Trial for Reciprocal Borrowing – the Aberystwyth University Experience

Sian Jones (Aberystwyth University)



Background

The Wales Higher Education Libraries Forum(WHELF), a consortium of all the Welsh University Libraries, the National Library of Wales and the Welsh NHS Libraries selected ALMA and Primo to deliver a new bilingual shared library system for Wales. WHELF have since been investigating the possibility of creating a WHELF-wide reciprocal borrowing scheme, exploring the potential for deeper collaboration with the intended objective of maximising WHELF collections. This scheme will involve requests being sent to WHELF LMS institutions before sending them to the British Library.

A service level agreement was drawn up in October 2017 to operate during a trial period for reciprocal borrowing(ILL). The trial will be for 6 months, starting in January 2018 with all borrowing being mediated by library staff. The scheme will be reviewed at the end of the trial period. The review will include

- Cost Benefit Analysis – to include staff time in support of the scheme
- Consideration whether the scheme should be extended.

Which institutions are participating in the trial for reciprocal borrowing(ILL)?

- Aberystwyth University
- Bangor University
- Cardiff University
- Cardiff Metropolitan University
- Glyndwr University
- Swansea University
- University of Wales Trinity Saint David (from February)

All WHELF LMS partners are taking part in the trial with exception of the National library of Wales, the Royal Welsh College of Music and Drama and NHS libraries.

Key Features of the Service Level Agreement

- All long loan circulating books can be borrowed. Hardcopy articles with a preference to scan but with the option to supply photocopies. Other item types can be lent at the discretion of the lending library.
- Any user registered with a participating WHELF library can borrow.
- No set limit for borrowing.
- No cap set on the number of requests from any institution. The scale and burden of lending will be reviewed at the end of the trial.
- Items are lent for 6 weeks with the option to renew.
- The borrowing sequence within WHELF is automated and will be random. The default search is set to WHELF and where WHELF libraries are unable to satisfy requests the sequence moves onto the British Library.
- There are no lending fees during the trial but this will be reviewed at the end of the trial period.

The Aberystwyth University Experience

Aberystwyth staff will undertake the trial as best they can but anticipate the following challenges:

- Supply times for requests. What impact will the scheme have on the turnaround times for our users? Currently the British Library supplies requests very quickly especially when supplying electronic articles(SEDs). Our usual pre-trial workflow was to check our holdings and those of Bangor University (we have a pre-existing reciprocal

agreement) before sending requests to the British Library. We anticipate that the supply times of items from other WHELF institutions will be slower.

- Concern that we will be supplying more items than we will receive. The existing reciprocal arrangement with Bangor is an example of where the number of items that we have lent to them has far exceeded the items which we have received from them.
- Impact on staff time having to process an increased number of requests for no financial gain. We currently generate income from items that we lend from our own collections to other partners.
- Impact on workload and staff time as staff will have to operate two different systems. Requests from WHELF partners will be received via ALMA whilst requests from other institutions will be received by e-mail.
- Time spent recording statistics to measure the impact of the scheme.

The Aberystwyth Experience So Far.....

We are now into the second week of the trial (end of January 2018) and with the help of our systems librarian we have been able to develop workflows. Our workflows are now longer and we are still learning. There has been increased collaboration with other WHELF partners, as always, staff working in Inter Library Loans are willing to help each other. Support has also been supplied via weekly Skype 'drop-in' sessions. We have already noticed an increase in the number of items that we have lent to other WHELF partners compared to the number that we have received. We are keeping statistics and will use ALMA analytics to evaluate the trial.

We look forward to the outcome.



CALL FOR SPEAKERS

FIL@BL BOSTON SPA

9th November 2018 - British Library, Boston Spa

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