

# Committee Meeting, 6 September 2007



**Present:** Rose Goodier, Gillian Wilson, Mike McGrath, Tracey Jackson, Peter Robinson,  
Marjory Lobban, Graham Titley, Joanne Findlay, Sarah Washford

## 1. Apologies

Carol Marshall, Alan Cooper

## 2. Minutes of Previous Meeting

Carol did check that accounts had been paid for Interlend 06 but was never asked to pursue a refund.

## 3. Matters Arising from Previous Minutes

No matters arising.

## 4. Financial Report

### a. Report from the Treasurer

The financial report was circulated by Carol to all committee members prior to the committee meeting. Of the 9 outstanding invoices, 8 were for new members so had only recently been sent. Only 5 invoices remain outstanding from the conference and if all invoices are paid we will have covered costs for the conference without making a profit which is the ideal situation. Other notable expenditures of 2007 so far are the IFLA conference, the ILDS conference, the newsletter and committee meeting expenses.

It was noted that there is a healthy net balance in the account. The committee felt that rather than having such a large net balance in the account this money should be used to provide more events or improve the quality of the events already on offer such as the annual conference. It was also noted that a small error was present on the report as it should read £450 under outstanding membership fees

### b. Vouchers for New Members

A proposal for vouchers for new members for reduced renewal was proposed as members joining as a result of the marketing campaign would receive less than 6 months membership for their first year's subscription. It was agreed that new members joining as a result of the campaign would receive a voucher offering a reduction on the following year's subscription when they renew.

**Action:** Carol to be asked to action this.

## 5. Membership

### a. Membership report

The current membership figure stands at 204. This is down on the previous figure as although we have had 12 new members, Carol has been chasing members who have not paid recent subscriptions and this has resulted in some cancellations of membership. The current figure is correct for all members who have paid their 2007 subscriptions. The 12 new members were a result of the marketing campaign and it was noted that the membership secretary has had a further number of enquiries as a result of this campaign. All new members were from academic libraries rather than public libraries.

The membership database is now completely up to date and will be forwarded to Gill to update on the website.

A new administrator is required for the FIL mailing lists as Nina has been doing this for quite some time after leaving the committee.

**Action:** Rose to take over administration of the FIL mailing lists.

### b. Recruitment Campaign

Mike has sent out 956 direct mail letters and we have had a 1.2% response in the form of new members. As we are still getting lots of enquiries it is hoped to hit 2% which would be average for this type of direct mail marketing. The campaign has also raised our profile in the library community. Total cost of the campaign was £554. We also now have a memory stick containing an excel database of members and non-members so that direct mail in future will have a foundation to work from.

The committee then discussed promotion ideas: our product is interlending and we should be responding to the MLA report when it comes out especially to chief librarians including public libraries. We could point out how similar schemes overseas have had a dramatic effect. Mike will draft a response letter from FIL to the MLA following the report as we need to have more of an advocacy role.

An advert in *Update* was suggested and Mike will investigate rates and possible design.

More events are also needed especially as we have finance to fund training days etc. It was suggested that Mike's direct mail letter also goes to the LIS-ILL mailing list to reach ILL practitioners.

**Action:** Mike to draft a response letter following the MLA report  
Mike to investigate rates and designs for an advert in *Update*  
Mike to send the direct mail letter to the LIS-ILL mailing list.

## 6. FIL Website

Work is ongoing to keep everything on the website up to date. The conference papers from the 2007 conference have now been uploaded.

Gill has produced a website calendar to cover when things need to be done to the website. It was agreed that nomination papers for the FIL committee would go on the website with information on how to join the committee. There will also be a plea for articles for the newsletter on the website with information on how to contribute.

Following feedback from the conference, a discussion forum for the website is under investigation. Gill and Sarah have offered to moderate a forum once it has been set up and the forum would be open to FIL members only. It was noted that the list of committee members on the website needs updating.

**Action:** Gill to circulate website calendar to committee  
Gill and Sarah to moderate forum on website  
Sarah to send list of committee members to Gill

## **7. Interlend 2007**

Tracey circulated evaluation forms from the 2007 conference to the committee prior to the meeting. It was particularly clear that halls of residence were not cleaned thoroughly and were not ready for occupation when delegates arrived. Delegates also commented on the breakfast which was very limited and poor.

The committee discussed whether we should continue to use halls and academic venues for the conference or investigate alternative conference venues. It was felt that alternatives should be considered for 2008. It was also agreed that a letter should be sent to Kings College London outlining the delegates' comments and our disappointment at the standard of accommodation with a specific request for comment from the conference office as we did not receive a response to our letter to University of Southampton last year.

All responses to the library tours were good or very good and people really appreciated the cost of tube travel to the libraries being covered by FIL. It was useful to have a venue with options for interesting library visits. Overall everything but the accommodation had a positive response despite the late promotion and organization of the conference.

There may be a need to move away from the public/academic split on workshops and have 2 sets of issue based workshops as the small number of delegates from public libraries in 2007 made these workshops less useful.

There were some comments on the relevance of speakers to the conference topic and the relevance of the topic to interlending but overall the response to speakers was very good.

The Thames boat trip also received a good response.

It was agreed that better planning and accommodation are the two things for the committee to take on board for next year's conference.

**Actions:** Rose to write a letter to Kings College London about the accommodation.

## 8. Interlend 2008

Following on from the comments about Interlend 2007 the committee discussed the venue for 2008.

It was considered that we should state, when booking, that inadequate levels of cleanliness will result in our withholding part of the fee if dealing with university accommodation again but the alternative could be a conference venue in Scotland or North of England such as a hotel.

It was agreed that the conference sub-committee would investigate venues and make the decision on behalf of the committee with input from the treasurer.

FIL could subsidise a more expensive venue so that fees are not affected by change of venue since the FIL bank balance is very healthy. We could also look at offering an option for people to have double rooms and bring their partners for an additional charge if a hotel venue was chosen.

The committee discussed the ideas for Interlend 2008 that had come out of this year's conference. It was decided that the working theme would be *Managing the Gateway: redefining interlending for the 21st century*.

Subjects may include: SED, e-signatures and licensing, copyright, marketing your services internally and externally, promoting interlending especially with financial constraints, direct delivery to end users, understanding organisational aims and visions and how our departments fit in, the role of the ILL librarian in the education of the user and communication of free resources.

Suggested speakers were:

Anthony Brewerton, University of Reading (marketing)

Tim Padfield (Digital rights, scanning and repositories) (scanning to distance learners etc)

Charles Oppenheim, Loughborough Uni (copyright issues and CLA scanning licences)

Phil Bradley (web 2.0 eg how services are looking to meet their users – speaker or workshop leader)

Robert Krall, University of Pennsylvania (trends in interlending and future of the service)

Dennis Massey, OCLC

Terry Kendrick (marketing masterclass or practical session)

Someone speaking on new technology – eg Paul Miller (Talis), Lorcan Dempsey (OCLC), Stephen Abram (SirsiDynix)

Someone from one of the countries already offering direct ILL to end users to speak about the practicalities of the MLA report

The venue and date were chosen as follows:

1st choice – Peebles Hotel Hydro

2nd choice – Edinburgh University

1st choice – 30th June – 2nd July

2nd choice – 7th July – 9th July

We will ask for quotes for 100 delegates (residential)

### **Conference Sub-Committee**

Marjory

Joanne

Sarah

Gill

Tracey

### **Conference Promotion Timetable**

The theme, dates and venue will be confirmed by the end of November along with most of the speakers.

There should be monthly updates to the FIL and LIS-ILL mailing lists to build interest.

### **Timetable**

It was agreed to stick to the timetable used for the 2007 conference with visits on Tuesday afternoon and workshops on Wednesday morning.

**Action:** Conference sub-committee to oversee planning and feedback to the committee

### **Website**

After discussion of how the conference would be promoted on the website it was queried why the website is hosted by CILIP as this can involve a wait before updates. FIL chose CILIP to host the website as they were considered reliable, it was free and the website is already organized. Although it is not possible for Gill to update the website immediately, information is usually updated quickly.

We could consider an Interlend website that could be separate from the main website and easily updated and contributed to. Committee to consider options for this.

*Update See <http://interlend.pbwiki.com> for the Interlend 2008 wiki that has been created.*

## **9. Future Events**

The FIL and LNW (Libraries North West) event at The John Rylands Library, Deansgate (Manchester) is planned for Wednesday 12 December. It will be a half day tour of the building including a close up look at some of the treasures and historical items that form the collection. There is space for 40 people in 2 groups of 20 and Deansgate are not charging us for this event so FIL and LNW will only have to cover the cost of refreshments. The event will be open to LNW and FIL members free of charge and will be advertised on both websites.

In 2008 there are possibilities for events in the East Midlands and South regions.

The provisional date for FIL at BLDSO in 2008 will be 14th March and there has been a request for an alternative to the library tour such as an additional speaker or workshop for people who have previously attended.

#### **10. Union Catalogues**

UnityUK are currently looking at ILL charging as they are hoping to offer a charging scheme within the UnityUK integrated ILL system. Information from the national and regional user groups is available on the UnityUK members' website.

#### **11. Article on FIL for CILIP Update**

It was agreed that article should be promotional and will make use of some of the material from the marketing campaign. It may also be a response to the upcoming MLA report on national interlending if appropriate.

#### **12. FIL Newsletter**

The next newsletter will contain articles from UnityUK and Talis and a report on Interlend 2007 by Helen Trollope.

Future newsletters will include an article from Betty Lowery and a 'What do they do all day?' from Marion Hesketh. It was requested that all committee members write a similar piece so they can be included in future. There may also be an article from IAML and one from Deansgate.

Next newsletter dates will hopefully be:

November 2007

Feb 2008

April 2008

The timetable of adding the newsletter to the website was discussed. It was agreed that the contents page should be freely available on publication but there should be an embargo on current issues for a year as these are part of the benefits for members.

#### **13. IFLA Report**

Rose attended the IFLA conference in Durban and is now secretary to the committee and also the newsletter editor. She will submit a report on the conference to the FIL committee. There are proposed changes to the iFLA voucher scheme under discussion such as placing an expiry date on the vouchers. Rose will keep the committee informed and pass the proposal to the FIL membership for feedback.

Next year's IFLA conference is in Quebec and there is a proposal for a pre-conference ILL session in Boston.

**Action:** Rose to circulate notes and report on IFLA committee and conference.

#### **14. CONARLS report**

Prior to the meeting, Gill had circulated the report from the AGM and the minutes of the previous CONARLS meeting. There was a further CONARLS meeting the day before this committee meeting and Gill reported on the items discussed. The MLA report on national interlending is due to be published soon and Gill will inform the committee as soon as this is available. CONARLS are also looking at the issue of ILL statistics, why they are collated and what they are used for in the regions still collecting them. There is a potential for CONARLS to provide a workshop at the FIL conference and Gill can circulate information prior to the next committee meeting via the CONARLS committee mailing list. It was agreed that information about IAML could be circulated on the FIL mailing list and vice versa.

**Action:** Gill to inform the committee when the MLA report has been published.

## **15. BL Report**

The BL report was circulated prior to the meeting.

The HE scanning service (HESS) is now available offering a scanning service for material for course packs to holders of a CLA HE Photocopying and Trial Scanning Licence.

*Update Further details available on the website at [www.bl.uk/reshelp/atyourdesk/docsupply/productsservices/hescanning](http://www.bl.uk/reshelp/atyourdesk/docsupply/productsservices/hescanning)*

All standard service requests can now be chased in 10 days rather than 14 days, this means that customer services can resend SED items without having to rescan them. It was also noted that Customer Services could only look up orders placed in the last 3 months so any queries need to be addressed promptly. This does not apply to requests on waiting lists or on order waiting lists.

A customer services review is in process, focusing on document supply, and conclusions will be made available to customers in due course.

## **16. Date and Place of Next Meeting**

The next meeting will be held on Wednesday 9th January 2008 at the BMI.

## **17. Any Other Business**

There was no other business.