

FIL

Forum for Interlending

CONTENTS

Chairman's report 1994-1995	1
The FIL Conference – an experience	2
1996 FIL Conference	5
FIL Constitution	5
W(h)ither Interlending Systems Workshop	5
Retiring Committee members	9
Unity puts the record straight	10
Unity in Hampshire	11
LINC Health Panel launched	12
Service with a standard – LASER's goals for interlending	14
Presentation 0 content 8 – a review	15
Signposts: a review	16
BSI joins FIL	16
Amendments to the theses survey	17
Project EARL (Electronic Access to Resources in Libraries)	17
The interlending of non-book materials	21
Sheffield Library workers dispute	22
What is FIL?	24
Membership	24
FIL membership	25
FIL Committee	26

Edited by Janet Moul

*Typeset at
Reading University Library*

*Printed by the British Library
Document Supply Centre*

NEWSLETTER

Issue 20

ISSN No 0966-2154

CHAIRMAN'S REPORT 1994-1995

It is the duty of the Chairman to give an account of the Committee's stewardship of affairs over the year. In so doing I can refer to many activities which have been reported in more detail in the FIL Newsletter:

- Our series of Workshops has continued with 'Exchange of Experience' workshops at Southampton University and the University of Central England (Birmingham); a Networking Experience Workshop at Warwick University; and a short series of 'Greenet' Workshops in London.
- Our Publications programme has seen the revision of the 'Charging Survey', an update of the guide to Thesis availability, and the preparation of the Kent database on subject collections.
- We have maintained and improved on our contacts with CONARLS and LINC, and established a good working relationship with LIBRIS/UNITY. All of which helps us to input views and comment reflecting the concerns of Interloans Librarians.
- Membership has increased over the year – perhaps a reflection of the new avenues tried by our Membership Secretary and Publicity Officer. We have also registered our membership records under the Data Protection Act.
- The Newsletter has moved production to Reading and a new format is in use. (We are told that there is more than enough copy submitted to fill several issues).
- Another title in our INTERLEND series has been produced and continues to sell.

All these tasks have been carried out, not by me, but by other members of the Committee. We are a TEAM; and we carry no passengers on FIL Committees.

So what has your Chairman been doing? I have been working primarily with our Committee Members to draw together ideas and activities and help make things work:

- The Treasurer and I have resettled the Accounts, rationalised them and brought them under firmer control. Forward planning and costings are more often used nowadays, and expenses are standardised where necessary. We hope to

leave things in good order.

- I have led discussions on the changes of the Constitution which have been undertaken via ICOM. If these are accepted we will become an 'Unincorporated Association' and FIL will find its position much more clearly defined (and I believe, more secure).
- My other main task has been to steer the work of the sub-committee in bringing together the Conference, here in Glasgow. If this works well, then thank Jill Evans for her hard work as Conference Organizer and Margaret Jasem as link person in Glasgow.
- Where there have been topics of interest or concern I have spoken out on your behalf (Electronic copyright and Local Government Review are some). I think the people who matter are beginning to take us all the more seriously now.
- Finally, I have to draw your attention to those Committee members who will be standing down this time:

Jane Sparks (Treasurer), Ann Illsley (Newsletter Editor), Jill Evans (Conference Organizer) and myself.

Also, two resignations have been reluctantly offered: Denise Lawrence (Vice-Chair and Interlend Editor) and Mark Perkins (Publicity). The former due to pressure of work and pregnancy, the latter is not pregnant but has seen the work piling up and decided to lighten the load.

I hope you will be able to replace all six of us and be prepared to carry forward the good name of FIL

Brian Else; (report given at AGM Glasgow July 1995)

THE FIL CONFERENCE — AN EXPERIENCE

I must confess that the FIL Conference, Glasgow, is the first conference I have ever been to, but I hope that it is not the last.

Thursday 13 July

I was filled with trepidation at the thought of being locked up with a bunch of inter-library loans librarians for three days but these concerns were soon dispelled on arrival at the Wolfson Conference Centre. Although a little hard to find, I soon discovered my room and returned to the foyer for registration and a chance to meet the rest of the delegates and speakers.

First of these speakers was Maurice Frankel from the Campaign for Freedom of Information who gave a very informative lecture, illustrating that sometimes it is nice to have your suspicions and cynicism about the Government confirmed.

A welcome break for tea followed, something I think we were all glad of as the lecture theatre was just a little too warm and comfortable. Tea offered us another chance to exchange views and experiences.

Next up, the two aspects of the Internet by John Lindsay and Chris Batt I think we would all agree that this proved probably to be the most lively of the lectures even if Mr Lindsay's use of scripture lost me a bit in translation.

Then time to eat, even if a little school dinnerish, pleasant enough.

Already knowing a little about the Internet, though certainly not being an expert, I decided to attend the Libris Unity demonstration and spent a very civilised hour in discussion whilst quaffing wine our hosts had so kindly provided.

Next on the timetable of events was the bar, as I understand, in true FIL tradition the main area of activity. Unfortunately disaster of disasters the bar didn't open until 9 pm — a crime!

Friday 14 July

I had opted to visit the Glasgow School of Art. In true Liverpoolian I can only say 'gob-smacking', it was a chance to visit the libraries of probably one of the best known schools of art, the high point of the visit to view the Mackintosh Library. Until now I can honestly say that I have never really understood other people's fascination with

his work, but having been to the school of art and soaked up the atmosphere (not having bought the tea towel though!) I am now a fan.

We then returned to the conference centre for lunch.

The afternoon session then began with a talk by John Lauder of the Scottish Microfilming Unit or at least it would have done if the fire alarm had not decided to trigger [this is the third time in four years we have had a fire alarm! – Ed.] and with true perfect timing the heavens opened just when the poor delegates had to evacuate the building. I fear the firemen thought we had all gone completely mad cheering as they arrived to check the building and turn the alarm off.

A less eventful talk was delivered by Peter Ainscough who discussed the possible developments of ILL transport schemes for which I'm sure he was truly thankful, and last off the blocks for that day was Andrew Braid who gave a very colourful and well illustrated talk about the electronic developments within British Library.

I then returned to my room to prepare for the conference dinner, grappling once more with the shower built for people who were obviously vertically challenged.

The conference dinner was a slightly more formal affair, though enjoyable free flowing wine, provided by Unity, aided the ambient atmosphere.

Saturday 15 July

The last day of the conference consisted of breakfast and for me the seven hours long journey home.

To sum up a very enjoyable, informative and worthwhile experience. Although most of us criticised the accommodation we must remember that it is the quality of the company that counts. Hoping to see you all again at the next FIL conference.

Erik Little, Users Services Librarian, University of Plymouth.

Reports of the visits to other libraries follow. The conference papers will be published in

due course.

Glasgow School of Art Library

When I chose this visit, I was aware that the School of Art had a distinguished history and that Charles Rennie Mackintosh was connected with it in some way. I thought this would be a good way to see one of the sights of Glasgow as well as visit an interesting library. I was not disappointed.

The school itself is built on a steep hill and we made for the main entrance. Here is the reason why the name of Charles Rennie Mackintosh is so linked to the school – as well as being a pupil here he also designed the building, and it is one of the finest examples of his work. We went in eagerly expecting great things. The porter told us that the library now has its main collections in a building over the road, so over we all went and sure enough found ourselves in a modern building where we were warmly welcomed by the Librarian.

The Library is situated in what had been a conference hall and exhibition area. At the entrance there are the Issue Desk and OPAC's, and a current serials area. A gallery has been inserted so the books run along the sides of the walls and in the gallery. At the far end is a raised stage – a legacy of the library's former use – and on this are more bookstacks. The Library has a very colourful and appealing feel, with a beautiful ceramic mosaic on the wall opposite the entrance. The Library has 60,000 volumes, which includes the bound volumes of serials. It subscribes to 270 current serials and holds 60,000 slides also.

The School of Art includes students doing Architecture and Design as well as all the visual arts. They are studio based subjects and this affects the library needs. Included in the book stock are many Exhibition Catalogues, since this is an important source of information for Art students. The Library uses the URICA system for its OPACs and I found this very easy to use. The catalogue includes separate categories for books, slides and videos, theses (Architecture only) and journals. I looked at the book option and was able to do a subject search for 'cats'. This not only gave the records for books about the care and welfare of cats but also those for

books about the representation of cats in art; I discovered that the Library had books of cartoons by Searle among others...

The Library has two CD-ROM workstations, though these are not yet networked. Plans are afoot for networking and the Library will be linked by SuperJANET via its parent institution, Glasgow University. One workstation contains Art Index while the other contains the Library's own database of press cuttings. Since the School was founded the Library has maintained a collection of press cuttings about members of the School, both staff and students. This is still maintained and the Library staff now scan relevant newspaper articles for loading onto the CD-Rom database. The process is very intensive of staff time, however it is worth while, as the database is heavily used by staff trying to help with enquiries about former members of staff and students.

After a good browse around the modern library (and coffee) we were taken across to the original library designed by Charles Rennie Mackintosh in the main building. This is still used to house special collections, rare books and back runs of some serials, so that it is still in use as a working library. I was amazed at the detail in the design and my overall impression was one of immense light alongside very dark wood. Windows run the length of one side of the library. The original light fittings with their beautiful colours fit the room perfectly. At first I was not sure whether I liked it or not, but as I wandered around looking at the different books and furniture, I grew to like it more and more. We came down the back staircase and past original Charles Rennie Mackintosh doors. Those for the Gents Cloakroom are particularly fine and I noticed that a photo of the detail from these is included in the 1996 Charles Rennie Mackintosh calendar on sale in the school's shop.

Altogether this was a very interesting visit, combining the chance to see a building of great architectural importance with the opportunity to see a library trying to meet the needs of its readers. It was fascinating to discuss the problems of the School and gain an insight into a very different library from the one where I work. Our thanks to the

Librarian for making this a very memorable part of the 1995 Conference.

Jean Bradford, University of Bristol Library

Yoker Youth Library

Yoker Youth Library was established in 1988 with financial support from the European regional development fund. It provides a much needed service for 12-25 year olds in Yoker and neighbouring parts of Glasgow, and the whole atmosphere of the library was radically different from anything any of us had come across before. When we arrived, a general knowledge quiz was underway, but apparently it's more usual to find chart music, chosen by the users, blasting from the stereo.

Indeed, perhaps the most striking feature of Yoker Youth Library is how user-led it is. A user group of approximately ten 12-19 year olds make suggestions for library stock and equipment and help to plan and run holiday activities. The library's users wanted a Sega Megadrive so one was purchased!

The rest of the stock is a mixture of the expected and unexpected. Teenage novels, bestsellers and non-fiction (almost all paperbacks) sit alongside graphic novels, videos and teen and music magazines. A significant chunk of the tape and CD collection is made up of hard-to-obtain, limited release rave music, another response to very specific requests from the library's users.

Another aspect of the collection which best illustrates the practical nature of the library is the 'Young Mums' section, a collection of books for babies and young children in an environment where the large number of young mothers in the area can come and feel comfortable. An up-to-the-minute database of local job and training information is also provided for the users to access.

In conclusion, it was refreshing for us to see young people being catered for in a way that suits them for once, and the whole ethos of the library was completely unpatronising. Losses from the library are very small because the users truly value the service which is being provided for them. However, it is interesting to note that, since the library came under the control of the local council

earlier this year, it's staffing has been cut back from a full-time equivalent of 5 to 3.5. Under this shadow, the future of this very valuable service will be watched with interest.

Claire Abson, Sheffield Hallam University Library

James Herriot Veterinary Library
Mary Lindsay and her staff made us very welcome with an informal chat over tea and coffee served in a splendid tartan teaset.

James Herriot was a former student of Glasgow University, and his death earlier this year occurred the day before the official opening of the library in its new and spacious premises over one of the Veterinary Hospital operating theatres. (The windows down one side of the library are kept closed because of smells-wafting up from the 'Animal Husbandry' section!)

The library offers a very personal service to staff, students and technicians on this isolated site on the outskirts of Glasgow

Miriam Robbins, Norfolk County Libraries

The Planning Exchange

A small group visited the Planning Exchange Information Unit in central Glasgow. The Unit specialises in information on economic development, urban and rural planning, housing and related topics.

The Planning Exchange is an independent and non-profit making organisation. Most of its funding comes from membership subscriptions and conference and seminar fees. There are currently 264 members including local authorities, government departments, universities, consultants, private sector and professional firms. Fourteen staff in the Information Unit provide services for members which include current awareness, document supply, book loans and database searching. Three hundred journals are scanned regularly. Abstracts of relevant articles and books are loaded on to the Unit's database which currently holds 45,000 items. Staff demonstrated the search facilities on this database and on the CD-ROM version of the Central Statistical Office's 'Social Trends'.

The visit was particularly useful for those working in organisations with an interest in urban and rural development.

Cathryn Ford, University of York Library

1996 FIL CONFERENCE

The 1996 FIL conference will be held on 11-13 July 1996 at the University of Kent at Canterbury. More details later.

FIL CONSTITUTION

At the Forum for Interlending Annual Conference held in July 1995, it was agreed that FIL should adopt a new constitution.

We now require the following information from members:

- Written notification of choice of representative
- Written consent for membership
- Confirmation and updating of details (FIL is registered under the Data Protection Act)
- Written resignation if you wish to cease membership

You will shortly be receiving a copy of the new constitution along with a form to complete. Your co-operation will be greatly appreciated.

Elaine Dean, Membership Secretary

W(H)ITHER INTERLENDING SYSTEMS WORKSHOP

LIBtech 95; 6 September 1995

The two main aims of this workshop were to compile a summary of the primary requirements for an inter-library loans management system and send a copy to systems suppliers and, to heighten awareness amongst the participants on what they require from a system. It was intended for interlending librarians rather than systems managers and

was designed to raise very specific and practical issues relating to the processes of interlibrary loan. The workshop was organised by FIL and chaired by Miriam Robbins, Norfolk County Council Library and Information Service, who is a member of the FIL committee. The session was led by Ann Wood, Head of Interlending and Document Supply at the University of East Anglia who has extensive experience in interlending and is involved in an electronic document delivery project in conjunction with the DSC. Ann is a member of the Sub-Group on electronic document delivery of the Follett Implementation Group on Information Technology (FIGIT) and is also a member of the FIL committee. Approximately 40 people attended the workshop including some systems suppliers who are members of FIL

WHAT DO WE WANT?

After Ann's outline of the aims of the workshop, small groups were set up and encouraged to brainstorm their requirements for an interlending system. Response from the groups was good and several points were raised. Ann then grouped these points together under the following headings:

Housekeeping

- The system should be simple and user friendly and should be able to carry out the following interlending functions:

Requesting (to include own OPAC check)

Receipting
Renewals
Overdues
Chasers
Cancellations
Statistics

- The system should have the capacity to handle at least 50- 100,000 ILL requests per annum.

Accounting

This was thought by most of the participants to be of major importance as libraries increasingly move towards an access rather than a holdings policy.

The specific points raised were as follows:

- Needs to be able to handle different forms of "currencies". For example, as well as BLDSC form numbers, the system should

provide the facility to use BSI numbers, Copyright Cleared form numbers and locally allocated numbers.

- Needs to be able to record differing charges made to users by different suppliers. There is reason to believe that the BLDSC flat rate charge may alter in the future.
- Should facilitate the use of funds for specific cost centre areas such as university faculties and departments within research institutes and companies.
- Should have an optional facility for users to check their own funds, either as individuals or as departments.
- Should be capable of integration with other accounting systems, such as the one for acquisitions.

Databases

Should be possible to link to other library catalogues and article databases, such as Uncover and Firstsearch.

Should be capable of importing data from above sources as well as CD ROMs and databases such as UNITY and VISCOUNT.

Standards

Should conform to appropriate standards such as Z.39.50. The point was made by one of the systems suppliers that the whole area of standards as they relate to interlending needs to be considered and it was suggested that FIL take up the issue.

Integration

It was considered vital that any interlending system be capable of being integrated into other systems with the library, e.g. OPAC, circulation control (for borrower records) and acquisitions.

DIFFERING NEEDS

In the discussion that followed, it became clear that different types of libraries have different needs. Few public libraries used an automated interlending system for example as compared to the majority of academic and special libraries. Also public libraries often combine interlending procedures with reservations whereas academic libraries have

separate systems for each activity. Academic and special libraries place more emphasis on individual document supply whereas public libraries are more interested in the traditional lending of books.

For this reason it was suggested that it may be helpful for suppliers to target users or provide options for various functions so that they can be "turned on or off" depending on the needs of the particular library.

WHAT SYSTEMS ARE IN USE?

At this stage a quick poll of the group revealed the systems being used currently and some of their good and bad points.

Below is a list of the systems with brief comments made by participants:

UNICORN

This is the system designed primarily for the US market which has been specially customised for the library at Glaxo. Features include compatibility with ARTTel and a facility for loading records onto the OPAC.

AIM

Developed at De Montfort University AIM is still being supplied though, according to the user, support is now a problem. The system can be customised for individual needs. Datatrek/Dawson market another version of AIM but have not yet produced a new release.

UNITY

This is used mainly by public libraries and is a locating tool rather than a management system. It is intended that an interlending system will be developed but the funding is not currently available. A link to ARTTel 2 is available and e-mail is currently being tested.

VISCOUNT

Again, mostly used in public libraries, VISCOUNT is a database with locations and a messaging system for interlending. The user at the workshop reported that the system works very well for them. The representative from LASER, the provider of the VISCOUNT system, showed a willingness to respond to demand for a management system to be

added.

DYNIX

It was reported that, despite indications that an interlending system would be developed, Dynix did not currently have one up and running.

LIBERTAS

Supplied by SLS, this was reported to be the only true integrated interlending system on the market.

LANCASTER

Mostly used in academic libraries (77 currently using the system). Thought to be a very good management system by its users. The main disadvantages are the poor support (only one person currently available, though the system supplier reported that this will be increased to two in the near future) and its inability to be integrated with other in-house systems.

BLCMP (BLS_ILL)

BLS-ILL is in both academic and public libraries. It has the major advantage of being attached to a database of over 50 libraries' holdings plus BNB, DSC and BBIP from which interlending records can be imported. The support and training are good and particularly appreciated is the involvement of user groups in decision-making. The main disadvantage of the system is that it is not very user friendly and little on-screen help is provided. A new system is being developed by BLCMP next year.

GENERAL COMMENTS

In conclusion, it was considered of great importance for a supplier to provide technical support to users along with a good training package. User groups were also considered to be important especially if consulted by the supplier when making changes or developing new systems. A help desk and /or on-screen help is desirable as is the provision of practical and easy-to-use documentation.

General comments about the supplier/ Interlending librarian relationship included the difficulty interlending staff have in getting their views across, particularly as they are usually channelled through senior managers. Systems suppliers commented

that interlending staff are not demanding enough and should not hesitate to make their needs known. It was noted that suppliers do not seem to be addressing the issue of access rather than holdings which moves interlending from a peripheral activity to a mainstream one. The absence of interlending from most suppliers list of functions seems to indicate a view that interlending is still regarded as unimportant.

FUTURE REQUIREMENTS

Once more the participants split into smaller groups, this time to consider what features they would like to see in an interlending system of the future.

The following points were made:

- Interlending will have died and the virtual library will have taken its place. Documents will be available electronically.
- There will be much more end user involvement, both in identifying material and ordering it. Delivery to the end user will be an important feature of interlending systems, copyright permitting.
- There will be an increasing number of electronic databases of articles which can be easily downloaded to the user's desktop. **Electronic document delivery will be a very important feature.**
- Multiple options for users will be important, probably the facility to advise on which is the cheapest/quickest supplier of a particular document and including options for method of payment. Automatic routing to the most cost effective supplier would be a useful function.
- Increasingly academic, government, company and other special libraries are devolving responsibility for interlending budgets to departments, schools, faculties, etc. and so user friendly systems will be important.
- Management information is becoming more important as budgets are squeezed and libraries need to be accountable for their spending.

- More communication with suppliers other than the BLDSC will become important as competition for document supply increases.
- Better access to other databases and source of location information will become more important as more reliance is placed on alternative suppliers to BLDSC.

COPYRIGHT

It was clear throughout the session that copyright will be a major issue and, although suppliers of interlending systems can do little to alter the law, it was felt that they should be aware of how future changes currently being negotiated in the profession could affect the provision of interlending systems. The representative from BLDSC confirmed that they were still in negotiation with publishers and it seems likely that separate agreements will have to be made with different publishers. The issue of journals publishers taking control of document supply was raised and it was agreed that this was a very real possibility and was to some extent already happening.

Another problem related to copyright is the demand, by end users, to place their interlending requests by e-mail. At present there is no recognised way to send an "electronic" signature that is acceptable under copyright legislation, but systems should be designed to accommodate such a development.

CONCLUSIONS

The Workshop proved to be very useful, both to those already using an interlending package and those still shopping around. The wide-ranging discussion covered the needs of all sectors, academic, public and special. It helped focus current needs and future priorities and at the same time gave practical guidance and information. No attempt was made to analyse the positive and negative features of individual systems. This was not the purpose of the Workshop and, in any case, has been done elsewhere.

Elaine Dean, Ann Wood, Miriam Robbins

RETIRING COMMITTEE MEMBERS

Serving FIL as Secretary and Chairman

As I reported to the General Meeting, everyone on the FIL Committee has a job to do. From my very first attendance at a Committee Meeting I was given the job as Secretary – a post I held for 3 consecutive years. There was no fore-warning, no preparation, so I was uncertain as to the full scope of the job. In the event, it can be as much or as little as you care to make it.

(Nowadays, we have adopted the practice of taking soundings and assigning portfolios in advance of the first Committee meeting so that everyone comes prepared to take on a role, and is ready to act straightaway).

Officially the Secretary takes the minutes at the meetings, prepares the venue and arrangements for future meetings (in co-operation with whoever is the 'host'), assists the Chair with correspondence (often sharing the drafting and typing of the letters, background reports, etc), prepares papers for the AGM and undertakes all mailings in respect of it once a year, designs, purchases or produces necessary stationery (letterheads, FIL folders, address labels, badges, etc.).

In addition the Secretary can assist other officers with workshops, publicity, membership matters and Conference arrangements. As a signatory to the accounts s/he should also process payments as presented by the Treasurer. On occasion, the Secretary may also act as an ambassador for FIL at meetings with other library bodies, eg. BLDSC, LASER, UNITY.

As Chairman, during my last year of office, I found myself conducting and guiding Committee meetings from the front (rather than steering them from the side, as any good Secretary does). This is where my training at trade union meetings came to good use, since I already knew the theory, and also I had actually devised and run training courses on public speaking and chairmanship. (The skill is not to dominate the gathering, but to draw in all other officers into the discussion and steer them to a joint conclusion).

Over time, you begin to appreciate other officers qualities and contributions, and provide room for them to develop their skills. We always work as a team of equals, and this is the continuing strength of FIL.

From the Chair I was still active in compiling reports and dealing with correspondence (with the Secretary), or assisting with publicity and membership.

I also undertook to steer the FIL constitution to a new revision in time for the SGM at Glasgow, and I led the team working on the Conference preparations for Interlend '95. The latter is particularly uncertain territory, because whatever has gone before – and we now have our own guidebook on the subject: "Conferences: guidelines for organising a conference", (available from FIL publications) – **your** conference will be different; themes have to be selected early, speakers approached and invited, timetables produced, accommodation and facilities have to be inspected, and contact made with the site Conference Secretaries, publicity has to be devised, numbers assessed, deposits paid – and then you really start! This is where a good Booking Officer is invaluable!

Work doesn't end at the conference programme. There are bills to pay, letters of thanks to write, papers and presentations to collect in, and even a series of Proceedings to edit (and I actually undertook this one year after Interlend'92).

Working for FIL means developing a whole range of useful skills, and working with a group of people with different characters and personal attributes. I have made some good friends over the years, and I trust we will stay in touch.

It has been very rewarding, if at times fraught, and I have enjoyed my time with my fellows on the Committee. To any member considering involvement with FIL I would say – go ahead and give it a try and good luck!

Brian Else, Wakefield Public Libraries.

Publicity Officer

I have been a member of the national Committee for 3 1/2 years. initially as an ex-

officio member, then as Publicity Officer. While the work has been hard, it has also been very rewarding. From trying to work out what the role of Publicity Officer should be, things have moved on to the point where it seems that I've been involved in every aspect. Flyers for workshops and conferences; advertisements and sponsorship for annual conferences; publicising and selling/distributing FIL's increasing output are just some of the regular duties. We have also moved onto the internet with an entry on BUBL (Bulletin Board for Libraries), strong input into LIS-ILL, the interloans electronic mailing list and plans are afoot to put up our own World Wide Web homepage. Organising the 1994 Conference and editing the 1993 proceedings were a baptism of fire, which highlighted the most memorable aspect of being on the committee - the advice, support and friendship of the other committee members, without whom neither would have been so successful. While I am sorry to have to resign due to membership of other national committees (due in no small part to FIL), I feel confident that the new committee will take FIL from strength to strength and we can look forward to further growth, both in size and reputation.

Mark Perkins, Overseas Development Institute

UNITY PUTS THE RECORD STRAIGHT

Since the Unity system arrived on the interlending and co-operation scene in early 1994 and was swiftly taken up by eight of the ten regional/national library systems many questions have been asked. Not only "What is Unity?" and "How does it work?", but more pointed questions. It is time to put the record straight.

Why do we need two union catalogue systems?

The regional/national systems which have chosen Unity did so because it fulfils their need for a current database of bibliographic records attached to locations which is easily and quickly searchable with minimal training. It's simple - just follow the instructions on the screen and keyboard.

Unity also has the capacity to handle other types of material - serials, music scores,

audio-visual, newspapers and special datasets such as Share the Vision for people who are visually impaired.

The powerful software developed by LiBriS Computing Ltd of Berwick-on-Tweed has enabled us to establish an efficient and cost-effective union catalogue to facilitate interlending and assist our member libraries to provide quality service to their readers. It's flexible and fun to use.

LiBriS listen carefully to their customers and we are all closely involved in the development of the system.

Isn't this the breakup of the national network?

The national network has never existed in terms of a national union database for inter-library lending. At best it only ever provided partial coverage for UK and did not include Ireland. Less than 18 months into its development, the unique and imaginative features of Unity have resulted in a greater take-up by regional/national library systems and their member libraries than any previous system. At the time of writing Unity is in use in the following regional/national HQ's:

- British Library
- East Midlands Regional Library System
- Information North
- National Library of Scotland Lending Services
- North Western Regional Library System
- South Western Regional Library System
- Yorkshire & Humberside Joint Library Services

Within 6 months of Unity becoming widely available, over 35 member libraries in the regions have purchased their own Unity PCs.

The Irish Library Council's ISBN and locations data for both the Republic and Northern Ireland is loaded on Unity and Wales Regional Library System has given permission to load in principle.

Negotiations with West Midlands Regional Library System are taking place regarding reciprocal access to data.

Aren't regional library systems supposed to co-operate with one another?

Unity is a truly co-operative venture. The participating regional/national systems meet frequently and regularly together to take the development forward. Regional managers bring feedback from their user groups to the Unity Design Group which is driving the development forward and LiBRiS Computing implement the changes required by the Unity participants. The Unity Policy Group oversees strategic matters. We look forward to making the data available in the future to non-participating regions on a reciprocal basis.

What is Unity?

- Unity is a database of 6.8 million records based on the BNB dataset and BLDSC monographs, serials and conference proceedings. Agreement has been reached recently to add further datasets: HMSO Books, SRIS, H & SS and Bowker-Saur Music Catalogue.
- Locations were added to the bibliographic records using information on the regional/national systems' ISBN fiche, and are now regularly updated with location changes provided by regional/national systems from their member libraries.
- There is a rolling programme to add members libraries' automated catalogues to the datasets, matching and merging the records. When the automated catalogues are added the locations are validated.
- Records are stored on a large capacity PC or may be loaded into an existing PC network. A number of bespoke Unity networks have been installed. There is capacity for more than 25 million bibliographic records covering all types of material and any number of locations.
- Searching strategies are user-friendly with the ability to search on author, keyword in title, subject and book numbers. Combined searches may also be carried out, e.g. author surname with keywords in title.
- LiBRiS Computing's powerful search engine provides a fast response even with the large amounts of data stored.

- E-mail, messaging and connection to ARTTel are currently being tested by some of the Unity participants and will be available shortly.
- Stock updates will be notified by electronic means, diskette or other media preferred by member libraries.
- An Interlibrary Loan Management package has been specified in the current phase of development.

UNITY is:

User-friendly
National
Information
Tailored by
You

For further information contact your regional/national library system or LiBRiS Computing Ltd. 8 The Chandlery, Quayside, Berwick-on-Tweed, TD15 1HE. Tel 01289-331267 Fax 01289-303851 e-mail libris@libris.co.uk

Joan Unsworth and Bridget Powell

Joan Unsworth is Company Secretary of the North Western Regional Library System, Central Library, St. Peter's Square, Manchester M2 5PD tel 0161-234-1947 fax 0161-234-1963

Bridget Powell is the Librarian - in Charge of the South Western Regional Library System, Central Library, College Green, Bristol BS1 5TL tel 0117-927-3962 fax 0117-923-0216

UNITY IN HAMPSHIRE

Here in Hampshire County Library, we looked forward to the launch of UNITY last year with eagerness. Many of us had seen demos and been greatly impressed. We expected this system to facilitate our work and that we would enjoy using it, and by and large our expectations have been met.

There is general agreement on its user-friendliness. Both keyboard and screen encourage use. The sight of the colourful keyboard labelled with simple terms invites people to have a go. It is also clear what to do from what is displayed on the screen.

Newcomers to the system have been known to start using it without guidance, whilst waiting for a member of staff to come and demonstrate it. Also the screen is very kind to the eyes, and long sessions are possible without discomfort.

Our bibliographical team find it an extremely useful tool for tracing items. Search is possible in all ways that are needed - author, title, ISBN, subject and combinations of different terms. It is estimated that at least 70% of our requests are traced using this system. It is often possible to track down an item even when very little information has been provided. It is useful also for subject searching, but with limitations, as books on the same subject have sometimes been indexed with different "key phrases". One advantage is that searches can be narrowed down by using a lot of terms, and the categories option also permits searches to be refined.

On the down side, for simple titles the system will come up with too much information that is not practically searchable. Also, not all data has merged correctly, and although this problem has been alleviated as the system has been updated, BL details may still appear separately from other locations. Another disadvantage at present, is that it is not possible to print from every screen, for example, it is not possible to print the initial list of titles selected by the system. It would be useful to be able to do this, so that in certain cases, the reader could choose from a selection of material.

The category search is a particularly useful strategy to assist our Music Department to trace their requested items, and they find and obtain a lot of material as a result. Music is particularly difficult to deal with as there are so many different types of score. It is still not always clear whether the correct match has been found, and there is clearly a need for cataloguing information to be as uniform as possible. The biggest disadvantage with music is that recorded music is included and it is not possible to tell from the information on the first screen whether it is a recording or a score.

In Interlending we find access to so many locations for many items extremely useful.

Far fewer requests have to be sent to BL for assistance in tracing locations than ever before, and our borrowing from regions outside our own is on the increase. We have a link to ARTTel on the system. We have been testing this and LIBRIS staff have been working on refining it as a result of our comments. We have the ADD ADDRESS facility on the current version but an address has to be typed for each individual request. With the next update due shortly, not only will we be able to use one address for a whole file of requests but will be able to select addresses already on the system rather than type them in. We hope to go "live" with ARTTel once we have this update and expect supply of BL items to be quicker as a result of using it. The big advantage of using the link on UNITY of course is that we do not need to use separate software. It is all there for us and easy to use.

We are also finding a much greater demand on our resources since more organizations are using UNITY. Our statistics show that we have supplied over 50% more items so far this financial year. Last month, lending exceeded borrowing for the first time ever. Despite staff collapsing in a heap, we do see this as a positive sign, and further proof of the success of the system. As more organizations have their full catalogue loaded onto the system, we expect the pressure on ourselves to be alleviated somewhat. For the future we expect to see first of all the system printing our request forms, then direct messaging to other members, and eventually we hope to have an entire ILL's management package available on the system.

Our general feelings on the UNITY system is that it is an excellent bibliographical search tool providing information on locations so that borrowing can immediately follow, which is continually being improved and updated.

*Kathryn Durrans, Interlending Librarian,
Hampshire County Library*

LINC HEALTH PANEL LAUNCHED

The health information community moved a significant step closer to speaking with one voice with the launch of the LINC HEALTH

PANEL at the Wellcome Institute on July 17th 1995. Over fifty representatives of a wide range of organizations active in the various sectors involved in health information attended.

Dr. Gill Burrington, Past President of the Library Association and a Non-Executive Director in the National Health Service, chaired the launch. She underlined the need for a higher profile for librarians and library and information services. "The more recognition we have, the greater the resources and the greater benefit to people who need healthcare," she said. "The purpose of the PANEL is to achieve that."

Roy Collis, Vice-Chair of LINC and County Librarian of Buckinghamshire, outlined LINC's involvement with the establishment of the HEALTH PANEL. "As an organization with a cross-sectoral, British Isles-wide, remit LINC has an interest in the development of a national healthcare information strategy," he said. "As an action-based co-operative organization, we have been able to provide a framework, resources, experience and the facilitating skills of our Secretariat in the development of the PANEL."

Michael Carmel, Director of Library Services, South Thames(West) and Chair of the Committee which worked to establish the HEALTH PANEL, outlined the process which began in 1989 and led to the launch. Key points along the way were the seminars on health information issues chaired by Baroness Cumberlege in 1992 and 1993 and the appointment of Margaret Haines as NHS Library Adviser for England in early 1995. "The essential problem remains the same as it was in 1989," he said: "How to co-ordinate this very rich and complex national resource and how to achieve the profile to manage it." He described the establishment of the PANEL as "a landmark."

Matthew Evans, Chair of the Library and Information Commission, which is to advise Government Departments on library and information issues, welcomed the establishment of the LINC HEALTH PANEL. He drew an analogy between the PANEL and the Commission in that the role of both was to enable a variety of sectors to "speak with one voice." He pointed out that the PANEL's

aim "to encourage partnerships, compatible policies and resource sharing among all library services," could be adopted by the Commission as a statement of intent.

Baroness Cumberlege, Parliamentary Under Secretary of State (Lords), sent congratulations on the launch. Referring to the seminars with which she was associated, she wrote: "The seminars made several recommendations including improving the quality of information resources, making them more widely available over electronic networks, and sharing good practice in information management. This requires the co-operation of all sectors concerned with health information and leadership from the library and information community. With the establishment of the LINC HEALTH PANEL, you have made considerable progress towards this goal."

Professor Charles Easmon, Director of Education and Training, North Thames RHA, also wrote a letter of welcome. "The relationship between the NHS and the higher education sector is central to a wide range of educational and other issues including research and development and interaction between electronic networks," he wrote. "The setting up of the LINC HEALTH PANEL to find ways forward and develop collaborative solutions in partnership is a welcome step and I wish the PANEL every success in its work."

LINC HEALTH PANEL is a membership organization with two categories of membership: Foundation and Subscribing.

Five leading organizations have agreed to become Foundation Members, each contributing £1000 in the first year in order to establish the PANEL. They are: Library Association (LA), British Library (BL), SCONUL(Standing Conference of National and University Libraries), University Medical Schools Library Group and the NHS Regional Librarians Group (NHSRLG). Other organizations, large and small, from individual libraries to substantial networks, are encouraged to join the PANEL as Subscribing Members at a subscription rate of £50.

The launch was followed by an Open Forum

and an Inaugural General Meeting of the HEALTH PANEL at which a Provisional Constitution was considered and the next steps were agreed: the five Foundation Members would meet with the single task of organizing a postal election to the PANEL Executive Committee and its Officer posts. It was hoped that the first meeting of the HEALTH PANEL, which would adopt the revised Constitution, would be held before the end of 1995.

*Further information from Michael Carmel
01483-37270 or Roy Collis 01296-383108*

SERVICE WITH A STANDARD — LASER'S GOALS FOR INTERLENDING

"Feel the quality AND the width of our services" is LASER's challenge to those looking at the field of library co-operation and, indeed, to the library world at large. A strong commitment to a varied programme of networking projects bears witness to the breadth of LASER's interests and involvement in the information world of the future. Together with this forward-looking programme goes an equal concern on LASER's part to maintain a high quality in its long-established services which form the foundations upon which the ultimate success of any newer structures depends. The process of reviewing the day-to-day interlending service - its resources, problems and possibilities - was begun in December, 1993 when a general meeting of ILL Assistants was held at LASER HQ in Wapping. The number of topics raised and the amount of discussion ensuing soon revealed a need for further meetings and led to a call for volunteers to serve on a working group dealing with ILL standards within LASER.

Owing to the machinations of British Rail throughout the summer of 1994 the newly-formed group was not able to hold its first meeting until Nov.9th, 1994 when the operations of Viscount, LASER's database, which had been a major topic at the December meeting, continued to furnish key issues for debate. The group sought to establish standards for the frequency of downloading requests, and for the length of time allowed both in responding to requests and in using

the chase option to follow-up a delayed reply. The definition of response codes and the arrangements for the temporary suspension of sites experiencing difficulties were among other matters discussed. Minimum standards of bibliographical checking by LASER-libraries and the use of the special collections for both fiction and non-fiction were among the non-Viscount matters raised, as was the question of a minimum charge for replacing lost items. Much valuable ground had been covered at this meeting and its minutes were put before the LASER Advisory Panel on Jan. 18th, 1995 when almost all the proposals were approved without amendment. The minutes were then circulated to all interested parties within LASER.

On Apr. 26th, 1995 the ILL Standards Working Group met again to confirm formally the decisions made in November. Three classes of standards had been established - Mandatory, Recommended and Optional. Among the mandatory requirements was one for downloading (two downloads of incoming requests from Mon. to Fri. as a minimum, though one download on each working day was a recommendation). Also mandatory was the need to respond to eighty per cent of requests within five days, and for a minimum amount of bibliographical checking to be carried out by LASER libraries before sending requests. Other requirements in this class included the training of staff to substitute for absent ILL staff and the setting of a minimum charge for replacing lost items. Recommendations included those on the use of the chase option (the requesting library to wait ten days before chasing or moving on) and on the maximum period of suspension for each library within a year (not more than one month). Length of request rotas and decisions to lend were classed as optional. The group also considered what measures could be taken to enforce the standards, though at this stage no firm conclusions were reached.

At a meeting on Jun 7th, 1995 when the finalised standards were presented, the LASER Advisory Panel suggested that the Working Group should compare their standard on response times to the figures in the ILL statistics taken from Viscount which show present performance in responding,

and, having established a realistic average, should then work towards a general improvement throughout LASER.

This matter will form part of the business of the Working Group when they meet again on Aug.31st,1995. Another important topic will be the implementation and enforcing of the standards and how this is to be achieved. One part of this may consist of a review at the end of one year to assess to what extent the libraries in LASER are reaching the levels required. The group's completed work will go before the LASER Board and then to the Annual General Meeting in due course for acceptance there.

It is hoped that the finalised standards will prove to be a useful and practical framework for interlending and that the overall result will be an improved service from LASER, locally, and throughout the UK and beyond.

Yvonne Puttee, Client Services, LASER

PRESENTATION 0 CONTENT 8 — A REVIEW

THE APT REVIEW: A REVIEW OF LIBRARY AND INFORMATION CO-OPERATION IN THE UK AND REPUBLIC OF IRELAND FOR THE LIBRARY AND INFORMATION CO-OPERATION COUNCIL. 1995 (BRITISH LIBRARY R & D REPORT 6212). ISBN 1 873753 06 3. £14.95

Given my ego (and the fact that I was reviewing this for the FIL Newsletter) the first section I checked out was Appendix 5.2 - the organisational report on FIL. Perhaps an error, as the factual mistakes (FIL was founded in Coventry, not Birmingham, and university libraries are on the FIL National Committee as elected members not observers) may have prejudiced my reading of the rest of the report.

The remit of the study was a review of the current state of the art, organisations involved in, benefits of, charging mechanisms for - co-operation - and the use of public libraries by academics.

(Co-operation being defined so as to exclude

one sided or purely commercial relationships).

Interlibrary loans and transport schemes were found to be the most developed area of co-operation, although the reliance on BLDSC due to time and cost factors belies true interlibrary co-operation even in this field. Union catalogues co-operation was seen as varied and uneven - the old problem of updates! Collaborative acquisition was seen as poorly developed due to analytical and organisational complexities.

Co-operation was found to be more enthusiastically supported than actually implemented. The reason for this is seen to be librarianship's ethos and the marginal utility of interlibrary co-operation in meeting the vast majority of end user requirements. Though the connection between the ethos of service to users and co-operative ethos seems to have been missed.

The report calls for charges between libraries not only to be transparent but for charging institutions also to justify the level of the charges imposed so that interlibrary co-operation is seen to be mutually advantageous. The report sees the principal concern about charging being that of charging end users; while I agree with the reports view that end user charging is unwelcome due to the idea of information as a "common good", I do not agree that this is the principal (or immediate) concern about charging.

Differential charges for end users I find less problematic than the increase in differential charging between libraries. The report does not address this area and its implications for the administration of interlibrary co-operation. Single level interlibrary charges lower transaction costs overall, as was recognised years ago leading to the introduction of the BLDSC voucher scheme, and, more recently, the launch of the IFLA voucher.

The report places great emphasis on the "Information Society". A major criticism is that the library and information sector do not recognise the speed of change in information provision due to new technologies. This criticism is especially levelled at Public Libraries, who are warned that they will become an anachronism if they do not

quickly make electronic media part of their core service. A major problem with this section of the report is that the authors have uncritically taken on the idea of the "Information Society". For example, the European Commission's "Bangemann Report", which sees information purely as a commodity, is the main reference point. Information is seen as an end, not as a means - thus the idea of a "knowledge based economy" and information as an "important determinant of the quality of life".

(Ever tried eating information?). This limits their vision of the future to easy access to digitised information (eg. video on demand) rather than the possibility of easy, uncensored, end user communication including end user as publisher. The report rightly picks up on the increasing use of public libraries by students & staff from the academic sector. However the recommendations in this area do not address the root cause - underfunding.

The report also recommends improvements to the organisational infrastructure of co-operation. The overlaps between organisations should be addressed without diminishing the current cross fertilisation of ideas and policy. The communication between members and national bodies should be more two way rather than top down: given the reviews view of information technology they unsurprisingly omit the possibilities here - an area FIL is already active in via BUBL (Bulletin Board for Libraries) and LIS-ILL electronic mailing list. The idea of hyperlibraries is replaced by the review with the strengthening of regional library systems, which they recognise will require further resources (from somewhere!)

While the document is full of interesting results and analyses the presentation is fragmented with the Executive Summary being superficial with the real issues/results being buried in the main document. This is a great pity as after I had passed beyond the Executive Summary, Appendices and Recommendations I found the report interesting, stimulating and thought provoking.

*Mark Perkins, Overseas Development Institute,
31 August 1995*

SIGNPOSTS: A REVIEW

SIGNPOSTS: helping public libraries meet the demand for materials in languages other than English. Compiled and edited by the LinguaLinc Steering Group on behalf of LINC. Birmingham, WMRLS, 1995. ISBN 0952123932

In our cosmopolitan society public libraries are being asked to satisfy an increasing demand for foreign language materials. This can only be achieved by sharing resources, and LinguaLinc has been set up as a network of co-operating organisations working within this field. This booklet has been produced in an attempt to guide the public librarian to an appropriate source for this kind of support.

The guide is simply laid out and easy to use. It is arranged in two main sections. First comes an alphabetical list of languages, with background information on each, and a reference to relevant organisations within the main sequence. The main sequence comprises a list of organisations providing a service relating to foreign language material, including book suppliers, libraries and existing co-operative schemes.

One or two omissions spring to the eye - for example Ukrainian is not cross-referenced to Eastern European languages, although the others all are; the School of Slavonic and East European Studies is not mentioned, though the School of Oriental and African Studies is, but criticism is disarmed in the introduction where we are warned that this is not a comprehensive guide to foreign language material held in this country. Nevertheless, this booklet is a useful first port of call for those attempting to provide a service in this area - and should certainly find a place on the librarian's shelf in any public library service.

*Marion Poulton, Library, University of Wales,
Bangor.*

BSI JOINS FIL

British Standards Institution has recently joined FIL and has supplied the following information.

The British Standards Institution has opened its library facilities to non BSI members for the first time.

BSI Library is a unique source of information on standards and technical regulations from countries all over the world. Around 600,000 documents are available for reference including British Standards and those of other national standards bodies such as France, Germany and the US. Most standards are in the original language, but a large number of official translations are available, particularly DIN (German) and JIS (Japanese). Some draft standards are also held. The library also holds copies of standards produced by international standards bodies such as ISO, IEC, CEN, CENELEC, ETSI, CECC, CISPR and other international organizations.

The Collection also includes:

- Non-national standards - standards and specifications provided by organizations other than the national standards bodies, e.g. ASTM, IEEE, EIA, NEMA, VDI, NEMKO.
- Legislation and technical regulations - documents which are legally binding, including EC legislation, and technical requirements issued in support of legislation, e.g. AD Merkblätter. Some state laws and building codes are also held, e.g. Victoria Building Regulations.
- Publications catalogues - from organizations which produce standards and other technical documents.
- Information about the work of organizations - particularly those concerned with standardization, testing and approval schemes.
- DTI reports and country information - general information of interest to exporters.

Also available for customer use is the PERINORM CD-ROM database of international standards, along with other CD-ROMs in the collection for a charge of £25.00.

The library will be open to non-BSI members in half-day sessions, Monday -Friday, 9.00-

13.00 hrs and 1300-1700 hrs.

As library usage is a privilege of BSI membership, non-members wishing to use the library facilities will be asked to pay a charge of £25.00 per half-day session.

These facilities will be available to non-members by advance booking. Please call the library on 0181-996-7004 or fax 0181-996-7005 for more information and to book places.

AMENDMENTS TO THE THESES SURVEY

We have been informed that some of the information given to us for the Theses Survey was incorrect - particularly in the dates of BLDSO holdings.

Please add/amend your chart

- | | |
|-------------------|-----------|
| • Abertay | all |
| • Aberystwyth | selective |
| • Bournemouth | all |
| • Brighton | 1978- |
| • Edinburgh | 1980-1990 |
| • Essex | 1978- |
| • Lancaster | 1972- |
| • London | 1974-1981 |
| • Manchester | 1984-1989 |
| • Napier | all |
| • Open University | 1978- |
| • Thames Valley | all |

Stop press - London University theses are now available via BLDSO. This will be on an "on demand" basis so a couple of weeks delay is likely while the requested thesis is microfilmed.

PROJECT EARL (ELECTRONIC ACCESS TO RESOURCES IN LIBRARIES)

During the last year, LASER in conjunction with Public Library Authorities, the Public Libraries Networking Awareness Group (PLNASG), noted experts in the Library and Information World and UKOLN, has been discussing the future scope, shape and actions necessary to improve and enhance the abilities and services of public library authorities in the networking of information

and resource sharing services. This period has also seen the interest in a range of services of the Internet burgeon leading to many international initiatives, proposals from government and developments in all sectors of public life, all confirm the same expectations: that this underlying framework of electronic communications will shape the future flow of information both between individuals and to and from the organisations that serve them. During this time also LASER has mounted a pilot/demonstration open network service in the area of interlending between the UK, Netherlands and France (Project ION) and has also initiated the JANET-Public Libraries-VISCOUNT Project (JVP) and undertaken a feasibility study into the networking of four different library automation systems in four adjoining London boroughs to LASER's VISCOUNT system.

The discussions on the future of public libraries networked information services resulted in a Workshop in Cambridge in May 1994 and this workshop endorsed a recommendation that LASER should coordinate and manage Project EARL (electronic access to resources in libraries). Fourteen public libraries from different parts of the United Kingdom (Berkshire, Birmingham, Brent, Cambridgeshire, Clywd, Croydon, Essex, Hereford and Worcester, Kensington and Chelsea, Suffolk, Surrey, Norfolk and Westminster), together with LASER, the BBC Library and Information Service, and developments such as IT Point funded a scoping study into the best way to progress the future networking capabilities and services within and between public library authorities and other organisations and services with which they relate.

The aims of the EARL development are:

- To provide a collaborative framework and range of network services and facilities in order to improve and/or enhance the information and resource sharing services of public libraries.
- To maximize the opportunities offered by network developments such as the Internet.
- To improve collaboration by networking

services between public libraries and other libraries, information providers and organisations with which public libraries relate, within, between and outside the local authority.

- To provide access to information and resources and contribute information and resources at local, regional, national and international level.
- To assist members of the public or end-users to gain access to and knowledge of the information services available on these networks.

The practical objectives are:

- To establish a pilot/demonstration project with a range of services which will:
 - a) allow public libraries to connect to the Internet in a variety of ways
 - b) set up an EARL network information pilot/demonstration service and World Wide Web server which will have information on public library services, collections, OPACS/library systems and provide routeings to associated or related information services, database hosts and other facilities available on the Internet. To provide training, documentation and other services which will assist public libraries individually and collaboratively.
 - c) undertake major development work in order to create network products and application/communications software which will improve networking services available to public libraries.
- To define the range of information and networking services which public libraries require
- To assist public libraries in mounting information on the network and to develop supporting 'navigational' tools which will provide efficient comprehensive and consistent retrieval of data.
- To help public libraries in the development of future strategies concerning information and resource sharing services.
- To explore the communications and networking infrastructure which will

support networked information and resource sharing services for public libraries in the future.

Following the reception of the EARL Scoping Study and the discussion of it at the EARL Review Day, the Steering Committee decided that EARL should undertake the necessary research and development to create a collaborative framework for progressing networked information and resource sharing services for public libraries. The Steering Committee considered that EARL should provide libraries with the support they need; encourage our expanding base of information and develop the structures for advanced public and technical services. More broadly it aims to foster development and initiatives among all participants across the network with collaboration being the key. It was recommended that EARL should provide three levels of service i.e.:

- EARL Connect
- EARL Services
- EARL Development

Thus providing the following:

- facilities and advice on network connection
- training in electronic mail and in information searching and retrieval
- a World Wide Web (WWW) server, configured with links to all relevant services and providing a wide range of new information resources
- menu based access to all appropriate Internet catalogues and major databases
- the framework for co-operative reference services for business, arts, leisure, education and community services etc.
- advice and assistance in designing 'home pages' for all participants
- the further development of interconnected bibliographic systems linking members to each others resources by advanced networking between disparate

library automation systems and utilities such as VISCOUNT

- professional support: directories, meetings, post vacancies, reports and statistical data
- lobbying of potential information providers in the public and private sectors on behalf of public library users
- undertaking a co-ordinated approach to information gathering by public libraries as information providers and supplying the necessary support, advice and technical know how to make this information available through the Internet and where appropriate the World Wide Web (WWW)
- sharing experience through electronic mail, newsletters and workshops
- establishing a framework for developing and undertaking specific projects/developments

The development and implementation of EARL is being planned in close co-operation with the Library Association - Millennium bid, UKOLN's initiatives in the area of public library networking, Croydon's Project CLIP and IT Point at Solihull.

EARL will establish the collaborative framework for developing networked information services for public libraries.

It will produce a specification of public library requirements for information services, the user communities to be served, the opportunities for collaborative action with other sectors of the information community and expectations of future services within a local authority and between local authorities and other sectors.

The collaborative nature of the development will also bring the following benefits:

- the nucleus of the development of a public library-based and public networked information service
- the practical basis and forum for agreeing the necessary technical means of producing compatible indexes, navigational tools

and agreements on standards (functional and communications) necessary to allow the enhanced networking of information services and also of libraries-in-house automation systems to support and further improve access, resource sharing and interlending services

- the pilot EARL service will create the mechanisms and agencies to support communication through electronic mail, professional development including education and training, economies and discounts in network fees, purchasing access to fee-based services and gateways or database host services.
- EARL will also provide management and co-ordination which will assist other sectors, such as education, government, health and the business community to search out and develop the necessary service, technical infrastructure and supporting tools to achieve the cross-sector flow of information required by members of the public who use public libraries as their gateway into the information world at large or who require the public library to support them in their business, educational leisure or every-day activities
- the pilot EARL service will also seek out further research needs associated with future networked information provision and will develop these proposals collaboratively or assist individual public libraries in articulating their requirements and producing costed proposals

The EARL pilot/demonstration service will benefit end-users of public library services, and public library services in the range of networked information and resource sharing initiatives. It will assist in developing the collaborative/cooperative framework needed to underpin future networked information services.

In the first year the pilot service will produce the following deliverables:

a) EARL Consortium Management and Development Framework

- The establishment of an EARL Consor-

tium, framework and management structure for the discussion, development, funding and establishment of networked information and resource sharing services. This will include a constitution, committee structure, honorary officers and representative processes necessary to ensure EARL's establishment and future development.

b) EARL Connect

- costed range of options for public libraries to gain access to the services of Internet providers
- EARL participants, currently 27 public libraries across the UK have signed up and will be connected to the Internet with access to all the information, resources and service (including e-mail)
- staff advice, support and consultancy from EARL network centre (see c. below)

c) EARL Services

- WWW server and network centre will be developed at LASER HQ
- report of the survey/audit of public libraries which will indicate:-
 - existing information services used
 - requirements for accessing information services in the Internet
 - types/subjects/areas of information which public libraries wish to put onto the Internet
 - a listing of special collections and services currently available in public libraries
- technical specification of WWW server, including its functions, services and design which will include:-
 - how SUN SPARC was configured
 - the information content (home pages and information on EARL participants, pointers and routings to other Internet services, database hosts and gateways

- specification of methods of obtaining, loading, indexing, editing and authoring information from public libraries and other related information providers
 - maintenance requirements
 - report on training requirements, training activities and associated manuals and documentation
 - training courses and workshop
 - user manuals and aids (ie. for public library staff and for end- users)
 - activities report of each participant library
 - requirements report for information exchange between public libraries, between departments in the same local authority and between organisations of either information sectors within and outside the authority
 - information dissemination report
 - report on end-users (members of the public) needs.
 - report of future requirements for networked information services in public libraries
- d) EARL Developments
- report on the requirements of resource-sharing/interlending services with particular regard to the development of advanced networking for interconnecting public libraries in-house automation systems and utilities such as VISCOUNT. (This will develop the feasibility study undertaken in the LONDON LINK project)
 - workshop on EARL and future developments
 - report and recommendation for future developments of EARL services
- e) Business Plan
- business plan and costed options for the future operation and development of EARL

Further information and/or a prospectus on the EARL development can be obtained from Geoffrey Hare, County Librarian, Essex County Library and Chair of the EARL Steering Group on
Tel: 01245 284 981; Fax: 01245 490 199;
E-mail: essexlibrary@cityscape.co.uk,

or from Frances Hendrix or Peter Smith at LASER on Tel: 0171 702 2020; Fax: 0171 702 2019; E-mail: frances@viscount.org.uk or peter@viscount.org.uk.

Peter Smith, Deputy Director, LASER

THE INTERLENDING OF NON-BOOK MATERIALS

This topic has been of interest to FIL members for some time and Committee members have received several letters and telephone enquiries on where and how to get hold of non-book materials on ILL.

The following is reprinted from an article by Alastair Allan and myself which appeared in *Interlending and Document Supply*. It gives an idea of the current position regarding non-book material. I hope it proves useful to all those looking for a consistent response to the question. Unfortunately these are only proposals at this stage but it is a step in the right direction.

A welcome proposal from BL in April 1994 was one that laid out the case for extending legal deposit to include non-book materials. The initiative was stimulated by the need to maintain a national archive of published materials; an archive that must be sustained if the future needs of research, business and the education communities are to be met. The BL service for micro-film format is well established but, even so, this extensive collection has been purchased. None of it has been acquired through legal deposit. Other non-print materials are largely absent from the national archive and there is the very real possibility that important journals or reference works could migrate entirely into electronic format and, thus, the BL would be denied the means of including essential resources in its collections.

Such a change would obviously entail an amendment in the law and the purpose of the consultative document is to reach a consensus of opinion before these plans are submitted to Government for legislative approval. Of course, there will be many particular issues which will need a solution. Availability of appropriate hardware, its replacement, maintenance and user-training are examples. Unfortunately, this problem will not decrease over the years because of the need to retain obsolete equipment in order to replay old collections.

The proposals do not envisage a single collection within the BL but rather a network of holdings co-ordinated by the BL. Responsibility would be dispersed between national libraries, existing archives of note and centres of excellence. Perhaps there could be a role for regional hyperlibraries here. Existing archives would not be usurped or taken over but would become part of the national archive and their collections enhanced by legal deposit materials. Although not formally spelled out in the proposals, these plans would provide a firm base for the interlending of non-print materials, particularly as one of the locations for the collection should be the BLDSC. Currently it is difficult to arrange to borrow non-print materials on disk or cassette and impossible to borrow CD-ROM but this is a gap in the interlending structure that sorely needs plugging. The tension that already exists in the British Library between archive and access functions will undoubtedly resurface with this issue. Because the collection will be dispersed, there will be particular reason to ensure that it is available through interlibrary loan. It is probable that items may even be lent electronically over computer networks, in which case the need for adequate copyright legislation that is helpful to the information community will become acute. There are many difficult hurdles to overcome, but the legal deposit and lending of non-print materials would greatly improve the scope and effectiveness of the interlending structure of the UK and, of course, would be of great value to library users in all sectors.

Elaine Dean, Main Library, University of Sheffield (Edited and reprinted from Interlending and Document Supply 23(1), 1995, pp.6-14.)

SHEFFIELD LIBRARY WORKERS DISPUTE

I would like to thank all those FIL members who contributed to the strike fund for the Sheffield Library workers. I collected £92 altogether. You have probably heard that the strike has now ended and the library staff have managed to hang on to their enhanced pay for weekend working. Gets a bit bad when you have to strike just to maintain the status quo.

Thanks again
Elaine Dean.

Letter form UNISON

Sheffield Library strikers have won their fight to keep enhanced pay for weekend working. We want to thank you and every one else who supported us throughout the dispute – without your help and encouragement we couldn't have sustained the commitment and strength needed to achieve our victory.

With your support we have proved we can maintain National Conditions of Service and the rights of trade union members. In return our support will be available to others in the future.

With good wishes from the Sheffield Library Strikers.

THE BRITISH LIBRARY
NATIONAL REPORTS
COLLECTION

Waterloo International 



There's light at the end of the tunnel

When freelance writer Lesley Grayson is commissioned to produce an analytical review, it's essential that she tracks down all the available information. For her recent report on the Channel Tunnel she needed documents from sources as diverse as Eurotunnel, academic institutions, local authorities, environmental pressure groups, transport bodies and various independent research organisations and consultants.

She turned to us because she knew we have copies of virtually all British research and practice reports and could therefore provide her with information unobtainable elsewhere. Collated from both the public and private sector, our collection is the most comprehensive available in this country.

By using the National Reports Collection you can make sure you keep up-to-date on the impact and implications of the latest developments in your field. And, by depositing your own report literature with us, you'll ensure it reaches a much wider audience than it otherwise would.

For further information please contact:
Andrew Smith, National Reports Collection,
The British Library,
Boston Spa, Wetherby,
West Yorkshire, LS23 7BQ
Tel 01937 546044 Fax 01937 546453
E-mail andrew.smith@bl.uk

WHAT IS FIL?

The Forum for Interlending is an organisation designed to enable those library staff involved in interlending and document supply to exchange ideas and views and to express new ideas.

FIL is run by an elected committee of members who themselves are involved in interlending.

Activities include:

- annual conference;
- exchange of experience workshops;
- liaison with regional and national organisations involved in interlending and co-operation between libraries (eg BLDSC, LINC);
- membership of/representation on national bodies (e.g. LINC, CONARLS);
- production of newsletter, reports and publications covering matters of importance to ILL staff;
- production of reports and publications covering matters of importance to ILL staff;
- facilitating the expression of views on national issues.

Recent areas of concern addressed by FIL include:

- charges between libraries;
- thesis interlending;
- Impact of CD-ROM;
- local government reorganisation;
- National Library Commission;
- copyright;
- networking;
- ILL computer systems & user groups;
- internet;
- LINC & BLDSC and declaration forms.

MEMBERSHIP

Anyone interested in joining FIL is invited to complete the form below and return it to Elaine Dean, Membership Secretary, FIL, Inter-Library Loans Department, University of Sheffield, Western Bank, Sheffield, S10 2TN. Both institutional and individual members are welcome. Subscription for both categories is £20.00 per annum.

Please register me as a personal/institutional* member of the Forum for Interlending. I enclose a cheque for £20.00, made payable to the FORUM FOR INTERLENDING/Please invoice my institution.*

*Delete as appropriate.

Name: _____

Position: _____

Institution: _____

Address: _____

FIL MEMBERSHIP

FIL membership continues to grow and, as FIL gets a higher profile in the profession, we get more opportunities to express the opinions of members at national level. The courses we run seem to help recruit members, many of whom have not heard of FIL previously.

One of the problems seems to be getting information, and particularly the FIL Newsletter, to Inter-Library loans people. Very often it seems to come to a stop at the periodicals section or the Director/Chief Librarian!

We try to ensure that the FIL Newsletter gets to the right person but, inevitably, we sometimes get it wrong. If the FIL Newsletter does not make its way to you directly, and you want it to, please fill in the form below and send it back to me.

If any of the details listed below have changed recently at your organisation, can you please fill in the new information and return it to me?

Contact name: _____

Job title: _____

Name of organisation: _____

Address: _____

Tel no: _____

Fax no: _____

E-mail: _____

Thank you.

Please return to:

*Elaine Dean (Membership Secretary), ILL Department, Main Library, University of Sheffield,
Western Bank, Sheffield S10 2TN*

FIL COMMITTEE

Miriam Robbins (Chair)

Norfolk County Council,
Library and Information Service,
County Hall, Martineau Lane,
Norwich NR1 2DB
Tel 01603 222276
Fax 01603 222422
E-mail djones.nflkcc.nlis.gnet.gov.uk

Geraldine Hourican (Vice-Chair)

Ealing Library Service,
Stock Editor,
Horsenden Lane South,
Greenford UB6 8AP
Tel 0181-810-7650
Fax 0181-810-7651

Ann Wood (Newsletter Editor)

Interlending,
University of East Anglia,
Norwich NR4 7TJ
Tel 01603-592437
Fax 01603-259490
E-mail AWood@uea.ac.uk

Rosemary Goodier (Secretary and FIL representative on CONARLS)

Interlibrary Loans Department,
UMIST Library, PO Box 88,
Manchester M60 1QD
Tel 0161-200-4930
Fax 0161-200-4941
E-mail [ill@uk.ac.umist\(general\)](mailto:ill@uk.ac.umist(general)rgoor@uk.ac.umist(personal))
[rgoor@uk.ac.umist\(personal\)](mailto:rgoor@uk.ac.umist(personal))

Pennie Street

Periodicals/I.L.L. Librarian,
Sydney Jones Library,
University of Liverpool,
PO Box 123, Liverpool L69 3AF
Tel 0151-794-2689
E-mail pstreet@liverpool.ac.uk

Elaine Dean (Membership Secretary)

Interlibrary Loans Department,
Main Library, University of Sheffield,
Western Bank, Sheffield S10 2TN
Tel 0114-2824332
Fax 0114 2739826
E-mail e.dean@sheffield

Celia Swann (Publicity)

Interlibrary Loans,
George Green Library of
Science and Engineering,
University of Nottingham,
Nottingham NG7 2RD
Tel 0115-951-4571
Fax 0115-951-4578
E-mail celia_swann@ac.uk
nottingham.vme

Janet Moulton (Newsletter Editor and FIL representative on LINC)

Interlibrary Loans,
University of Reading,
PO Box 223, Reading RG6 6AE
Tel 01734-318786
Fax 01734-316636
E-mail library@reading.ac.uk

Jean Johnson (Treasurer)

Doncaster Library and
Information Services,
Carcroft Library HQ, Skellow Road,
Carcroft, Doncaster DN6 8HF
Tel 01302-722327
Fax 01302-727293

Helen McNabb (Publications)

South Glamorgan County Library,
Central Library, St. David's Link,
Frederick Street, Cardiff CF1 4DT
Tel 01222-382116 Ext. 208
Fax 01222-238642

OBSERVERS

Betty Lowery

BLDSC, Boston Spa, Wetherby,
West Yorks LS23 7BQ
Tel 01937 546339
Fax 01937 546333
E-mail betty.lowery@bl.uk

Peter J. Ainscough,

Management Support Officer,
YHJLS, Balne Lane,
Wakefield WF2 0DQ.
Tel 01924 302213