



**From  
Interlend 2007  
in the  
Big City  
to.....**

**The Scottish  
Borders:  
for  
Interlend 2008**



**Contents**

<b>Editorial</b>	<b>2</b>
<b>Interlend 2007 : Access All Areas: a report from the conference at King's College London</b>	<b>2</b>
<b>Managing the gateway: a preview of Interlend 2008</b>	<b>5</b>
<b>Opening up student access to Lancashire Libraries</b>	<b>6</b>
<b>Unity UK—what a difference a year makes</b>	<b>7</b>
<b>Why do readers give us “dud” references?</b>	<b>10</b>
<b>FIL Committee contact details</b>	<b>12</b>

## Editorial

It seems no time since I was pasting photos of the London Library and a Thames barge into issue 48, to entice readers to Interlend 2007 in London. Generally a good time was had by all, as can be seen in Helen Trollope's report. However, now that this year's conference is behind us, plans are now well under way for Interlend 2008 in Peebles, just south of Edinburgh. The photos on the front cover and page 5 are living proof that it doesn't always rain in Scotland...

Back to more mundane matters: many ILL departments are beginning to think of ways of streamlining processes. We would like to devote some space to people's experiences (good and bad) with the various ILL systems on offer. To kick off, we have articles from Talis and UnityUK. However some of you out there are using other systems. We want to hear from you.

What do you find most frustrating in your daily routine? The person who wants their article yesterday? Overdues? Systems crashing? How about unhelpful sources of reference? - "the Internet", "My lecturer", or even .... "In a book what [sic] I read in Rome Airport".... Yes, we've had them all. Why not send us some more and give us a laugh! Fear not though—Jenny Brine has presented us with an overview of the problem, and some helpful solutions.

Finally: a taster for issue 50:-

- \* A report on the IFLA Conference in Durban
- \* Looking back at a career in the British Library
- \* One library's experiences with UnityUK
- \* And of course, more on Interlend 2008

### Photo credits:

Front cover: King's College, London: courtesy of King's College

Front cover and page 5: Peebles Hydro, courtesy of McMillan Hotels Group

## Interlend 2007 : Access All Areas: Equality and Access in Document Delivery.

### Forum for Interlending Conference, King's College London, 2<sup>nd</sup>-4<sup>th</sup> July 2007.

by

**Helen Trollope**

*Helen works in the ILL Department of the Library at University of Wales, Newport. As a student working for her MSc Econ degree in Information and Library Studies, she was sponsored by FIL to attend Interlend 2007*

While travelling on the train down to London, I started to get a feeling of trepidation, knowing that I was the student guest. You may think that this is a little odd at first, because we are typically all a friendly bunch of people. But working on my own managing an Inter Library Loans service, I realised that I had never met anyone else who has had dealings in the realm of document supply before this day! What would they be like? Would they have the same issues and problems as me? Would we have similar experiences? Needless to say the worry was completely unfounded.

I'd just like to take a little moment to introduce myself, in order to give you a bit of background about where I come from. As I have said, I've been managing the Inter Library Loan service mainly on my own for four years at the University of Wales, Newport. Also, for the last three years I have been studying for my MSc Econ. degree in Information and Library Studies by distance learning at the University of Wales, Aberystwyth.

Currently I am trying to will myself into tackling my dissertation topic of electronic document supply methods, which is a topic that lies close to my heart in work, and also neatly fits into the main emphasis of this conference, Access for All.

Right - now that I have got that out of the way, let's get back to the conference. Having arrived, registered, settled into the halls of residence, fed and watered myself, the conference started off with a tour of the campus library, the Franklin Wilkins Library, and a demonstration of several assistive technologies, such as Dragon Naturally Speaking and Supernova. The demonstration was very hands on with staff inviting us to try out the packages ourselves. However, I was slightly wary of having a go myself, for fear of what I sounded like, or rather how the software package interpreted what I was saying!

All of the conference speakers' presentations were informative and interesting, often sparking lively debates amongst the attendees. FIL's choice of speakers and topics was very well thought out, and covered a broad range of topics from focusing on the access requirements of distance learning students, web and print based accessibility issues, to the ups and downs of the British Medical Association's Inter Library Loan service. Sessions were interspersed by breaks for coffee and biscuits, allowing more informal chat and further discussion amongst ourselves and with the speakers. These breaks worked well as an ice breaker in order that we could get to know each other, and were invaluable to me who knew no-one! I was particularly interested in speaking to some of the representatives from the public libraries, having personally worked for a time in my local branch, and during that time having had some insight into their interlending service.

One presentation in particular sparked my interest. This was John Vincent's opening talk on "Libraries and Social Inclusion:



How are we doing?", which provided a good base to the conference. John focused on what is being done through Government and library initiatives to tackle the wider issue of social exclusion in our communities. Even though the presentation primarily focused on it from a public library perspective, the themes presented could easily be translated into the academic library environment. John emphasised the need to work together in order to break down any alienation that people may encounter within their community in terms of access to information, and also to help facilitate initiatives designed to break down these internal and external barriers. We were asked to consider the definition of social exclusion/inclusion from a wider perspective, not solely from one that is stereotypically thought of as affecting those in poverty, detriment, or from economic issues, but from the point of view of something that affects us all whether occasionally or permanently. John's presentation highlighted some of the good examples of what libraries are involved in and are often spearheading to help bring about a socially inclusive society.

The workshops on the final day offered us all the chance to engage with each other in small groups, to share experiences and issues. One workshop I opted for was chaired by Peter Robinson of the British Library, and centred on Academic Libraries. We were given a few discussion topics to deal with within small groups such as 'what are the barriers to interlending?' and 'what learning resources are available to students?' What

came out of the discussions was eye-opening and surprising to realise the sheer volume and type of information resources that are available to students, ranging from Google to the media to social networks like Facebook. And the realisation that this is the type of environment that document supply is competing with today, and with such easy access to these many resources it is not hard to see why people use these such avenues for their information searches in preference to their library. Consequently, it highlights the competition we face as patrons of document supply in the battle to provide an efficient and reliable service in the face of so many competitors. The end feeling was the need to explore and overcome the barriers that we face in providing our services; and thus giving the user the feeling that they are getting a good quality, modern service.

I was pleased to realise that even though the main emphasis of these few days was to ignite lively debates and raise matters of current interest, there was also an enjoyable social side to the conference. One afternoon featured a visit to one of a selection of libraries, ranging from the British Library in St Pancras to the Freemason's Library. I chose to visit the Natural History Museum Library, and after what seemed like endless tube journeys and several storeys of escalators underneath Westminster we all arrived at the Museum. The impressive frontage and architecture of the Museum matched the collections held within. We were privy to viewing a vast donation of books on and by Charles Darwin, bought by the Natural History Museum from a private collector. The collection will form part of the Museum's exhibition in commemorating Darwin's bicentennial in 2009. Following on from there we were taken to a room where exhibits of rare collections are held and displayed. Currently being exhibited was one based around Carl Linnaeus and his studies of taxonomy. Finally, as with the first day when we tried out University College London's assistive software, we were given a demonstration

of some of the assistive software on offer for users in the Museum Library.

The first day of the conference concluded with a wonderful formal meal set in the grandeur of the Weston Room in the Chancery Lane campus across the River Thames. I have to say the walk over to the Weston Room was memorable for a completely different reason, since the trek seemed arduous on account of the lashing wind and rain! Needless to say my poor feet hated me by the time we all reached the Weston Room, mainly because I opted for footwear that embraced vanity rather than comfort! After dinner we were treated to our guest speaker, Alan MacDougall, who regaled us with humorous tales and anecdotes about his role as a City of London Guide. The evening ended with Alan leading us to a quaint old pub called Ye Old Cheshire Cheese with its many cavernous rooms. The following evening's entertainment involved a meal on a River Boat Cruise down the Thames, allowing us to take in many of the famous London landmarks by daylight and on the return at night, finally ending with a few of us paying a visit to the famous Black Friar pub.

On the journey home, the FIL conference experience left me contemplating the issues of access to information, and how we as patrons of interlending can aide in its facilitation and go towards providing a worthy service to the Google generation.

As I enter the dissertation stage of my degree, I am safe in the knowledge that I have been given some food for thought concerning the issues of information delivery in an electronic age. Thirdly, on a personal note I was left with a sense that I am not alone in the interlending realm, and comforted by the thought that many others have similar experiences and issues as I do, whether they are positive, negative, or even somewhere in-between! I am also pleased to think that I have made some good friends and acquaintances, many of whom hopefully I'll meet again at next year's FIL Conference.

If Helen's article has inspired you, why not experience more at Interlend 2008...

**Managing the Gateway :  
redefining interlending for the  
21<sup>st</sup> century  
30th June—2nd July 2008**



Planning for the 2008 FIL conference is well underway! To celebrate FIL's 20<sup>th</sup> year we are focussing on the future of interlending and document supply. Following feedback from the last 2 conferences we have decided to change the type of venue for 2008 and will be meeting at the Peebles Hydro Hotel in the Scottish Borders. More information about this venue can be found on the hotel's website:

<http://www.peebleshydro.co.uk>

Speakers already confirmed include Robert Krall, University of Pennsylvania, Derek Law, University of Strathclyde and Phil Bradley, Internet Consultant. A packed programme will ensure plenty of content for both residential and day delegates including lectures, seminars and workshops. Booking for the conference will open 1<sup>st</sup> January 2008 and our special early booking offer will give delegates the opportunity to book at 2007 conference rates if they register before 18th April 2008.

**Watch out for further information in issue 50 (expected to be available in late January/early February 2008)**



## Opening up student access to Lancashire Libraries – Talis and SB Electronic Systems support 'LancaShare' Project

7th August 2007, Birmingham, UK

With the shared goal of opening up access to more books and information, Lancashire Libraries and The University of Central Lancashire (UCLAN) have launched a broad initiative entitled the 'LancaShare' Project. Thanks to this new partnership agreement, both UCLAN students and Lancashire citizens will benefit.

Launched publicly on the 27th July 2007, this new scheme entitles all 32,000 students and staff at UCLAN to free automatic full membership of Lancashire County Council's Library and Information Service. This means opening up over 4 million books and audio visual items for loan or reference across 90 library service points to students. At the same time, citizens across Lancashire can access resources and materials at UCLAN libraries 24/7.



**David Lightfoot (right) and Kevin Ellard**

Working in partnership, Talis (the UK's leading library management system supplier) and SB Electronic Systems (a major supplier of access control systems) have successfully integrated their solutions to automate student and citizen access to libraries. Successfully automating and managing user registration, memberships and borrowing entitlements has resulted in time savings for students, citizens and library staff, enabling more instant access

to library resources. David Lightfoot, Head of Library and Information Services at Lancashire County Council, said "We are committed to providing library services that are accessible to everyone. We have had an agreement with the university to share access to our services for many years. This new scheme, however, embraces new technology enabling students, staff and the public to use one card for both the university library and our public and online library services. Working together with UCLAN means that together we can continue to improve and accelerate lifelong learning and educational attainment across Lancashire."



Kevin Ellard, Director of Libraries and Learning Resource Services at UCLAN, added "Over the past 10 years we have invested over £50 million in new buildings and facilities for our students. Our mission is to support access to excellence by providing and developing high quality information resources and services for research, learning and teaching. This collaboration provides a further boost in enabling access to a wide range of information resources to our students and citizens."

Ceri McCall, Talis's Senior Manager, Sales and Marketing commented "Many of our customers are working with us in creative ways to facilitate collaborative HE/FE and HE/Public library initiatives. Talis were delighted to work with Lancashire Libraries



from each regional user group and all members. This inaugural conference, held in July 2007, provided the opportunity for all subscribers to attend presentations, focus groups and information sessions on current and future development plans; and to discuss how to improve ongoing collaboration between subscribers, TCR and OCLC PICA.

Lincolnshire's Alison Peden, Operations/Information Services Manager, Library Support Services, comments, "We have been fully involved in user groups and the recent conference, which means that we feel we have some influence on the future development ... and that our input is taken on board."

UnityUK's national user forums, chaired by Robert Gent, from the TCR Board, comprise representatives from each regional user group and enables local views to be discussed and be fed into the national agenda. The input from these regional representatives, who themselves hold regular regional meetings, is invaluable as it is widely recognised that resource sharing and inter-library loans are often carried out within strong regional communities. The regional meetings provide the opportunity to network with ILL professionals from other organisations, share experiences and best practice, provide valuable feedback on current usage and issues, learn about service updates and new releases, influence service development and direction and meet members of the OCLC PICA UnityUK team.

Carol Marshall, Requests Manager at Hampshire Libraries, is an active member of the South West user group and also contributes to the development process through logging faults. She highlights the development of a non-centralised operation as particularly helpful and adds, "It is reassuring that OCLC PICA are involving customers in



the working parties on future developments. We think this is a great idea"

Rob Froud, Chair of TCR and County Librarian, Somerset, says, "UnityUK's success is due to the fact that it's a community effort. There have been great efforts to create and maintain a community feel through initiatives such as the members' website, user groups and regular customer satisfaction calling."

Over the last year, feedback has been overwhelmingly positive, library processes have been streamlined, members feel part of a community and are deeply involved in community relationships. The UnityUK members' website, along with the regional and national user meetings and regular emails boost communication between everyone concerned with developing the UnityUK service. Both the public website for TCR and the UnityUK members' website have developed significantly over the past year with the members' area now offering resources including video training clips and manuals, documents from regional groups, news and service updates. The regions also have their own area on the site to promote events and share documents and library contacts.

Katie Birch, Portfolio Manager at OCLC PICA, adds, "OCLC PICA and TCR work in a true joint partnership and members are always keen to provide input into product development and feedback on each new version of UnityUK, helping us to drive the product forward continuously."

Helen McNabb, Bibliographic Services Officer at the Vale of Glamorgan, comments, "I have been impressed at how the comments from the users – in other words the libraries - have been taken on board by OCLC PICA and used as a basis for development."

Phase one of a series of data enhancements to UnityUK union catalogue was completed in July 2007. Data imported from the former UnityWeb service was cleaned and records de-duplicated – in one case a single ISBN was present in the UnityWeb data 40 times! Where required, data within each record was moved to the appropriate MARC field, meaning that over 3.3 million records are now more consistent with MARC rules.

Phase one also addressed the quality and depth of holdings records within the service. Complete database loads were carried out for more than 70 UnityUK member libraries. The data from the RNIB, NLB, Calibre and the Torch Trust is being tested and will be live this Autumn.

Alison Peden adds, "Whilst there were some teething troubles at the beginning due to the quality of the data transferred from UnityWeb, we have been impressed with the work OCLC PICA have done to improve and rationalise the catalogue records and location information in the course of the first year." Helen McNabb comments, "We are very happy with how UnityUK is developing. The first version was an improvement on what we had before and the second version is better. Searching is faster, communications between libraries is faster and so the items get to the borrowers faster. We find that the system has a wider scope than before because of the wider range

of catalogues available, and so our searching area is wider which obviously helps to find things more successfully."

### **The realisation of a UK national union catalogue**

As we enter the second year of the UnityUK service, the notion of a UK national union catalogue will become reality. Through the integration of LinkUK and UnityUK services, 87% of public libraries in Great Britain, Jersey and Guernsey will participate in one national resource sharing service.

Users of both the UnityUK and LinkUK services already have some interoperability but will be fully integrated in early 2008. Alison Peden remarks, "Now that LinkUK is combined with UnityUK, we have easy access to an increased wealth of resources that we can tap into to satisfy our users' requests. We have been pleased to receive increased requests for our stock, especially our extensive County Reserve, due to it being available to a wider audience."

Katie Birch concludes, "Since its launch the UnityUK service has been both exciting and challenging. We would like to thank all of our customers who have worked with us and provided invaluable input into the development of the service. The UnityUK service will continue be developed in line with customer requirements and we will continue to work in partnership with the resource sharing community to strengthen inter-library lending across the UK to deliver enhancements that add even more value."

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## Why do readers give us “dud” references? by Jenny Brine, Lancaster University Library

Interlending & Document Supply staff often have to deal with requests which are incomplete, inadequate or just plain wrong. Why does this happen? After all, readers seldom invent book or journal titles.

The most likely sources of problem requests are:

### **Problems with references in another book or journal.**

Readers often want to follow up ideas or facts in a book or article they have read. Possible sources of error include:

1. the author may have made a mistake. Subeditors ought to check references, but often don't. Writers sometimes quote a source document, without actually seeing it for themselves, and rely on an earlier citation, which was itself incorrect. It may be very difficult to get back to the correct source for a statement. It can also be very hard to convince readers that their source of reference is wrong!

2. In older books in particular, the references may be correct but very skimpy. It can take someone with a good knowledge of 19<sup>th</sup> century British journals to work out the abbreviations. If the reader brings in the source of reference, it is worth scanning the introduction as well as the beginning of the bibliography or notes to check to see if there is a list of abbreviations for sources used.

3. The reader may get muddled. The most common problems are: requesting a journal article by author and title as if it were a book; requesting a chapter in a book produced under editorial direction as if it were a book; not understanding conventional scholarly abbreviations (such as *loc. cit.*)

4. The reader may not realise that if a book or article is “in press” or “in preparation” or “forthcoming” it may never have been published, or may have appeared in another form in a completely different publication. Sometimes a reader may not understand the nature of scientific communication and want to follow up a piece of information referenced as “Personal communication”

5. Newspapers and popular magazines often mention books and articles, but give little bibliographical information. Sports magazines are notorious for referring to recent medical literature without giving a full reference. Obituaries often make mention of a person's written works but without giving sufficient information.

6. Book reviews – especially in newspapers and weeklies - may have a title for the review that is rather different to that of the book or books under review. The reader may give the review title instead of the book title.

### **Oral information.**

This includes articles or books mentioned in lectures and tutorials, on the radio or TV, or in conversation. The difficulty here is that the speaker may be giving out information in an impromptu way. Then our reader is working from memory, which is often inexact. Furthermore, in English the spoken word is not good at transmitting correct spellings, particularly of names. Think for instance of Serial/Cereal.... The user may give us the spelling of a name they believe they heard, such as Davis for Davies or Perry instead of Perrie. They may also write down the sense of the book title, rather than its exact wording.

### **Databases.**

As more databases are available online, readers are willing to use them rather than plough through paper indexes to the literature. The problems which can arise include:

1. The reader does not understand how to extract the salient details from the citation. Many databases give so much information that the essentials are not obvious.
2. The database may cover material in a number of different languages. If the journal title is presented in English translation as well as in the original language, the reader may quote that alone. Users may not realise that the article is in a foreign language and be surprised to receive an article in a language they do not understand, with perhaps just an abstract in English.
3. The database may cover publications not widely held in the UK.
4. There may be an error in the database.

### **The Internet.**

The internet covers a huge range of sources, of course. The main points to note are:

1. Many readers quote bibliographical data from Amazon or similar sites without appreciating that the books listed may be unavailable in the UK, out of print, or not yet published.
2. Data on the internet has often not gone through any editing process and so mistakes are not corrected.
3. Bibliographies on the web, particularly those created by fans of a particular author or musician or artist, may be created in a spirit of enthusiasm rather than accuracy.
4. They may also draw on alternative press materials that are not widely held in libraries.
5. Academics and researchers often list

their works on their own home page. These are not always accurate. Furthermore they often list unpublished reports and papers.

6. The web can give access to documents intended for internal use within organisations, such as reading lists or working papers, or even students' essays.

### **Copying errors**

Many mistakes happen when readers copy bibliographical details from the source to the request form. This can be as simple as confusing volume numbers with part numbers, or giving dates according to the US rather than the UK conventions.

### **Readers' handwriting**

Illegible handwriting can cause problems.

### **What can the IDS Librarian do?**

1. A copy of the source of reference is a good start, but sometimes you will need the whole book to find the missing link.

A search on Google, GoogleScholar, Yahoo or similar services may help. You may find the author's home page, or you may find alternative bibliographical details which are worth pursuing.

If you have access to Web of Science, and are looking for a journal article, it may be worth running a cited reference search for the author. This will often show up instances where other authors have cited the work, but with different bibliographical details.

Sometimes checking a different database may help, by presenting the information more clearly – or correctly.

A subject specialist from your own library may be able to help, particularly if technical or foreign-language material is involved.

An appeal for assistance on an email list such as lis-ill may get you help from colleagues who are more experienced – or have access to additional databases!

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