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Editorial

Welcome to a rather delayed FIL Journal, have you spotted the change? Yes we've had a makeover! We are now called the FIL Journal rather than the newsletter with a redesigned front cover and slight changes to the layout.

We hope you like the new look and please do feel free to send us any suggestions for further changes or just let us know what you think of the new look.

As usual we have a variety of articles in this edition including feedback from the last FIL@BLDSC and from the conference. Of course by the time you receive this Journal we will have run our latest FI@BL London, so hopefully some of you will be willing to submit your feedback from that event.

On the subject of the Conference, planning for the 2014 conference is well under way and as was announced at the end of this year's conference we are returning to Scotland. With the conference being held in the centre of Edinburgh, there should be plenty of opportunity to get out and about in this great city.

As usual information on the conference will appear of the FIL website and via the FIL mailing list, so make sure you are signed up to the list. Whilst at the website don't forget to sign up to the Members Only area, just visit the FIL site and click on the link. We are hoping to add more content here just for our members, so make sure you are signed up so you can be amongst the first to see the latest news.

Another new site is the FIL Blog. We would like to encourage you all to submit articles to go on the blog and of course I'm always on the look out for articles for the Journal. Blog articles only need to be short and can be on any subject....obviously ILL and library related would be useful! They can be fun, light or serious, whatever you want just have a go and you can see yourself in print on the web. You could always write an article for the journal and a précis for the blog.

Hope you enjoy the new style journal and do send me your feedback, suggestions and of course articles.

See you in library land.

Tracey Jackson

All change!

As the summer departs, it's time also to say goodbye to two of our FIL Committee Members; it's always sad to say goodbye especially to two members who have done a sterling job over the last 4 years.
Rose Goodier, long serving FIL Committee member has now stepped down as our IFLA Observer. The FIL Committee would like to wish Rose all the best for the future.

Chris Shipman has made sure that FIL's finances are sound and accountable should we ever come under scrutiny and has also advised on new financial management to try and move the organisation forward.

Helen has been four committee members rolled into one over the last few years! Membership (until Natalie took over), Vice Chair, Marketing and Web officer; the last role has seen FIL's biggest development to date – our website. The 'members only' area was Helen's swansong and we hope that you all find it useful to discuss new ideas!

On behalf of the Committee & the FIL Membership I'd like to say 'Thank You' to both Chris & Helen for all their hard work – enjoy the rest, but remember you can volunteer again in two years' time!

I'd like to say a big welcome to our two new committee members; Lucy Lambe, Goldsmiths College and Sandra DeRoy, University of Essex. Their biographies will soon be up on the FIL website.

There has been a committee reshuffle to reassign new roles to new members, here are the details:

FIL Executive Committee:
Marie Lancaster – Chair
Jennie Cooke – Vice Chair & Marketing Officer
Julie Clement – Treasurer
Chris Beevers – Secretary

A Newbie Perspective on FIL@BLDSC
Donna Whitehouse
Leeds and York Partnership NHS Foundation Trust

Although I'm not new to an interlending role, this was my first trip to FIL@BLDSC. None of my colleagues had been before, so I started the day not knowing what to expect. Networking is one of my weaker points but I was looking forward to meeting fellow ILL enthusiasts!

Since booking my spot, the anticipation had been building. I believe it's every library professional's dream to see what goes on inside the British Library. I was excited – personally and professionally – to be allowed inside the inner sanctum of such a prestigious institution. My initial impression as we drove up wasn't favourable. Hidden away on a commercial estate, it looked rather imposing, but that impression soon changed.

On arrival we were greeted by the very friendly Kate Ebdon, the British Library's Customer Services Manager. One of the things that stood out most during the day was the friendly nature of all the organisers and delegates. The morning sessions included an informative talk on getting published by Andrew Booth from the University of Sheffield, and 'Copyright: a librarian's nightmare?' delivered by Emily Goodhand. Emily's presentation provided me with key points to bring back to the workplace. Rounding off the morning was Andy Appleyard, Head of Document Supply and Customer Services, chatting about 'lean thinking' and streamlining processes at the British Library.

I'd heard impressive rumours about the 'famous' lunch and was not disappointed. I swapped interlending stories and woes with fellow library professionals over sumptuous mini scones. After lunch came a behind the scenes tour of the document

supply service. Due to time constraints and the awful weather, we didn't get to see the new storage unit—a bit disappointing. However, seeing how my requests were processed by the British Library team, and talking to some of their staff provided me with valuable information. We only saw a small portion of the library but I was impressed with the size and scope of the operation. The highlight had to be the post room!

After this came a discussion led by Richard Ebdon, Kate Ebdon and Sam Tillett on the new BLDSS (British Library Document Supply Service). They wanted feedback on the new online management system – what works, what doesn't, what we would like to see. Overall, the feedback was positive. I learnt a few things about the administration area that will prove useful when chasing requests.
Chris Hand was up next. He delivered a presentation on BASE doc—an online interlibrary loan ordering system developed by an NHS library. Coming from an NHS library it was interesting to see what other trusts were doing, as NHS libraries are not usually at the forefront of developing systems. The day rounded off with a session on the basics of Twitter by Marie Lancaster.

Overall, an exciting and valuable day, one that exceeded my expectations. My anticipation was fulfilled, the presentations were valuable, and I met an extremely friendly bunch of interlending folk. As a newbie, I felt welcomed into the fold like an old friend. I also have a list of pointers to follow up on for my ILL service.
A wonderful event that I would recommend to any document delivery enthusiast!

FIL@BLDSC
15 March 2013

Lucy Lambe
Library Assistant
Goldsmiths College Library

This was my first FIL event and also my first time at Boston Spa, so I was very excited, although the early start of 5am to get from London to York curbed my enthusiasm a little. There was plenty of coffee on arrival, however, which put a spring

back into my step! This event was advertised as an opportunity to hear about updates from the British Library and experience sharing between colleagues. The former was most important to me, as I work in a small interlending team of just two at Goldsmiths College library, I thought it would be a great chance to meet colleagues and find out what they do.

The day began with a talk from Andrew Booth, from the University of Sheffield, on getting published. He has written four books and numerous journal articles, so there was plenty of advice on how to write, but the most important things I took away from Andrew's talk were to always think about what the audience needs to know, use that as the starting point for your research, and start small! Writing a letter in response to an article, or a book review (or even an article in the FIL newsletter) can be a good place to start.

The following talk was on copyright and had the tagline "a librarian's nightmare", which I think is often true, from the difficult terminology to the fact that the law is always open to interpretation. But Emily Goodhand presented a clear, concise outline of copyright as it relates to document supply. She is also on Twitter @copyrightgirl providing regular updates and doing her best to answer questions on copyright for librarians.

The final talk before lunch was from Andy Appleyard, who works for the British Library as Head of Document Supply and Customer Services who told us about the workflow changes that have been made at the BL through "process fixing". This involves analysing existing processes and removing any extraneous steps, then designing the layout of the workspace based on the new workflow. Andy had previously worked for Toyota and brought a lot of the ideas on efficiency developed in their factories to the BL, which I thought, was interesting as the two do not seem related at first glance. We have already carried out a similar project at Goldsmiths library for our shelving process, but it definitely made me want to look at my own workflows in interlending. Andy's advice was to make small, regular changes, as they were more likely to stick.

Lunch was a great chance to network and the food was great, but I was eager for the next part of the day, as it was the tour. This was by far my favourite part of the day - actually seeing the people behind the packages that land on my desk every day was fantastic, and we got the opportunity to watch one member of staff dealing with erroneous requests. It is her job to fix any mistakes in requests if the automated system cannot find them, or to send back the dreaded "CRF CANNOT MATCH" message to the requesting library. Due to a lack of time we weren't able to go to the Additional Storage Building and see the automated retrieval system there, but I have since watched videos online and have been suitably impressed.

After the tour we had an update from Sam Tilett, a Project Manager, and Richard Ebdon, Business Development Manager, both of whom work at the British Library. It was very pleasing to hear that most people who are in management at the BL started off in retrieval and worked up. It gave the sense that they really knew their stuff! They had more to talk about than I have space, so two key points are firstly that from 7th April 2013 the BL will become an e-legal deposit for the UK. This will be a challenge and an interesting project and I'm excited to see how they implement it. Secondly, the BL are testing a new method of Digital Rights Management for their Secure Electronic Delivery service, meaning users will no longer have to download a plug-in to view their documents. This is very welcome news!

Talk number five came from Chris Hand and was about a project he led called BaseDoc. This is a database and web form that enables users to order documents online at any time and is currently used by NHS libraries in the wider Birmingham area, but Chris is keen for all NHS libraries to use it. Prior to this method the interlending system was entirely paper based. An excel spreadsheet was then used to make things easier for library staff, but it was still not ideal for the library user. Naively, I was unaware that other library management systems did not have a form accessible from the OPAC, so I now have a new level of appreciation for Aleph.

FIL Chair Marie Lancaster gave the final talk which was about Twitter. The event had a Twitter hashtag and I was slightly disappointed that more people did not use it on the day. At events like this it is impossible to talk to everyone, so checking out thoughts and comments on Twitter is a great way to get a full picture. Marie helpfully talked us through signing up to Twitter and the professional benefits that can be gained from Tweeting with our interlending colleagues. I am a founding member of the Web 2.0 team at Goldsmiths library, so I would like to also emphasise the benefits of having a Twitter account for your library. It's a great way to promote services such as inter-library loans!

Overall it was a fantastic day and very well organised by FIL and the BL, and I hope to have a chance to attend again.

'Are we there yet? Document delivery in Wales': a short report

Wednesday 9 May 2012, Royal Welsh College of Music and Drama, Cardiff

Helen Bader
Assistant Librarian
Royal Welsh College of Music and Drama

Back in May 2012, a FIL Wales day took place at the Royal Welsh College of Music and Drama (RWCMD) in Cardiff. I attended as an official delegate, but as the event was held at my place of work I was also happy to give the organising committee a hand, mainly to escort people between the foyer (where the all-important lunch and refreshments were served) and the seminar room.

This was the first FIL event I had attended and so I was rather unsure what to expect from the day. As Assistant Librarian at RWCMD, I look after the library's inter-library loan (ILL) service, but I also have a wide range of other duties and responsibilities. This is my only experience to date of dealing with interlending and document delivery, and so I have very limited knowledge of the way in which the majority of large academic libraries and public library services manage their interlending workflow. RWCMD is a small institution with less than 700 students in total, which means that we have very few ILL requests compared to the volume received by most other libraries. The number of requests we send to the British Library (BL) is relatively low, so we use ARTWeb to submit requests individually. I was concerned that my lack of 'proper' interlending experience would be a disadvantage during the event, but I needn't have worried - I found that the issues discussed were common to all ILL services, whatever their size and scale.

Following the welcome from the chair Marie Lancaster (Cardiff Metropolitan University), CILIP Wales' Mandy Powell gave an entertaining presentation on using social media as a networking tool. I had heard Mandy speak on the same topic at a

different event about six months previously, but welcomed the opportunity to refresh my knowledge and to see the photos of her very cute dog again!

The next presentation was given by Christine Clark (CyMAL Regional Support Officer for South East Wales) and Julie Clement (Swansea Libraries) on the 'Books4U' regional inter-library lending initiative. I had a particular interest in this as it grew out of a project that I managed in my previous role called 'Gateways to Learning'. The service, which allows library users to request material from participating public and academic libraries free of charge, started as a collaboration between 8 library services. It was heartening to hear this has developed over the last few years and has now been extended to 12 local authorities and 3 academic libraries – approximately 170 'branch' libraries in South Wales in total. Although many library users have benefited from the increased choice of resources available to them, Christine explained that the initiative has proved particularly useful for outreach students (eg those on higher education franchise courses) to obtain books needed for their studies, as they are often unable to access material easily from academic libraries.

Julie spoke about Swansea Libraries' experience of joining the scheme as the 'newbies' and gave a very positive account of their involvement. She felt that it had enhanced the library service's customer offer and was pleased with how quickly requested material arrives. The inevitable issues mainly centred on the procedures and processes – library staff, used to automated systems and email, felt it was slow and cumbersome to have to ring round participating libraries to place requests.

Christine concluded the talk by looking at the future of the service – there are plans to extend it to more academic and, hopefully, some special libraries in the region (including Cardiff and Vale College and the Health Promotion Wales Library). The presentation was followed by an interesting group discussion among the delegates, with contributions from some of the librarians who are on the 'Books4U' Task & Finish Group. They attributed the success of the project down to goodwill and positive relations between partner libraries.

Elisabeth Robinson from OCLC was up next with her presentation 'FABLibraries: the road to a UK national catalogue project'. She described the work that had been done on creating a national online catalogue, using the technology behind Worldcat and the holdings of 149 public library catalogues copied from UnityUK. As I hadn't heard of the project before, it was exciting to find out that the database was already live and searchable! Elisabeth spoke about the benefits of using Worldcat (its ability to be indexed by search engines and the fact that it drives traffic through to libraries' local OPACs) as well as the pitfalls (data formats and the difficulty of extracting data from UK library management systems). As well as offering a search box plug in, to allow libraries to put the 'FABLibraries' search on their OPACs and websites, a new UK libraries gateway ('Bookmark Your Library') is being developed as a single point of access for information about libraries.

The final presentation of the day was given by Kate Ebdon from the British Library (BL) Customer Services team, who provided an update on the progress of the roll out of BLDSS and an overview of its new features and functions. I was keen to hear Kate

speak as I had felt that the information provided by the BL had been extremely patchy, especially for smaller customers like RWCMD.

Kate explained that the administrative features of new system were expected to go live in the next couple of weeks, and online ordering towards the end of the month. The system will allow orders to be tracked, enable easier communication with customer services (eg reporting issues online) and provide the option to cancel and renew online. The BL will be able to respond more quickly to customers, both in terms of replies to requests and in cases where there are queries or issues. Kate answered some of the concerns expressed by delegates, in particular the Higher Education representatives, who were dismayed by the recent and abrupt end to the subscriptions model, and felt that the BL's communication on the issue had been poor.

What did I take away from the day?
- As a FIL first-timer, I found the day to be both enlightening and enjoyable, and would like to congratulate the FIL Wales committee on the success of the day.
- I felt clearer about what to expect from the new BLDSS and was able to start to think about how our ILL procedures may need to be adjusted when the system is fully operational.
- I found the overview of the 'FABLibraries' project very useful, as I had not heard about it before but could see its value, especially in terms of ILL. I was impressed with the work that has been done and liked the user-friendly interface. Following the event I tried a few music-related searches, and whilst it will not replace the specialist music resources for performance sets, I think it will provide a useful complement to Copac for scores and general book titles.
- The value of regional initiatives like Books4u was emphasised – a service that is helping to extend the reach of libraries and is an excellent example of collaborative working across library sectors. Initiatives such as this are difficult to set up but provide many benefits for both library users and staff.
- Last but not least, I was delighted by the rather lovely bag of goodies given to all the delegates (including Haribo sweets, my favourite), kindly supplied by Swansea Libraries!

FIL: Forum for Interlending and Information Delivery Interlend 2013

'Interlend 101: Back to Basics'
27th-28th June 2013
Maldron Hotel, Cardiff

Marie Weinel, July 2013

One of my responsibilities as Stock Assistant at Bath Central Public Library is to manage Bath and North East Somerset's inter-library loan requests. It's an aspect of my job which I find particularly interesting, but as sole inter-lending contact for my authority it's easy to feel a little isolated in the role. So when SWRLS (South West Regional Library Service) advertised the opportunity for a sponsored place at the Forum for Interlending's 'Interlend 2013' conference, I saw a valuable opportunity to meet up and share experiences with colleagues from across the country and jumped at the chance to attend. As a first-time delegate, I wasn't quite sure what I would be letting myself in for – but I was eager to find out!

For me, it was only a short trip from Bath to the 2013 conference venue: the Maldron Hotel in Cardiff. The reception area was already full to bursting when I arrived. Professionals had gathered from all over the country (from St Andrews to Falmouth), with many different information sectors represented. Many people here were evidently friends of old, but new acquaintances were easily made in this bubbling atmosphere.

After a warm welcome from Marie Lancaster of Cardiff Metropolitan University, Interlend 2013 kicked off with our Thursday Keynote Speaker, Professor Charles Oppenheim, who spoke to the conference both expertly and entertainingly on 'Latest Developments in Copyright Law'. This was an up-to-the-minute presentation on the government's progress in implementing the ten recommendations made in the 'Hargreaves Review of Intellectual Property and Growth' (2011). The Hargreaves Review was commissioned to ensure that the UK's intellectual property framework is supportive of innovation and economic growth in the digital age. Professor Oppenheim examined the implications of the legislation currently in draft, in a talk which encompassed issues ranging from the new rules for preservation copying to the

performer's rights of our more 'mature' recording artists (thereby initiating a slew of dodgy Cliff Richard references in subsequent talks). As this was to be Professor Oppenheim's last conference appearance prior to retirement, delegates were pleased to wish him all the best for the future at the close of this lively debate.

Next on the agenda was a presentation from the British Library's 'Young Ones': Kate Ebdon and Joanne Cox. Document supply is a declining market. With fewer commercial and overseas requests (the 'public good' now accounting for 65% requests), the British Library's Document Supply Service has needed to redefine its business model and reassess its strategic direction. As Kate Ebdon emphasised, the British Library must provide services which bridge the printed and digital word. This has meant huge investment in technology. At present, only 30% of documents are supplied in digital format. The aim is that this should rise to at least 50% in future. The British Library's new Document Supply Service system (BLDSS) is now live and Joanne Cox (generously standing in at short notice for Samantha Tillett) provided a demonstration of the new system and indication of where things are headed in future, with single sign-on and partnership working being on the cards.

A break for the delicious finger buffet lunch laid on by the Maldron provided chance to take stock of the morning's speeches, as well as opportunity for further networking. Following lunch, the first part of the afternoon was to be dedicated to breakout sessions. I had elected to attend Carol Giles's session on 'University of Exeter Inter-Library loans: A Fully Integrated Service'. Carol explained to our group changes the University of Exeter had put into practice to make their inter-loans delivery more efficient. With aim to reduce paperwork and introduce greater flexibility for patrons, the University is now able to offer secure electronic delivery and electronic tokens to enable online payment. This session provided a helpful chance for representatives from different institutions to discuss their own experiences of similar delivery issues and the various solutions which they had come up with.

Next up was James Shaw from the University of Oxford. Cliff Richard was temporarily usurped by Adam Ant for a presentation entitled: 'Scan and Deliver: A New Service from the Bodleian Libraries'. In order to improve ease and speed of access to the 50 million items held in a storage facility 45 miles off site, the Bodleian has designed a new electronic delivery service which enables patrons to receive scans instead of waiting for book delivery. Feedback from users suggests that this service has been very well received and certainly the response to this presentation from the delegates assembled was extremely enthusiastic – with much interest in future possibilities for inter-lending and partnership working.

After a short break, the final presentation of the day was by Liz Robinson of OCLC: 'Collaboration and Co-operation: An OCLC Update Session'. Resource sharing is vital to our sector and this was right at the heart of Liz's talk. Firstly she provided an introduction to the FAB Libraries (Find a Book in Libraries) and Bookmark Your Library schemes. The newly launched website www.bookmarkyourlibrary.org.uk seeks to provide an online web presence for public libraries nationwide, while FAB Libraries enables public search of UK libraries and beyond via WorldCat. Together these online initiatives are, ultimately, working towards a UK national public library catalogue. Secondly, Liz introduced us to WorldShare ILL which will be the new

cloud-based replacement for WCRS (WorldCat Resource Sharing) and Article Exchange a single, secure site for managing requested documents.

The evening's hospitality kicked off with a drinks reception generously hosted by CILIP Cymru Wales. Spirits were running so high in the crowded bar, that there was every risk that the assembled librarians might get 'shushed' by the other customers! The conference dinner followed, with further chance to meet new contacts and generally unwind. Animated discussion continued in the bar until late.

Friday commenced with the FIL AGM, where two FIL members, Sandra DeRoy (University of Essex) and Lucy Lambe (Goldsmiths College), were voted onto the FIL Executive Committee. Following this was a guided tour of Cardiff Central Public Library. Working in a city public library myself, I had been looking forward to this opportunity with particular interest and was very impressed with the building's spacious layout and the range of facilities on offer. The library was opened in 2009 by the Manic Street Preachers and, aptly, their lyric 'libraries gave us power' is inscribed on the opening plaque.

Cardiff Central Library

Back at the Maldron, our Friday Keynote Speaker, Graham Cornish, welcomed the 'Back to Basics' theme as not only an opportunity to eschew PowerPoint, but also a chance to reflect on the question 'Why do we do what we do?'. Recalling the aspirations of the IFLA (International Federation of Library Associations and Institutions) when he first became involved with the organisation, Graham reminded us that our aspiration remains, then as now, the universal availability of published material. The principle of 'any document to anyone at anytime, anywhere and in whatever format they need to make use of it' is as relevant – and as challenging – a goal to inter-lending professionals working in the digital age as it was to our

predecessors. As S. R. Ranganathan proposed: 'Every reader his or her book. Every book its reader.'

Further breakout sessions followed this keynote speech. I had chosen to attend Dawn Downes's talk: 'Back to Basics: Processing – Paper vs Paperless'. Dawn had been keen to reassess University of Winchester ILLs established ways of working to find out if she might be able to improve upon existing procedures. In particular, she wanted to find out if she might be able to streamline workloads by going paperless. Deciding to conduct some research into other institutions' processes, Dawn sent out a survey to colleagues across the UK; the results made for an interesting discussion with many practical suggestions for delegates to take back to their own workplaces.

After lunch Mark Kluzek of Kings College London talked us through 'A Practical Guide to E-journal and E-book Supply'. Mark talked us through the benefits and pitfalls of lending these materials, with particular reference to copyright restrictions. Most e-journal licences do permit document supply via secure electronic transmission, although e-book licences generally do not. When the e-book has been purchased by the institution, however, it is often permissible to reproduce a chapter or 5% of the whole for inter-loan. In times of tight financial demands, supplying articles is a welcome means of offsetting the cost of outgoing requests. Mark finally invited delegates to exploit their best options – and share ideas.

The final speaker on the programme was David Ball, who presented a thought-provoking thesis: 'Open Access – A Disruptive Technology?' Will open access publishing (which makes material freely available on the internet, with wide-ranging rights of use, reproduction and exploitation) prove to be a revolutionary technology that will transform the marketplace? David talked us through different open access models (i.e. 'gratis' and 'libre' and then, within this, 'green' and 'gold' models of delivery). Within 10 years subscription journals may be in the minority, as open access publishing comes to dominate – with wide-ranging implications for both academic institutions and inter-lending.

Before 'Interlend 2013' finally came to a close, the location for next year's conference was announced: this time next year delegates can look forward to meeting again in Edinburgh. Cliff Richard may have bemoaned that 'We Don't Talk Anymore' but, thankfully, the same cannot be said for inter-lending professionals across the UK – who, on the evidence of this conference, are as keen as ever to meet up, talk and exchange ideas.

Speakers' presentations and biographies are available on the FIL website:
http://www.forumforinterlending.org.uk/interlend-2013-presentations

"To every book its reader, to every reader his book" S. R. Ranganathan

Lucy Lambe & Jenny Foster

First timers Lucy Lambe and Jenny Foster give their thoughts on FIL Interlend 2013, the annual sector conference that this year addressed the basics of interlending and the fundamentals that underpin document supply services.

Jenny is Academic Services Librarian for Facilities at Bath Spa University (j.foster2@bathspa.ac.uk) She has previously worked in a FE College library and before that in a variety of roles in a public library.

Lucy is a new professional and has been Library Assistant for interlibrary loans at Goldsmiths College in London for two years (l.lambe@gold.ac.uk)

The conference was honoured to have Professor Charles Oppenheim as the first Keynote although for a novice like me the choice of copyright was something of a surprise. However, given a moment to think about the bigger picture there was no better person to open a conference looking at "Back to Basics". Everything we do as ILL and DS providers is governed by copyright and licenses. Given the ongoing overhaul of these areas, in the form of the Hargreaves Report outcomes, the CLA license, and Digital Economy Act, it was only right that we entered into the day having covered the basics of the future environment we'll be operating in. Certainly it made me realise that I need to improve my knowledge of copyright and the library exceptions that make so much of what we do in ILL possible.

Charles was followed by Kate Ebdon and Samantha Tillett of the British Library who discussed the changing environment in ILL and the ways in which the British Library is responding. It will come as no surprise to anyone who works in ILL that demand has dropped significantly since 2000 falling from a peak of 4 million requests a year to just under 1 million. As such the British Library has had to adapt it's business model, maintaining it's unique selling points while improving the service and moving to an increasingly digital model.

Of most interest was the demonstration of the British Library Document Supply System, including an explanation of how it could potentially be used, from management of renewals right through to devolvement of ordering to users themselves. Although discussion during lunch still raised questions about how it would integrate with LMS's I have hopes that the system will have a positive impact on my service although we will certainly be taking baby steps when signing up.

In the afternoon we moved into the breakout sessions. I had chosen to attend Carol Giles' session, *University of Exeter ILLs: A Fully Integrated Service*.

I think many people attending were expecting something slightly more revolutionary. While the online system they had created was impressive Carol admitted there was still a lot of work to do until they reach the fully integrated payment, request, renewal and monitoring system that seems to be the holy grail of ILL. What it did highlight is

how paper based and administratively intensive much document supply work is, and how often the barriers to creating a seamless service exist not with just external services, such as the BL, but also in- house with the availability (or lack) of internal support from IT staff/services.

Next up was James Shaw from Bodleian Libraries talking about their Scan and Deliver service. This isn't an ILL service but a way of delivering items from a remote store to their users within 24 hours. Their solution was to custom build a system that takes the user through the whole process electronically. The thing that struck me most was its integration into their current LMS and the seamless customer experience, something we are familiar with in retail operations such as Amazon but which we so often fail to see in library online services. While the system has its limitations for application in Document Supply Services, it relies on users having registered accounts with the university for one, it shows what can be achieved and how simple the ILL process might be if only we could get the full process service to deliver it.

The first day was brought to a close with Elisabeth Robinson from OCLC talking about resource discovery through the WorldCat service and recent developments in Bookmark Your Library and OCLC products. As someone new to ILL, and the manager of a relatively small service, I have only been peripherally aware of services such as Unity UK and systems such as Worldshare and Article Exchange. It was interesting to see how these can streamline workflows and enable lending on an international level. At the moment this is an unexplored area for me but given the increase in international students may very well be one I have to consider in the future. Certainly it opened my eyes to the scale of ILL in some institutions and the demand for items that are so unusual and niche that to satisfy them organisations have to search halfway round the world.

The second day began with the FIL AGM, which saw two committee members stand down, and two new members voted on (with me being one of them!). I'm really excited to be on the FIL Committee and look forward to being part of Interlend 2014. Following this, we had a guided tour of Cardiff Central Library. First impressions as you walk into this brand new building are the impact of colour and light throughout. There is glass everywhere and minimal signage, with low level shelving and an interesting use of colour to create "wayfinders" to encourage movement throughout the whole building. All of this creates a well organised yet welcoming feel, and it's not hard to see the inspiration that came from a commercial/retail environment. The main feature was the children's library, set on its own mezzanine level with only one way in and out, it was a safe space for children but also felt special, like being in a tree house! The enthusiastic children's librarians had helped to create a place that I would have adored as a child. There were cubby holes for hidden collections waiting to be found by tiny hands, and a story telling area surrounded by a curtain, with twinkling stars in the ceiling above.

Then it was back to reality as Day Two got properly underway with a keynote from Graham Cornish, who posed the question "why do we do what we do?" Refreshingly, Graham did not have a slide show and preferred to just talk to the audience, beginning with a brief history of interlibrary loans. He took us back to a time when libraries collected anything and everything, just in case a reader might need it.

Now libraries have neither the space nor budget to do this, we have now adopted a "just in time" model in all aspects of the library collection from patron-driven-acquisitions, to same day scans from the British Library. Projects like UK Research Reserve mean that we can do this in a way that preserves a national collection with minimal duplication. As Phil Bradley put it in his closing speech at Umbrella 2013, libraries are moving towards connections, not collections.

The break-out session I chose to attend was on the "Walk in Access Wales" project, led by Bronwen Blatchford. This is a project which aimed to give access to e-resources at the University of Wales for non-students, both as a way to engage with the local community and to support the move towards open access provision to publicly funded research, as recommended by the Finch report[1].
The most important thing that I took away from this very interesting session was that walk in access provision is allowed within a majority of existing licences. For example the NESLi2 model licence allows access to anyone "on the premises"; EBSCO identifies "walk in patrons" as authorised users; and Proquest also identifies "walk in users" in its licence. The second most important thing was to get IT involved and on board early! There is a variety of ways you can implement walk in access, but you will need help from the IT department. Now that the University of Wales has walk in access running at a number of campuses, Bronwen Blatchford and her team have produced a Toolkit that other institutions can use, free of charge, as a guide[2].

Mark Kluzek from King's College London was up next to discuss the practical guide to e-journal and e-book supply. Again we were looking at licences in detail and found that NESLi2 allows for supply of articles from e-journals. This can be in any format, whether printed or secure electronic delivery, however questions can be made over what constitutes SED: should the file be encrypted? Is an email attachment acceptable as you assume only authorised users of the file will have access to that email? The licence isn't exactly clear and I think it depends on your interpretation, but for example, King's College use OCLC Article Exchange for document supply.
Mark then raised the possibility of supplying e-books or chapters of e-books by interlibrary loan. The licences for most e-books seem to suggest that supply of chapters is fine and in line with fair use copyright. Supplying online access to the whole book could also be possible, as long as the e-book was unavailable to anyone else at that time (in line with traditional loans). However, the e-book suppliers have not yet created an easy way to provide access to an e-book purchased by one library to users of another library. I believe this is because they can already make more money through direct rentals using their own platform. In terms of collection development, I see better opportunities in the area of patron-driven acquisition, by directing ILL requests to e-book rentals where possible.

David Ball then gave us a very thorough overview of the developments in Open Access research, including a useful comparison between OA published journals and peer-reviewed journals. The latter with it's closed processes and suspicions of old boys clubs did not compare well to the dynamic possibilities of collaboration, debate and access to datasets that Open Access publishing provides. It all sounded very promising, but unfortunately David had only a question mark next to the implications of all this for interlending. I think we'll have to wait and see.
Finally, Marie wrapped up a very successful conference and announced that next year we'll be in Edinburgh, and I for one can't wait!

The conference highlighted that many of the problems faced by individual services, such as problems around workflows and copyright compliance, are also being faced by colleagues in dozens of other institutions. While the solutions to these challenges were not presented on a plate it did provide options and ideas with which to move forward and make changes.

This year Interlend also highlighted the scale of ILL internationally and its importance in connecting researchers and readers with the resources they need to create, study and develop. While the web, ebooks, open access and international retailers such as Amazon may be changing the demand for ILL the need for the service is by no means going away. The challenge for us, as it has always been, is to adapt and utilise the technology available to us in order that we can continue to connect our users with the books and resources they need.

[1] http://www.researchinfonet.org/wp-content/uploads/2012/06/Finch-Group-report-FINAL-VERSION.pdf
[2] http://walkinaccesswales.files.wordpress.com/2013/03/wiawreporttoolkit.pdf

Almageddon, the next generation of interloans

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The ALMA library management system from Exlibris is part of a new wave of cloud based software, touted as the 'next generation' of library management system by the company, cloud storage allows ALMA to provide opportunities for a collaborative approach to library management, sharing bibliographic records and collection information and allowing institutions to interact through the cloud.

The University of East London was one of the first institutions in Europe to adopt the ALMA system, during the summer of 2012. As early adopters many specific issues we faced would have been unique however overall impressions of the ALMA interloans functionality may be helpful for those adopting the system.

Chances are the majority of library staff are familiar with cloud based systems even if they don't know it, if you have used a site like eBay or Amazon the way cloud based systems function should be familiar. Home areas can be personalised and preferences set at individual and institutional level, information can be added to the local area and the cloud and information added by other users viewed and amended. The software is however ultimately controlled by the company which created it meaning that the changes individual institutions are able to make fall within a prescribed area of available options. Bugs and improvements are dealt with on a rolling basis and specific changes can be asked for. While this means that issues can be resolved within

a few months, rather than awaiting yearly (or less frequent) updates it also means you may sign in one day and not be able to find a set of processes which you were using last week.

The development of interloans functionality in automated systems historically lags behind that of other services and in this respect ALMA is no exception, with added complications involved in fitting the British system into the international software. The impression frequently arises that the software might work well for a large multisite organisation however in a smaller library receiving a moderate number of requests the processes can become cumbersome. This appears to be related to the fact that ALMA has attempted to do away with disparate modules and present the user with a single graphical interface. This has helped to make the software more user friendly and has done away with a lot of jargon but the need for different areas to act in different ways still requires some differentiation between tasks. While for some processes ALMA achieves this differentiation seamlessly in the case of interloans the functions still feel separate from the programme as a whole and often do not interact with other areas of the software as much as we would like or might be used to. Issues encountered involve the way that interloans are displayed at the circulation desk and differentiating between reservations and interloans.

Adapting to the way ALMA works has proved more involved than previous system changes. Where other systems allow processes to be adapted to current local practice ALMA is controlled externally and needs to allow its users to interact with each other. This limits how much the system can be adopted at a local level, in many cases this may mean the adoption of local procedure to work in the new processes however, so many of the interloans procedures we follow are set by external factors and therefore render the process fairly inflexible and difficult to adapt to the new programme. Overall ALMA provides interesting opportunities for future development and collaboration between institutions however the system often still feels painfully trapped in infancy and in need of further development. The difficulty in creating the interloans functionalities and adopting current practise to the new software may mean that this area continues to follow behind where others lead. However the potential for change and improvement is there and can be acted upon when the time comes.

International Interlending at Kings College
IFLA

We request loans and copies to locations worldwide using IFLA vouchers. These are vouchers that are of a fixed value. A red 'half' voucher is worth EUR 4 and a green 'full' voucher is worth EUR 8. Primarily we would rely on the Karlsruhe Virtual Catalog (http://www.ubka.unikarlsruhe.de/kvk_en.html) or WorldCat (http://www.worldcat.org/) to locate material. If we locate a potential supplying library we will email their interlending service to explain that we can pay in IFLA vouchers. We would also ask how much they charge. In my experience European libraries will generally charge 1 IFLA voucher for a copy and 2-3 vouchers for a loan. Lenders outside of Europe will often charge similar amounts although it is obviously

dependent on their policies. When European libraries are unable to supply they will often suggest a few other likely libraries in their locality which can be very helpful. We also receive requests from overseas libraries for books, articles and chapters. If we can supply we will. Most libraries will ask how many IFLA vouchers we will charge. We have a standard charge for all articles and chapters but the charge for loans varies depending on where the book is being sent.
More information - http://www.ifla.org/voucher-scheme

National Library of Medicine
NLM contains a huge repository of biomedical journals and books. If we are not able to locate an article in the UK we will then try NLM. Eight times out of ten they are able to supply. We do not use NLM for loans. The service isn't subscription based but a library needs to establish an account with them. Prices are (compared to British Library charges) very reasonable and the service is quick and efficient. If you Google a particular biomedical article usually one of the first search results is a citation from Pubmed (www.ncbi.nlm.nih.gov). Articles that aren't free to access on Pubmed, more often than not, can be requested through the NLM document delivery service.
More information - http://www.nlm.nih.gov/pubs/factsheets/ill.html

Worldcat Resource Sharing
WCRS is a subscription based service made up of thousands of (primarily North American) libraries who lend and request material to each other. Using the WCRS interface library staff search then request material from holding libraries. It is an effective way to obtain material. The interface provides an easy to use way to monitor the progress of a request. Each supplier has a policy page where you can check how much they charge and any conditions they have for supplying. We have become quite reliant on WCRS to obtain a lot of particularly obscure material.
We get a considerable amount of requests for our stock through WCRS. We can't supply it all. At times requests are made for things we don't own. I am not sure why this happens but I suspect that the requester has not checked our holdings properly. For supplying we have to sift through the requests but we are able to supply material regularly. Like the British Library, there is a monthly invoice and any material you supply offsets the cost of material you borrow.
More information - http://www.oclc.org/au/en/resourcesharing/default.htm

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From little acorns – Leaning at Nottingham
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On the way home from FIL@BLDSC, peering through the pouring rain, I was reflecting on the comprehensive talk about Lean Thinking and, inspired by Andrew Booth's call to get published, decided to put pen to paper, or fingers to keyboard, about my experiences of leaning.

Andy Appleyard is clearly an expert in the field of Lean and his achievements in using these techniques to bring about improvements in working practices at Boston Spa are undeniable; it is extremely impressive. My experience is on a much smaller scale, relating to administrative processes spanning lending and interlending and I am, by no means, an expert. Having said that I think you may be interested to hear what we have achieved at the University of Nottingham by employing lean techniques and I hope you will feel inspired to think about doing something similar at your institution.

I lead a group of four to five Senior Information Assistants called the RAP group. No, we don't have aspirations to win X Factor – it is, in fact, an acronym for 'Redesigning All Procedures' – perhaps a tad ambitious! When we started out we had no real understanding, let alone experience, of lean, but through attending internal University courses, and inviting a trainer to some of our meetings, we have gradually built our theoretical know-how. Moreover, through working through the methodologies we have gained very valuable experience in how to apply this knowledge to make real improvements on the ground.

We have, to date, completed two projects; in the first we 'leaned' our mechanisms for handling customer enquiry emails and in the second we turned our attentions to a service we call BooksDirect which provides delivery of loans and interlibrary loans to academic staff. In both of these projects we followed lean principles identifying and prioritising customer values, mapping the current process in detail, identifying 'waste' (anything which does not add value) and then redesigning the process to eliminate this waste.

We recommended and implemented significant changes to these processes and in so doing achieved the following:

- A more consistently fast response to our customers by standardising processes, minimising email forwarding and using staffing resources to best effect
- More efficient use of expertise by ensuring work is carried out by the appropriate staff thereby freeing up those more senior to work on more demanding tasks
- An opportunity for development of roles
- Time savings through:
  - Allowing our systems to do the work for us rather than fitting around them; for example, amendments to report templates to align data to flow with the process and remove unused items
  - Removal of over-processing and 'just in case' logic
- Improvements in working areas by removing clutter and more efficiently organising the space.

So, although formed of lean novices, our RAP group has made some significant improvements to working practices, learnt a huge amount and reflected along the way, and certainly had a lot of fun. We hope to continue the good work, learning and leaning as we go. I know that senior managers have our next project lined up for us and others beyond I am sure.

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