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FORUM FOR INTERLENDING AND INFORMATION DELIVERY

FIL Journal

FIL Journal

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Issue 71 December 2023

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Editorial

The perception of time moving exceptionally fast can dominate your thoughts when working in the world of Interlending. Inter-Library Loan (ILL) practitioners are constantly challenged by impending deadlines that impinge on our ability to satisfy each patron's requests in a timely manner. We are up for the job as we seek out ILL colleagues and services that help us to achieve what may be perceived by some of our users as the impossible. Obtaining a loan of a book, thesis or grey matter that is lurking on a shelf in a basement, unwanted and unloved until the ILL request arrives on your desktop, a researcher in Queensland needs this tome for their niche research. The deep satisfaction that is normally forthcoming after such an engagement is hindered by the extra red tape that is now part of using the postal service, especially so between the UK and Europe. However, ILL practitioners are not unprepared, having experience many obstacles in the past, they strive to find ways to continue to provide a speedy service. Completing any necessary customs declaration form and attaching a label to the outside of the parcel with the statement, "Loans between Libraries – No commercial value" and where appropriate including the Economic Operators Registration and Identification number (EORI number) of the requesting library, significantly reduces the workload of Customs officials who are determined to be a catch all for locating sources of potential revenue. These procedures practically guarantee safe passage to any ILL item on its arduous journey to another library, thus helping us all to look good as we satisfy our users' routine requests and those for obscure items! If you are not already using this method, give it a try first rather than resorting to a policy that prohibits or curtails the limits of your lending and alienates researchers from accessing your collections. We hope you enjoy this issue of the journal. It is short on articles but hopefully not enthusiasm. A brief overview of the articles is included below.

Judith Walton provides an update on the experience at the University of Durham Library, of setting up a single request form for all the library services, including the Inter-Library Loan service. If you need a refresher, before reading the update on this subject matter, check out the FIL Journal, issue 70, February 2022, pages 21-25, where Judith initially reported on this experience. This useful update will be beneficial to those

tasked with evaluating ILL requesting procedures in their institution. In a separate article, Judith, also captures the historical and somewhat poignant ending of the regional transport schemes.

The article from Nicola Struthers, who shares an analysis of Inter-Library Loan demand at the University of Northampton is one that will resonate with colleagues in many libraries. It will be beneficial if Nicola could update at some point in time regarding any changes in demand following the implementation of Alma mid-July 2022 at her institution.

FIL Committee meetings continue online via Zoom and Microsoft Teams and some screenshots from those meetings where the FIL Committee met to plan the FIL conference and seminars are included in this issue. The convivial ambience at these meetings is apparent from the expression on our faces. If you are curious about the work undertaken by the FIL Committee, it is worthwhile reading two brief accounts from previous committee members of their experience working with the FIL Committee. Perhaps this might pique your interest and prompt you to consider approaching a committee member to find out more about what is involved.



Figure 1: FIL Committee Members – final preparations for FIL Interlend Conference (Online) 2023

Details of the recipients of the National Interlending Awards - Forum for Interlending (FIL) Awards 2022, compiled by Nicola Struthers, are included in this issue of the journal.

We hope you enjoy browsing through this issue of the FIL Journal. If you feel inspired to write an article for the next issue, please contact the new FIL Journal Editor, Tom Lennox, Leeds Beckett University.
Details of all the committee members are included in this issue.

Bernie

Bernadette Gardiner - Maynooth University Library
Editor of the FIL Journal

Message from the FIL Chair

Amanda Foster – Northumbria University Library

I took over as Chair of FIL not long ago, just as things are opening up again after Covid. After so much time apart, there is a real sense of possibility. Libraries are reopening, services are finding their feet, and the committee, still meeting online, is thinking about how to bring our community back together. My thanks go to my fellow committee members for their patience and good humour while I learn the role.

Interlend 2022 was a highlight and a chance to reconnect with colleagues. The FIL Interlending Awards are now in their second year, and it was a pleasure to celebrate the people behind our services, especially Bernie Gardiner, whose Lifetime Achievement Award was richly deserved.

We have also welcomed new committee members following the AGM, and this issue marks the end of the last regional transport schemes, a reminder of how much interlending continues to change.

Thank you to the committee and the FIL members for your support. I look forward to seeing many of you at our next events.

Amanda Foster, Chair of FIL

Introducing your new Committee Members – Elected at Interlend 2022

Two new members were elected to the FIL Committee at the last FIL AGM held on 29 June 2022. Andy Ekins – Queen Mary, Lesley Thomson – Leeds Beckett
Andy Ekins and Lesley Thomson subsequently had to withdraw due to a change in their respective role.



Figure 2: FIL Committee Members – final preparations for FIL Interlend Conference (Online) 2023

FIL Online Seminar – 8th February 2023

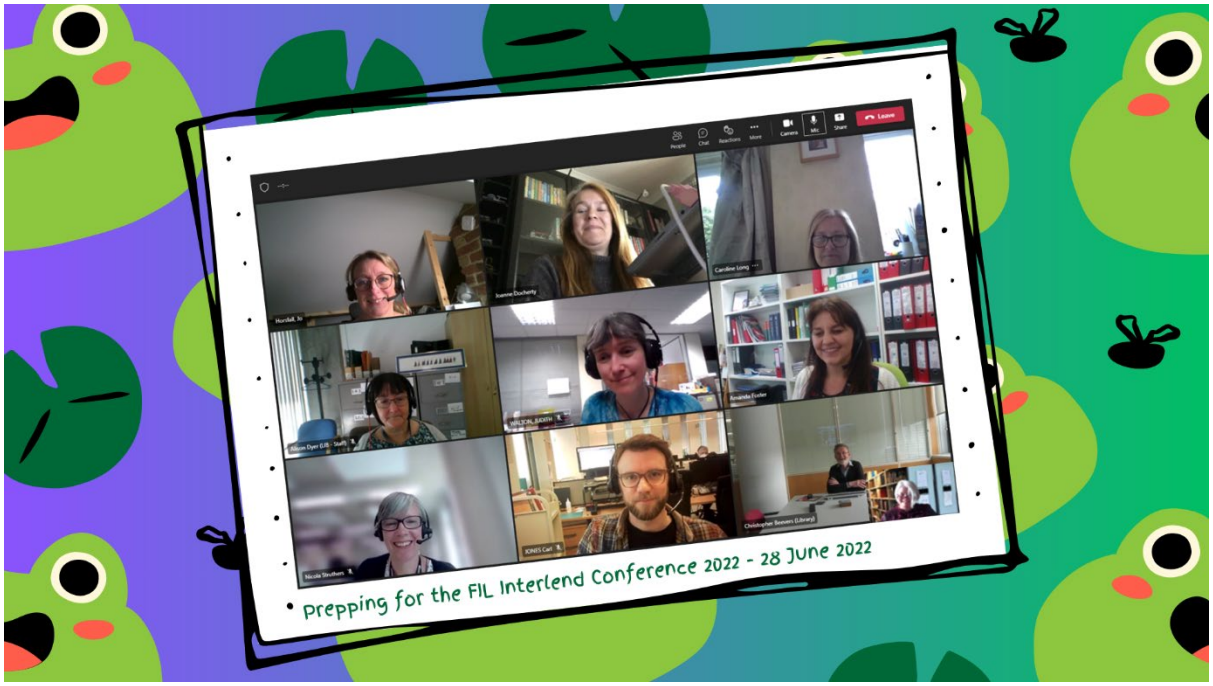
Programme

Time (GMT)	Topic	Speaker
10.30 - 10.35	Chair's welcome	Amanda Foster
10.35 - 10.55	ILL at the University of Liège	François Renaville (Uni of Liège)
10.55 - 11.15	Advice for ILL across the EU border	Matt Voigts (IFLA)
	10 MINUTE BREAK	
11.25 - 11.45	ILL and copyright	Kate Vasili (Middlesex University)
11.45 - 12.15	Open Access: changes in publishing	Leah Maughan (Northumbria University)
12:15 - 12:45	**LUNCH BREAK**	
12.45 - 13.25	OCLC update: Exceed your library users' expectations with fast interlibrary loan	Ed Davidson (OCLC)
13.25 - 13.40	NHS ILL and SWIRLs	Stella Scott (Hants healthcare library)
	10 MINUTE BREAK	
13.50 - 14.00	BL updates	Jo Cox (British Library)
14.00 - 14.35	Adventures in E-book lending: Challenges and Opportunities for Implementation	Marc Hoffeditz (Tufts University)
14.35 -15.05	Licensing and the Interlibrary Lending of Ebooks: Opening Doors at the University of Connecticut Library	Michael Rodriguez, Erika McNeil, Stan Huzarewicz (University of Connecticut)
15.05- 15.15	Discussion around the Covid spreadsheet and closing	Amanda Foster

Interlend 2022: Bringing ILL Communities together.

Interlend 2022 Online Conference : "Bringing ILL Communities Together"

Wednesday 29th June 2022, 10:00-16:15



Interlend 2022 – links to some of the presentations are listed below (Log into your FIL Membership Login details if necessary)

Rapid ILL Workflows (Carl Jones, Edinburgh University) (Interlend 2022 – U Edinburgh – RapidILL Workflows.pptx)

Rapid ILL and Worldshare (Alison Dyer, University of East Anglia) (RapidILL and OCLC Worldshare – UEA.pptx)

NULJ National Union List of Journals (Stuart Glover, Uni Hospitals, Leicester) (NULJ PPT.pptx)

House of Commons Library (Greg Howard, Annabel Gladstone) (House of Commons.pptx)

Whole Ebook ILL Pilot (Whitney Murphy, Proquest) (Whole Ebook ILL Pilot 2022-06-40.pdf)

Research Solutions – Alternative Literature Supply for Universities (Maria Hatfield, Tony Landolt, Leon Skelton, Research Solutions (Research Solutions Forum for Interlending 6-20-2022)

One form to rule them all…. update

Judith Walton - Durham University Library



In the world of ILL, nothing ever stands still and Durham's experience with a single resource request form (FIL Journal, issue 70, February 2022, pages 21-25) is certainly no exception. During the COVID pandemic we set up a single form to cut through the confusion of all the services and request methods we had in operation at the time. Students just needed to tell staff what they wanted, and our triage team would check requests and forward them on to Customer Services, ILL or Acquisitions to satisfy the request.

Jump forward a year and the situation has completely changed. Panic over COVID has waned and we're no longer going into complete lockdown whenever a new wave hits us. Students are heading back to campus and libraries are scaling back on the additional services they offer. When COVID struck, Durham was in the throes of tendering for a new library management system, so this was dusted off and in August 2022 we ended up with a sparkly new Alma system. Compared to our previous system Alma is unbelievably complex. To keep things simple the decision was taken fairly early on to just go with the out of the box request forms available in Alma, rather than

try to design another single request form which would do everything the old one did, plus automate the triage process and push the data into the separate request forms.

Knowing that we would be moving back to individual request forms we made sure that the forms were clearly visible, conveniently placed and we planned plenty of user information advertising the changes. As soon as we went live with Alma and put the new forms into operation, we started getting compliments (particularly from lecturers) about how simple and fast the new service was. Part of this will be because we automated RapidILL, so article requests with sufficient information would be shunted into RapidILL without any ILL staff intervention and supplied direct to the user at any time of the day or night. For these requests we effectively have a 24/7 service, rather than 9-5pm, Monday-Friday. Cutting out the time the requests languished in the triage team email will have helped dramatically. When designing the single request form, we were overly optimistic about how quick the triage process would be. In practice this ended up a low priority task and junior staff were often whisked away to do other work when other areas were short staffed. It wasn't unusual for requests to take 6 – 10 hours to reach ILL and there were days (too many of them) when no requests were forwarded to us at all. Getting requests feeding directly into Alma was a relief and our customers have certainly noticed the difference.

So, my conclusions having tried a one-stop-form? (And I should stress here that this is only my personal opinion.) While the students initially cried out that the services were too complicated, they haven't complained when we withdrew the single form. They are using a smaller range of services and are coping fine without the extra help. Lecturers prefer the individual forms because they know what they want and can go straight to the service they need, without the need to add extra notes to the request to ensure that the library buys, rather than borrows, the title. (Too many mistakes happened that way.) As an interim measure, the single form was useful at a time where there was too much confusion in everyday life, with lockdown rules changing on an almost daily basis, but the format we were forced to use was massively staff-time in-

tensive. Our experience of using the single form has had its benefits: it caused a fundamental change in how we operate, and teams are now more relaxed about passing requests about internally. For the ILL team, at this current time, the single forms are the best option and current customer feedback seems to back this up.

In short, while you can change services due to public outcry, you'll never be able to please everyone at the same time, and as the situation changes you have to be flexible and just do the best you can. In an ideal world it would be lovely to have a single form which students could use (with automated triage this time, to keep things speedy) running alongside individual service forms for the expert users who know exactly which service they want. For me, that'll have to stay a fantasy for the time being, but it's definitely on my wish-list for the future.

Exploratory Analysis of ILL Demand at the University of Northampton

Nicola Struthers (Collections and Licensing Specialist)
University of Northampton



At the most recent Forum for Interlending (FIL) events held in 2022, several colleagues from different institutions commented that there has been a decrease in demand for inter-library loans (ILL). The University of Northampton has also seen changes in its ILL service. This initial analysis explores the question of whether demand for inter-library loans has decreased at the University of Northampton (UON) and if so, why this might be.

1. Background

The University of Northampton is one of the youngest universities in the UK, being awarded full university status in 2005. It provides education to around 12,000 - 15,000 students in the UK and abroad.

UON Library and Learning Services has had an ILL service running for many years. The service currently has one person 0.5FTE, assigned to deal with ILL requests, with support from other Information Assistants at busier times. The number of requests patrons can make is unlimited and there is no charge for the service. Charges are only made for damaged or lost books. For the period this analysis covers, requests were made by patrons via an online ILL form using their student ID and PIN, and received in the library management system, Sierra.

2. Scope

This ILL analysis looks specifically at the last five years of data, covering the academic years 2017-2022, as no complete data is available before this time.

Only requests from UON patrons to borrow from other libraries has been included and not external requests for us to lend.

3. Data Extraction

Data on the number of ILL requests was manually extracted from the library management system, Sierra, for each of the last five complete years from 1 August 2017 to 31 July 2022. As there was no way to run a report from Sierra on ILL data, information was copied and pasted into an Excel spreadsheet for further analysis.

4. Results

The total number of requests that were dealt with for each year from 2017-22 are shown in Figure 1. The steady decrease in requests is obvious, with an all-time low in 2020-21 for reasons that will be discussed later, before increasing slightly in the most recent year. Overall, it shows a significant decrease from 2017 to 2022 of 45%.

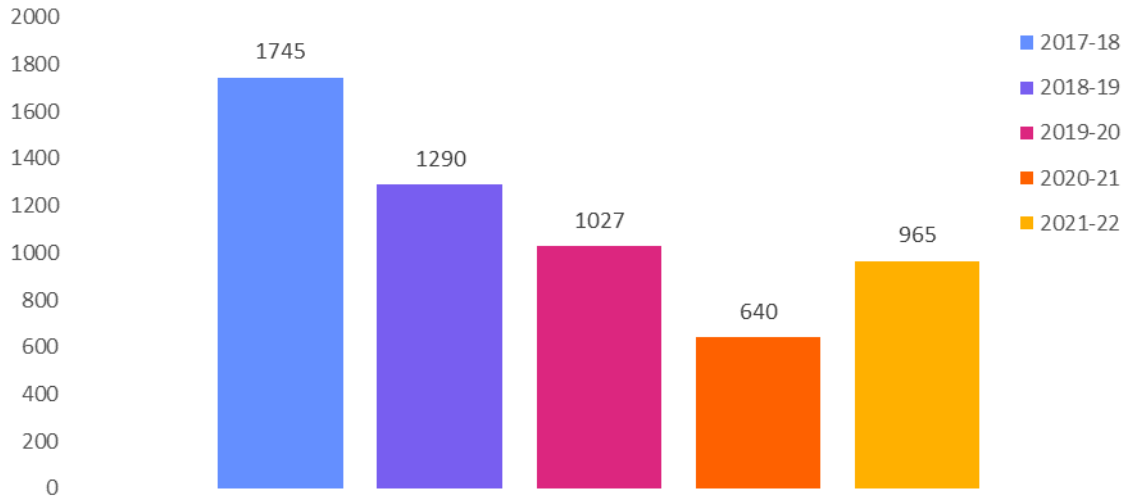


Figure 1: Total Requests 2017-22

The total number of requests was further broken down into those requests that were completed and those that were cancelled, month by month for each academic year.

Completed requests are those where we successfully supplied the requested item. The total number of requests that were completed are shown in Table 1. Completed

requests by month are shown in Figure 2. The highest number of requests completed was 2017-18, with the lowest number in 2020-21 and as expected, there is lower demand during Christmas and Summer holidays.

2017-18	2018-19	2019-20	2020-21	2021-22
1358	1007	807	487	750

Table 1: Completed Requests for Academic Years 2017-22

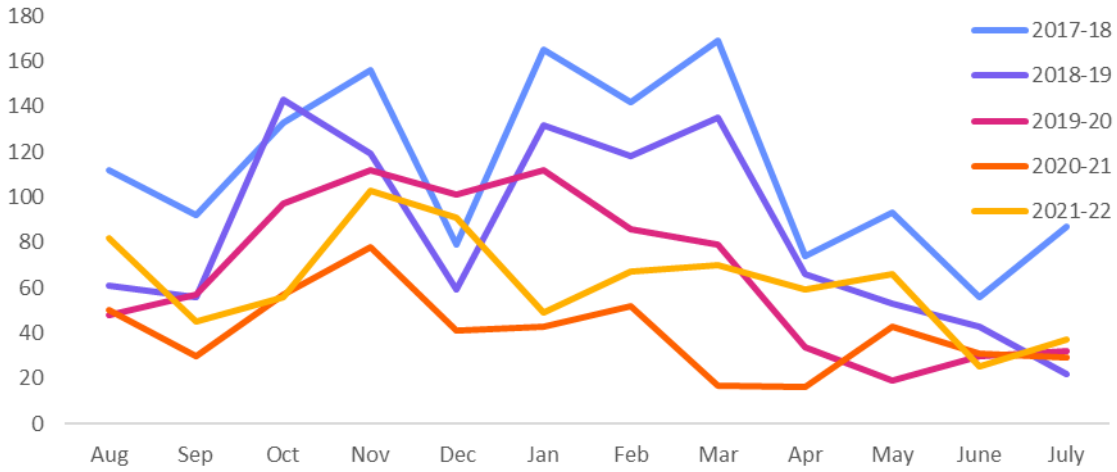


Figure 2: Completed Requests by Month for Academic Years 2017-2022

Requests were cancelled if the item was already available via our discovery system NELSON, the item was open access, it was a duplicate request, or we were unable to fulfil. The total number of requests that were cancelled are shown in Table 2. Cancelled requests by month are shown in Figure 3. The number of requests cancelled follows a similar pattern to those completed, with the highest number five years ago and the lowest number in 2020-21.

2017-18	2018-19	2019-20	2020-21	2021-22
387	283	220	153	215

Table 2: Cancelled Requests for Academic Years 2017-22

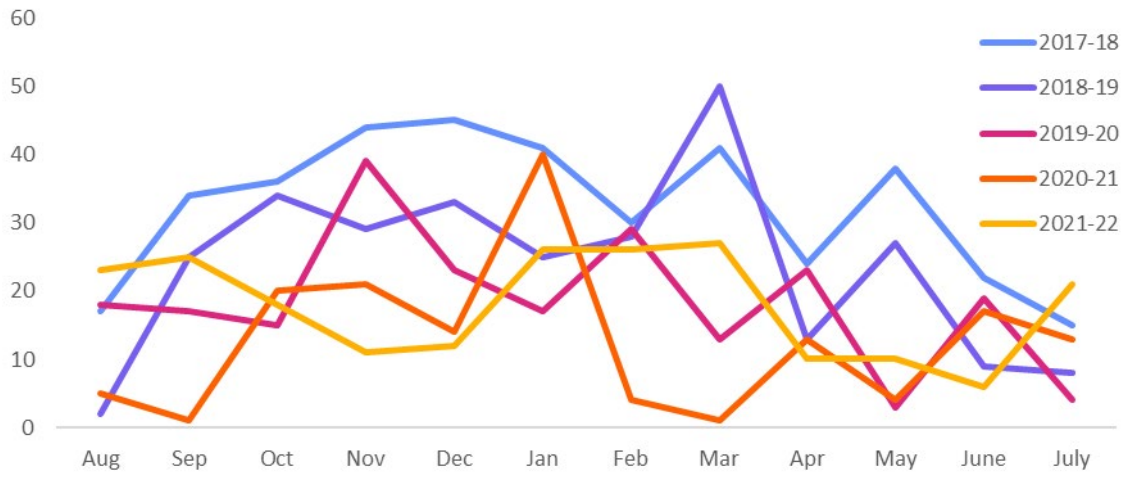


Figure 3: Cancelled Requests by Month for Academic Years 2017-22

5. Influencing Factors

While the figures clearly demonstrate a decrease in the number of ILL requests from our patrons, the figures cannot be considered in isolation. To understand these a bit more in our own context, I considered what the main influencing factors could be. There have been world events, changes at the university and within the library, which may all have had an impact on these results.

World Events

The most obvious world event which has impacted all ILL services is that of the COVID-19 pandemic. Like all organisations we had to temporarily suspend ILL requests for any physical items, but work continued from home on digital requests. Even when loaning of physical items resumed, not all libraries were able to return immediately to the usual level of service pre-pandemic, so the ability to request physical books was limited. The UON Academic Services team dealing with library acquisitions became more focussed on purchasing online content to enable students access to the resources they needed, when not able to be on campus. This was reflected in the ILL approach, where e-books were purchased when no physical item could be borrowed from another location. Inevitably, not all books exist in electronic form, which meant many requests, which would normally have been filled through the ILL process, could not be met. This is reflected in the dramatic drop in numbers for 2020-21.

University

The university itself is constantly evolving. In 2018 the university re-located its Park and Avenue campuses to a single site at Waterside, closer to Northampton town centre. The university library had already moved to purchasing e-first, so a large proportion of the collection could be accessed online. In the lead up to the move there was a focus on collections management within the library, completing a review of what print stock was required. More recently the faculties were re-structured moving from four to three more focussed areas and in 2021, the university introduced semesterisation.

The collections review enabled the library to ensure the most relevant content was available, which may have decreased the need for students to request resources not held by the library. The introduction of semesterisation is most likely to impact the peaks of requests throughout the year, rather than the number of requests.

Library

The collections review undertaken as part of the pre-move preparation took place alongside the use of newly introduced reading list software. Talis Aspire was introduced pre-2017-18, however, the use of its review function for collection management was not implemented until 2017-18. This new process enabled more accurate collection management, ensuring the specific resources required for each course were known and purchased if possible. Again, this more focussed approach may have reduced the need for resources the library does not already own.

Whilst considering how managing collections may have affected the number of ILL requests, there are also potential barriers to consider. For an ILL request to be made, the patron was required to provide their unique PIN as part of accessing the ILL request form. This was used for other university functionality as well, such as accessing printers, before the move to Waterside. After the move, the PIN was only required for limited functions, such as borrowing a laptop. The reduced use of the PIN saw an increase in emails to the ILL inbox asking how to access their PIN. Answering these queries did not always convert into ILL requests being made.

6. Summary

It is clear the number of ILL requests has decreased significantly over the last five years and a combination of the events described may have played its part in that.

There are all sorts of factors that can impact the delivery of an ILL service, some common to all and those unique to each organisation. Any change in those circumstances, however small, is likely to have some form of impact on services. While no definitive conclusions can be made, it is helpful to undertake this exploratory review as a starting point and then track what happens when further changes are made.

Since compiling the data for this review, the library has changed its library management system, implementing Alma mid-July 2022. From an ILL perspective there have been some changes to our processes, most notably removing the need to use a PIN to make an ILL request. Looking ahead it will be interesting to see how this change will impact these figures. Early indications are that it has had a significant impact on the number of requests. Something to explore further next year!

National Interlending Awards - Forum for Interlending and Information Delivery (FIL) Awards 2022

Second Year of the FIL Interlending Awards!

Help us to celebrate the amazing work within the field of Interlending. The categories are:

Innovation in Interlending: Still lots of changes and developments in our field. Have you tried someone new and amazing? Invented a new way of working? Let us know!

Interlending - Above and Beyond: We're looking for individuals or teams who have gone way beyond normal working practice to help another individual or an institution within interlending.
Interlending - Rarest or most Random: Have you tracked down the last copy in existence or supplied something to an unusual library? Now's your chance for your story to shine.
(Nominations for the above three categories should be for work done within the last 12 months).

Lifetime Achievement: We're looking to celebrate someone who within their working life has made a difference, year on year within Interlending. Is that you, or someone you know?

Nominations should be submitted via Beth Parry a member of the FIL Committee by 14 June 2022. They should be no more than 300 words and should clearly name the nominee and category. Individuals or teams may self-nominate or be nominated by colleagues. Winners will be announced on 29th June 2022 at Interlend 2022.

Recipients of the National Interlending Awards – Forum for Interlending and Information Delivery (FIL) Awards 2022

Compiled by Nicola Struthers - University of Northampton

Following on from last year's inaugural awards, we continued to celebrate the achievements and dedication of our fellow inter-library loan colleagues at FIL's Interlend 2022 event in June. This highlighted yet again, what a wonderfully helpful, friendly, and interesting community we work in. Congratulations to all!

Interlending Lifetime Achievement Award

Winner: Bernadette Gardiner, Maynooth University



Having previously contributed to the Inter-Library Loan (ILL) service at University College Dublin, 2022 marked Bernie's 25th year of delivering the ILL service at Maynooth University Library. Bernie was nominated by her library colleagues for consistently going above and beyond to satisfy staff and student requests, and requests from other libraries.

"Bernie's dedication to providing a quality customer service is exemplary…. this level of customer service is evidenced by the countless messages of appreciation Bernie receives, many referring to the speed and efficiency of the service, and her ability to track down material that is hard to find." Elizabeth Murphy, Assistant Librarian, General Collections & Finance, Maynooth University Library.

Through various social media outlets and working closely with colleagues, Bernie continues to share her knowledge and promote the ILL service, making sure everyone has access to the information they need. She was also instrumental in the implementation of a new library management system, Alma, in the middle of the pandemic. A long-time attendee at FIL conferences over the years, Bernie joined the FIL Committee in June 2019 and is currently the Editor of the FIL Journal.

Innovation in Interlending

Winner: Interlibrary Loans Review Team, Glucksman Library, University of Limerick

The Interlibrary Loans Review Team from the Glucksman Library, University of Limerick, was presented with the Innovation in Interlending Award having successfully implemented a more efficient and user-friendly ILL process.

A collaboration of librarians and library assistants from different departments - ILL, Reader Services, Electronic and Web Services - produced an informative and clear LibGuide providing instructions on how to make ILL requests. There was also work done on configuring Alma and Primo to allow searching beyond their catalogue for a faster fill time and sharing of resources with the RapidILL community. Most importantly they have increased the automation without losing the human touch.

Interlending: Above and Beyond

Winner: Tim Wright, University of Leeds



Tim Wright was rewarded for going above and beyond in assisting colleagues at the nearby University of Huddersfield, meeting with systems and ILL staff there, to help set up lending and borrowing in their new library management system, Alma.

Interlending: Rarest or Most Random

Winner: Will Grady, Manchester Metropolitan University

Will Grady took the prize for one of the most random requests when trying his very best to borrow an article about the Gin industry from the Office of the President of the United States.

The end of an era: saying goodbye to the last of the regional transport schemes

Judith Walton - Durham University Library



The Northern Region said a fond farewell to our regional van system in June 2022 and I wanted to share a few thoughts because it truly is an end of an era for ILL.

For those of you who are relatively new to interlending, you probably don't appreciate how the regional van used to form the backbone of the UK's inter-library loan service. When I joined Durham's ILL team in 1997 the regional van was going strong, connecting every library in the UK with a seamless delivery service. On my first day I was given my very own, newly printed, copy of the British Library's Directory of Library codes (yes in those days it was only available in hardcopy). For each library there was an entry with their BL code, address and other contact details as you're no doubt familiar, but in those days, it also provided details of which regional transport scheme individual libraries belonged to.

If I wanted to send a book to a library in Cornwall, all I had to do was parcel and address it, write the region code in bold red on the parcel (SW in Cornwall's case), and then pop the parcel into our orange crate. Parcels would be collected from each library twice a week, visiting half the region's libraries one day and catching the other half on the next. The van would travel around your local area, and in the case of the Yorkshire and Northern Regions, it would end its journey with a trip to Boston Spa every other day.

Books being returned to British Library would be placed into the crate without need for any address or parcel (see photo of our last ever collection above). When you consider



the number of books being shipped to British Library in our heyday something as simple as this must have saved an immense amount of staff time and effort over the years. Books being shipped to other libraries would be individually parcelled, making them easy to identify. Items for local region libraries would be delivered directly next time the route took the van past that particular library, and parcels for other regions would be forwarded on to that region's own van scheme for delivery. By this means a book could be sent from Durham to Cornwall via van within a few days. If parcels ever went adrift, then they would end up in another library. Being the helpful souls that we are, the book would be forwarded on to the correct library within a couple of days, and very little was ever lost or damaged. Weight wasn't an issue either. I remember borrowing vocal scores for music performances where we might need 120 copies of Handel's Messiah: this was only possible because we borrowed them through the van. As a means of transporting books, it was unparalleled for the time.

Sadly, like all things, the service has been the victim of financial cuts. In 1999/2000 the South West was the first of the regions to lose their regional van service due to budget cuts. Other regions stopped their services with little or no warning throughout 2001/2002 until only Yorkshire and the Northern Region were left. (I have to own up here that I didn't record in my ILL annual report when the Yorkshire regional van ceased operation, but the Northern Region has been the last man standing for a number of years now.) We nearly lost the Northern Region van in 2008 when MLA North

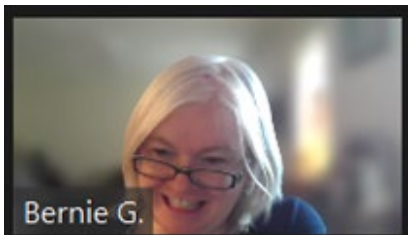
East withdrew its support, but at the last moment the running of the service was taken over by Newcastle Public Library and the transition was seamless. Being reasonably close to Boston Spa the remaining Yorkshire and Northern Regional van services were the last to go because libraries could continue to use them for returning British Library books.

ILL borrowing has been declining for years whilst at the same time service costs have spiralled, so the cost per item rocketed. The regional van had a social value for the local libraries, so the northern universities effectively subsidised the service for the benefits of the other libraries in the region. The COVID pandemic proved to be the final nail in the coffin. After ceasing physical operations during lockdown, libraries were slow to resume their inter-lending services and the number of items being transported round the region was at an all-time low, just as petrol prices went through the roof. Newcastle Public Library finally pulled the plug in 2022, emailing us in May to say that the service was no longer financially viable and that the last collection would run on 23rd June 2022. There were a few misty eyes at this announcement, but in truth we knew that the service had been running on borrowed time for a long while now.

In its day the regional van was a superb service, easy to use and completely in keeping with the spirit of co-operation that makes inter-library loans possible. The regular drivers gave the service that personal touch and it was lovely to see familiar faces week on week. For those of you who have never used the regional van it must seem like an odd thing to lament: the delivery man? Really? But not too long ago the regional vans formed the backbone of UK interlending. For those old hands like me seeing the last part of this once-great service finally stop, it does truly feel like the end of an era.

Exit Interviews from previous FIL Committee Members.

Questions posed by Bernadette Gardiner - Maynooth University Library – FIL Journal Editor



Natalie Guest – University of Reading



1. **Describe your role on the FIL Committee in one hundred words or less.**

   I was a co-opted member this year which meant I volunteered to attend committee meetings and help formulate plans for FIL events and speakers and did odd jobs to help with planning events.

2. **Describe your experience of being a member of the FIL Committee.**

   FIL is a lovely welcoming organisation – it's just nice to be with other people who understand the world of interlending which often colleagues at my own library don't! I always get loads of good tips from FIL committee members who are always so happy to explain things I don't understand and like to run events which will appeal to inter-lending practitioners in our membership.

3. **How long did you serve?**

   1 year this time – I didn't intend it to be so short, but my job role has changed so I needed to step down.

4. **Would you encourage other FIL members to consider joining the committee?**

   If you like FIL events then you should seriously consider joining the committee, because events only happen with a committee in place to organise them! It's not as scary as it might sound – lots of the committee have been members before and can explain how things work. It's lovely to have new people involved and bring ideas for events. Even though you may not think it there will be some aspect of Interlending that you are aware of which could help others! There is no requirement to speak at events unless you want to so don't let a worry about public speaking put you off – there are always little jobs in the background that you can help with to support events. The main benefit of joining the committee is getting to shape FIL events to topics that you want to find out more about and making great connections with colleagues in interlending at other libraries.

5. **Would you like to become a FIL Committee member again at any stage in the future?**

   Sadly, I'm no longer working in interlending so I don't think this would be possible in the near future, but if I ever go back into it then FIL would be my first point of call 😊

6. **What was the funniest or most memorable thing that happened to you during your time on the FIL committee?**

   There were a lot of laughs in the committee meetings, but I just can't think of anything specific to put in.

Jo Horsfall – Leeds Beckett University



1. **Describe your role on the FIL Committee in one hundred words or less.**
   I was responsible for keeping the web pages updated and posting on a variety of social media.

2. **Describe your experience of being a member of the FIL Committee.**
   A really enjoyable and informal way to be part of a well-established and worthwhile group.

3. **How long did you serve?**
   4 years

4. **Would you encourage other FIL members to consider joining the committee?**
   The contacts (and friends) you make, are invaluable. Everyone is very supportive so give it a go!

5. **Would you like to become a FIL Committee member again at any stage in the future?**
   Never say never 😊

6. **What was the funniest or most memorable thing that happened to you during your time on the FIL committee?**

   Following attendance at my first Interlend conference in Birmingham, I ended up on a train to Penzance by mistake rather than going up North (hence why online conferences do have some benefits for me!)

FIL social media and web platforms

Please consider following us on our social media platforms to help raise the profile of interlending and your own personal and Library profiles. Also, it's very useful for up-dates about future Forum for Interlending and Information Delivery (FIL) seminars and conferences.

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

FIL Twitter Account: @FIL_ILL

FIL Journal: https://forumforinterlending.org.uk/journal-archive/
Authors are responsible for the accuracy of statements and references in their articles.

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

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