



**INTER-LENDING IN DENMARK
BY
POUL ERLANDSEN**

Lead article - see page 2

Photo Poul Erlandsen

**EDITORIAL
WELCOME TO ISSUE 46!**

Firstly an apology for its late appearance. This issue was expected to come out in October 2005. We are very sorry for the delays in its production, and hope that the Issue 47 will appear very soon.

There has been a complete change of editors with the new committee. Lorna Whitebrook from the University of Abertay has taken maternity leave, and her baby boy Ben weighed in February 20th at a bonny 7lb 4ozs. – we send our congratulations and wish them well. Ros resigned from her post at the University of Derby at the end of last October ostensibly to be a lady of leisure (though it hasn't happened yet...). So both are relinquishing their FIL connections, though Ros has put this issue together and will help the next issue of the Newsletter through to publication.

Peter Robinson from the British Library Document Supply Centre and Marjory Lobban of Edinburgh University are taking over as Editor.

Meanwhile back at the ranch.....

This issue features some of the papers presented at Interlend 2005 – From Local to Global. We had lively and engaging speakers who gave us much food for thought. I especially like Poul Erlandsen's challenge to UK libraries implicit in the innovative approach that has been adopted in Denmark. Paul

Jeorrett's after dinner speech was highly entertaining and he has kindly given us an abridged version complete with photo.

Fiona Leslie gave a presentation on the findings from the jointly-commissioned report by Talis and The Combined Regions, entitled "A Review of the Future of Resource Sharing and Interlending Today".

We have also taken the risk of including some of Ros's photos. We hope you enjoy this reminder of the conference.

You will hopefully have seen Lorna's passionate appeal for articles on lis-ill and I made an equally passionate appeal at the conference. We want to hear about what's happening in your library and about your experiences – great or small. How about something on the bizarre or unusual requests you have received? Or how about interesting websites you may have come across such as the 'mybookyourbook.com' one I heard about recently. Write us a review. The Newsletter exists for you – help us to make it a lively and worthwhile read!

Ros Doig (Editor Issues 45-46)
Peter Robinson and Marjory Lobban Editors Issue 47-

FROM LOCAL TO GLOBAL INTERLEND 2005, SWANSEA

INNOVATION IN INTER-LENDING

A selected section from Poul Erlandsen's keynote speech to the conference describing the innovative and inspirational national approach to inter-lending in Denmark. Poul is the Head of Document Access Services at the national Library of Education in Copenhagen. There will more from Poul in our next issue.

In 2000 a new Library Act came into effect in Denmark and it states that "through participation in the general interlibrary loan service the public libraries must endeavour to provide the users with such material as the library itself does not possess" and also that "payment ... cannot be levelled at the user".

Regarding the ILL activities within the academic and research library sector the Act states that: "A government library or a library which receives subsidy from the government ... participates in the libraries' general interlibrary loan co-operation." These libraries may charge the end user for ILL services but normally own students, staff and faculty are not being charged. Some do not charge at all while others only charge when the requested material is being delivered from a foreign library.

As a follow up to the new Library Act a new set of principles and guidelines for the interlibrary loan activities in Danish libraries was agreed upon and published in 2001. The main purpose of offering an interlibrary loan service is here described as follows:

"As no library can be expected to have all material needed by its readers available in its own collection, and as the number of copies acquired by a library may prove insufficient to cover the demand, the purpose of the Interlibrary Loan cooperation between libraries in Denmark is to ensure that a citizen without any unnecessary delay, through libraries has access to the widest range of information resources. Libraries should therefore, through the use of modern information technology, contribute to accomplish that this is done as effectively as possible both regarding the use of resources, turnaround time and fill rate."

At the same time a new web based national union catalogue of library resources especially created for the public was launched under the name Bibliotek.dk (in English: library.dk).

The screenshot shows the Bibliotek.dk search interface. At the top, there's a navigation bar with links to Help, About bibliotek.dk, Contact, Dansk, Net libraries, and a search history. Below that is a main menu with SEARCH, ARTICLES, MUSIC, BROWSE INDEX, and COMMAND SEARCH. The central part of the page contains a search form with fields for Author, Title, Subject, Free text, Library type (set to All libraries), Type of material (with an 'Add material' link), Language (set to All, with English and Arabic options), and Year of publication (with an 'All' dropdown and radio buttons for Exact match, After, and Before). To the right of the search form is a sidebar with a 'Net music' section containing text about borrowing from Bibliotekernes Netmusik and a 'Free alert services' section with instructions for setting up alerts.

This database combines the holdings of all Danish libraries and allows any citizen to search and request circulating materials including books, videos, CDs etc. free of charge using a five step procedure:

The user performs a search and selects an item.

Cont'd from page 2

The user is prompted to choose a pick up library (if the database identifies that the material requested is being held by the pick up library itself the user is being transferred to the local database of that particular library to place the request there).

The user is being prompted for identification (level of information needed about the user is defined by the local policies of the chosen pick up library)

The user confirms the request.

The system displays a receipt.

The request goes to the ILL Department of the chosen pick up library where staff members can access a web based database of incoming requests.

Besides identification of the user and the bibliographical information, the request also carries the holdings from the national union catalogue so in fact all the staff member has to do will normally be to check that the user is known in the local system and then choose a supplier. The holdings are presented in regional groupings for the public libraries whereas academic and research libraries normally have set up their own preferred display of holdings. The system does so far not allow unmediated requesting.

Not surprisingly this service has meant a dramatic increase in the number of ILL requests being sent between Danish libraries. Within the public libraries the numbers has gone up by 75,5% during the period 2000 – 2003 and in total the number of ILL transactions in Denmark last year reached approx. 2 mill. (I should mention that the total population in Denmark amounts to just under five and a half million.)

This enormous ILL activity for most libraries has meant a huge increase in staff and postage costs which was not recovered by extra funding so a heavy demand for ways to minimize these costs soon arose.

After a very short planning period followed by a call for tenders within the European Union, a new national transportation system for library materials – called the Library Express - was in place in January of 2004. The government is funding courier transport two days a week to all public libraries and if more frequent transport is needed this can be provided but must be paid out of the library's own budget. All other libraries can join the service and are being charged a per item fee of 5,50 DKK or 50p. Books are being sent without any packaging at all and this saves a lot of time in the mailroom.

It has now also become obvious that the system needs further development that eventually will

reduce the level of staff involvement both regarding the validation of users but also the mediation of each request.

A new initiative that allows the users to bypass the ILL service of their own university library is called 'Books to Your Doorstep Now' .

The end user may perform a z39.50 search across the local catalogues of the participating libraries and identify a copy that is available on the shelf in any of those libraries. If the end user is not already a registered reader with that library it is possible to fill an electronic registration form before placing the request.

The book is then sent by ordinary mail service to the address entered by the requester – that may be a home or work address. Some of the participating libraries do not charge, others charge 4,50 GBP for the postage. Return may be done at no cost by handing in the book at any of the participating libraries or by mail and in this case the user must pay for the return postage. In this way an interlibrary loan transaction is replaced by a normal circulation transaction and staff costs have been saved at the library that would have placed the request on behalf of the end user.

When it comes to delivery of copies of journal articles then the latest revision of the Danish copyright act made it possible for libraries to produce digital copies of articles in print journals if the library signed a license agreement with the Danish Copyright Collecting Society. In September last year a standard agreement was in place for academic libraries allowing these to scan, send and store copies of articles from printed scientific journals. The digital copy may be sent to other Danish libraries and end users in Denmark at a cost of the equivalent of a stamp for sending a domestic letter (50p). And again this cost cannot be levelled at the end user.

Requesting an interlibrary loan is now for most users a right - not a privilege and the service has become an important success parameter for modern libraries. The Interlibrary Loan Departments are getting more flashy names and the expectations of our users are constantly rising – I even heard of a user who handed in a request to his library for an interplanetary loan! (Maybe that was just a misspelling – but anyway!). A least we're not there yet - but who knows?

Perhaps the theme of Interlend 2025 will be "From Terrestrial to Intergalactic" !

FROM ONE ZOO TO ANOTHER BY PAUL JEORRETT

From One Zoo to Another and the Birth Pains of FIL, a Personal Reflection : an abridged version of an after dinner speech given by Paul Jeorrett at Interlend 2005 at the University of Swansea.



Interlend 88 from left to right: Robin Green (Warwick University), Barry West (Coventry University), John Cowley (Dawson's), Jean Plaister (President of the Library Association), Paul Jeorrett (then of Oxford Polytechnic), Jacqui Weetman (Coventry Polytechnic), Andrew Braid (British Library) and Roy Adams (Leicester Polytechnic)

Firstly if would like to thank you all for this kind invitation to be after dinner speaker at Interlend 2005. As one of the founder members and first Chair of FIL, I feel like a proud father being asked to say a few words at his offspring's 17th birthday party. It is 17 years, almost to the day, since FIL's inaugural Interlend 88 was held at Coventry Polytechnic, although this first gathering only included higher education libraries. As you can see from the photo in those days I had no grey hair and someone commented I looked like an archaeologist rather than an ILL Librarian!

Although I was delighted to be asked to speak, initially I did have some uncharitable thoughts that you were expecting an entertaining and lively celebrity speaker, but found that you couldn't afford them so you have ended up with me! This wouldn't be the first time, I remember when organising the first full FIL conference, Interlend 1989 at Lancaster University, I had the task of finding an after dinner speaker. Given the proximity of the Lake District, and knowing that Everest mountaineers used many of the fells to train I thought that Chris Bonington might be a good choice. Much to my surprise the man himself answered the phone and after a very interesting conversation he broke the bad news that he had to charge a realistic business rate (about £500 from memory).

In the absence of a celebrity speaker I thought I might try to entertain you with a few glimpses of a library career that has frighteningly stretched back for more than 26 years. In that time I have found that I have been followed round by the long shadow of interlending and document supply. Unlike many

other professions, librarians seem to become multi specialists, often stumbling into specific areas that they would not have anticipated, leading to some strange situations, more of which later. However I can truly say that my brushes with interlending and document supply over the years have been one of the more fulfilling aspects of my career. I hope you find my reflections on my career and the early days of FIL interesting, just to finish I will steer you towards a few thoughts about the future of interlending from and old lag to ensure that you can say that Monday evening of Interlend 2005 wasn't just about a good meal and a few drinks!

My very first experience of real library work was during my Summer Vacation work at the University of Surrey. It was here that I was inducted into the dark arts of ILL! Mysteriously the requests from customers were checked and then taken away into a darkened room by the telex operator. Even more miraculously a book or a photocopy would appear some days later. Just to show you how long ago this was some of the return address labels had the National Lending Library printed on them. However it was here that I learnt, what Michael Gorman the current President of the American Library Association, calls the 'enduring values' of being a librarian. Essentially connecting people with the information they need and really making a difference.

As the title of my talk suggests I started my full time career at the Zoological Society of London Library (AKA London Zoo) from 1979 to 1985. Here I spent a lot of time processing handwritten British Library forms. It took some weeks to realise that these

magical three duplicate forms actually carried a value and that you didn't just rip them up if you made a mistake! It was also surprising where some of those requests came from and led to. I recall one day being asked by one of the vets to source some articles on the urinary tract of the camel, such was the subject matter of research in the Zoo. Sadly the real camel died from an extremely uncomfortable catheterisation despite the quality information provided via ILL.

Even stranger are the obscure places your name appears when engaged in ILL. In preparation for this talk I was playing with the new Google Print search engine. I immodestly entered my surname, as you do, and the following reference appeared:

Colyer's Variations and Diseases of the Teeth of Animals edited by A E W Miles, Caroline Grigson

Lurking there in the acknowledgements was my name, who knows what animal's toothache might have been alleviated due to those articles on teeth that I found all those years ago!

In the mid 1980s I arrived at Oxford Polytechnic moved to become ILL Librarian and bringing my little network of contacts with me. This truly was the 'real' world after the specialisms of London Zoo, although some of the requests and some of the customers were equally unusual! Having worked in higher education ever since I can definitely say it was a move from one Zoo to another, although the wildlife was somewhat different and mainly human.

At this time it seemed odd to me that although most people working in interlending and document supply were very good at networking outside their organisations, they had no forum where they could meet and share. It was from this idea and with help of my colleagues Jacqui Weetman (Coventry Polytechnic) and Robin Green (Warwick University) that FIL was brought into the World. To be honest there were very few 'birth pains' as FIL was a child of the technological revolution with the fairly new phenomenon of e mail as its main form of communication. Following the initial meeting of Interlend 88, at which I and one other colleague attending Interlend 2005 were present, FIL began to grow. I wrote this in the first issue of the FIL Newsletter in June 1989:

"Just occasionally in the library world a new idea emerges which surprises its originators by the amount of interest it generates. This is certainly the case of the Forum for Interlending... it seems obvious that the people involved in this exciting field should have some means of exchanging ideas and being recognised as a significant body in the information world. The initial success of FIL seems to support this theory and I am sure that the future is going to be both challenging and rewarding."

This almost prophetic statement has proved to be true, with FIL probably representing one of the early modern examples of cross sectoral co-operation. Here we are 17 years later with the title of Interlend 2005, 'From Local to Global' also demonstrating how FIL has developed and reflects the interest of its members in co-operation both locally, cross sector and internationally. It is really rewarding to see that FIL rich membership is thriving and has sustained the annual series of Interlend conferences, providing that valuable opportunity for colleagues to share good practice and enjoy each others company!

Since working at Oxford I have pursued my career in a number of higher education libraries and I am currently working at the North East Wales Institute of HE in Wrexham. Interlending and document supply was not even an entry on my job description when I started, but I guess it should have been no surprise that I have become involved in reciprocal lending agreements with the University of Wales in Bangor early on and then ended up being the caretaker manager for Interlending Wales in its last year. One of my key professional interests is cross sector local co-operation, which of course has elements of discovering and accessing resources, so interlending is never far away.

So will interlending and document supply still exist in the future? I have always felt that ILL work is at the altruistic end of the spectrum, accessing and making available information from across the world. Naively I have always felt guilty charging as much as we do for our services, but unfortunately the pressures of 'market forces' mean that the information society is far from egalitarian or fair. Theoretically the increase in electronic publishing should have reduced the demand on ILL services. This may be true of some of the more traditional universities journal article requests, however I am sure that demand elsewhere has stayed the same or increased in recent years as the means of resource discovery continue to develop and become more accessible to all. Ultimately the book and other printed resources will survive and the means of accessing them will probably develop into more local or regional co-operative access cross sector partnerships, as is happening in Wales. Having said that the expertise required to find and deliver information through interlending and document supply may have to evolve but will ultimately survive. The exciting Danish model that Poul Erlandsen described earlier at Interlend 2005 is one that we could all look forward to; all that is needed is the political will.

Once again thank you for this opportunity to share a few of my thoughts and keep up the good work, remember you all make a difference in ways that you may never have imagined.

TALIS PRESENTS THOUGHTS ON FUTURE OF RESOURCE SHARING AND INTRODUCES PROJECT SKYWALK

FIONA LESLIE, TALIS

At Interlend 05, I was asked to present on the findings from the jointly-commissioned report by Talis and The Combined Regions, entitled "A Review of the Future of Resource Sharing and Interlending Today". The report was produced by John Hicks and Roland Kirby of Kentwood Associates. The following article represents my personal thoughts on how the report was received at the Conference, and indicates how the Report has been informing Talis' own strategy for next-generation resource sharing.

I was invited to present the findings of the report which was focussed on trends within UK interlending, and was predominantly concerned with the public sector, although the HE sector was referred to throughout.

There were two key issues that resonated with the audience and which really stimulated some lively debate at the end of my session.

1) First of all, the report states:

"Because no single body or co-operative organisation is taking a national lead regarding ILL in public libraries, a plethora of uncoordinated initiatives is underway within the interlending sphere. This is not necessarily a disadvantage but does risk duplication and unnecessary competition."

This vacuum was widely discussed by delegates. The general feeling was that the DCMS has to step forward to take an active role in coordinating activity at a national level and across sectors (public and HE). Until they do, interlending activity in the UK will continue to be difficult. A definite role there then for various library bodies, like FIL, CONARLS, SCL, TCR et al to start lobbying government to take an interest in resource sharing.

It makes sense to do it now, the timing has never been more important. Why? Because ILL has in the past been largely perceived as a backroom activity, not meriting attention at a strategic level. I think this perception has to change. With Google, Yahoo, MSN and other search companies now able to crawl

over library catalogues on the web and display their contents it is only a matter of time before web visitors start requesting access to some of this stuff! Imagine a scenario where Amazon or eBay could provide the front-end to facilitate borrowing requests on behalf of your library? Suddenly resource sharing takes on a whole new meaning. It becomes a web front-end activity.

2) The second theme which really struck a chord - particularly with the public library members in the audience - was the rift between public library ILL service and HE services. The Report exposed that some (but by no means all) HE and FE libraries were sending students to public libraries to make ILL requests. Why? Because in many instances their own ILL policy restricts them from making ILL requests on the student's behalf.

Couple this trend, with the fact that so many HE libraries are not making their holdings data available in union catalogues like UnityWeb to assist in ILL activity, and you get a huge burden on public libraries to satisfy requests, and incidentally, pick up the tab.

When this point was raised at the conference, some academic librarians questioned whether undergraduates - particularly first year students - really needed to be making interlending requests. Surely, they could get what they needed from the range of resources available in their academic library? It is an interesting point, but as somebody pointed out, students do go home in the holidays and will use their closest point of access to try and get hold of materials. Secondly, should we really be questioning why students are doing this? If they are, we should try and find ways to share the effort, rather than leaving a few committed net lending authorities to shoulder the burden of requests.

So where does the Report take us in terms of actual progress? It has undoubtedly galvanised opinions in the community that changes need to happen. At Talis, we are focussing our energy on innovating in this area. In mid-2004, we started to formulate our

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strategy and we have now initiated a project called "Skywalk", which amalgamates some of our ideas around what resource sharing applications of the future might look like.

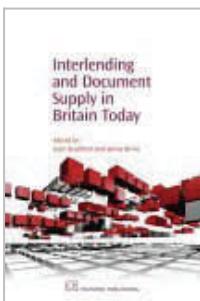
We will be showcasing Skywalk at a number of events over the coming months. Starting with the Talis Insight 05 Conference on 15/16 November, and following up with a series of regional roadshows. Anyone who would like to find out more about Skywalk and next generation resource-sharing, can e-mail me at Fiona.leslie@talis.com

INTERLENDING AND DOCUMENT SUPPLY IN BRITAIN

OUT NOW!

Edited by Jean Bradford and Jenny Brine

Jean has been IDS Librarian at the University of Bristol since 1977 and has many years experience of working in this field. Jenny is the IDS Librarian at Lancaster University and is currently Secretary of FIL: Forum for Interlending and Information Delivery.



This is a practical book which explains to library staff and students how interlending and document supply (IDS) operates in the United Kingdom. It also helps librarians overseas understand how to interact with UK libraries. It is a comprehensive treatment of the subjects which IDS librarians in all types of library need to know, in order to work more effectively. Senior library managers will benefit from an overview of the current organisation of IDS, enabling them to improve their support to frontline staff and to identify issues which will be important in the future. Amongst topics featured are the British Library and BLDSC, Co-operation in interlending and document supply, Interlending in different settings, interlending management systems, copyright, and international interlending and document supply.

Publication is anticipated in November 2005.

**Chandos Publishing (Oxford) Ltd. ISBN
(paperback) 1843341409 Price £ 39.95**



BEST PRACTICE GUIDELINES FOR ILL SUE WILLIAMS, WIRRAL LIBRARIES

Do you ever have problems making sense of replies to your ILL requests? Do you sometimes feel we are all speaking a different language? Well, you are not alone out there. However, help is now at hand.

In an attempt to encourage clarity and better understanding LNW (Libraries North West) set up a working party to try to iron out some of the 'blips' we all encounter. The initial intention was to create guidelines for UnityWeb users. However, as they were so well received, it was decided to disseminate them further. The Guidelines are already being promoted (with the recommendation that they are adopted nationally) through organisations such as FIL, CONARLS and The Combined Regions (whose membership includes the BL, National Library of Scotland, SWRLS, Libraries & Information East Midlands, Yorkshire Libraries & Information, Irish Library Council, Interlending Wales & LNW). Other organisations have also shown an interest, including the Co South Consortium.

As the guidelines were originally only intended for UnityWeb users, there are some details which are not relevant to everyone, but I believe they will be of use to all of us. They cover reply codes, email protocols, charges and general good advice on how to make and reply to requests.

Why not have a look and see what you think. You never know, we may all be able to speak the same language after all!

Your comments or suggestions are always welcome. Please contact the LNW Business Unit at lnw@lancscc.gov.uk.

If you would like to check out the full document on the LNW website please go to <http://www.lnw.org.uk/bu/bestpractice/ILLdoc> or click on the link from the FIL website.

SWANSEA 2005– PHOTOS FROM THE CONFERENCE

CATHERINE ROBERT, LOUGHBOROUGH UNIVERSITY

As the guest student at the Forum for Interlending conference at Swansea in July this year, I wasn't sure what to expect. I had some experience of interlending having worked for several months in the interlibrary loan section of a busy university library.

It was my eight months in the ILL that made me decide to pursue an information qualification at Loughborough University, and I hope my career takes me back into the ILL (Interlibrary Loan) sector some day - hence my application to be a guest at the conference. I wanted to meet people like me who enjoyed the satisfaction of spending time looking for an article before finally obtaining it from an obscure source, and to really feel that a service is being



successfully provided. In short, I wanted to meet other people who enjoyed the thrill of the chase, albeit the chase of a document!

At the conference, a colleague commented that whilst the talks and workshops during the day were informative and immensely helpful, the evenings and socialising were just as interesting. Informal information is an excellent source, especially for a graduate seeking a job and many people offered helpful advice in how to impress in interviews and what they are looking for when they hire new professionals. It is this unofficial information that can really help a new graduate.

There were a variety of speakers whose experiences of ILL come from different perspectives, as the theme was 'Local to Global.' Paul Erlandsen's talk about his home library in Denmark seemed especially relevant. It was interesting to see that librarians all over the world face the same problems and issues, and are working together to combine their knowledge to make information services more efficient.



I was particularly interested in the workshop 'Using free on-line resources for bibliographic checking and location' which was run by Jenny Brine, as it demonstrated that my experiences within ILL were by no means individual. It appears that users country-wide have problems citing references correctly, and believe that within 24 hours notice an ILL librarian can magically produce a rare document with an indefinite loan period.



I was not aware of several of the consortia that are already working, such as Co-South and Libraries North West and it was interesting to hear their representatives talk about how they got started and how they maintain their service. It was also a pleasure to hear Peter Robinson talk about the role the British Library plays in national and global interlending. The figures quoted were impressive, especially the 82% success rate of the World Wide Search service, which might previously have not been seen as an option to smaller libraries due to the costs it incurs. Stuart Gillis represented the British Library Newspaper Collections, and amusingly commented about which comics were being collected by the BL and which were not deemed worthy (both The Beano (since 1938) and The Dandy (since 1937) are collected).

Other topics included Unityweb, OCLC, IFLA, CURL and SUNCAT, and the conference itself included a visit to either the Botanical Gardens or the Egypt Centre. All the topics were informative, and the speakers intelligent and knowledgeable regarding their field. My experience of conferences is not extensive but I enjoyed this one very much. Most of all the conference showed me that there are many people who are dedicated to making the best of their library service, regardless of how large or small and are eager to supplement their collection with loans from other libraries. As library budgets are shrinking everyday perhaps more librarians could see how ILL librarians interact and start to share stock so that the precious budget money can be more effectively spent. Consortia can provide a way of preventing overlap within counties and it was a relief to meet so many people dedicated to sharing and disseminating knowledge rather than trying to keep information tied within a certain institution.



Photo © Ros Doig



CoSOUTH INTEROPERABILITY IN ACTION

CAROL MARSHALL, HAMPSHIRE PUBLIC LIBRARIES

CoSouth is a small consortium of public libraries, museums and record offices in the South East of England. It was founded in 2002 by the library authorities of Hampshire, the Isle of Wight, Portsmouth and Southampton. Membership has since expanded to include Surrey and Buckinghamshire. W Sussex and Slough are currently considering membership.

The main objective of the organisation is to facilitate co-operation, connectivity, interoperability and resource sharing in the region. It is controlled by a management board of member authorities. However, the majority of operational projects are actioned by individual sub-groups.

To encourage participation membership by smaller authorities and organisations fees are currently only £50 per annum. This entitles member authorities to a voting place on the management board, plus the opportunity to participate in whatever sub-groups may be of interest.

Currently there are five sub groups:

Heritage:

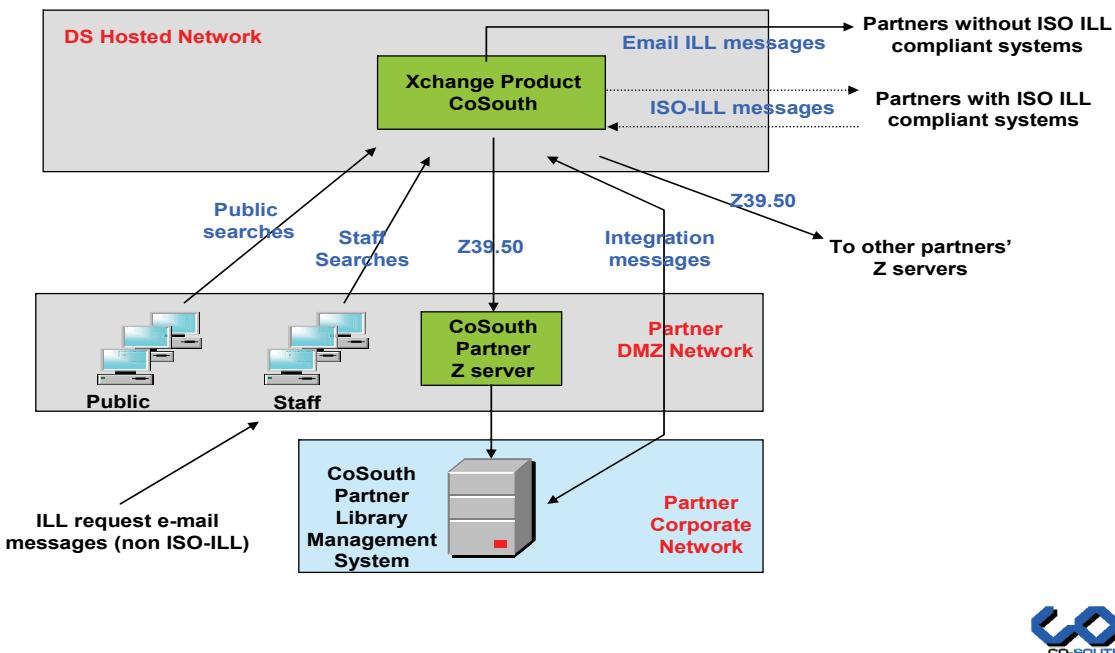
The Heritage group has members from museums, record offices and libraries. They are investigating various software packages that will allow public access to their individual databases from a single web portal.

Reader Development:

The Reader Development group is looking at opportunities for joint regional development activities e.g. one suggestion has been to launch a SE book festival

Reference:

The Reference Group has negotiated several joint purchase arrangements and is currently running an e-book pilot.



Interlibrary Loans:

The interloans group is working with DS to develop a product called Xchange. Xchange uses Z39.50 technology to link the catalogues of the member authorities. When the system is launched in autumn 2005 the public will be able to simultaneously cross search the catalogues of all the members from a single portal, placing requests for items they require for delivery to their local service point.

The system will be fully integrated with the various local library management systems and will include an ISO ILL compliant Interloans module which will allow communication to take place with other authorities, (ISO and non-ISO compliant). This can best be illustrated diagrammatically:

The Xchange product is hosted on a server at DS HQ in Nottingham. This links to the Z servers of the individual members and to their library management systems. The system can link to any other ISO ILL compliant system or to no ISO ILL systems via e-mail. Links can also be created to other Z39.50 databases.

IT Group:

This group provides technical advice and support to all the other subgroups. It also works to identify opportunities for connectivity for example linking the Interloans and heritage projects via a single portal access.

CoSouth is not alone. All over the Country other groups are springing up, eg M25, Webslink, WISDOM, SAGE, Riding Gateway. Gradually these co-operatives are growing and in some cases considering establishing links between each other. In many cases the technological links have been a springboards for other co-operative partnerships. The benefits of inter-operability and co-operative working are obvious; improved access to resources, better use of resources, cost savings/benefits. CoSouth is one small link in what ultimately could become all our future.

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The FIL Newsletter is published three times a year by FIL: The Forum for Interlending and Information Delivery.

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NEWSLETTER DESIGN & LAYOUT

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