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# FIL Newsletter

Issue 28

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September 1998

## ANNUAL REPORT 1998

*Presented at the FIL AGM held at the University of Surrey on 24<sup>th</sup> June 1998*

The year began with the departure of Andrew Wood from the Committee, which meant the loss of a special library representative and a doubling-up of duties for Norman, combining Newsletter co-ed and Webmaster. Susan Walsh, of NWRLS, was co-opted to fill the gap and has proved an excellent addition to the committee.

The year has been a very busy one for FIL :- we held a session at Libtech covering EDDIS, ISI's ELP at SmithKline Beecham and Uncover; an exchange of experience workshop at OCLC Europe - including music ILL - something that we've had requests from the membership to cover; and we also held a COPAC/LAMDA workshop in both London and Manchester, involving hands-on training and updates on developments.

In January, FIL became a member of IFLA as it was felt that we should be represented at an international level and involved in any ILL projects. We will see if membership is justified but won't be in a position to tell until after the conference in August, as it is here that the main business is transacted. We decided to run a competition to see who would be best to represent FIL in Amsterdam, inviting entries from the wider membership and not just selecting a Committee member. As has already been reported in the Newsletter, Rose Goodier was the winner and has promised to promote FIL and report back - via both the Newsletter and the "Spanish Inquisition" session at the next Committee meeting.

An unexpected development was the switch in FIL's Webpage URL. We hope to have a forwarding mechanism for those who logon to the old URL to take them to the new one. This is an unfortunate consequence of not being able to control our own patch of cyberspace, as is an in-built delay in updating the Web pages, relying instead on the goodwill of the LA. The good news on this front is that the pages have been revamped and now include selected articles from Newsletter issues as well as a complete list of FIL members.

Two Committee members, Norman Boyd and David Orman, have had articles published in *Interlending & Document Supply* as a result of first writing for the Newsletter, while I have had the opportunity to publicise the work of FIL in another IDS article on a review of ILL in the UK in 1997.

*Continued overleaf*

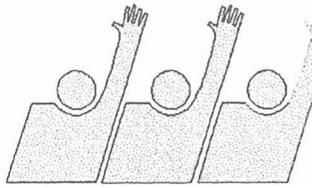
### C o n t e n t s

INTERLEND '98 FULL REVIEWS:

- Speakers
- Visits
- Workshops

- "Don't Panic... or a guide to international ILL"
- Expanding the vision
- Heritage material survey
- Interactions between university and public libraries

Printed by the BLDSC



This year the Committee felt that it was high time we altered our system of voting and so sought to amend the constitution. We have plans for the forthcoming year too - including providing a bursary for two library school students to attend the FIL conference; this will help to promote FIL, and interlending in general, to those about to enter the profession. We will also be drafting a survey for CONARLS on the displacement effects of students using public libraries to request ILLs.

In addition to the foregoing activities, Committee members have been representing FIL at various meetings such as those of LINC, CONARLS and UNITY.

Susan Richards leaves the Committee this year, having been our membership and also conference bookings secretary. My thanks to her and also to my other colleagues for their work and support over the last year.

Finally, we felt it would be appropriate to remember Gwyneth Thomas of Durham University who died earlier this year. Gwyneth was a good supporter of FIL and she will be missed by many.

*Stephen Prowse*  
*FIL Chair*

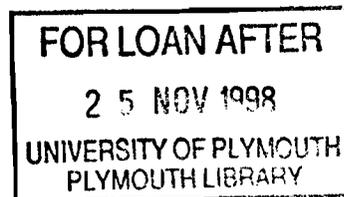


**The FIL Committee at Interlend '98**

From left to right along the back row: Penny Street; Susan Richards, Jenny Chambers, David Orman, Jean Johnson, and Norman Boyd. The front row: Angela Faunch, Betty Lowery, Stephen Prowse. Not present for the photo: Sheila Houldin and Susan Walsh.

**Thank you to Thelma Goodman**

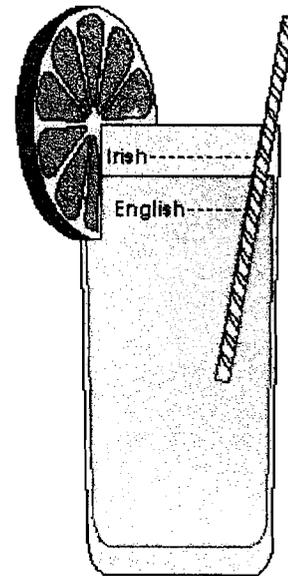
## INTERLEND '98 CONFERENCE REPORT



We arrived at the University of Surrey well equipped with campus maps and conference programmes (all previously supplied). The registration desk was easily located and our FIL welcome included having our luggage carried to our accommodation quarters (thanks Piers!). Our rooms were as always bright, clean and comfortable.

We returned to the lecture hall in time to hear the keynote address which this year was given by John Blagden, Librarian at Cranfield University. Entitled "*Access vs. Holdings - beyond the rhetoric*", the paper profiled the nature of ILL provision at this largely research-based institution. The speaker argued that the access debate had been subjected to a large degree of hype. The reality was that within the UK higher education sector ILL's accounted for a mere 2.4% of total loans. ILL demand at Cranfield however, was well above this average, accounting for almost 20%. This volume was largely explained by the nature of the reader population - exclusively postgraduates, studying mainly in scientific fields. An access-oriented service, Cranfield has witnessed a twenty-fold increase in the use of electronic bibliographic databases over the past decade. It has found that in certain cases the cancellation of journal titles has made economic sense. Statistics reveal that the number of requests made for such cancelled journals has been largely insignificant. The costs for these ILL requests was low when compared with the amount saved through subscription cancellation.

John Blagden,  
Librarian at Cranfield  
University



And so to matters social. The conference dinner was held at Senate House. Proceedings kicked off with a lively wine reception. Dinner was served on the eighth floor (with a view unfortunately obscured by a polythene surround!). The evening was an exuberant mixture of food, wine and the odd brain teaser. Conversations were of the heat, holidays and Scotland's chances in the World Cup that evening. A quick transfer to the student bar concluded a most enjoyable evening. Incidentally, we found that the English spirit measure is somewhat smaller than its Irish counterpart!

As usual Mike's witty and anecdotal delivery is a pleasure to hear and his paper commenced Wednesday's proceedings enthusiastically. This paper acknowledged that current document delivery is a puzzling environment, the future of which is difficult to predict. However, the consensus is that the virtual library is not developing as quickly as the literature might suggest as there is not a significant move within HE from holdings to access.

Mike McGrath  
Head of UK Marketing  
at BLDSC

Although the growth in electronic publishing continues, difficulties regarding copyright, technological issues (e.g. ease of downloading from WWW), high cost of set up and upgrade of software need to be resolved.

BLDSC supplies about 80% of priced document delivery in the UK. With the growth of electronic storage, access and delivery this percentage will decrease, and the critical mass issue will cause a vicious spiral which could result in the closure of BLDSC service as we know it today. To achieve critical mass cooperation is vital, e.g. all material must use compatible software, but such cooperation is difficult to envisage as the publishing industry is a fragmented one.

Robert Kirk  
West Sussex  
County Librarian

Robert Kirk's paper on "*Interlending and access*" outlined the current difficulties faced by ILL services within the public library sector in the UK. Most important of these has been the impact of local government reorganisation. Restructuring has meant the disaggregation of both stock and expertise. Joint arrangements between authorities has continued thanks largely to the commitment of former colleagues keen to maintain a high quality of service. What has been required is the production of a framework for the future development of ILL provision and the adoption of an access strategy that promotes the principles of cooperation and resource sharing between authorities. It is always useful to have the opportunity to hear of the experience of other library sectors and Robert Kirk's paper certainly provided some insight into issues faced by those who work in local authority libraries.

Wednesday afternoon brought glorious sunshine - a perfect opportunity to enjoy outings to Polesden Lacey or RHS Wisley. Others chose a tour of the University of Surrey Library. Workshops were held in the evening and allowed for the usual exchange of experience, opinions and ideas.  
*(See separate reports)*

Nancy Elkington -  
Research Group  
Libraries

Nancy Elkington opened the final day's proceedings with a most informative paper on the changing nature of international resource sharing. She started her presentation by comparing and contrasting US and UK interlending history and environments. She reported that the UK central supply model is often the envy of US counterparts. The speaker profiled the activities of SHARES, the RLG shared resource program of which several British libraries are now members. The paper considered the prospects, barriers, risks and benefits of international collaboration.

John Blunden-Ellis -  
CALIM

Continuing the theme of the conference, "Forging links - cooperation versus competition", this paper outlined CALIM, the resource sharing operation of a consortium of higher education libraries in the Manchester area.

CALIM was established in 1992 and serves a user base of over 100,000.

With statistical aid, this paper demonstrated the holdings and supply patterns within the consortium and also gave some insight into the difficulties encountered in resource sharing, balanced with the benefits. This paper was especially interesting in its account of the practice of resource sharing within HE - the vision and reality.

If not the answer to all our prayers Z39.50 will certainly help ILL operations enormously. Rosemary Russell outlined the MODELS eLib project and the proposal which emerged to "clump" by subject area or geographical region. Mention was made of the existing clumps, i.e. Music Consortium and work presently underway in the M25 group of HE libraries. Consultation with the EU projects and collaboration on the development of an international Z39.50 profile will allow for a global marketplace, indicate library system requirements and jointly influence vendor implementation. Altogether exciting times!

Rosemary Russell's was the last paper of Interlend '98 and the formal proceedings drew to a close. The rush to collect luggage, to make connections for trains and planes, with promises to keep in touch, followed. Another successful FIL conference had ended and thanks are due to the hard work of the organising committee.

Interlend '98 had provided plenty of food for thought. The programme included a wide range of topics. The workshops were valuable and it was difficult to make a choice. The weather obliged, especially on Wednesday afternoon for the conference trips - Polesden Lacey looked splendid in the afternoon sunshine.

However, aside from the formal proceedings and organised events, the annual conference is a welcome opportunity to meet others working in the area of Interlibrary Loans and Document Supply. Names are put to faces, faces to names and the sociability is fun. We look forward to Interlend '99 at Durham.

*Anne Conway and Avril Patterson  
University College Dublin*

## T H A N K S

The Editors wish to thank all contributors who whilst attending the Conference 'volunteered' to review the proceedings on behalf of all FIL members!

Rosemary Russell -  
UKOLN



## INTERLEND '98 WORKSHOPS



### PROFESSIONAL DEVELOPMENT

**LEADER: CARL CLAYTON OF SINTO**

Carl Clayton opened the workshop by asking the participants to consider the future where it is imposed upon staff and where it can help to achieve one's own career goals. The Library Association's Framework For Professional Development was identified and the different stages examined from the present position to the future roles with the necessary or expected skills required.

#### Skills

Carl stressed it was important that we should focus internally on the skills currently possessed and those skills gained externally such as communication, management and project management skills, all of which could be amalgamated. He highlighted areas of work such as attending committee meetings, but that it was equally useful to report on developments to colleagues. It was generally agreed that networking (or "soft" information gained by talking to colleagues) was vitally important.

#### Shared experiences

The participants were asked to complete a form identifying changing areas of work and the additional skills and knowledge required, directly relating to our present positions. It was interesting to note we shared most of the necessary skills despite our varied backgrounds in different types of libraries and that we easily created a list of skills we desired.

#### Guidance from the LA

Carl was most helpful advising us to approach the Library Association for guidance, by providing a few references which we could investigate, and his stimulating workshop was most enjoyable particularly for the librarians present who were eager to participate.

*Jill Evans  
Edinburgh University Library*

### PERFORMANCE INDICATORS

**or how to make sense out of statistics**

**LEADER: Jane Barton (Cranfield University)**

Jane gave a lively and instructive insight into the world of statistics. Her enthusiasm was both infectious and stimulating and I look forward to launching out with Excel when the next round of ILL statistics are due. The expression 'Performance Indicators' is easy enough to define, but to make them more meaningful, they need to be measured against the goals and objectives of the Institution.

Before deciding on which information to choose for demonstration, the institution's mission statement should be borne in mind.

Using statistics, which are in the main readily available to all, e.g. SCONUL or NHS statistics, Jane demonstrated how statistics can be made to reveal meaning in a more understandable way by representing them in 'pictures' via the use of graphs and charts. The charts we were shown were produced by Microsoft Excel using the chart wizard.

There are pitfalls to be wary of when seeking out statistical information or misinformation as the case may be. For instance ILL statistics supplied from NHS regions (data taken from 1995/6 statistics) may result from just a selection of libraries within that region, which may not be a true reflection of the facts overall. A further chart with data taken from the 1995/6 SCONUL statistics, showing ILLs per student FTE in academic libraries, may not demonstrate a particularly helpful set of figures. Using FTEs may obscure the possibility that ILL demand for full-time students may differ from part-time students, also many institutions have introduced charging and restricting of ILL requests which can distort the figures further.

We were encouraged to look critically at the charts and what may be inferred from them, particularly when there is a variety of information being demonstrated. Vital detail may be missing from the samples and quite bizarre reasons can throw statistical information off balance. For instance the example quoted was of a military college's document delivery figures. When compared with other colleges document supply times, they were not seen as particularly good because security clearance was a necessary part of the whole process thus lengthening the waiting time.

In any batch of statistical charts, comparisons between institutions should be done with care and the 'league mentality' should be avoided as far as possible. One should pick out suitable comparators before drawing any conclusions about performance.

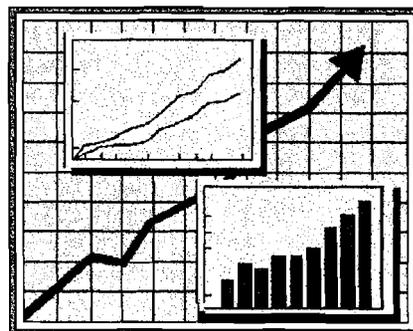
*Pat Williams*

*Liverpool John Moores University Library*

## **FINANCIAL MANAGEMENT**

### **LEADER: TREVOR PALMER**

Approximately 70 organisations were represented at this year's conference and there must be nearly as many ways of managing the finances of ILL. Trevor Palmer of BLDSCL gave us a broad overview of the factors affecting the costs of ILL by posing questions that affect us all, whether we be academic, public, institutional or special librarians. (Aren't we all special?)



Some pitfalls

Compare with care

ILL provision as a public good?

Trevor began by asking what our primary objectives are and further asked did we regard our ILL provision as a public good and did our paymasters also regard ILL to be for the public good? Is our ILL budget rising/decreasing/stable? A discussion followed on the advantages/disadvantages of ordering/paying via automated systems, 'pay per view' vs. subscription and present and future options from BLDSC namely billing and deposit accounts, and their banker function.

Questions

*Questions to ask yourself*

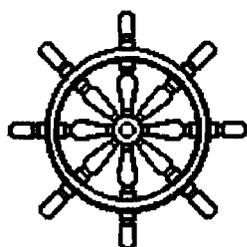
Do we pass a charge on to our readers?  
Are we free to choose our own sources?  
Are we involved in our library's decision on the balance between acquisitions spending and ILL?  
How many methods of payment/receipt do we handle?  
Who do we pay/receive payment from and who do we receive from/supply to free of charge?  
These are usually internal policy decisions.

Current issues

*Current issues include:*

\* Control of budget/resources \* Devolved budgets to departments \* Charging on to readers \* Free and priced resources \* Traditional/book/returnable (ILL) \* Electronic/articles/purchase (Document delivery) \* Single price (DSC voucher) or differential charging \* Maximum cost \* Pay per view or subscription \* Public good or commercial service \* Access v holdings \* Vouchers/accounts/forms

BLDSC's new finance system will have deposit accounts, monetary statements, better statements, payment for all BL services, flexible pricing, credit card payment via the Web and interface with the ISO ILL protocol.



So ILL is not just obtaining an item not in your own stock, ILL librarians have to be managers, accountants, diplomats, grovellers, IT specialists. In fact, rather special!

*Audrey Forbes  
Greenwich University*

## I N T E R L E N D ' 9 8 V I S I T S

### VISIT TO POLESDEN LACEY

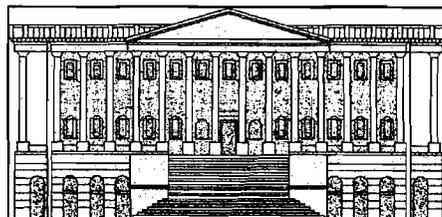
Our drive through the lovely Surrey countryside ended at the gates to Polesden Lacey. En route we had identified several "des. res." to be considered post-Lottery win. I had chosen this visit because I thought the house might provide interesting shelter from the weather; the gardens were going to be my first stop. As it turned out, the house proved to be

so fascinating I hardly saw anything of the gardens at all, but others in the group reported them well worth a visit, in particular the iris and lavender gardens and the walled rose garden with its fragrant blooms. In its heyday, about forty gardeners were employed to keep this wonderful Edwardian garden up to scratch, and it supplied most of the needs of the household in the way of flowers and vegetables.

Polesden Lacey has been home to the playwright Richard Brinsley Sheridan and a city bookseller named Joseph Bonsor in the 1820's, so there is a tenuous link with our profession. The atmosphere and decoration of the house owes much to the work and imagination of its last owner, the Hon. Mrs. Ronald Greville, a well know society hostess of the Edwardian era, and to her father's fortune. He was the Rt. Hon. William McEwan of Scottish brewery fame, a multi-millionaire by today's standards, and his wealth laid the foundation for his daughter's social prominence. I overheard one of the stewards whisper that Mr. and Mrs. McEwan did not marry until their daughter was 18. Afterwards I checked this out and found it to be true. The things that went on upstairs as well as downstairs in those days! However, this did not seem to have affected her moving in rather exalted, even royal circles. All I can say is that then, as now, money cushions every awkward little situation!

The house itself is a treasure trove of furniture, pictures, ceramics, silver, all purchased from top London dealers of the time, to create a richly appointed house for entertaining in the twilight years of country house society. In the dining room examples of her menus are displayed; Mrs. Greville always had her father's portrait on the wall behind her chair. Apparently they had a very affectionate relationship. He rather admired her talents as a society hostess and never minded how much of his wealth she spent in this happy pursuit!

Pictures and photographs of the famous guests are everywhere. Royals (the Queen Mother spent her honeymoon here), politicians, society figures and writers have all stayed at Polesden Lacey and many have written about the experience; Osbert Sitwell, Harold Nicolson, Sir Henry Channon to name but a few. Passing through the Tea Room where tea was served "promptly at 5 o'clock", and described in mouth watering detail by another famous guest, Beverley Nichols, I felt the urge for some refreshment myself, especially after hearing one of the stewards describe the delicious marmalade cake he had just had during his tea break. Unfortunately, this was only available to staff in their own dining room, and although I tried hard to persuade him to swap his steward's badge for my FIL one, he wasn't having it, so I just had to make do with some chocolate and courgette cake and tea, and delicious it was too!



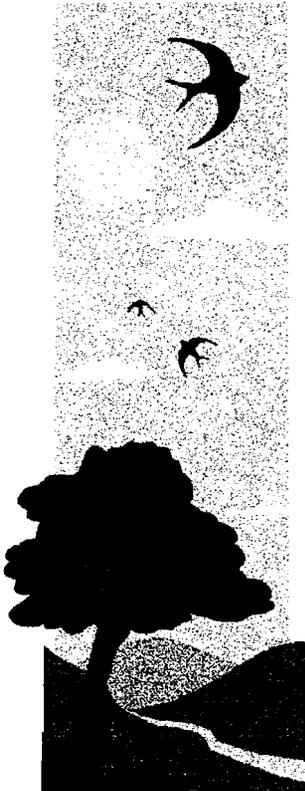
#### Treasure trove

*Polesden Lacey is now on my list of places to revisit, and I have even been inspired to join the National Trust.*

*Geraldine Hourican  
London Borough of  
Ealing*

## INTERLEND '98 VISITS

### VISIT TO WISLEY GARDENS



After a full morning at the conference, an afternoon visit to the Royal Horticultural Society's garden at Wisley, was a welcome break and a chance for some "fresh air" in the glorious June sunshine. RHS Wisley has been established for over 90 years, and has become a "Mecca" for gardeners and garden-lovers. The garden occupies approximately 240 acres, just seven miles north of Guildford.

On arrival, we passed through some imposing wrought iron gates and past the massive 200 year old oak tree and on towards The Laboratory. Designed in the style of a country house, it was built in 1914 from building materials, recycled from various old manor houses around the district and is the focal point of the garden.

The weather was warm and sunny, and we were able to enjoy the gardens at their best. Every area of the garden was full of colour and interest, especially the mixed borders, summer garden and roses. However, one of the most striking displays, was in the permanent "trials" field where the delphiniums, with their towering spires were in full bloom, in every conceivable shade of blue, from almost pure white to the darkest violet.

For the keen vegetable growers amongst us, the model vegetable garden was a delight with over 50 different vegetables grown each season. Even here there was colour and interest provided by the ornamental cabbages and other vegetables.

Those of us who braved the heat to explore the greenhouses were delighted with the glorious displays of fuchsias and the many exotic blooms on show, including the large variety of orchids. There was so much to see that we were unable to view all the gardens in one afternoon, but most of us managed a quick visit to the RHS shops on site to buy plants and gifts, before returning to the coach!

*Jennifer Cox  
Bexley Library Service*

#### **LIBRARY AND INFORMATION COMMISSION WEB SITE**

The Library and Information Commission (LIC) launched its web site on 15<sup>th</sup> June 1998. The site provides full text access to the LIC's publication and reports on the public library network, digitalisation in local authorities and the role of the librarian and libraries in lifelong learning. The site will become an important route for the LIC's consultation with the library community. It features an on-line feedback section for formal and informal consultation, comment and dialogue.

The web site address is: <http://www.lic.gov.uk>

# INTERLEND '98 VISITS

## VISIT TO GEORGE EDWARDS LIBRARY, UNIVERSITY OF SURREY

The library at the University of Surrey, as with so many academic libraries at the moment, is undergoing a period of expansion and change. Piers Todd, our guide for the afternoon, was keen to point this out to us, before we even entered the George Edwards Library, as he showed us the Mullens Building, into which the library is in the process of extending.



*Surrey University*

The library is on five floors. The entry floor has the new open access short loan collection, the circulation counter and the information desk. The short loan area is through barriers and appears to have been a success since opening earlier this year. The students can now browse in this area of 'core' texts and it also holds the university's PhD theses. Each item of book stock in the short loan collection has coloured tape on the spine indicating the loan period so that it can be easily seen by users. Users can also reserve short loan items at the counter and reservations will be kept for users for 24 hours.

At the time of our visit a PC area was being established on the entry floor. This area is close to the information desk and the subject librarians' offices and Piers was aware of the high number of enquiries the information desk and the librarians would receive from users with PC difficulties.

In the library's basement there is the shell of what will be a cyber cafe where users will be able to have a drink and eat while surfing the Net. As academic libraries are increasingly under pressure to extend their opening hours it is worth remembering that readers need to take a break from their work and a snack area is, in my opinion, a useful addition to any library. Current periodicals are held in the basement, along with newspapers, which will shortly be moved to the entry floor.

As we continued through the library, the library's expansion became increasingly apparent. The University of Surrey campus is based on units above sea level, not ground level, which has caused some confusion in the new areas of the library as the ceiling heights in the old library are at different levels to those of the Mullens Building. Signs will be very important when the fully extended library opens for business! However, the view from the top floor - Level 25 - was excellent - something we were deprived of at the Conference Dinner the previous evening as Level 25 of Senate House was shrouded in scaffolding!

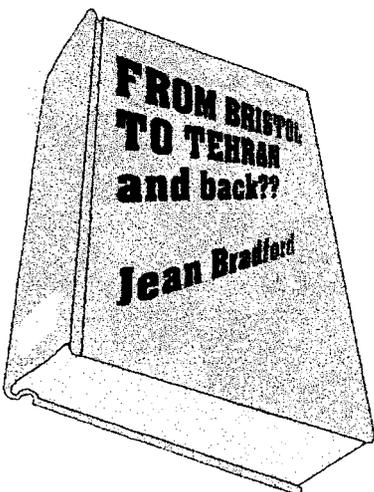


So that's what that's for!

*Katie Birch  
St. George's Library*

## DONT PANIC... OR A GUIDE TO INTERNATIONAL ILL

The inspiration for this article arose from the recent discussion of LIS-ILL. At the University of Bristol Library (BR/U-1), we have lent material to foreign libraries ever since I arrived in ILL in 1977 and probably before that, so we have some experience of the issues involved. We lend to overseas libraries provided they are requesting material which we can spare for at least three months. We will lend in response to a request via BLDSC, to libraries using the IFLA Voucher Scheme and in response to direct requests. In the latter case we ask for a refund of our postage costs and will accept International Postal Coupons to this value. We do not lend theses to foreign libraries, but will supply copies on microfiche, if people are willing to pay. This applies to University of Bristol theses which are not held by BLDSC. We have very little trouble; we lend, the books come back, and we get paid too.



### The saga begins

However, there is one SAGA, and I will tell it to you just to show that, even if you think things can go horribly wrong, there can be HAPPY ENDINGS too. You can tell how long this story takes since the Shah of Iran was ruling when it began and Ayatollah Khomeini had taken over by the time it ended. Nothing like this has happened since, which indicates that this is rare! (This is where I turn into Ancient Mariner mode, so those of a nervous disposition should skip the next bit!)

We lent a book by Pourbaix to a library in Tehran. We received this request via BLDSC, so we just took it off the shelf and despatched it to Tehran, sent the claim to BLDSC for a refund of postage costs and sat back to await its safe return. Three months went by without it returning home, so we sent an overdue notice.. then a second one. I then wrote my standard nasty letter asking why the book hadn't been returned. This produced a response - they had never received it. I wrote back saying, "*no problem, I'm claiming from the Post Office, and if it turns up, please let me know.*"

### Response received

This produced a second response - unfortunately they had mistaken it for a donation and had added it to their own stock, stamping it with their library stamps and doing the sort of things that any decent library does to show who owns a book. They would pay for another copy, so please could I send them an invoice. The book was out of print so I couldn't. Instead, I asked them to return it - we didn't mind about little things like library stamps.

No more was heard so I contacted BLDSC. I learned that we were not alone. This same library had gone through this process with books from other libraries! And they weren't registered to borrow through BLDSC either, only their parent institution was. BLDSC also confessed with grovelling humility that we shouldn't have been asked to lend the book to Tehran in the first place as they had a copy, nay two copies of their own which were available for loan. In view of all this they said they would send us one of their copies as a replacement...but it had their library stamps on. "That's OK", I said "we don't mind, we can soon cover those up", and as it was now 18 months after the original had been sent off, I thought anything was better than trying to pursue it further. BLDSC gave us one of their copies, we added to stock and all relaxed. After all none of our readers had asked for it during this time.

Six months later our original copy turned up in the post looking just as it had when it had left our shelves and without any sign that it had been travelling around the globe.

There are two morals to this tale. The first is that good old BLDSC turned up trumps for us and were willing to help out and give us support.. So you are not alone - don't be afraid to ask for help. The second is "never give up hope" - always a useful motto in ILL! Keep on long enough and things happen. The only proviso is that if you think you are taking risks, do it with things that aren't vital to your collection.

This article has allowed me to say thank you to BLDSC. I'd also like to thank the overseas librarians who are on the receiving end of OUR requests. We obtain about 200 items each year from other countries, either by going through BLDSC World Wide Searches or directly. We got a lot of material for one reader from the USSR at the height of the crisis with Afghanistan, when I thought it would be a lost cause owing to international bans etc... So thank you to BLDSC and colleagues throughout the world.

*Jean Bradford*  
*University of Bristol Library*




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#### OLYMPIAN FUTURE FOR LIBTECH INTERNATIONAL

The University of Hertfordshire and one of Britain's largest exhibitions companies have reached an arrangement for taking the UK's most successful exhibition of technology for libraries to London's finest exhibition centre.

Libtech International created and managed by the university since 1985 will now be managed by Reed Exhibition Companies UK and will run alongside the London International Bookfair at Olympia in London on 28-30 March 1999.

## NEEDS ASSESSMENT SURVEY - HERITAGE MATERIAL AND COLLECTIONS

LASER (London and South Eastern Library Region) is commissioned by the Heritage Lottery Fund and the Library Association to undertake this five-month survey of heritage material held in local authority public libraries in England.

This survey began on 1<sup>st</sup> June. The Project Officer sent out a questionnaire to 142 local authority libraries on 7<sup>th</sup> August. Completed questionnaires are already arriving at LASER, well ahead of the return deadline of 31<sup>st</sup> August.

The survey represents a preliminary investigation into the state and value of the documentary heritage in English public libraries. Findings will be used as appropriate in the Strategic Plan being prepared by the Heritage Lottery Fund (HLF) for the Secretary of State for Culture Media and Sport and as a basis for policy and priority formulation in the HLF.

In addition to books and manuscripts, the survey encompasses a wide range of media including art prints, sound recordings, film, microform and artefacts. The main emphasis is on collections, but items which could be considered of particular significance to the documentary heritage, are also included.

This survey aims to fill gaps in present knowledge about the existence of heritage collections in public libraries. Although there is already information available, particularly regarding book and manuscript collections, there is a need for this information to be updated in the wake of local government restructuring - collections may have been merged and/or rehoused and managerial responsibilities reassigned. There is an even greater need for information regarding the condition and accessibility of collections.

The research project at LASER is advised by a steering group which includes professional librarians, researchers and those involved in the heritage field. It has collaborated with the British Library Research and Innovation Centre (BLRIC) and the National Preservation Office over questions in the "Preservation Needs Assessment Survey" (to be published as British Library Research and Innovation Report 125).

*LASER Press Release  
August 1998*

Further information, including an electronic version of the questionnaire, is available online at <http://www.viscount.org.uk/heritage> or from

Sophie Young,  
Project Officer  
on 0171 702 2020  
or [sophie@viscount.org.uk](mailto:sophie@viscount.org.uk).

## EXPANDING THE VISION- WE NEED YOU

Are you serving everyone in your community equally ?  
NO ? then consider these questions

1. Do you think a visually impaired person should be able to come into their library and expect access to any information in the format of their choice?
2. Do you think services designed for visually impaired people should be provided as part of mainstream services?
3. Do you want to encourage more visually impaired people to use your library?

If your answer is YES to all of these questions read on.

Share the Vision is an agency which is helping local libraries to develop their services for visually impaired people. The agency represents public libraries and all the national services which are providing reading services. These include RNIB, Calibre, National Library for the Blind, and Talking Newspaper Association.

STV has developed the National Union Catalogue of Alternative Formats, (large print, Braille, Moon, recorded books) to improve bibliographical control of materials particularly relevant to visually impaired people. Working in partnership with NWRLS, NUCAF is now available on the Unity System. This important step has meant that extension of the project will be made easier with all north west public library authorities and several academic and special libraries already having access to Unity plus over 100 sites nationally.

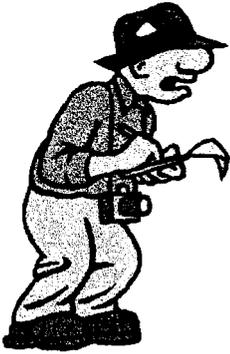
As you will appreciate, having the bibliographical data is of no real value if readers still cannot access the materials they require. Therefore, NWRLS and STV agreed to develop a Pilot Interlending Project for alternative formats with NWRLS as co-ordinator. This is part of the EU funded project, TESTLAB, which is ongoing and has involved visually impaired users of Manchester and Tameside libraries.

The 2 PIP sites have also had access technology installed onto the Unity workstations in the form of a Braille bar, and screen and voice enhancements. This enables users to be able to browse through the catalogue, identify relevant publications and to ask the library staff to get these for them, an option previously denied to visually impaired people. Of course not all libraries will have the option to invest in access technology but the national catalogue will be of considerable help for library staff. For the first time they will be able to use it both to find out if a publication exists on tape or in Braille and if so who can supply it.



National Union  
Catalogue of  
Alternative Formats

Browsing by Braille



Obviously as with any innovative project we have had some teething troubles but the fact that the volunteers remained enthusiastic illustrates that there has been a need for this kind of service for a long time.

However, we are now at the stage where we wish to roll out the PIP to all libraries in membership of NWRLS and a seminar was organised. The well attended seminar aimed to raise awareness of the needs of Visually Impaired People, the work that has already been undertaken and to create greater access to resources. Delegates were encouraged to sign a commitment of intent to interlend alternative format material and to change the face of library services to the visually impaired people in their communities, in the North West and ultimately on a national scale.

#### Concerns

Librarians being the practical kind of people that they are, raised several concerns which, as ILL practitioners, you will be familiar with. :

1. worried about the loss of non-book materials
2. worried about loss of income from charged items
3. worried about demand exceeding supply
4. worried about another set of procedure and rules for interlending
5. where do the national agencies fit in ?

#### Follow up

We followed the seminar with a letter to all NWRLS's members; public, academic and special, responding to these concerns and pointing out that the partially sighted and blind pay tax like everyone else and they are being short changed. Too much thought has been given as to how lending alternative formats will fit into the procedures lovingly established for the interlending of books rather than the provision of a service for everyone. By 1999, with the enforcement of the Disability Discrimination Act, it will be illegal for a provider of a service not to make equal provision for disabled people.

Already in the North West we have had several libraries signing up and there's still bags of time before the deadline. We hope to be able to report on the progress of the North West in future editions where we will be naming names ! The ultimate aim is to establish a national co-operative network paralleling the current one which exists for the interlending of standard format material and to allow VIPs the same access to material via their local library as any member of the community.

*David Owen,  
Executive Director  
Share the Vision*

*Deborah Ryan,  
Company Secretary,  
NWRLS*

Libraries, and especially the people who work in them, can make a difference and you will soon have the opportunity to play a major part in expanding this vision.

## NEWS FROM BLDSC

Total requests received in the financial year up to March 1998 were 4,257,670 - 1.7% up on last year. The figure shows that overseas demand is 3.6% up and demand from within the UK 1% up on last year. The overall satisfaction rate for accepted requests for the period was 93% and the satisfaction rate from stock 88.8%, compared to 94.6% and 89.5% respectively for the same period in 1996/7. Over 85% of all requests are now being transmitted by automated means.

The British Library's new integrated search and order service is now available through both the World Wide Web and on CD ROM. Subscribers can search the database - which includes 13,000 science, technical and medical periodicals and 7,000 humanities, arts, business and law journals, together with around 16,000 conference papers a year - order articles and receive those articles within a guaranteed time.

Use of the service is proving to be very popular with almost 44,000 documents ordered by this route since the launch in May 1997. However, not all the BLDSC catalogues are to be found on the OPAC because they are not available in machine readable form, e.g. Official Publications, music or 'grey' literature. Users are reminded that for this sort of material DSC will accept unverified requests.

The document ordering facility from the DSC pages of the British Library's web server is proving very popular. Since its inception in February 1997, over 10,000 requests have been received at DSC by this method.

The New Titles Alert subscription service has now been replaced by a free listing on the Web site. The Web version will be updated monthly and will accumulate to contain up to 3 months of new serial titles added to the collections. All of the titles are accessible through document supply services, although the loan ban may apply in some cases.

A major programme to update and improve document supply literature for customers has been launched. A new brochure describing services, and new customer handbooks for both UK and international customers are expected to be available soon. Existing customers will receive a copy of the new handbook in due course.

Demand for Document  
Supply

Inside Web

OPAC 97

Document Ordering on  
the Web

New titles alert

Programme of new  
literature



British Library  
Reproductions and  
Picture Library

Access for picture researchers has been improved with the creation of a Picture Library, where images can be searched for thematically (previously it was necessary to search by book or manuscript). This selection, which is constantly growing, includes the most popular images, with the majority being pre-20<sup>th</sup> century. The London Copy Service photographic section is now able to produce high quality photographic prints in just minutes from its versatile Digital Photography system either as transparency, CD-ROM or black and white reference print. The copy of the print will be at least as good as it was with film but the turnaround will be considerably quicker with potential for a same day service.

The digital library

The British Library's Digital Library Programme is one step closer to completion with the announcement of a short list of three bidders who will now go through to the next stage of negotiation under the Private Finance Initiative (PFI) which is being used to develop the project. The main areas of the Library's activities involved in the Programme are: Document Supply, Patent Document Supply, Reprographic Services and Digital Publishing.

The three potential partners are, in alphabetical order:

- Dawson-IBM Consortium (Dawson, IBM, the Stationery Office)
- Digital Library Consortium (Blackwell, Chadwyck Healey, MicroPatent, Unisys)
- Elsevier Science

The detailed process of evaluating proposals and selecting a preferred bidder commenced in April, with the contract expected to be awarded by November 1998.

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## NEWS FROM THE FIL COMMITTEE

- The FIL Committee put to a vote a proposal at the FIL Conference which was carried unanimously. Until this proposal, only the named representative of an institution could vote at the Annual General Meeting. Now one attending member can vote on an issue at Conference.
- In the next issue Rose Goodier will be reviewing her visit to the IFLA Conference
- If you feel you would like to promote Forum for Interlending, and need free publicity, please contact David Orman (see Page 23)
- FIL is all about sharing experiences. As we have seen time and again, the exchange of experience is a valuable help in reducing feelings of isolation, it can save you from re-inventing the wheel. Your service is a vital service. What do you do to promote your service? Do you think that the way your budget (if you have one!) is allocated is unfair?

We would love to hear your experiences in everyday ILL and Document Delivery

## UNIVERSITIES AND PUBLIC LIBRARIES - CO-OPERATION GUIDELINES PROPOSED

Do the demands from students distort public libraries' service to other users? Is there inefficiency in public libraries that could be avoided by co-operation, or by more co-operation? How much co-operation already exists.

These questions are tackled in a new *Issues in Focus* publication from the Library and Information Co-operation Council (LINC) entitled "*Interactions between university and public libraries: practice and policy*".

"Despite some valuable recent research," says John Sumsion, the writer of *Issues in Focus* No. 14, "it is disappointing how little attention has been paid to access and stockholding amongst a mass of papers and reports on library and information services co-operation. Our investigation confirmed our original view that the use of public libraries by students is well researched, but it is more difficult to determine the use of university libraries by the public and to test the hypothesis of unnecessarily duplicated stock".

Following a literature review and contacts with librarians in places where co-operation was thought to be well developed, John Sumsion tested several hypotheses on interaction and collaboration between public and university libraries. He identified lack of publicity as a major factor in the low use of university libraries by the public, with "little determination from public libraries to realise that personal access may be more economic than interlibrary lending".

In *Issues in Focus* No 14 he provides a checklist of topics for consideration in drafting policy and guidelines under the headings *Access to university libraries*, *Collection collaboration*, and *Students in public libraries*.

The working group recently proposed in the DCMS Comprehensive Spending Review paper, is to examine how co-operation between libraries and the education sector can be improved, looking at good practice guidelines to encourage access arrangements, promising areas for collection co-ordination, and ways of promoting interlending and access.

*Issues in Focus* No 14 is based on a study carried out by John Sumsion for the Audit Commission. Copies of this full report (48pp, ISBN 0 9533775 0 4) *Interactions between university and public libraries: some policy and research issues in the 1997 situation* are available £20 post paid from Rotherby Research, 29 Main Street, Rotherby, Melton Mowbray LE14 2LP. Fax: 01664 434485.



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Copies of *Issues in Focus* No.14 (free of charge up to 20 copies) are available from Pat Wressell & Associates, 36 Highbury, Jesmond, Newcastle upon Tyne NE2 3EA. Tel: 0191 2813502. Fax: 1091 2120146. [pwa@wressell.demon.co.uk](mailto:pwa@wressell.demon.co.uk)

## EARL: THE CONSORTIUM FOR PUBLIC LIBRARY NETWORKING

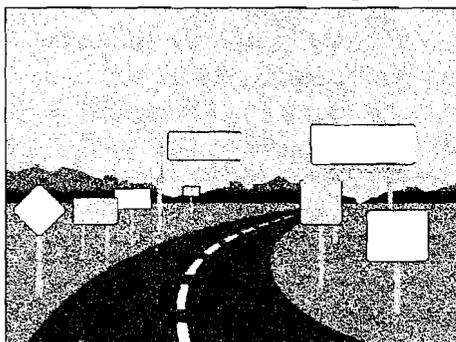
The key themes of cross-sectoral collaboration and content development of digitisation programmes continue to pervade the overarching framework of EARL initiatives. This includes the strengthening of strategic partnerships such as those currently under negotiation with CHEST on the issue of consortium purchase of datasets for public libraries. Possible collaborative purchases include the Clover Newspaper Index, the British Standards Index, or the Encyclopaedia Britannica. EARL also attended the launch of the Campaign for Learning's Family Learning Day on 11th September, highlighting the importance of lifelong learning. EARL demonstrated the Familia database of family history resources at Holborn library, attended by the Mayor of Camden and celebrity Gladiator Saracen. Promotion activities are scheduled to continue well into next year on this theme.

The issue of training has also been paramount over the last few months. Two of EARL's staff attended a Cyberskills workshop in Reading, and a successful Internet-based workshop relating to Community Information was provided by EARL, working alongside Manchester Metropolitan University on 11th September, yielding country-wide participation. Most recently EARL has been involved in setting up a pilot Internet course, in collaboration with Netskills, for senior public library managers. EARL hopes to continue to develop collaborative training models for ICT in public libraries.

The theme of content development has been manifest in ongoing evaluations of the demonstrator services on the EARL website. One such survey, conducted by Sheila Harden, identified the *Ask a Librarian* service as being a valuable public library service. For those of you not yet familiar with this service, 'Ask' is a

national web-based reference service that draws upon a collaborative effort from participating members. In a bid to fine-tune the quality of this service, Celia Ross prepared a report over the summer outlining a series of recommendations that drew upon her experiences from the Michigan-based Internet Public Library website [<http://www.ipl.org>]. Many of these recommendations have now been implemented. A broader survey distributed to EARL partners aims to reassess the priorities of EARL and an appropriate way forward over the coming year.

Now nearing the end of an exciting year in public library networking initiatives, the success of EARL reflects and relies upon the continued support of library staff who actively participate in these developments.



Undoubtedly, though, many of the achievements over the last year would not have been possible without the effort and enthusiasm of EARL Manager Helen Copeman, who recently joined the Alzheimer's Disease

Society, and Information Officer Ali Holder, soon to join the Westminster Libraries and Archives team. In their place, EARL would like to welcome Helen Baigent (Liaison Officer) and Chris Moore (Information Officer), having both just completed their Masters qualifications at Sheffield and Loughborough Universities respectively. Both Helen and Chris very much look forward to continuing in Helen and Ali's footsteps in furthering EARL's aims.

More information can be obtained by contacting: EARL, 4th Floor, Gun Court, 70 Wapping Lane, London E1 9RL; Tel: 0171 702 2020; Fax: 0171 702 2019; Email: [info@earl.org.uk](mailto:info@earl.org.uk); URL: <http://www.earl.org.uk>

*Helen Baigent  
September 1998.*

# NEW PUBLICATION

## EVOLUTION OR REVOLUTION?

The challenge of resource sharing  
in the electronic environment  
Proceedings of the FILConference held at  
Keele Univeristy  
8th - 10th July 1997

ORDER  
NOW!

CONTENTS... CONTENTS... CONTENTS... CONTENTS... CONTENTS...

- Bits, atoms and the knowledge society  
*Eric Davies, Loughborough University*
- Resource sharing: hype and realities - the view from BLDSC  
*Mike McGrath, BLDSC*
- The People's Network: revolutionary evolution in libraries  
*John Dolan, Birmingham Libraries / LIC*
- Technology and the law: electronic copyright issues  
*Sandy Norman, Library Association*
- A document solution for electronic libraries *Robert Kimberley, ISI*
- Co-operation in the networked environment  
*Allan Foster, Keele University*

### ORDERING DETAILS:

Available from:

Turpin Distribution Services Ltd., Blackhorse Road,  
Letchworth, Hertfordshire SG6 1HN  
Tel: 01462 672555 Fax: 01462 480947  
Email: TURPIN@RSC.ORG

Orman, David (Ed) : *Interlend '97: Evolution or Revolution? The challenge of resource sharing in the electronic environment*. The British Library National Bibliographic Service, 1998  
ISBN 0 7123 1107 6

Our webpage is <http://www.la-hq.org.uk/introf.htm>

The *Forum for Interlending* is an organisation designed to enable those library staff involved in interlending and document supply to exchange ideas and views. FIL is run by an elected committee of members who are themselves involved in interlending.

*Activities include:*

1. Annual conference
2. Exchange of experience workshops
3. Liaison with regional and national organisations involved in interlending
4. Membership of / representation on national bodies (e.g. LINC, CONARLS)
5. Newsletter, reports and publications covering matters of importance to ILL staff

## MEMBERSHIP

- Both institutional and individual members are welcome.
- Subscription for both categories is £20.00 per annum.

If you are interested in joining FIL please complete the form below and return to:

**Susan Walsh**  
NWRLS  
Central Library  
St Peter's Square  
Manchester M2 5PD  
Tel: 0161 234 1947 or 0161 228 7524  
Fax 0161 234 1963  
email: [susan@nwrlshq.unity.libris.co.uk](mailto:susan@nwrlshq.unity.libris.co.uk)

- *Please register me as a personal / institutional\* member of Forum for Interlending*
- *I enclose a cheque for £20.00 made payable to: Forum for Interlending  
Please invoice my institution.\**

\* Delete as appropriate.

Name

\_\_\_\_\_

Position

\_\_\_\_\_

Institution

\_\_\_\_\_

Address

\_\_\_\_\_

\_\_\_\_\_

Tel

Fax

Email

*Please also use this form to keep FIL up to date with any alterations or new information about yourself or your organisation.*

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Varies according to venue of meeting