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FORUM FOR INTERLENDING AND
INFORMATION DELIVERY
FIL Journal

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Editorial

2020 is proving to be a year when Inter-Library Loan staff in various libraries throughout the world, have come together to continue to maintain a resource sharing and document delivery service to our users, in an effort to maintain some degree of resilience and steadfastness in these challenging times. Celebrating the 30th Anniversary of FIL in Belfast in June 2019, members had no insight into what challenges 2020 would bring. Reading the articles from the delegates who attended the conference in Belfast is a wonderful opportunity to skip down memory lane to happier times. The lively summaries and photos included in each article remind the reader of the benefit of travelling to a FIL Conference, to experience first-hand the comradery this group offers to many of those working solo in libraries around the globe. Working remotely has intensified this experience of isolation for many. FIL@BL will be held online this year. It is poignant not to be able to visit the British Library in Yorkshire as anticipated, but the online experience will include a chance to renew, no pun intended, your connections with colleagues in other libraries. This issue



Figure 1: FIL Committee and Members, celebrating 30 years of FIL at Interlend 2019 in Belfast, Northern Ireland. June 24, 2019.

of the journal is packed with articles that give the reader a glimpse of the world of interlending and beyond. Clare Hunter's experience of attending the IFLA ILDS Conference in Prague, includes not only photos of the beautiful city of Prague, but also topical subject matter that includes open access and eBooks. The initiative by Claire Horden to form a Northern ILL group to discuss all things ILL, may inspire others to do similar in other areas of the UK and Ireland and beyond.

Please enjoy this issue of the FIL Journal, and perhaps you will be inspired to contribute to the next one. Stay safe and well everyone and continue to do the wonderful job that you do, helping so many with vital research and supplying material for the pure pleasure of reading.

Bernie

Message from the FIL Chair

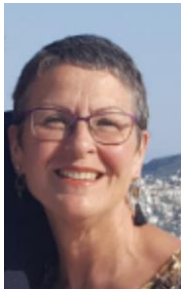


Figure 2: Jean Christopher - FIL Chair - 2019

I hope you are all staying safe and well and adapting to your new working practices during this challenging time. By this time of year FIL would be celebrating our June conference and ploughing ahead planning for the coming year, but given that we are still in the throes of the Covid-19 pandemic we find ourselves with a set of unique circumstances.

We are required to comply with government rules so we took the sad decision to cancel our conference for this year and move everything to June 2021, by which time we are hoping running events will be clear, and a degree of confidence will have been restored.

The FIL committee has been in regular touch using Zoom and I'm really excited to announce we have co-opted some new members onto the committee,

Amanda Foster
Helen Hall
Claire Horden
Caroline Long
Beth Parry

So, a big welcome and thank you to all.

Whilst trying to learn how to operate in our new normal we realise the need now more than ever to communicate. Looking forward, and yes making plans! We are hoping to be in a position to put into action some ideas that we've had on the back burner for some time now.

We normally run a FIL@BL event in November, this year would have been at Boston Spa.

After some planning by the committee we still intend to have this event, but in the virtual world that we are now so use to.

The event will still be in November and will be free to all current members to attend. More details will be sent out closer to the time.

We are always happy to receive suggestions and would welcome any input from our membership. We would particularly like to hear from those who work in the public or health libraries as we want to ensure that we cater for all who work in the field of Interlending.

If anyone fancies seeing themselves in print and has something that they would like to share, please contact us!

As I come to the last few months of my term on the committee, I find myself looking back proudly with all that's been achieved culminating in my being Chair for the last 3 years. I'm particularly proud that I will be leaving having developed a new website for FIL.

I'd like to thank all the committee members present and past without whom there would be no FIL, and to the membership – there always seems to be a real buzz whether we're at the British Library, Boston Spa or at the Interlend Conference. We are good at sharing knowledge best practice and long may that continue.

Please take care of yourselves and loved ones,
Best Wishes
Jean (FIL Chair)

Introducing your new Committee Members – Elected at Interlend 2019

Bernadette Gardiner (Maynooth University Library)

Journal Editor



Figure 3: Bernadette Gardiner - FIL Journal Editor

Bernie works in the Collections and Content Department in Maynooth University Library. She is responsible for the Inter Library Loans service, is a member of the Library Digital Communications Team and works in journals acquisition. She is actively involved in promoting well-being for staff at Maynooth University Library. Her previous experience includes working in the library at University College Dublin having earlier worked for a short period in public libraries.

Debs Jones-Davis (University of Gloucestershire)

Treasurer (Resigned November, 2020)



Figure 4: Debs Jones-Davis - Former FIL Treasurer

Debs has been working at the University of Gloucestershire since 2005. She started working on the library desk and then in 2007 she moved in to managing print and online serials, this is where she discovered Inter-Library Loans. In 2010 she joined the ILL team. In 2017 the University of Gloucestershire updated their library management system to OCLC WMS and later in 2018 they added Tipasa, which has revolutionised the way that she works with ILL. Earlier this year Debs was promoted to a new role at the University.

Interlend 2019: Reports from Delegates Sponsored by FIL

Charlie Bastin - University of Huddersfield

As a new member of both the University, and its newly formed joint IT and Library helpdesk team, who now processes inter library loan requests, it was decided that it would be most beneficial for me to go to Interlend 2019 so that I could bring a new pair of eyes at the conference and take some ideas back.

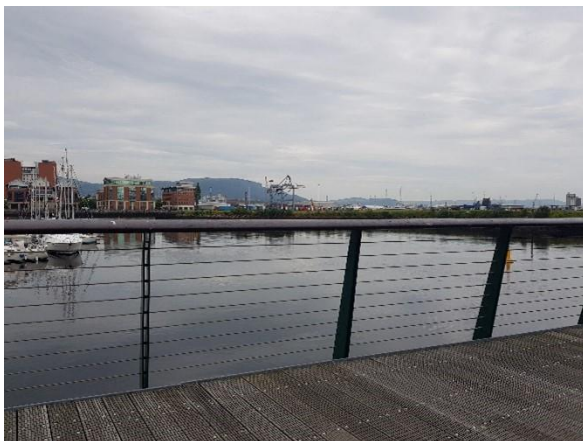


Figure 5: River View, City of Belfast

When I arrived in Belfast, I decided to have a look around before heading to the hotel. I ended up inadvertently passing the Belfast City Library that I would later be having a tour of and I couldn't help but be awe struck by the history exuded by the building's exterior. I made my way to the Hilton where the conference was being held and upon my arrival was greeted by balloons and bunting for a celebration! I hadn't realised when I applied that the

Forum for Interlending (FIL) was celebrating its 30th anniversary. The FIL commit-

tee members made me feel very welcome, making sure that I was comfortable; I must have looked slightly flustered as my background is IT based and a lot of the library side of things is still very new to me. However, everyone at the conference made me feel right at home.

There were so many interesting talks over the two-day conference that I can't possibly cover them all, so I will discuss the talks that spoke to me the most and also my visit to the Belfast City Library.

Day 1:

The conference started in the best way possible, with tea and biscuits, which I was very grateful for after my long travels. We were then led into the conference hall to take our seats and await the first speaker.

Barbara Band: Careers of the future, jobs of tomorrow.

Barbara's talk covered how the skill requirements demanded by the workplace are constantly changing, and whether the next generation will be equipped to deal with these demands. Being one of the younger attendees at the conference I listened to Barbara's talk with increased interest, and while I didn't agree with all of her views concerning the millennial generation and Gen Z, the talk was incredibly thought provoking regarding whether the next generation of professionals will have the soft skills required by the working world. These are things that cannot be taught in the classroom and are instead gained through life experience, such as interpersonal communication and problem-solving skills and basic computer knowledge and understanding. Having the good fortune to come from a family business background I have been able to develop these skills growing up. Listening to Barbara it was clear that the current style of education is leaving the next generation of workers woefully under-skilled for a digital workplace where the new staff can develop complex systems and programs, but struggle with basic word processing and database management.



Figure 6: Red bus, red buildings, City of Belfast

Trip to Belfast City Library: That afternoon I was part of the second group to visit the Belfast City Library. When we arrived, we were greeted by two local librarians and given a history lesson about this landmark building and all the trials and tribulations it has gone through alongside Belfast's storied history. We were then taken upstairs to one of the converted study halls that is now one of the public reading rooms. An old painter's room on the top floor is now used as part of the records and archives of the library. The grandeur of the architecture was breathtaking, and I was delighted that such an important building was not only being maintained but was also being actively used and valued by the community, and not just abandoned. Next, we descended into the bowels of the library to look at all the weird and wonderful pieces the library holds. We saw everything from 1st edition Shakespeare to photo realistic depictions of tropical birds dating back hundreds of years, to a copy of the bible that was no bigger than your baby fingernail. I felt honoured to be able to get so close to these pieces of history that the public normally only get to view behind panes of glass, and the vibrancy of the colours on the parrot was superb.



Figure 7: Belfast Central Library - Interior

The last speaker who had a real impact on me was Debbie Hicks and her talk on Reading for Health. As someone who has battled with mental health issues in the past and has utilised reading to help throughout my struggles, it was affirming to hear that reading was now being prescribed to provide health benefits ranging from anxiety to loneliness. The passion that Debbie spoke about the topic with brought a new energy to the room and I believe that this was the talk that had the most questions asked at the end. Everyone in the room wanted to know how they could bring 'Reading Well Schemes' to their institutions.

I had a wonderful time at the Interlend 2019 Conference, and I am so happy that thanks to the FIL sponsorship I was given the opportunity to go. I got to meet so many interesting people and take back valuable information to implement back in Huddersfield, I do hope that I get to go again someday.

Laura Elliott – Goldsmiths, University of London

I was delighted to be given the opportunity to attend the 30th anniversary FIL Conference this summer in Belfast. I've been working in inter-library loans for a few years now but never managed to make it to the main event. I was excited to meet new people from across the sector and become more actively involved in the community. I had also never been to Belfast before and so this was a great chance to explore.



Figure 8: Celebrating the 30th anniversary of FIL

Day 1! After some coffee and warm introductions, we listened to Barbara Band's rallying talk on careers of the future. Barbara discussed the important but much-maligned role of the public library service in a society that is not digitally inclusive, and asked: How can changes in education keep up with changes in technology? How can you prepare for the qualities that will be needed if you don't know what the jobs will be? Barbara concluded that we must equip students with the soft skills they need to adapt to a constantly changing world and invest in a range of technology options to scaffold learning in schools. This perspective was useful in thinking about how we can redesign ILL technologies to anticipate the future needs of library users, building on what we already have in place.

After the break, Matthew Lambert presented on copyright and the supply of e-chapters and scans of articles at the British Library. Copies are the preferable mode of supply for the BL, and 80% of copies are provided electronically. Matthew Lambert

outlined the different routes to providing copies, including accessible copies, library privilege, and copyright fee-paid copies. One of the main points he made stuck with me: libraries should feel supported by copyright legislation to copy without fear! This informative session was a real confidence-booster and impressed upon me the importance of coherent guidelines for both staff and library users to make the most of ILLs.



Figure 9: Liverpool's Makefest project - Digital Orchid

Following this, Denise Jones' talk focused on making in libraries, and showcased the successful MakeFest in Liverpool, a unique blend of arts, crafts, technology, science, and engineering which attracted over 4000 visitors to the Central library. She discussed how the ethos of the maker community closely matches that of libraries (particularly ILLs!), for example in collaboration, open access, information sharing and enablement. This kind of event can connect library services to the whole community through its openness and creativity and have a huge social impact. The session concluded with a fun hands-on activity where we fashioned our own "electric orchids".

After lunch I joined the group visit to

Belfast Central Library, where we were introduced to the unique architecture and broad collections at the heart of the city. Highlights for me included the extensive newspaper collections and unique treasures and learning more about the integration of the library with the history and community of Belfast.

We walked back through the city centre in the sun to conclude the day's presentations. This included a heart-warming presentation by Debbie Hicks on various reading initiatives championed by the Reading Agency, including books on prescription, reading for wellbeing, and social reading networks such as Reading Friends. These projects connected well with the morning's themes of collaboration and community engagement and left us with plenty to discuss over dinner, in between hashing out answers for the quiz.

Day two kicked off with a lively AGM before Kerr Gardiner's keynote on the use of analytics in ILL. Libraries use analytics all the time to support the student experience, however some of this data sits in silos, or is not acted upon effectively. Kerr encouraged us to rethink our current data, and consider what the digital landscape could

mean for ILL. This was particularly useful to me in considering how ILL statistics at Goldsmiths have already been included in benchmarking exercises, for example towards the Customer Service Excellence Award, and how we could push this relevance further.

After more tea and coffee, Ian Ibbotson introduced us to Project Re:Share, an open-source community owned and managed, library resource sharing platform for discovery and request management. Ian is determined to build user-centred platforms that allow for interoperability between institutions, and I'm sure we'll hear more about this project as it progresses.

Following this, Alex McIlroy presented on negotiating changes to the CLA licence for the NHS and social care bodies in Northern Ireland, to allow for increased copying and the sharing of stored copies in project groups. I work in Higher Education and this presentation was particularly enlightening for me, as I learned about the specific demands of the health sector. It was interesting to hear how more flexible usage has removed barriers to access for practitioners, resulting in greater uptake in the service.

During the final lunch of the conference we busied ourselves saying our goodbyes over plates of pasta so we could dash to the airport after the closing words. I was very happy to learn there was leftover vegan ice-cream from last night's dinner!

The second-to-last presentation by Lucia Meijueiro Barros, showcased changes that had been made to improve the ILL service at Manchester Metropolitan University. This included the move to a paperless system, the eradication of ILL charges, and the introduction of annual quotas. I was particularly interested to learn about their attempt to unify ILL and book purchasing services. We are currently streamlining our own processes as we move to a new LMS at Goldsmiths, and so I appreciated the practical insights and encouragement provided by this session.

Finally, Jo Cox gave us a run-down of recent developments at the BL, most significantly highlighting the accessible copies pilot, designed to streamline processes and standardise pricing. She also summarised the BL's takeover of the Public Lending Right, which will include eBook royalties from this year, and showcased the BL Shared Research Repository and various BL exhibitions.

Having had some time to reflect on the conference overall, I think the most valuable part of the two days was the broad range of perspectives included. It provided me with an opportunity to meet people doing similar work in completely different contexts, including public libraries, health libraries, Higher Education and more. The main theme of the conference – learning and evolving technologies – really helped to highlight the importance of collaborating across these communities to ensure that ILL services adapt and remain relevant in the years to come. Here's to thirty more years of FIL.

Sophie O'Shea – Swansea University

Having enjoyed my experience at the 2018 FIL conference in Birmingham, I was excited to return as a sponsored delegate this year. With workshops and talks centred on the theme of Learning and Evolving Technologies, I was certain that the knowledge and experience of all speakers would benefit me in my role as a Document Supply Assistant, as well as in my MA in Library and Information Studies.



Figure 10: The city of Belfast

Barbara Band led the keynote speech on day one. She debated to what extent schools and libraries can prepare young people for the future when technologies are constantly evolving. By providing examples from recent studies, as well as her personal life, Barbara demonstrated that the information literacy levels of 'digital natives' cannot be assumed, since even the most confident users can still lack basic technological skills. Upon return home, Barbara's talk prompted discussion within our office, as we considered how we could better provide service information to a new generation of learners that prefer a hands-on approach.

The second activity of the day was a tour of Belfast Central Library. Here, passionate and knowledgeable staff gave us an insight into the library's vibrant history, as well as their day-to-day operations. The library's rare books were of particular interest to many members of the group, containing an early Shakespeare folio, a collection of

miniature books and a first edition of 'Origin of the Species'. The newspaper collection was equally interesting. Illustrating opposing views, the collection reminded us how important it is that libraries act as neutral spaces, separate from political motives.



Figure 11: Belfast Central Library's ornate ceiling

After a delicious lunch, Denise Jones provided an overview of Liverpool's Makefest project, highlighting its benefits to the local community and the libraries involved. Whilst not directly relevant to my role in academic libraries, Denise's talk challenged my perceptions of public libraries and raised my awareness of initiatives undertaken in different sectors. I greatly enjoyed the hands-on task of creating a 'digital orchid' from an LED, battery, petals and florists' tape, and am confident that such initiatives will encourage young people to take an interest in technology.



Figure 12: 'Digital orchid' and FIL 30th celebration badges

At the end of day one, Debs Jones-Davis gave an enthusiastic talk on Tipasa and the improvements its introduction has made to interlending services at the University of Gloucester. Next followed a talk from Debbie Hicks from The Reading Agency. Providing an overview of the organisation, Debbie explained that The Reading Agency is a national charity, funded by Arts Council England, with the purpose of improving wellbeing through reading. She updated us on the organisation's most recent project, Reading Friends, which aims to tackle the isolation of older people through the exploration of texts with volunteer readers. Though not aimed at academic libraries, this talk was of particular interest to me, as it closely relates to the research I am undertaking as part of my Library and Information Studies MA dissertation examining user perceptions of Swansea University's Wellbeing Collection.

Day two began with the AGM and the selection of two new and enthusiastic committee members. Kerr Gardiner then delivered the keynote speech. His talk raised many questions about the use of analytics in libraries, including institutional barriers, data quality and ethical and legal considerations. He asked that we think more broadly about what data we collect and how we can use it to improve services. He advocated the sharing of data between departments to gain insight into trends but warned against mistaking correlation for causation.

Ian Ibbotson followed Kerr's talk with a summary of Project ReShare, a new open source resource-sharing platform created by and for the library community. Whilst we are lucky within the Wales Higher Education Libraries consortium, to use a shared LMS, I can understand the benefits that this platform could bring to other libraries using a range of systems. Alex McIlroy then presented on The Healthcare Library of Northern Ireland and the CLA Licence for Health and Social Care Bodies.

Her demonstration of how healthcare libraries gain value from the CLA Licence was of interest to me as it provided comparison with my own experience with the HE licence.

After lunch, Lucía Meijueiro Barros summarised recent developments in interlending services at Manchester Metropolitan University, highlighting their move from vouchers to free interlending requests within defined quotas. Lucía's comments on the increase in uncollected items prompted discussion amongst colleagues at the conference and back home, as we considered whether uncollected item charges are appropriate. Her summary of Manchester Metropolitan's forthcoming consolidation of interlending and acquisition services into a single point of request was also of interest and I hope that we can hear more about this project at future events. The conference ended with an update from Jo Cox from the British Library and a speech from FIL chair Jean Christopher.

I would like to thank the FIL committee for providing me the opportunity to attend this year's conference and to join the celebration of 30 years of FIL. Throughout the conference, I felt lucky to be part of such an inclusive and welcoming community, where everyone can contribute freely and equally. The opportunity to attend the conference afforded me several benefits, including a broader understanding of interlending and its implementation across different sectors, as well as new connections with colleagues from the UK and Ireland.

16 IFLA ILDS Conference 2019 – Beyond the Paywall: Resource Sharing in a Disruptive Ecosystem – Report from FIL Sponsored Delegate

Clare Hunter - Royal Holloway, University of London

Six continents in one Library – a report from the 16th IFLA ILDS conference.

Introduction



Figure 13: IFLA ILDS 2019 Conference banner

In October 2019, I was fortunate enough to receive a bursary from the Forum for Interlending to attend the 16th IFLA ILDS (Interlending and Document Supply) conference in Prague. Attendees came from far and wide to discuss the latest developments in interlending and document supply. The conference was a truly global affair with attendees from 31 countries across 6 continents. This gave the opportunity to hear and discuss a wide variety of perspectives on interlending and document delivery. The conference was organised by the IFLA Document Delivery and Resource Sharing Section standing committee, who did a fantastic job of organising a fascinating array of speakers

from 12 different countries. The theme of the conference was “Beyond the paywall: Resource sharing in a disruptive ecosystem”. Talks principally focused on the effects of new technologies and systems on resource sharing, with topics ranging from the big global topics to the smaller more local ones.

From the Big topics

One of the biggest topics that was discussed at the conference was the impact of open access on research and on resource sharing. In the first keynote speech ‘the science that is not visible does not exist’, Dr Bianca Amaro, from the Brazilian Institute of Science and Technology and co-ordinator of the Brazilian Open Science Program, discussed the way that the open access has created open science in Brazil and South America. Despite a strong science research output across South America, particularly in Brazil, researchers have had trouble getting their research noticed. The introduction of open access scheme has now made science in the continent much more visible and has created many more clicks and views. This



Figure 14: Listening to Peter Collins, chair of IFLA DRS standing Committee introduce the 16 IFLA ILDS Conference, 2019.

has been extremely beneficial to the scientists in South America, but there is still much more work to do to increase visibility of science, as research from South America is still not often found in the largest online databases. It was fascinating to hear how open access could give us more access to research from across the world and allow it to be shared more freely. It also made me think about how the research people will use most often, will be that which is easy to find, not necessarily the most useful.

The second keynote speech also had an open access theme. Prof. Martin Grötschel, of the Berlin-Brandenburg Academy of Science, discussed the approach of the alliance of German libraries, called Project DEAL. It was fascinating to hear how they had negotiated collectively to try to get better deals for open access with publishers. This has had mixed results with negotiations with Elsevier breaking down, causing almost all universities in Germany to stop subscribing to Elsevier's content, with Elsevier losing around €40 million. I was impressed that Project DEAL had taken such a radical approach and did not cave to publisher pressure, and that failing to agree has seemed to cause more problems for the publisher than the universities themselves. Their approach had also led to great success later when they managed to reach an agreement in early 2019 for a deal with Wiley, which met all their requirements for open access. It will be interesting to see how future negotiations by Project DEAL progress and whether other countries will be happy to take such a radical approach.

The final keynote was given by Heather Weltin of the Hathi trust. She gave us an interesting review of how their member universities and Google had worked together to provide a range of books open access for all. It was good to see that cooperation between institutions had achieved such a positive outcome, something that became a theme throughout the conference.

The needs of scholars and reducing barriers to access was another theme that came across through the talks. A group of librarians from the University of Alberta libraries shared their more radical model for interlibrary loans, which included elimination of lending fees and more flexible loan periods. This was done through co-operation with other Canadian libraries. It was fascinating to see such an innovative approach that could help reduce barriers to accessing materials, but also surprising that it was able to be done when so many libraries have reduced budgets.

There were also the results of the RUSA STARS survey of international lending from the American Library Association. This was the first time that the survey had been translated into six of the seven official IFLA languages. It was shown that most libraries sourced materials from countries where the materials were available, requesting and paying material was easy, and where service was reliable. However, there are several barriers preventing international lending. To remedy these barriers the speakers suggested several ideas. These included a more comprehensive shared global catalogue to make it easier to see what location holds an item, a more global requesting process such as WorldShareILL or Project ReShare, a sticker to identify the contents to make it easier for ILL books to clear customs, better training for copyright so libraries better understand what they can and cannot lend, and easier pay-

ment options such as electronic IFLA vouchers. It is fascinating to look at ILL lending from a more global perspective and see that many libraries share similar problems.

The difficulties of e-book lending were also raised with a talk on the subject being given by Dr. Berthold Gillitzer of the Bavarian State Library. The increase in e-books means there is an increase in content that cannot be lent by ILL. To combat the licensing difficulties of providing e-books Bavarian libraries had created a server to store licence information to make it easily accessible. They then piloted a way to loan e-books via ILL in a similar way to how physical books are lent. This was done using a new technical infrastructure and with agreements with four publishers. This has been a great success in Bavaria, and it would be great to see this new approach extended worldwide as currently the lending of e-books is still near impossible in most places.

We were given information of the perspective of academics themselves by Dr Jamo Saarti and Prof. Kimmo Tuominen from Finland who discussed how academics share resources between themselves. Their research showed that researchers in Finland are often choosing to use a whole range of different new ways to share research including ResearchGate, the #IcanHazPDF on Twitter and Sci-Hub. Many of these approaches are either illegal or pushing the boundaries of legality. This is a trend that is likely replicated worldwide and shows the need for simple, easy, and legal ways for researchers to share research. This idea of how researchers and students use the library and their resources was further explored by the OCLC representatives from the U.S. Their research showed that many students did not even consider the library as their first point of call for information, preferring open content that is easy to discover and quickly available in full text. This is an interesting finding and again shows the need for easy to find resources and open content.

New technologies for ILL were also presented with teams from both InstantILL and Project ReShare presenting exciting, community owned technologies to make resource sharing better and reduce barriers. It will be good to see how these technologies develop and hopefully make resource sharing even easier in the future.

... to the more local ones

More local issues were discussed too. From Belarusian agricultural library resource sharing, to collaborative networks in Zimbabwe and Switzerland, to the effect of new copyright regulations in Germany and so much more. It was fantastic to learn about so many different local systems and regulations and how they differ from our own.

The NTK Prague

The conference itself was held in the fabulous Czech National Library of technology (Národní Technická Knihovna), known as the NTK. It is the largest and oldest science and technology library in the Czech Republic,

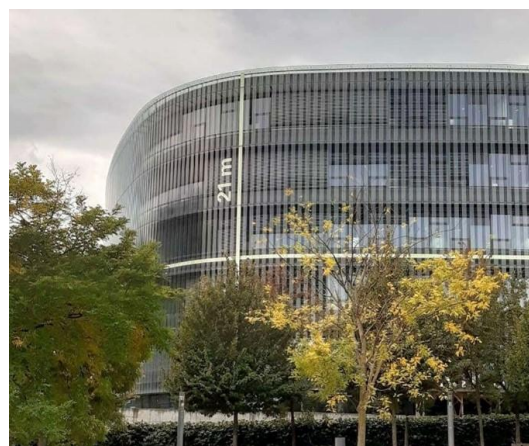


Figure 15: Outside of the Czech National Library of technology (Národní Technická Knihovna) NTK.

holding over 1.5 million volumes. It is in the middle of several technological and scientific universities but serves anyone who has an interest in science and technology. As well as its main collection it houses a branch of the local municipal library, a bookshop, a café, an exhibition space, and a conference hall. We were treated to a tour of library by the very friendly NTK staff. I was very struck by the beautiful design of the building by the Projektil Architekti studio, which incorporates technical information about the building in its design. The dimensions of the building are prominently displayed on the outside, with other measurements scattered around inside, including a mark showing the exact centre of the building. The most striking of these is the colourful flooring which displays the distribution of pressure in different areas of the floor. There were also over 200 humorous artistic graffiti doodles by world renowned artist Dan Perjovschi. These raised a smile when you spotted a new one that you had not yet seen. One of these doodles even became the symbol of the conference itself. The wonderful building and the brilliant staff definitely make this a library worth visiting!

All work and no play...

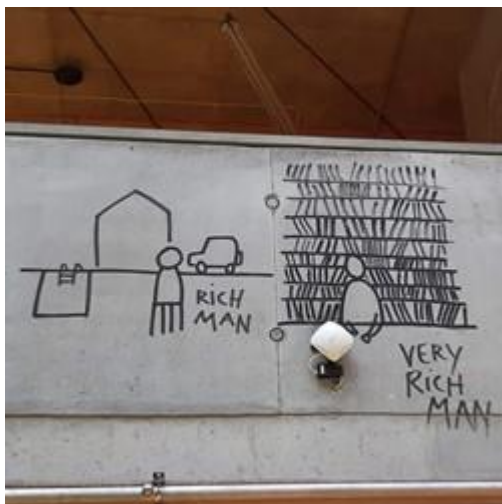


Figure 16: NTK Doodles

The conference was fortunately not all work. We had lots of opportunities to meet and chat with colleagues from all over the world. It was lovely to meet so many new people and have the chance to talk about both library and non-library topics. It was interesting to find that we shared similar work problems, despite using different systems and being from different places.

As well as networking at the conference we had the chance to enjoy some cultural activities in the beautiful city of Prague itself. On the first conference day we were treated to a walk-through Wenceslas Square, where staff from the NTK told us a little about the history of the area. We were then led to the beautiful old Na-

tional Museum building which has just been re-opened after a refurbishment. Though not all the exhibition areas had re-opened, the décor was stunning with beautiful murals on the ceiling and statues of notable Czech historical figures in the halls. There was also an incredible whale skeleton for us to admire.

On the second evening we had a wonderful vintage tram ride through Prague from the library to the Old Town. This gave us a chance to have a whistle stop tour of Prague, passing along the picturesque Nerudova Street and Prague Castle, before going through the Lesser Town and over the river. Our knowledgeable guides from NTK pointed out important sights and told us interesting historical facts about the city. Once in the old town we explored getting to see the old square with the town hall and the Astronomical Clock. All of which were very exciting. We then walked to the Vltava River where we ended our evening with a boat ride and conference din-

ner. It was beautiful to see the city from the river as the sun set and enjoy dinner with our new conference friends.

In conclusion....

Attending the ILDS conference in Prague was a fantastic experience. I feel that I learned so much about Resource sharing and interlibrary loans throughout the world. It was great to see the exciting new developments happening in resource sharing and Interlending. It was also lovely to see so many institutions collaborating and working to improve access to resources. I recommend that you take the time to look at the papers and conference proceedings that are available on the conference website: <https://ilds2019.org/>. I am very grateful to FIL for allowing me to attend this conference and would absolutely recommend people to apply to attend future ILDS conferences if they get the opportunity.

Some images supplied by Clare of her trip to Prague to attend the 16 IFLA ILDS Conference 2019 – Beyond the Paywall: Resource Sharing in a Disruptive Ecosystem – Report from FIL Sponsored Delegate



Figure 17: The colourful inside of NTK



Figure 18: National Museum and statue of St. Wenceslas

Enjoy another photo of Clare's trip to Prague to attend the 16 IFLA ILDS Conference 2019 – Beyond the Paywall: Resource Sharing in a Disruptive Ecosystem – Report from FIL Sponsored Delegate



Figure 19: Wenceslas Square

The final photo, and perhaps the prettiest one, of Claire's trip to Prague to attend the 16 IFLA ILDS Conference 2019 – Beyond the Pay-wall: Resource Sharing in a Disruptive Ecosystem – Report from FIL Sponsored Delegate

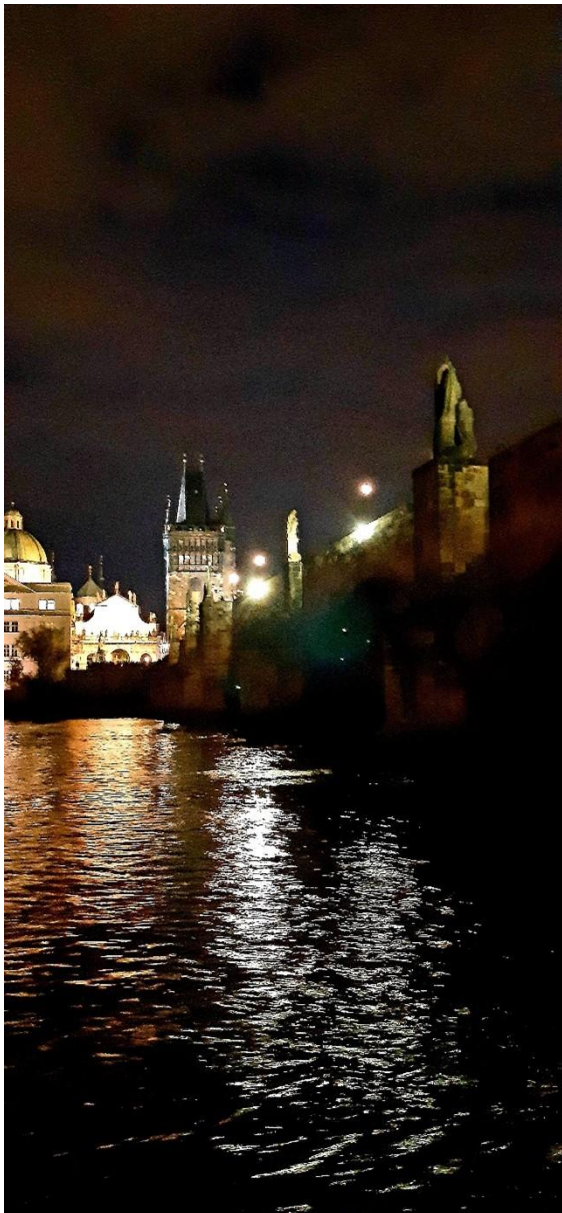


Figure 20: View of Charles Bridge from the boat

Calling to Northern ILLers

Claire Hordern – University of Manchester

After spending many a year in Inter Library Loans (ILL) and seeing the increasing changes and difficulties we all experience within the Interlending field, I set it upon myself, with support from my manager, to put the feelers out about getting together a Northern ILL group to discuss all things ILL. Here in the North West we did have a forum (NWLIP) which met 2-3 times a year for both academic and public libraries but with budget cuts this was closed back in 2012. I felt the time was right to attempt a re-boot.

Using the already established Northern Collaboration group we broached the idea and despite an absence of any Northern ILL group for 7 years or so, the response was a re-sounding yes, so within a matter of days I had at least 16 replies, I was aiming for 8 at the least! These were people new to ILL's and old hands like me.

Now I had the interest, now to make it interesting and worthwhile! As I'd never set up a large meeting before it was a mite daunting, but armed with 18 years of ILL knowledge, I thought I'd manage it.

Preparation is the key and I busied myself with interesting eye-catching ways to discuss ILL themes that would be good talking points. As this was the inaugural meeting it gave me free rein so to speak.

I created a mailing list, and I suggested a date in September before the new students arrived, and we were good to go.

My colleague, Vikki Garlick became my unofficial PA and graphic designer, helping me make a flyer for the event which I sent around the interested parties.



Figure 21: Launch of the Northern ILL Group Flyer

Next, I set about thinking of themes and topics and put together a PowerPoint presentation for the day itself, this was really to keep the meeting on track and give the morning a focus.

I am an ideas person, so it was quite difficult to focus on just a few themes when I believe there are lots of talking points. However, I was strict with myself and plumped for Library Management Systems (LMS), which is always a thorny topic, ISO workflows, ways of working/best practices swaps and finally a review of the morning itself and how we would like this group to progress.



Figure 22: Northern ILL Collaboration @ Manchester

As the day approached, I was in manic mode ensuring the room was booked and wondering at 11 o'clock at night if there were enough chairs, and if everyone knew how to get here!

Biscuits bought, chairs set out, and technology working, we were good to go. One thing I didn't envisage was the trains! So, whilst most people did manage to get to Manchester for 10am a handful had been stuck on the train for half an hour! So, with a little delay we got the morning going.

To ease my guests in and to avoid the awkward 'my name is' roundtable method, I had thought of a few interesting ice-breakers to get everyone talking, and so people knew who was from where by using my 'Guess your city book title'. Basically, linking books to the various towns and cities people had travelled from, this got everyone chatting or cheating! Next time no phones!

We then launched into our first topic – Library Management Systems. With so many institutions looking at changing their systems there was lots of scope and interest and dismay too at how we work with the various systems. Beforehand I had done some research on the various LMS out there and who has what, that way the discussions could flow better if we knew who was struggling with what, and provide advice at which systems to avoid if possible and what we thought was the best out there. It was great to hear other people's views and how we each use our systems in different ways and what we all want from an LMS. There were lots of offers to have a look at other systems too which is a godsend when you don't know what you're dealing with. Moving on, we had a quick discussion regarding ISO workflows which is something I have been working on at Manchester for a good few years, but

for many is an unknown entity. So, I explained what the concept behind it was and spoke about what we had done at Manchester and asked if anyone else would be interested in trialling this kind of ILL workflow. With time marching on we moved on to best practices and ways of working, which is always good to hear how other ILL teams operate, and always provides a good discussion and take-away tips.

To end the meeting, I wanted to know what people thought of the group and how we could keep the momentum going, everyone was keen for the meeting to become a regular thing. A quarterly meeting was decided upon, with Leeds hosting the next and Liverpool volunteering to be the location for the subsequent one. As some members are also regulars at Northern Collaboration meetings, there was suggestions of using their google docs for documents and future agendas etc., which we have since set up. We spoke about how this group could work with FIL, it was not my notion to replace FIL, as this is a small regional gathering it is more a supportive networking group which I see feeding into some of FIL's themes and topics. As there were two FIL committee members present, I think this could be a springboard for more collaboration for everyone's benefit.

Finally, with that the morning was over, in hindsight I would have opted for a little longer, but I was really pleased with how the morning went and was received by all. I waved my ILL colleagues goodbye as they set off for a spot of lunch before heading back to their respective institutions, the morning was a resounding success and I am looking forward to the next meeting and keeping ILL on the radar.

Profiles of Recent FIL Committee Volunteers

Amanda Foster - Northumbria University



Figure 23: Amanda Foster - Northumbria University

I began working at Northumbria University in 2001, following successful completion of a History undergraduate degree at the University. I worked in Customer Services for over 10 years and eventually moved to Inter Library Loans as a Co-Ordinator in 2012. During this time, I also completed a MA in Library and Information management. I then successfully applied for the role of Content Delivery and Copyright Librarian in 2015, a role I am still in to-day. I currently manage the On Demand team, Copyright team and Reading Lists team. It's a very interesting role (and certainly challenging this year!) - I have been lucky enough to work on a number of projects and initiatives including a new LMS in 2016 and more recently Rapid ILL and Rialto. The main challenge I currently have is e books (and the lack of them!!)

I enjoy being busy, I have 3 children, 2 rescue dogs and a husband- all keeping me on my toes! I am a huge supporter of animal welfare and animal rescue. I also enjoy reading, walking and going to the cinema. Living in Northumberland I am lucky to have many fantastic places to visit nearby, some of my favourites being Tynemouth, Alnmouth and Bamburgh.

Beth Parry – University of Leeds

I started my career as a Physics teacher. After a number of side-tracks I qualified as a librarian in 2003, while working at Blackpool College. In my current post I'm based in the beautiful Brotherton library, and I manage a customer service team – document supply is one of our responsibilities. I love that our customers have access to a library as big as the world, through the kindness of other libraries and document supply.

Outside of work, I have a lovely lurcher, Loki who enjoys long walks,



Figure 24: The Lovely Loki with FIL the Frog

and I have a growing collection of books, pictures (and shoes).

Caroline Long - Aston University

After graduating from the University of London with a degree in French and German I first worked in travel and tourism, ending up as manager of the tourist office in Oxford. Highlights of this job included the Japanese tourists who chained themselves to the counter when we couldn't get them a room in Christchurch College!

Following a move to Birmingham, and three children, I started back at work as an out of hours library assistant at Birmingham University, moving through various teams - Lending services, Reading lists and Short loan, Digitisation and Enquiry desk work. After completing my masters, I ended up at Aston University, where I now work as an Information Resources Specialist, responsible for: Inter Library Loans, Digitisation, Copyright, Theses storage and digitisation and Reading list systems. Whilst an unusual mix of roles, I do enjoy the variety. I am a relative newcomer to ILL, but always find the FIL conference so useful, and wanted to get involved.

Outside work I am a keen walker, a fanatical Les Mills Body Combat practitioner, and a slave to two very spoilt cats.

Claire Hordern – University of Manchester



Figure 25: Claire Hordern - University of Manchester

I have worked in Inter Library Loans at the University of Manchester for 18 years and have been the Inter Library Loan Team Leader for the past 11 years, before discovering ILL I was a shelver which is the grass roots of the library. I was around before e-journals even existed! I've seen a lot of changes as you can imagine, from LAMDA which some may remember where we would scan articles on a giant scanner to each other! to finally being able to supply e-journals through ILL a huge leap back then. I've run the digitisation service before reading lists were a thing! and I've managed thesis binding services as well as running ILL at

the same time.

Manchester were one of the early adopters of Alma which made my life quite difficult, as for 18 months we did not have an ILL module so had to resort to recording everything on spreadsheets! I am always happy to discuss LMS and feel free to moan as I totally get it and understand the frustrations with systems and ILL!

I started up a Northern Collaboration ILL working group back in Sept 2019 to fill a much needed gap since the demise of NWLIP, where we could exchange experiences and join forces to discuss all things ILL on a smaller scale to FIL which so far has been a great success.

Outside of work I have 2 young children who keep me very busy. When I do get some downtime, I'm a rock music fan so you'll find me moshing at the front!

Helen Hall - University of Liverpool

I started work in the library on the Customer Service Desk, in the days when electronic journals and eBooks were merely a pipe dream, a time before Google existed! Fast forward a few years and I joined the Inter-Library Loans Team. Three ILL management systems later and I still love the work we do in Inter-Library Loans, trying to figure out exactly what it is a requester wants (how do they know they want to read it when they don't even know what it is) and hunting down a book that I thought we had little hope of ever borrowing.

FIL@BL London Online 2020 Twitter: #FILOnline2020



www.forumforinterlending.org.uk

FIL ONLINE EVENT Monday 23rd November Program			
10.00		Registration and introduction	
10.15	Talk 1:	Copyright, provide update on developments since lockdown followed by Q&A's	Jane Secker & Chris Morrison
11.00		Comfort Break	
11.15	Talk 2:	Update on the Hub	Beth Ruddock
12.00		Lunch	
13.00	Talk 3:	Open Access Button and the IFLA Covid service	Joe Mac Arthur
13.45	Talk 4:	British Library Update	Jo Cox
14.30		Comfort Break	
14.45	Talk 5:	RapidILL	Mike Richins
15.45		Event round up	

Plans for the FIL Conference – Interlend 2021 - Newcastle

It is our hope that the Interlend 2021 FIL Conference at Newcastle will proceed, and we can once again enjoy the wonderful experience of face to face presentations and discussions about inter-library loans, resource sharing and document delivery. The physical experience of gathering together, drinking coffee, tea, and water for those healthy people amongst our membership, plus the optional choice of eating cake, will no doubt help to broaden this chat and ensure animated and lively discussions. The FIL Conference is an excellent opportunity to catch up with Inter-Library Loan colleagues, and friends you have made over the years, renew acquaintances, share knowledge and experience, and make new friends and connections in the ILL community.

Follow FIL on our social media platforms for updates on the FIL Interlend 2021 Conference.

FIL Facebook Page: <https://www.facebook.com/forumforinterlending/>

FIL Twitter Account: [@FIL_ILL](#)

FIL Website: <https://forumforinterlending.org.uk/>

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