FIL Newsletter
Forum for Interlending

Contents

In this issue:

DOCUSEND – A Progress Report

Gordon Bower, Docusend Project Manager

Introduction

Docusend is a national document delivery project funded by the Joint Information Systems Committee (JISC). It is a three-year project, scheduled to finish in October 2004. This brief article is intended to give FIL readers a picture of what the project is about, where it is at the moment and what we can expect in the future.

The project is managed by a Steering Committee, chaired by Anne Bell, University Librarian at the University of Warwick. The other members of the Committee are Jean Sykes, Librarian and Director of Information Services at LSE and David Whitehurst, Deputy Librarian at UMIST. I took over as Project Manager in May 2003, following on from the work of Peter Wynne, who Newsletter readers may recall presented a paper on Docusend at the FIL Conference in Exeter in July 2002.

Background to the project

It can be a confusing world for today's users. Often they have found that they need a plethora of passwords to access various databases. They need to familiarise themselves with a new interface every time they access a new resource. They have to waste time re-keying the same search terms each time they look for an item in more than one database. They find information about existing materials and resources, and maybe even location information too, but they are still often far from actually having the source material they want. For that, there is a need to arrange either physical access to the resource at the identified location or an inter-library loan request that will bring the resource to them. This is where Docusend comes into the picture.

Docusend does not operate in isolation. It is a partner in JISC's JOIN-UP Programme[1], which brings together four separate projects, all concerned with services relating to journal articles. The four projects in JOIN-UP are addressing the four components of the Discover/Locate/Request/Access continuum. Docusend will contribute to the JISC Information Environment as an infrastructure service broker by creating a one-stop document delivery service.

---

[1] http://edina.ac.uk/projects/joinup/index.shtml

What is Docusend about and what is it trying to do

From the outset, Docusend has used the term 'one stop shop' and it remains a key part of our philosophy. The idea is that you put in your user's request, Docusend finds an appropriate location, the request is supplied and is sent back to you electronically, wherever possible.

The aim is to work towards demonstrating a cost-effective, quick, integrated document delivery service that would require minimum intervention throughout the process from the end user requesting the item to the same end user receiving the item. To this end, the project uses Fretwell-Downing's VDX software to manage the processes

At the requesting end, it is expected that inter-library loans staff in libraries will request the article using a Docusend web form (though other media/formats for requesting will be permissible). A key issue is getting requests into Docusend in a standardised format, for example in ISO ILL. Where possible the request will be automatically downloaded from a library's ILL management system into the Docusend web request form and we are currently trialling the use of Fretwell-Downing's Zportal as a gateway into the Docusend service.

Wherever possible, Docusend will supply an electronic version of the requested article. This may be via a service connected to publishers' electronic article files, or it may be via electronic document delivery services that use printed originals and scan the articles for electronic transmission. Where no electronic version or service is available, the Docusend one-stop service will forward the request to a conventional inter-library loan supplier of the requester's choice.

Docusend will bring together a wide variety of docdel services in an integrated one-stop service, transparent to the user

There is a huge range of journal article resources available to HE in the UK, both in terms of the printed volumes contained in library collections, including of course the BLDSC, and in terms of the electronic content available through JISC data services, nationally negotiated e-journal deals, third party electronic content suppliers, and journals publishers' own original electronic databases. By offering a one-stop service for journal articles, Docusend will bring together the print and the electronic worlds in the service of users, starting with the Lamda supply libraries and extending outwards, without the users needing to know about the actual source of the supply.

Docusend will permit requesters to choose from a range of supply methods and provide a request profile service to customers

There will be no need for the requester to search union lists or select a supplier - Docusend will do that automatically for them. It will be capable of selecting and delivering according to pre-expressed conditions laid down by the requester. For example a requester can present a profile (which will be stored electronically and will be capable of easy modification if required) which prefers

one supplier above another, depending on cost, speed of delivery, or other suitable criteria.

Docusend will test the potential for end-user requesting

The ultimate in one-stop shopping for journal articles for users would undoubtedly be the opportunity to send a request from the desktop, either keyed in from scratch by the user or electronically transferred to a Docusend input request format from another electronic source (e.g. via Zetoc or a subject portal). Docusend will also be ready to test direct end-user requesting, allowing users to import automatically the request/bibliographical details from other electronic sources, for example JISC data services/portals, or online abstracts and indexes, without the need for re-keying. There are a number of obstacles to be overcome in achieving this objective, from copyright issues to organisational and management issues for the library's ILL department, and from issues of user authentication and eligibility to cost control and user payment.

Where to from here?

The Docusend Steering Committee has recently been re-evaluating the range of activities contained in the Docusend work plan. We appreciate the fact that, having been without a Project Manager for a six-month period, things have been a little quiet recently on the Docusend front.

Having said that, we are confident that the project is now back on track and we now have approval from JISC to extend the term of the project by that six months that we were without a Project Manager. We expect that during the next fifteen months between now and the conclusion of the Project in October 2004, we can continue to develop a well-informed picture of the sort of document delivery service that you and your users would wish to use.

It should be noted that there are important technical challenges to be addressed in Docusend. These include the lack of progress by the vendors of library management systems in becoming ISO/ILL compliant, which unless resolved will make it problematic for requests to be routed into Docusend. There are also significant complexities involved in Docusend being able to interoperate with non-Lamda sources of supply. These were some of the issues that have led the project team to seek approval from JISC to re-profile the project to one of proof of concept rather than full service. This request has been approved, in principle, by JISC and formal notification of the acceptance of the revised Project Plan is awaited.

Other exciting national developments are taking place as we are working on the project. Work on SUNCAT, the proposed national union catalogue of serials data for the UK, is under way and will eventually have a significant impact on all of us who work with serials. This quote from the SUNCAT website gives some idea of how the service will be developed:

> SUNCAT will be developed in three phases, for a total of over 1 million across a four-year period. In Phase 1, 2003-04, a critical mass of current

STM titles will be created from twenty large UK university and research collections. We intend to launch a pilot SUNCAT service in Autumn 2003. Phase 2, 2005-06, will increase coverage of libraries to about 200, with focus on specialist collections, including older and rarer materials. By the end of 2006, SUNCAT will be the first port of call for information about serials held in UK libraries. Phase 3 (2006 -) will be a period of consolidation to ensure the long-term stability of SUNCAT.[2]

The recent work by Peter Brophy on single article supply[3] has also aroused great interest and Docusend and other related JISC projects are actively considering the recommendations in that report. In his recommendations on Docusend Brophy stated that 'the continued development of Docusend, as a supplier-neutral article location, request and supply project with the capacity to become an established service in UK HE, should be supported.' Amongst his other recommendations was support for JISC to encourage commercial library management system suppliers to offer full support for the ISO/ILL protocol as soon as possible. It is important for Docusend to get requests in a standardised format and the wider adoption of ISO/ILL will assist this, as well as improving interoperability generally. The importance of testing of end-user requesting was also stressed in the Report.

The Project will be making its final report to our funding body, JISC, at the end of October 2004 and we expect by then to have demonstrated proof of concept and produced a well-developed and researched plan into how a fully operational Docusend style service would operate. We look forward to working with FIL members in developing and achieving our objectives. If you have any questions or comments about Docusend, please feel free to contact me at the address below.
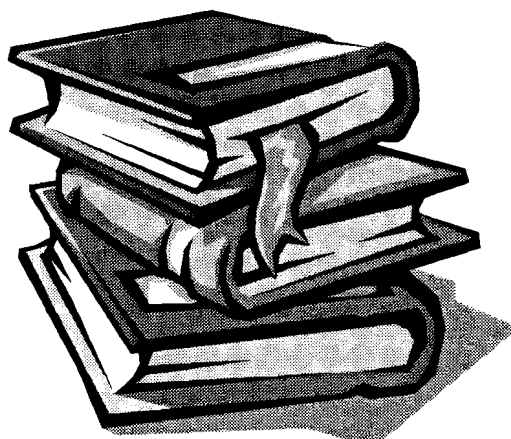
Gordon Bower
Docusend Project Manager
Raymond Burton Library
University of York
Heslington
YORK YO10 5DD

Tel: 01904 321 138
Email: grb7@york.ac.uk
http://www.docusend.ac.uk/

---

[2] http://www.suncat.ac.uk/

[3] Brophy, Peter. *Single article supply: a report to the Joint Information Systems Committee.* January 2003.

Interlending of theses within the UK

Dr Jenny Brine, Lancaster University Library

Theses and dissertations are the written documents produced by students at the end of a higher degree or as part of their undergraduate studies. They are often of great interest to other researchers because they may:
- be the first or only discussion of a particular topic,
- contain details not given in published articles resulting from the thesis
- treat certain aspects of the subject in greater depth than is possible in a publication.

Generally no more than three or four copies of the typescript are produced and bound, usually by the university bindery. Older theses may be carbon copies of the author's typescript.

Sometimes a dissertation or thesis may contain material that is commercially, politically or personally sensitive. In these cases the library may have a copy but will only release it to a reader in person, on the production of the written permission of the author or of the author's department. Such restrictions are usually indicated in the institution's OPAC.

Most university libraries have a designated member of staff who is responsible for the thesis collection.

Undergraduate dissertations

Many undergraduate students write a dissertation, typically of about 10,000 words, in the final year of their course. Undergraduate dissertations do not normally contain original material. University libraries seldom hold undergraduate dissertations and many departments do not have them either. They are not listed in bibliographies and indexes. However, they may occasionally be cited by the author or by others. In general the only way of acquiring a copy is to make contact with the student direct. In some cases the department may have an address on file, or be willing to forward a request.

Taught courses

Most taught postgraduate courses require the submission of a dissertation after one or two years of study. Many MA, MSc and MBA courses fall into this category. The dissertation is often limited to about 20,000 words. At this level the dissertation may be seen as evidence of the ability to carry out research, or a preliminary assessment of the research potential of a topic, rather than original research. Some universities do require students to deposit a copy of their dissertation with the university library, and others keep a copy in the department. Some universities arrange for the deposit of good dissertations in order to provide an example for subsequent students. However many universities do not appear to have any system for even recording the titles of the dissertations submitted to them. It follows that the bibliographical control of such dissertations is not systematic, although some are listed in *Index to theses.* However, where general sources fail they may be traced through specialist bibliographies on particular subjects. One example is the list of theses in Russian and East European studies in UK universities, which was published every five years in *Oxford Slavonic Papers* and included in the *European Bibliography of Slavic and East European Studies.*

Research courses

Theses and dissertations produced by students working for a research degree are expected to make an original contribution to knowledge, albeit frequently in a very specialist niche. They are typically between 80,000 and 100,000 words long and represent a substantial investment of time and intellectual resources. Nomenclature for higher degrees varies between universities, but generally an MPhil thesis is less substantial than that presented for PhD or DPhil. People who have a PhD or DPhil are said to have a Doctorate and may use the tile "Dr".

The bibliographical control of theses at this level is the responsibility of *Index to theses.* Records are available on-line for 1970 onwards, and in paper form from 1950. Universities are expected to notify the compilers of PhD, DPhil and MPhil theses awarded by their institution, and authors of theses at lower levels do often advise *Index to theses* of their work.

Work in progress

Theses and dissertations can take many years to prepare. Students may start full-time, but be obliged to take up employment full- or part-time before they can complete their research. The research councils and universities endeavour to make students write up promptly, but there are always many postgraduates around who have "nearly" finished their degree. Problems arise for interlending staff when our readers assert that a thesis has been written by a student at a particular university and we can find no trace of the thesis in that institution's OPAC or elsewhere. In these cases the best we can do is contact that university and ask its Thesis Officer to ascertain the status of the work, or try to contact the author direct.

Copyright status

British theses are not published documents, and so the author's copyright has to be protected by library staff when giving access to the thesis. This is usually done by requiring the user to sign a document stating that they recognize that the copyright in the thesis belongs to its author, and that they accept limitations on how much of the thesis they may copy or quote. The wording of the Thesis Declaration Form varies in accordance with the awarding university's regulations. Many libraries reinforce this by attaching prominent notices to the outside of the thesis telling readers they may not copy the thesis.

British Library Document Supply Centre

The British Library Document Supply Centre has copies of over 165,000 British PhD/DPhil theses, from 1970 onwards. At one time BLDSC filmed all PhD/DPhil theses automatically, but this became too expensive. Now theses are microfilmed on demand, provided the university that awarded the degree takes part in the thesis microfilming scheme. Records for most UK theses held appear on BLPC, and the BL is happy to respond to any enquiry about the availability of a particular thesis. Libraries may borrow the microfilm or purchase a bound printout of the thesis. At present, borrowing a microfilm costs the same as borrowing a book. A number of British universities require the reader to sign a Thesis Declaration Form (TDF); this must be submitted to BLDSC before the film will be sent. This requirement is reflected in the order number given to the thesis: those with the order number preceded by DX do not need a TDF; those preceded by D require one. Full details of the BLDSC British thesis service are available at: www.bl.uk/britishthesis.

Some British universities have withdrawn from the BLDSC's thesis copying scheme, and now supply all requests for theses which are not already on microfilm at BLDSC. This includes Bradford, Edinburgh, Leicester (rejoined 2003), Manchester, UMIST, Manchester Business School and St Andrews.

.

Loans

Although many requests for theses can be satisfied from BLDSC, there are occasions when it may be necessary to borrow a thesis. These include:
- Thesis out of BLDSC scope – e.g. MBA or MPhil
- Thesis awarded by an institution not participating in BLDSC microfilming scheme
- Thesis not yet filmed by BLDSC. As it can take weeks or even months to get a film made, borrowing the original is attractive. However, some libraries never lend their PhDs and will refer all requests to BLDSC.
- Maps, drawings and illustrations do not reproduce well on microfilm
- Reader is visually impaired and can not read microfilm
- Reader dislikes the microfilm format
- Reader does not have access to a microfilm reader

There is considerable variation between universities in their policies on lending theses. Details are given below. However, in all cases theses and dissertations are lent FOR LIBRARY USE only and must be returned by REGISTERED POST or a CONSIGNED/INSURED SERVICE. It should be noted that very few libraries will lend theses or dissertations to libraries abroad. Most universities will require the reader to sign a CDF, which is retained in the thesis, giving a permanent record of who has consulted it.

Copies

Many libraries are willing to make photocopies or other copies of theses for readers. However, there are variations in policy on whether the author's permission must be sought in advance, or a signed TDF sent with the request. In some cases it may be better to order a copy from BLDSC. Their copies are bound and may be available more rapidly than from the university library.

E-theses

At present British universities do not store or make available their theses in electronic format, although this is done in certain other countries. There are copyright problems as well as technological issues to be addressed, but in future theses may well be made available over the web or on CDs.

Library details

The details that follow were correct as of May 2003. Please notify me of any corrections so that an up-dated version may be made available later if necessary.

Dr Jenny Brine

Interlending and Document Supply
Lancaster University Library

J.Brine@lancaster.ac.uk

THESES IN HARD COPY

England			
Institution	**PhDs**	**Masters**	**Copying**
Aston	Don't lend		
Bath	Don't lend		
Birkbeck	Lend	Do not hold taught Masters	
Birmingham	May lend	Do not hold taught Masters. Will lend	Yes
Bradford	Lend	Lend	10p per sheet plus P&P
Bristol	Pre-1978 theses may not be on OPAC. Will lend any thesis not already available from BLDSC.	MLitts – should have all. MA and MSc – selective. Will lend	If not at BLDSC – microfiche for a minimum of £22 plus VAT and handling charge.
Brunel	Don't lend	Don't lend	£60 per thesis
Cambridge	Doctor of Philosophy dissertations held from 1921. From 1970 are on OPAC; earlier dissertations are on the card catalogue in the Manuscripts Reading Room. Never lend. Most PhD theses since 1969/70 are available on microfilm from BLDSC.	Higher degrees, including MPhil, MSc, and Master of Letters are held in the University Library. Dissertations from 1970 are on OPAC; earlier dissertations are on the card catalogue in the Manuscripts Reading Room. Never lend	Only if not available from BLDSC, and with written permission of author. Contact Photography Dept.
Central England	All on OPAC. May lend, at discretion of Faculty Librarian	All on OPAC. May lend, at discretion of Faculty Librarian	
Central Lancashire	Refer to BLDSC, loan considered in exceptional circumstances	Masters theses – held for Research degrees but not for taught courses. Will lend.	
Central School of Speech and Drama	Do not award PhDs	Theses not available for loan or copying	
City (including Cass Business School)	All on OPAC. Do not lend	MPhil theses are on OPAC; will copy for loan. MBA theses and MSc theses from the Cass Business School are not available. Information Science MScs are in the OPAC and are available as for MPhils. All other MScs have to be consulted in the appropriate	20p per page plus £5 P&P

England			
Institution	PhDs	Masters	Copying
		department and are not for loan.	
Cranfield	All on OPAC, except for restricted theses. Will lend	All on OPAC, except for restricted theses. Will lend	£95 for a PhD, £70 for a MSc
Durham	1972-77 at BLDSC; After 1977 most are available on microfilm from BLDSC. If have been filmed are not normally lent. Unfilmed theses are normally lent.	Main Library holds all MEd, MA, MPhil and MSc by research, but not from taught courses, except for Geology and Linguistics, which are held in the Library. Will lend.	12p per sheet
East Anglia	Never lend. Refer to BLDSC	Most are held in the Schools not in the library	
Essex	Refer to BLDSC first, but may lend	Most LLM, MPhil, some other Masters held. May lend	£40 per thesis
Exeter	All on OPAC. May consider loan in exceptional circumstances	All MPhil, some MA	If not available from BLDSC – 20 p per page plus p&p
Gloucestershire	Will lend	Will lend	
Hull	May lend		
Keele	Pre-1988 not on OPAC. Will lend if not already filmed by BLDSC	Pre-1988 not on OPAC. Will lend.	
Kent at Canterbury	Do not lend		
Lancaster	Never lend	MBAs generally not held. Holdings of Masters theses incomplete. Will usually lend	10 p per sheet plus postage
Leeds	All on OPAC. May consider loan, but prefer readers to use BLDSC copy	Most masters theses are held in departments not in library. This the library does have are on OPAC and may be available for loan.	£35 for first 300 pages, £5 for every additional 50 pages, plus P&P
Leeds Metropolitan	May lend	May lend	
Leicester	If available from BLDSC, do not normally lend. If has not been filmed, will lend second copy if held. BLDSC does not have 1992-2002 on film.	Not comprehensive but will lend if have a second copy	With author's permission. Prices on application.
Liverpool John Moores	Do not lend or copy if available from BLDSC. May lend if not already filmed.	Not comprehensive, but may lend at discretion of Subject Information Officer.	No
Liverpool	Do not lend or copy if	Available for loan, but	Microfilm only – no

England			
Institution	**PhDs**	**Masters**	**Copying**
	available from BLDSC.	do not have comprehensive collection	photocopies
London	College copies of theses are not available for loan. Senate House (LO/U-1) will lend hard copies of theses in its collection. PhD theses awarded up to 1975 are only available from Senate House	Complete run of MPhils and MDs at Senate House, and MAs and MScs until 1968. These are available for loan from Senate House. College copies of theses are not available for loan.	
Loughborough	All on OPAC. Do not lend	Have MPhils but not MA or MSc theses, but not for loan	£45 for a photocopy
Manchester (UMIST)	May lend		
Manchester	Will lend	Available for loan, but do not have comprehensive collection	Prices on application
Manchester Business School	May lend		
Manchester Metropolitan	All on OPAC. Will lend	Masters retained for 5 years and then stock is edited. Will lend	No
Newcastle-upon-Tyne	Do not normally lend	Have most MPhil, MD, MEd but not MA or MSc	
Northumbria	Will lend	Some held, and will lend	No
Nottingham Trent	Will lend	Sometimes lend	No
Nottingham	All on OPAC. Refer to BLDSC, but will lend if microfilm not acceptable.	Some in department not in Library. Those in library are on OPAC and available for loan	
Open University	Refer to BLDSC, but will lend if microfilm not acceptable.	Will lend	No
Oxford Brookes	All on OPAC. Refer to BLDSC, but will lend if microfilm not acceptable.	Some in department not in Library. Those in library are on OPAC and available for loan	Yes
Oxford – Bodleian	Post-1971 DPhil theses are mostly on film from BLDSC and hard copies not normally lent. Pre-1971 D.Phil theses – loans permitted providing thesis in good condition	M.Litt, B.Litt, B.D., M.Phil, B.Phil – loans permitted providing thesis is in good condition. MA and MSc theses are NOT in the Bodleian. They are usually held by the individual colleges.	

England			
Institution	**PhDs**	**Masters**	**Copying**
Oxford – Radcliffe	Post-1971 theses available on film from BLDSC and not normally lent. However, an exception may be made for Geology, where coloured maps do not reproduce adequately. May be extra charge to cover postage.	Some Masters theses held.	12p per page plus handling, postage and VAT
Plymouth	Refer to BLDSC – will not normally lend	Will normally lend	No
Portsmouth	Refer to BLDSC- do not normally lend		
Reading	Will lend up to 1976. 1976- refer to BLDSC	Not held at University Library but will lend if available from the Department	Pre-1976 – 10p per sheet plus P&P. More recent – referred to BLDSC
Salford	All on OPAC. Will lend, double normal loan charge.	Masters by research should be on OPAC. Taught Masters generally not in library. Will lend, charge two BL numbers	Refer to BLDSC
Sheffield Hallam	Prefer not to lend or copy if thesis has already been filmed, but will consider loan.	Depends on department. If in library, is on OPAC and available for loan.	
Sheffield	Prefer not to lend or copy if thesis has already been filmed.		
South Bank	Will lend	Some held, from 2000 onwards in digitised form.	
Southampton	Hartley Library - do not lend pre-1975; 1975-94 lend; 1995- lend wherever possible National Oceanographic Library – not lent Winchester School of Art – not lent		
St George's Medical School	Reference only		
Sunderland	Will lend if not already filmed at BLDSC, or if contain material which has not microfilmed well	Do not hold all Masters, but those held are all on OPAC & available for loan	Possible

England			
Institution	**PhDs**	**Masters**	**Copying**
Surrey	All on OPAC. Will lend theses provided not in demand and not restricted	Hold for last 8 years plus current year; all on OPAC. Will lend theses provided not in demand and not restricted	Prices vary – around £20 for a Masters and £50 for a PhD for UK libraries
Sussex	All on OPAC. Not available for loan	Only those MA theses which have gained a distinction are kept in the library, but all these are on OPAC. Are available for loan	PhD requests all passed to BLDSC. MA theses – 10p per sheet plus postage
Teesside	All are on OPAC and available for loan	All are on OPAC and available for loan	Prices on application
Warwick	On OPAC. If have two copies, may lend one. Otherwise will not normally lend if the thesis has already been filmed at BLDSC	Masters thesis are not in University Library, but may be available from individual departments	Generally not
West of England, Bristol	All on OPAC and available for loan.	Some masters are in library; they are on OPAC and available for loan.	
Wolverhampton	All those in stock are on OPAC. Do not lend	Only a few in stock	Refer to BLDSC
York	All York PhDs are in OPAC. Do not lend	All MPhil and MSW held, some MA & MSc. Will lend.	Provided not restricted, at coat plus postage

Scotland			
Institution	**PhDs**	**Masters**	**Copying**
Aberdeen	All on OPAC (series keyword search: Aberdeen University thesis). Refer to BLDSC initially, but do lend.	All research masters are on OPAC; taught masters are in department and not on OPAC.	10 p per sheet; colour plates approx £1. Plus handling (£3) and postage
Abertay	All on OPAC. Prefer readers to use BLDSC filmed copies where available.	All on OPAC. Will lend all other projects and theses	No
Dundee	Will lend provided library has a second copy	Will lend provided library has a second copy	10 p per sheet plus £3.75 admin and postage
Edinburgh	Will lend if library has a second copy	Does not hold	15p per page plus VAT
Glasgow	All on OPAC. Will lend if have a second copy. Do not lend if available from BLDSC.		Yes
Glasgow Caledonian	All on OPAC. Will lend.	All on OPAC. Will lend	No
Heriot-Watt	All on OPAC. Refer to BLDSC, but may lend if have 2nd copy.	Most masters held and are on OPAC. May lend.	£35
Napier	On OPAC. Refer to BLDSC but may lend if hard copy essential.	Some held and are on OPAC. Generally lend.	No
Robert Gordon	All on OPAC. Loans are at discretion of the Subject Librarian	Not comprehensive, but those that are held are on OPAC. . Loans are at discretion of the Subject Librarian	No
St. Andrews	Pre-1982 not on OPAC. Will lend but require TDF in advance	Pre-1982 not on OPAC. Will lend but require TDF in advance	
Stirling	All on OPAC	All theses submitted for research degrees	
Strathclyde	Will lend provided library has a second copy	Will lend provided library has a second copy	12 p per page plus handling postage and VAT

Wales			
Institution	**PhDs**	**Masters**	**Copying**
Aberystwyth, University of Wales	Will lend	All research theses; plus all Masters' on a Welsh topic; plus all Masters' awarded a distinction. Will lend	
Bangor, University of Wales	All on OPAC. Refer to BLDSC if have been filmed, but will consider requests for loan in special cases. Return by Royal Mail Special Delivery.	Should be comprehensive. All on OPAC. Will lend, but must be returned by Royal Mail Special Delivery.	Do not copy, but National Library of Wales will supply copies of Bangor theses in their stock.
Cardiff, University of Wales	All post-1950 holdings are on OPAC and may be available for loan	All post-1950 holdings are on OPAC and may be available for loan	10 p per sheet
Lampeter, University of Wales	Most are on OPAC; however theses written in Arabic are not. Will lend.	Most are on OPAC; however theses written in Arabic are not. Will lend.	Under review – currently 10 p per sheet plus postage
Swansea Institute of Higher Education	Never lend		
Swansea, University of Wales	Should hold all; will lend	Should hold all; will lend	Prices on application

Northern Ireland			
Institution	**PhDs**	**Masters**	**Copying**
Queen's University Belfast	Will lend	Do not hold all Masters, but will lend what they have	For overseas libraries only
Ulster, Coleraine	All on OPAC. Do not lend	All on OPAC. Lent for one month.	5p per sheet plus postage

V3.Web Moves To OCLC PICA

John Dowd, Regional Account Manager OCLC PICA

OCLC PICA was formed in January 2002 following the integration of the Dutch PICA BV and the UK based OCLC Europe, the Middle East and Africa offices. Both organisations have backgrounds and were forerunners dating back to the late 1960s in the fields of co-operative cataloguing and resource sharing. OCLC PICA's mission statement of 'helping Libraries serve people by providing economical access to knowledge through innovation and collaboration' underlines the motivation and reasons for wanting to move V3.Web under the OCLC PICA umbrella. V3.Web is the next generation of a longstanding and vital collaborative resource tool within the UK public library community. Under previous guises the service has supported UK Libraries ILL activity for over 25 years. V3.Web is a family of products that give access to an Inter Library Loans database comprising of more than 5 million bibliographic records including significant specialist and unique material and has location information leading to over 40 million volumes of public and special libraries.

OCLC PICA, a European Library co-operative acquired the V3.Web service in July 2003 from LIBPAC. In line with it's mission statement this strategic move will ensure long term continuity and stability of the service, combined with the drive to enhance the service over the short and long term for the benefit of current and future V3.Web users. In changing times OCLC PICA, with a combined history of over 30 years, is able to offer this service with a stable environment facilitating increased synergy between participating Libraries. OCLC PICA is also able to bring the potential for V3.Web to be linked to other European and international resources. Participating on an international stage at the highest levels in the field of resource sharing OCLC PICA will also be able to ensure the service, in terms of interface, functionality, etc, will stay relevant and meet the needs of the community in to the future.

Already plans are afoot to trial additional content for existing users by linking from V3.Web to OCLC's WorldCat database (for further details about WorldCat please see http://www.oclc.org/worldcat/). WorldCat is the world's largest bibliographic database having over 50 million records, in over 400 languages, with over 850 million Library holdings. This trial, currently in the planning stage, is to be made available between September and November 2003 and will create a link from the V3.Web interface to the WorldCat database via OCLC's FirstSearch service (for further details about FirstSearch please see: http://www.oclc.org/firstsearch/). FirstSearch is OCLC's premiere Web based

reference service providing Library users around the world with a sophisticated menu driven discovery tool.

At present OCLC PICA is taking time to meet V3.Web users through a mixture of direct contact and group forums, to learn more about the current needs of users and to seek input on future requirements. For the current V3.Web users its business as usual as current contacts and channels of communication remain the same as staff move to the newly formed V3 FM company providing facilities management of the service. Though the move is recent OCLC PICA wishes to actively demonstrate to the community it's high level of commitment and is currently in the process of recruiting a dedicated staff member to work with the V3.Web and the public library communities. As for future plans for the service, this will evolve from listening to the user community and by maximising on the current services offered by OCLC PICA. To use a much used phrase from the advertising world – 'watch this space'.
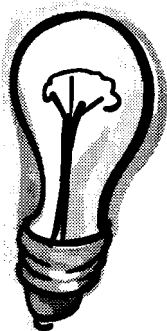
Details of all OCLC PICA services can be found at: http://www.oclcpica.org.

For further information on V3.Web contact:

Mr John Dowd, Regional Account Manager (john_dowd@oclc.org)
OCLC PICA, 7th Floor, Tricorn House, 51-53 Hagley Road, Edgbaston,
Birmingham. B16 8TP
Tel: 0121 456 4656

Date for your diary!

INTERLEND 2004
July 12th to 14th
University of Sheffield

ILLOS-NG

Ian Stuart, University of Lancaster

Lancaster University Library have released details of a project to redesign and build Lancaster's inter-library loan system ILLOS. The project, code named ILLOS-NG ILLOS Next Generation, was authorised by Lancaster University in March 2003 and work has started on the specifications and design of the new system which will be a value added successor to ILLOS.

The final version of the current system, ILLOS 3.0 will be released in autumn 2003, and thereafter work will focus on ILLOS-NG. The ILLOS-NG project is divided into two phases:

Phase 1

It is planned that the first release of the new system, ILLOS-NG 1.0 will provide all the features of the final version of ILLOS 3.0 but in a web/windows environment. In addition ILLOS-NG 1.0 will provide the following features not available in ILLOS 3.0:

- Support for libraries with multiple sites throughout the complete request management process.

- Support for electronic signatures for copyright compliance (expected to be legally acceptable by the time of release).

- Financial accounting management for all stages of the document delivery process. (A financial accounting module will be available in ILLOS 3.0, but the ILLOS-NG accounting module will be an enhanced version of the ILLOS 3.0 module).

Phase 2

At this early stage in the project it is not possible to specify exactly what the functionality of post ILLOS-NG 01 releases will be. However, the following features are under consideration:

- ISO-ILL compliance both as a requesting and a supplying library.

- Support for OpenURL linking and ordering of such linked documents.

- Integration with library management systems in the areas of borrower data, circulation management etc via relevant protocols.

- Integration with document suppliers via relevant protocols.

- Integration with resource management library portals.

- Library borrower authentication and management via LDAP directories (e.g. Microsoft Active Directory).

- DOI (Digital Object Identifier).

- Z39.50 item order compliance.

Developments and further details will be sent to the ILLOS mailing list mailto lis-lancsill@jiscmail.ac.uk

Ian Stuart
Lancaster University Library
Tel   01524 592540
Email mailto i.stuart@lancaster.ac.uk

Ariel Update from Infotrieve

Jenny Connelly, Senior Product Manager, Infotrieve

Infotrieve acquired Ariel from the Research Libraries Group (RLG) in January 2003. After seven months, we have made progress, have kept many commitments that we made to the library community, and have exciting plans for the future.

Acquisition Update

When Infotrieve acquired Ariel, we were met with concern in the academic community. A for-profit corporation had ownership of a critical tool for inter-library loan—would it change for the worse? We listened to Ariel customers, and made some promises. Below is an update on some of these commitments:

1. Infotrieve will not raise prices.
   In seven months, the price of Ariel 3.3 has not changed. We will not raise prices until we release a major version (Ariel 4.0)—this means that if we release an inline version (Ariel 3.4) first, it will be a free upgrade.
2. Infotrieve will not add tracking devices.
   Due to our strong relationship with publishers and our commitment to protect copyright, academic librarians expressed fear that Infotrieve would add tracking software to Ariel, which would violate "Fair Use." This has not happened, and we have no plans to change the nature of Ariel in the future.
3. Ariel users drive the future of Ariel.
   Infotrieve continues to collect and log suggestions about Ariel, and tracks these in the Ariel Wish List. Wish List enhancements were collected at the Ariel User Group meetings at ALA in January 2003 and June 2003.
4. Top four requested enhancements will be delivered.
   Infotrieve commits to developing the top four requested enhancements in the next version of Ariel. And of course dozens of other bug fixes and new features will be added as well. For a list of expected enhancements, please see below.

In addition, Infotrieve has accomplished some important goals since acquiring Ariel. A Senior Product Manager and 2 Technical Specialists have been hired, to manage and support Ariel. We are in the midst of hiring software developers who will write the code for new versions of Ariel.

Ariel users will be happy to learn that Infotrieve has tested and certified some new scanners for use with Ariel—previously, not one scanner published on our website could be purchased, they were all out of date and no longer on the market. For a list of the new supported scanners, please visit http://www.infotrieve.com/ariel/ariscan.html.

Finally, we have consolidated all firewall and patron delivery documentation on our website, for easier technical support. And, we have a new store and forward server.

Academic Advisory Board

As part of our renewed focus on academic libraries, Infotrieve has created a U.S. Academic Advisory Board. The inaugural meeting of this group met at ALA in Toronto in June 2003. This group has a broad focus, which will include review of both Ariel and Infotrieve's core document delivery products. The group's objective is to provide strategic input about the needs, trends and issues facing academic librarians, ILL librarians and patrons of STM information in the academic setting.
In addition, it will provide input for new Ariel development and Beta test new versions of Ariel and provide feedback.

What's Next?

Infotrieve has big plans for Ariel in the 18 months. We hope to release two new versions: Ariel 3.4, a free upgrade, then Ariel 4.0, the next major release. As mentioned above, Infotrieve has collected feedback from our customers on the top enhancements to Ariel. Below are items from the Wish List that we plan to add to Ariel 4.0:

    a. Network-ed version of Ariel, including a networked patron list and address list (number one request!)
    b. Supplier to Patron delivery with notices to borrower and patron.
    c. Multiple versions of Patron Notices (e-mail) for Web Delivery depending on service
    d. Ability to categorize patrons
    e. Patron delivery - PDF sent as attachments opening with IE (intermittent problem)

Also, we plan to create better patron delivery and firewall documentation (these are our top two technical support questions, we need to help you understand these better) and indexed knowledge on the website, which will allow you to find technical support information faster and easier.

Customers in the UK that have questions about Ariel, or need technical support, should contact Norma Williams at MIMAS. Norma has recently taken over for Michelle Bell, and can handle all your needs.

MIMAS, Manchester Computing
Room G92
Kilburn Building, University of Manchester
Oxford Road
Manchester
M13 9PL, UK
Telephone: +44 (0) 161 275 6823
Fax: +44 (0) 161.275.6071
E-mail: ariel@mimas.ac.uk
http://ariel.mimas.ac.uk/

The editors would welcome your input to your newsletter......

Please send contributions to: n.whitcombe@swansea.ac.uk
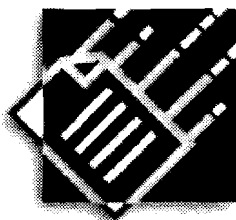
LAMDA SUPPORT OFFICE

Rose Goodier, Lamda Support Officer

The LAMDA Support Office has now moved to UMIST and I have taken on the role of LAMDA Support Officer, so please feel free to contact me if you have any queries about Lamda. As many of you will know, there was a long gap last year when the Support Office wasn't being run by anybody at all, so it has been no easy task processing all the retrospective statistical information and subsequently sending out invoices and payments. All I can say is that we are doing our best at UMIST to deal with the situation, and I must ask you to please bear with us whilst the inevitable errors get ironed out.

It's undisputedly due to the efficiency and dedication of Document Delivery Staff in individual libraries throughout the country that LAMDA continues to be a valid and well-respected service. LAMDA members communicate well with each other, and the mailing lists are an efficient method of ensuring that information is provided to customers. I am currently working on creating a weekly online calendar to LAMDA staff which should keep people informed about day-to-day services.

The LAMDA Support Office is merely an addition to my normal duties as Document Delivery Group Leader here at UMIST, so there may be times when things are so busy in the Section that I can't answer your queries straight away. However, I'll do my best to help you if I can. Jo Eccles, who operates the LAMDA System, is doing sterling work in updating the LAMDA records and is helping considerably in sorting out the backlog.

The LAMDA Office Contact details are as follows:

<div align="center">

Rose Goodier
LAMDA Support Officer
Document Delivery Group
UMIST Joule Library
PO Box 88
Manchester
M60 1QD
Email: rose.goodier@umist.ac.uk
Tel: 0161 - 200 – 4930   Fax: 0161 - 200 - 4941

</div>

News From The Regions

The Library Strategy for the South West 2003 - 2006

Colin Campbell, Library Policy Adviser, SWMLAC

Following the very successful workshop on 24 March and the feedback provided via the Workbook approach the draft strategy has now been written. Every consideration has been given to the issues discussed in the workshop and the external influences on the library strategy from both National and Regional levels.

The focus for the strategy is to enable and empower service providers, through SWMLAC's support to them, to deliver and achieve the objectives in a spirit of partnership that will enable service synergies and strengths to be maximised. Much will have to be achieved through partnerships across the domain and by direct delivery to current and new library users by the individual organisations and regional bodies themselves.

The library strategy is based on eight strategic themes:-

- Lifelong Learning
- Social Inclusion
- Leadership and Advocacy
- Widening Access and Use
- New and Innovative Ways of Delivery
- The Virtual Library
- Investment and Funding
- Personnel Development and Capacity

The timetable for consultation on the draft is as follows:-

- SWMLAC Library Advisory Group - completed by mid June
- Publication to the website for general feedback - by end of June
- Key Regional Organisations - completed by mid July
- Feedback completed by end July
- Preparation of agreed strategy - by mid August

- Consideration by SWMLAC Board, as part of the broader SWMLAC Corporate Plan, by mid September 2003

It is anticipated that an information sheet outlining the activities of the key national and regional organisations, influencing the library domain, will be made available by the end of June 2003. The information sheet will also be posted on the website with links to the individual organisation websites.

CoEast

Co-East set to launch distributed virtual resource-sharing network

Linda Berube, Regional Manager Co-East

After a successful interoperability pilot in Spring 2002, Co-East will be launching a live resource-sharing service in the autumn with five of its ten authorities: Cambridgeshire; Essex; Thurrock; Southend; and Peterborough . During the pilot, full cross-searching and interlending interoperability was achieved with library management systems and middleware from such suppliers as Dynix, Fretwell-Downing, and Geac. This partnership between library authorities and suppliers to create a virtual union catalog using distributed local interfaces can be considered a rather singular achievement: indeed, part of the difficulties faced in implementation has been the lack of models for reference. Norfolk, Bedfordshire, Suffolk, Luton, and Hertfordshire will be phased into the network over 2004.

In order to address the challenges experienced during the pilot, Co-East will be looking to implement findings from an ICT Strategy and Framework consultation, to be completed in June 2003. The consultation findings should enhance and stabilise the existing virtual network through:

- Standards and specification framework to strengthen and re-enforce current public libraries virtual network
- Strategies for compliance and systems testing, application of standards, and migration of systems.

fil@jiscmail.ac.uk

To subscribe to the mailing list for members of the Forum for Interlending simply visit:

http://www.jiscmail.ac.uk/lists/FIL.html and follow the procedure for joining the list

FIL COMMITTEE

Jennifer Cox (Chair) Bibliographical Services London Borough of Bromley, Leisure and Community Services Central Library High Street Bromley Kent BR1 1EX Email: jennifer.cox@bromley.gov.uk	**Linda Clark** (Vice Chair) Inter Library Loans University of Leicester Main Library P.O.Box 248 University Road Leicester LE1 9QD Tel: 0116 2522039 Fax: 0116 2522066 Email: lhc4@leicester.ac.uk
Jean Bradford (Treasurer) Serials and Inter Library Document Supply, University of Bristol Library Tyndall Avenue Bristol BS8 1TJ Tel: 0117 928 8008 Fax: 0117 925 5334 Email: j.i.bradford@bristol.ac.uk	**Neil Dalley** (Secretary) Inter Library Loans Reading University Library P.O.Box 223 Reading RG6 6AE Tel: 0118 931 8786 Fax: 0118 931 8049 Email: n.m.dalley@reading.ac.uk
Joan Lowe (Membership Secretary) Document Supply Unit John Rylands University Library of Manchester Oxford Road Manchester M13 9PP Email: jlowe@fsl.li.man.ac.uk	**Avril Patterson** Inter Library Loans Main Library University College Dublin Belfield Dublin 4 Email: avril.patterson@ucd.ie
Linda Cameron Document Delivery Service University Library University of Stirling Stirling FK9 4LA Tel: 01786-467239 Email: l.a.cameron@stir.ac.uk	**Margaret Jasem** Document Delivery Service/Serials Glasgow University Library Hillhead Street Glasgow G12 8QE Tel: 0141 330 6707 Fax: 0141 330 4952 Email: m.jasem@lib.gla.ac.uk
Nina Whitcombe (Newsletter Editor) Inter-Library Loans University of Wales Swansea Library and Information Services Singleton Park Swansea SA2 8PP Tel: 01792 295045 Email: n.whitcombe@swansea.ac.uk	**Gill Wilson** LNW Business Unit Book Deliveries Bowran Street Preston PR1 2UX Tel: 01772 264047 Email: Gillian.Wilson@lcl.lancscc.gov.uk
OBSERVERS	
Betty Lowery Customer Services BLDSC Boston Spa Wetherby Yorks LS23 7BQ Tel: 01937 546339 Fax: 01937 546333 Email: betty.lowery@bl.uk	**Alan Cooper** CILIP 7 Ridgmount Street London WC1E 7AE Tel: 020 7255 0500 Fax: 020 7255 0501 Email: alan.cooper@cilip.org.uk
CO-OPTED MEMBER	
Pennie Street Periodicals and Inter-Library Loans Manager Sydney Jones Library University of Liverpool PO Box 123 Liverpool L69 3DA Tel. 0151 794 2688 Fax: 0151 794 2681 Email: pstreet@liverpool.ac.uk	