ILDS

BRITISH LIBRARY

Contents

Report from the 11th Interlending and Document Supply Conference, held in Hannover, Germany, 20th-22nd October 2009.

Paula Luckett
ILL Unit, Oxford Brookes University.

The 11th ILDS Conference in Hannover was jointly hosted by the German National Library of Science and Technology (TIB) and the German National Library of Economics (ZBW) and the German National Library of Medicine (ZB MED). The event coincided with the 50th anniversary celebrations of the TIB as the world's largest library specializing in the fields of engineering, architecture, information technology, chemistry, physics & mathematics. The hosts, themselves, form a prestigious group that includes the most important document suppliers in their respective fields in mainland Europe and the strategic alliance formed by these three libraries is known as Goportis. The conference was held at the Hannover Congress Centrum which is one of the largest and most efficient conference centres in Germany. This venue was not only in parkland, adjacent to the largest European city forest "Eilenriede", but was also in the centre of the city with good road links and transport services.

The ILDS is all about a network of partners working together rather than individual libraries working in isolation, and with 200 delegates attending this conference from 34 different countries it appeared that this was what was wanted by all. Throughout the conference the main point was made very clear that it was essential that libraries view document supply not as an isolated line of business, but instead as a key component of the overall process of library management. One of the aims of the Hannover conference was to attempt to chronicle the full scope of ILDS and plot the direction in which it is heading, thereby hoping to reveal and highlight both recent trends and foreseeable development.

Hannover Congress Centrum
The Conference Centre

The conference began on the Tuesday morning with four 'welcome' addresses from:-
Sjoerd Koopman - IFLA Professional programmes Director
Robert Krall - Chair of the Document Delivery and Resource Sharing Section
Dr. Hilde Moennig - Mayor of Hannover
Ulrich Korwitz - Director of the German National Library of Medicine

The morning session was devoted to Cooperation in Document Supply & Interlending with Mike McGrath (Editor of "Interlending and Document Supply") giving the keynote address entitled "Document Supply in a Rapidly Changing Environment: here Today – Gone Tomorrow?" Mike covered the current state of play in document supply and related developments, drawing on the Literature Review that he writes as editor of "Interlending and Document Supply". This review is based on the reading of over 150 LIS journals, as well as from websites and other sources. Areas covered in this paper included copyright, end user empowerment, open access, journal usage, big deals, mass digitisation and generally the trend in document supply worldwide.

We then heard two papers outlining experiences of international colleagues, Interlending between libraries in Australia and New Zealand followed by Document Supply in the Slavic Reference Service.

After lunch we were then treated to more International Experiences in Resource Sharing. This included a paper by Deborah Shirley, of Imperial College London, clearly explaining the UKRR (United Kingdom Research Reserve). This project initiates a systematic approach to the reduplication of low use research material by establishing a single shared collection managed by the British Library on behalf of higher education libraries. In the first instance this was a partnership between the British Library and six university libraries but now, with a 10million Euros grant from HEFCE, a more ambitious scheme has been opened up to all HE libraries. Deborah pointed out that this radical new approach to collection development marks the beginning of an important cultural change. It replaces the 'just in case' model of information provision for UK researchers with a 'just in time' model designed to safeguard the UK's research information infrastructure.

Hannover Old Town Hall

After tea Elena Bernardini (Central Library, Milan) and Silvana Mangiaracina (Bologna Research Area Library) explained how the Italian network of libraries continues to grow through the use of NILDE (Network Inter-library Document Exchange) system. This network of Libraries has a high national coverage, comprising more than 600 Italian librarians and about 10,000 registered end-users. NIILDE daily manages and records all the interlibrary loan operations.

In the evening all the delegates met for a "Get Together" in the Old Town Hall. Located in the middle of the old town, it is one of the loveliest buildings in Hannover. Parts of the original building date from the mid 15th century. This was an evening for networking in an informal atmosphere. We shared conversation, food, and fun in an idyllic situation. We were then taken safely to our hotels for a good night's rest before starting another information packed day.

Wednesday morning was spent hearing about more country case studies in resource sharing. Representatives from France, the Czech Republic (Prague), Japan, and India gave us an insight into their methods and processes of interlending. One paper which deserves special mention was given by Sangeeta Kaul from the Developing Library Network, (DELNET) New Delhi. The paper highlighted the pioneering work being done by this library network in connecting more than 1395 libraries in 30 states in India and six other countries. Interestingly DELNET is a non-governmental, non-profit making organisation and it provides access to more than 8 million bibliographical records of books, journals and non-print materials though its online services.

Paula, in pink, with delegates from Bratislava

After lunch we looked at Open Access and Copyright. Dr Rainer Kuhlen spoke from Konstanz via a video link (enabled through Skype) and emphasised that copyright should be an 'enabling' tool for development not a 'disabling' tool. Dr Kuhlen defined the "Three-Step Test" in copyright law which states: "Members shall confine limitations and exceptions to exclusive rights to **certain special cases** which **do not conflict with a normal exploitation of the work** and **do not unreasonably prejudice the legitimate interests of the rights holder.**" He said the Three-Step Test should be interpreted in a manner that respects the **legitimate interests of third parties, the interests deriving from human rights and fundamental freedoms and notably scientific progress and cultural, social, or economic development.** Having discussed this further he concluded that a strong copyright is necessary but only, when free access and usage of the common good, "knowledge and information" is guaranteed for everyone.
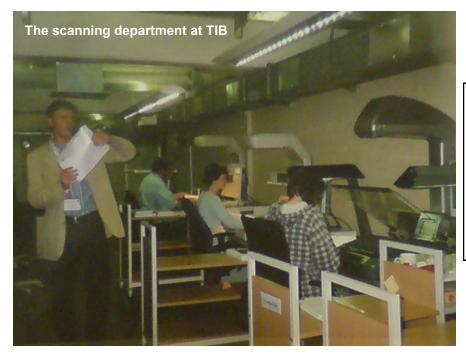
After another good day we all attended the conference dinner at the New Town Hall. This is a magnificent, castle-like building, erected in eclectic style during the reign of William 11 at the southern edge of the inner city. The New Town Hall was opened in 1913 and is today the residence of the Mayor of Hannover. This was a wonderful occasion and I found myself sharing a table with 5 other nationalities. It was amazing how well we had got to know each other and how much we had to share both personally and work wise.

Thursday morning, the last day of the conference, was spent looking at the future of Information Services, listening to scenarios from The British Library, Cologne University of Applied Sciences, the German National Library of Science and Technology, and Relais International, Canada.

On Thursday afternoon I opted to visit the German National Library of Science and Technology. TIB, as it is called, is ranked today as one of the world's largest specialist libraries and one of the most efficient document suppliers in its subject areas. It is partly housed in one of Hannover's royal palaces, the library being in the old stables. Our guide gave us a most interesting and detailed tour around the university as a whole and particularly the document supply department. The final tour on Friday morning, around Hannover itself, was also very interesting.

The opportunity to attend this conference was a great honour for me and it provided many avenues of communication which will prove to be a great advantage in my work as an interlibrary loan specialist.

The scanning department at TIB

The FIL Committee were delighted to offer Paula the opportunity to attend this prestigious international conference as a fully sponsored delegate. There may be similar opportunities in the future so keep an eye open for your chance to apply!

Diary Date

Here is the date for the next FIL meeting at BLDSC
A programme will be made available shortly, but book the date in your diary now!

forum for interlending and information delivery

FIL@BLDSC
An Event for
Library Practitioners
Friday 19th March 2010

BRITISH LIBRARY

Stop Press: "The return of the tour!" BLDSC will be offering tours during the above event. Limited to 60 places only.

Conarls and The Combined Regions

The Combined Regions (TCR) is an organisation set up to enable co-operation between libraries across the British Isles, at both a strategic and an operational level. For more than fifteen years, TCR has been working with its partners to develop a national network for resource-sharing between libraries across Britain and Ireland, and is responsible for UnityUK™, a national union catalogue and interlending system containing holdings from all regions of the British Isles.

The Conarls Working Group was formed on 1st April 2009 as part of the amalgamation of The Combined Regions with Conarls, a co-operative of national and regional library organisations. This group provides operational support for library resource discovery and sharing in the United Kingdom and Ireland, and professional support to TCR in resource and discovery matters.

The Conarls Group works with organisations outside TCR to ensure representation is as wide as possible, and to facilitate co-operative working. FIL is currently co-opted onto the Working Group, along with The Library Council (An Chomhairle Leabharlanna) and the International Association of Music Libraries, Archives and Documentation Centres, UK and Ireland Branch (IAML [UK & Irl]). FIL has worked with Conarls on a number of joint projects such as regional events, and the two organisations will continue to work closely together.

The activities of the Conarls Working Group are governed by a work plan, which is prepared by the Working Group and approved by the TCR Board. The activities in the plan include:

- supporting local, regional and national initiatives which aim to provide access for all to library and information collections in the UK and Ireland

- supporting the identification and location of electronic resources, monographs, serials and other published formats through national, union and other library and information catalogues and resources

- facilitating access to such materials, and the delivery of the material as appropriate between library and information services in the UK and Ireland

- dialogue and the exchange of information between TCR and the library and information community involved in resource discovery

- maintaining relevant material for a dedicated part of the TCR website

- operation of the Conarls IRU Cost scheme, whose unit cost is set by the TCR Management Board and reviewed annually

The Conarls Working Group has license to respond to needs arising from the library and information services community, including by commissioning appropriate consultancy or professional services to support its work.

The new website http://combinedregions.com contains a range of inter library loan support material and further information about the organisation.

Gillian Wilson, Conarls Working Group

FIL@BLSt Pancras: a report
6th November 2009

Graham Titley

The first FIL@BL St Pancras was held on November 6th 2009. Nearly 100 delegates enjoyed a varied programme of talks and demonstrations from British Library staff, the London Library and the MLA/London Libraries Change Programme.

After a brief welcome, Barry Smith, Head of Sales & Marketing, gave an overview of service developments. These included:

- The move to File Open for the provision of articles. This will be in tandem with Digital Editions with a view to complete transition by 2012. Customers need to call Reader Services to register their user code for the service, otherwise they will continue to receive ADE-based files.
- Ethos – 12 months on. 109 Universities involved, 71 on open access. Financial impact of budget cuts has meant subscribers are moving from OA to other subscription levels. Service demand was 9 or 10 times that expected and this led to service delays. Backlog is now clear and 30 day turn-round restored. Service is still in Beta mode, but expect to go live in 2010. Are in negotiation with key universities not currently subscribers.
- Future plans include a total library service – offering a full document retrieval service, at cost, sourcing from other supplies or using specialist services. The aim is to move document supply fulfilment from 84% currently to nearer 100%! Eventually this approach may replace extended and world-wide search options.

Jerry Shillito, Reader & Visitor Services Manager, gave some background information on the British Library and its services to readers. Amongst some of the statistics he reported were: 150 million items; 650km of shelving; nearly 1 million items added annually; 8.3 million items consulted last year; 11 reading rooms; 1286 desks at St Pancras; 92 at BLDSC; 144 at Colindale. 112,000 registered readers in 08/09, 500,000 visits. 71% of users class themselves as 'academic'; 70% as 'student'. He also gave us a breakdown of the different ways to access services, get items: electronically – via the integrated catalogue (on-site or remote); by 'phone or email; by visit using onsite request slips (some special collections only accessible via this route). E-requests and paper requests are limited to 10 per day, with 97% supplied within 70minutes if on-site; 2-6 hours if in London; under 48 hours if at BLDSC. Telephone and email requests are limited to 4 to 6 items maximum and need to made at least 4 days before required.

Visiting advantages include: free access; full access to most collections; e-resources available; fast and efficient service; can access content not available for document delivery. Disadvantages include: on-site access only; no borrowing; finite reading capacity; some special collections may not be at site where you are; typically only hold a single copy.

Document Supply users include: Professionals, Librarians and other intermediaries, end users (includes students, academics, members of the public private researchers, hobbyists, silver surfers).

Stewart Gillies, Information Services Manager Newspaper Library, then gave a talk on the Colindale Newspaper Library and the plans for future of newspaper collection and provision. The collection currently has 45km of shelving, 53,000 titles, 700,000 bound volumes, more than 400,000 microfilm items. The collection is made up of London edition of all UK national newspapers (1801 to date); UK, Irish and other regional newspapers, generally from 1840's but some earlier; extensive historic collections from British Commonwealth countries; some overseas material, mainly Western, East European and Slavonic languages, some back to 1651! (NB: Middle East and Far East scripts not held at Colindale); some periodicals (popular, political, trade magazines, armed services, comics, women's papers and magazines, TV listings, cinema/theatre/music hall magazines). He stressed that to find titles you must search the Newspaper Catalogue sub-set link in the Integrated Catalogue as some of the titles are not listed in the Serials and Periodical sub-set. Colindale offers visitor reading and copy services, some onsite help, and an enquiry service. He stressed that the enquiry service may be able to help trace missing bibliographic details (but requires publication title and date as a minimum start point) it is not an information searching service. Stewart also laid out the future for the newspaper collection. He reported that Colindale is not climate controlled and is an old

building almost full. Newspapers are deteriorating in their current storage, especially older material due to its poorer paper quality. It is estimated that 15% of the collection cannot be used, even by Newspaper staff, and a further 19% is identified as 'at risk'! The solution will be to offer a service at St Pancras based on microfilm and digital sources by 2012. All physical items will move to a new high-capacity storage facility at Boston Spa. Partners are being sought to begin digitisation in 2010. Working with publishers to receive digital feed of current material and archive material where available. Working towards digital preservation for access. Want to increase subscriptions to newspaper online archives, but this is subject to funding. Aim to satisfy 80% of all newspaper requests by digital or microfilm surrogates by 2017. Colindale is accepting tour visits in 2010. These are likely to be the last. They are on 3rd March, 5th May, 9th Sept. and 4th Nov. Please contact Colindale to book a place if you are interested.

An excellent lunch was followed by a talk by Helen O'Neil, Head of Reader Services The London Library, about the London Library. Founded in 1841 it predates the Public Libraries Act! Mainly concentrates on the arts and humanities, but does have some science and other miscellaneous coverage. There are over 1 million books from the 16th Century to date on 5miles of shelving. The library operates open access browsing with 97% of the stock available for loan. The remaining 3% forming the rare books collection. Library receives 850 journals/ periodicals and adds around 8,000 books to stock each year – requiring 0.5miles of shelving every 3 years. The library does not operate a discard policy – so continuously growing and seeking space. The London Library is a subscription library and offers the full range of library services to members. It currently has a £25million appeal to cover preservation and preparation for future needs.

Abigail Moss, Development Manager MLA, then gave an overview of London public libraries. 385 libraries, including 21 mobile service points. London has less libraries per head of population than rest of England (1:19513 vs 1:14528). [Surprised! I was – Graham]. 33 Boroughs with 33 different ways of doing things! In London, library services get 40% of overall 'cultural' budget, but the service costs around 40% more than elsewhere. MLA set up a project to seek to

help the service make changes, share best practice and even share back office functions. Change is required because current technology is often anti-sharing, and services are not best placed to face government, local and web service changes on their own. The Library Change Programme, therefore, looked at shared services, use of technology, strategic commissioning – to build a platform for change to improve services whilst reducing costs, to move services to same level best practice, and to ensure that the right people with the right skills are in the right place. Ben Taylor, Redquadrant Ltd, then followed to talk about one aspect of the Change Programme – responsive procurement. This looked at all aspects of procurement of material as a results of requests. The estimated cost of the service across London was £6.2million, 55% of which was ILL! The project aims to provide sensible savings through consolidation and sharing of resources and administration.

Francis Lill, Electronic Services Manager, then gave a presentation on, and demonstration of, the new catalogue. A beta version is available from the catalogues page on BL's web site. The aim is to provide a more user-focused customisable experience and a resource that searches all of the collections and facilitates requesting.

The last presentation was by Jason Murray, Humanities 2 Reading Room Manager, on the services for visually impaired readers. Jason also included demonstrations of some the equipment the British Library make available to assist readers. One of these is designed for those who cannot see so there are no visual indicators when powering up and this causes confusion to those who have normal vision – like the library staff! This particular machine "Scanner R" also allows saving to memory stick, but you have to give a "spoken" file name. He also demonstrated 'Supanova' which is a computer programme that allows files and pages to be magnified. The range of support is quite extensive and extends to providing water bowls for guide dogs!

A 'Question and Answer' session closed a very successful day. The presentations are now available on the FIL website: http://www.cilip.org.uk/groups/fil/event200911.html
Look out for the next joint session which will be at Boston Spa in the Spring of 2010.

Research Information Network (2009) Overcoming barriers: access to research information content. London: RIN. [online] http://www.rin.ac.uk/barriers-access

Commentary by Graham Titley

This is a new report from RIN looking at information gathering behaviour of researchers and the barriers that prevent them getting what they want. The main report is derived from 5 detailed studies. ILL and Document Supply Services feature as part of the report. It contains some challenging views about how researchers see our services.

Do let us know what you think. Does the report match your local experiences? What are your experiences in regard to the behaviour reported? Are there challenges for you and your service?

In these following quotes from the reports I have used 'ILL' to mean both ILL and Document Delivery Services.

Quotes from the main report: Research Information Network (2009). Overcoming barriers: access to research information content.

- *"Over 70% of respondents use ILL services to source material not available."*
- *"But only 49% of those using [ILL] say they are 'very effective', just ahead of requests to colleagues (45%) and pay-per view (41%)."*
- *"ILL is criticised by researchers for being slow and sometimes bureaucratic."*
- *"Despite the importance, use of ILL services has declined. SCONUL members' expenditure has declined by 22% over the last 5 yrs and the number of loans by 43%."*

Comment
So ILL services are important to researchers but are not perceived to be significantly more effective than either requests to colleagues or pay-per view! My Subject Librarian colleagues here in Plymouth are amazed. We have experienced a 10% rise in requesting this academic year, on top of a 12% rise last year. None of them have any knowledge of any pay-per view behaviour - in fact the general view they have is the opposite, a huge increase in the number of 'complaints' or 'queries' when content discovered in resources like ScienceDirect is not

available as it is not part of our subscription package, and then a quick segue to ILL rather than pay-per view. Ethos is also a good example of this behaviour in Plymouth. The primary users of Ethos are postgraduate researchers but the minute they are faced with a charge to obtain they immediately seek ILL help to obtain the thesis rather than pay for it. Is it the same where you are?

- *"ILL is criticised by researchers for being slow and sometimes bureaucratic."*

Is this a challenge where you are? Are your processes one of the reasons why the library is by-passed in your organisation (viz high use of colleagues as a source)? Obviously, copyright law and the rule of charging isn't a mitigating factor to the way ILL services are perceived, so we have to do all we can to promote, educate and champion services. Have these people never experienced SED as a delivery method? Are these comments based on the much slower processes loan requests incur? I don't know, but the views expressed do represent our clients viewpoint and not ours. We think we are providing a good, efficient, effective and high quality service but this report seems to indicate our users do not see that way!

Let's move on to the underlying research report that provided the 'evidence'.
RIN & Outsell. Research report 1: How researchers secure access to licensed content not immediately available to them. Dec 2009.

"The 816 responses from English universities are spread across 48 institutions, but around 87% of these come from just 11 institutions, namely:"
Table 1.

Institution	Response count
University of Nottingham	166
Durham University	89
University of Warwick	81
University of Hertfordshire	76
Institute of Education	67
University of Birmingham	50
University of Exeter	49
University of Leicester	37
University of Oxford	35
University of Salford	35
University of Southampton	23
Other institutions	108
Total	**816**

Here is an extract from Section 3.9 'Suggested Institutional Remedies' (page 28).

"...links to the ILL service [should be] prominent and easy to follow.

Many researchers see pay-per-view access to content as an efficient solution for non-available electronic content, but find the costs disproportionately expensive compared to ILL services. An institutionally run and part-subsidised pay-per-view scheme would be helpful.

As reported earlier, most researchers find the ILL service effective in meeting their needs, but they are keen to see it improved where possible. The key ideas proposed are:
- *to eliminate restrictive quotas;*
- *to simplify the ordering process (for example, most post-graduates must get the signature of a supervisor in order to place an order);*
- *offer more funding support for ILL fees;*
- *speed the delivery process up; and,*
- *digitise both the ordering and delivery mechanism.*

Many researchers flagged barriers to accessing their library's current collections as needing attention. In particular, respondents need improved off-campus access to electronic resources, resolution of password and log-in issues and a much simplified e-catalogue of what is available."

Comment.
So what are you doing at your place of work to address these concerns? At Plymouth we do not run restrictions or quotas for individuals. We do follow-up what appears to be excessive use, one person has made 140 requests since August this year - all legitimately upon investigation. If quotas are a barrier to your researchers what steps can be taken, and what are the implications of taking those steps?
Simplification is not an issue in Plymouth either, but it might be where you are? When we switched to electronic request forms in 2004 the first procedure to go, one that couldn't be supported by the new process, was supervisor approval. We anticipated a 50 to 75% increase in requests when this barrier was removed, we got 108% increase! Simplifying processes has consequences for both budget and staffing and they have to be planned for, but they can also achieve a more user-friendly service.

The third point is obviously aimed at those Universities where individuals are charged for requests. This is a local decision based on either cost-recovery directives or interpretation of the dictat of law. I suspect that there will not be many of my colleagues able to act on, or react to, this point.
The fourth point raised has been addressed by the sector in regard to journal articles. Action by the British Library and other suppliers over the past 5 years has improved the speed of delivery of article requests. If you can utilise the SED or Ariel solutions offered by BL, for instance, you can probably halve the turn round time for article delivery to an average of 2 days. However, because they are technological solutions due to licensing restrictions (a major barrier referred to more than once in the reports) it does potentially bring its own problems, not least in the area of user education. Obviously, the supply of loan material is based on item availability and I think the average turn round of 10 days is more than acceptable.
The final point is very much on the same lines. What can you do to utilise the 21st Century technology to receive requests and deliver content. Into this area falls on-line request forms, E-signatures, SED, mobile/SMS requesting, e-mail requesting and supply. Has anyone investigated the potential of social media like Second Life as a tool for service delivery? Could Twitter work as a vehicle for making requests? What possibilities does cloud computing offer? Just because our services are as good as they can be with the technology we already have in place doesn't mean we should not be innovating and seeking new ways of facilitating requesting and delivery. What 'big' projects are ongoing where you are? Do they provide opportunity to reach out? Can you be the next service innovator?
However, the last two bullet points do also appear to not recognise that there is a difference between a copy and the physical borrowing of an item. The two processes are completely different so researchers expectations should be completely different. Obviously they are not and this is an area that we do need to address. I think this lack of understanding is also reflected in the Recommendation referred to later on Page 11.

From Plymouth's point of view, my reaction to the points raised are that they are based on a situation that existed 5 years ago. If this report had been released then, the library service here

would have almost certainly agreed with the criticisms levelled. I do not think we are alone in this. But much has changed across the sector over the past 5 years to improve ILL services. If researchers still have attitudes based on past experiences then we, as a sector, have a greater challenge - that of getting out of our offices, promoting the service we have developed and championing ILL as the gateway to extended resources. If we do not do something locally and quickly it is quite likely, and the report hints at this behaviour several times, that once again Google will assume the primary role as 'supplier of choice'. Locally, I have already begun hearing the argument 'Why are we buying access to journal databases, spending several thousand pounds in many cases, when there is a perfectly acceptable and customisable alternative in Google Scholar?' If decision-makers are thinking in this narrow-minded, cost-driven way, what chance is there of preserving any sort of barrier to a Google-led world of information? This report even makes the point that some researchers go to Google Books rather than use ILL, happy in the knowledge that they are only going to get partial contents but in the expectation that the section they want WILL be available! We do need to get out there and counter this - don't we?

Let's move on to page 31:
'Summary of differences between subject disciplines'.
"Use of ILL: social scientists and arts and humanities are heavier users of ILLs – 23% of social scientists and A&H have used ILL more than 10 times in the past year compared with 10% of science researchers."

This comment comes from a table summarising subject differences in researcher's responses. If you look at the subject coverage diagram in the report, there is a fairly even split across the subject disciplines, so I wonder if this subject summary is influenced by the subject bias of the University where researchers are based, despite the report's assertion.
I have to state that this analysis/statement is most definitely not reflected by Plymouth's usage statistics. Our analyses show that consistently our scientists are the biggest user group, with Biological Sciences alone accounting for almost a sixth of all requests each year. Does the statement reflect where you are? Is there any need to provide some sort of sector analysis of activity in order that we can get a better picture of where ILL is being utilised or under-utilised?

Would such extensive data provide anything usable or useful? - I don't know!
There is an alternative view. This statement actually reflects the reality of resources provision in UK libraries. The sciences are generally better served by the licenced products we purchase. There are fewer Arts and Humanities resources available, and those that there are, are hugely expensive. Do you agree?

A recommendation from the report:

"D. Other
Electronic ILL: the physical nature of ILL (as opposed to electronic document delivery) constitutes a significant constraint. If the use of electronic document delivery could be extended, this would be likely to have a beneficial effect. Naturally, this would involve negotiations with the libraries which are responsible for most of the lending, with the British Library, and with publishers."

To me this is the sort of statement that will have publishers climbing the wall! They already do not understand that all we want to do is deliver information in a timely and efficient manner. They think that what we will do is build huge digital libraries of stuff - just in case it is needed. This sort of recommendation reinforces that paranoia! That it appears to demonstrate a complete lack of understanding of the concept of 'lending' is also worrying. They have obviously never tried to source a digital copy of a book for a ViP! Publishers just do not yet want to engage in the digital world, and we do not yet have the authority, or the time, to scan whole works. Also I hear everyday from users that they do not want digital everything, they actually want to read. The low use of some of our e-books might reflect this. Researchers do not expect their local library to buy everything and to have sufficient copies so that it is immediately available when it's needed, but it would seem that they are incapable of transferring that expectation to the ILL loans service. The UK system is the envy of the world and works exceptionally well. Yes, there may be a delay but it is up to local staff to educate researchers, to manage their expectations and to encourage them to do their requesting as early as possible.

Read the report - got a view?
Want to respond to anything above?
Then send it in - debate is healthy!

FIL Committee 2009-2010

Graham Titley - *Chair*
Subject Librarian & Copyright Adviser
Charles Seale Hayne Library
University of Plymouth
Drake Circus
Plymouth
PL4 8AA
Tel: 01752 587162
graham.titley@plymouth.ac.uk

Sarah Washford - *Secretary*
Interlibrary Loans
Southampton Central Library
Civic Centre
Southampton
SO14 7LW
Tel: 02380 832 596
sarah.washford@southampton.gov.uk

Joanne Docherty - *Treasurer*
Document Delivery Service
Glasgow University Library
Glasgow
G12 8QE
Tel: 0141 330 1895
j.docherty@lib.gla.ac.uk

Marian Hesketh - *Membership Secretary*
Assistant Librarian (Requests)
Library and Information Service
Bowran Street
Preston
PR1 2UX
Tel: 01772 534052
marian.hesketh@lancashire.gov.uk

Gillian Wilson - *Web Editor & Conarls Rep.*
NWLIP Manager
Library and Information Service
Bowran Street
Preston
PR1 2UX
Tel: 01772 534047
gillian.wilson@lancashire.gov.uk

Marie Lancaster
Library Central Services Unit
University of Wales Institute, Cardiff
Western Avenue
Cardiff
CF5 2YB
Tel: 029 2041 621
mflancaster@uwic.ac.uk

Newsletter Editor—vacant.
    (Temporary Editor: Graham Titley)

Helen Trollope
Library
University of Wales, Newport
Allt-yr-yn Campus
Allt-yr-yn Avenue
Newport, Gwent
NP20 5DA
Tel: 01633 432564
helen.trollope@newport.ac.uk

Christine Shipman
Library
University of Warwick
Gibbet Hill Road
Coventry
CV4 7AL
Tel: 024 7652 4134
c.a.shipman@warwick.ac.uk

Gerry Coyle
Reprographic & Interlending Services Supervisor
User Services, Senate House Library
University of London Research Library Services
Malet Street,
London
WC1E 7HU
Tel: 020 7255 0500
gerry.coyle@london.ac.uk

John Coen
Library Services
The Open University
Walton Hall
Milton Keynes
MK7 6AA
Tel. 01908 659516
j.w.coen@open.ac.uk

Observer
Peter Robinson
Liaison Team Manager Customer Services
The British Library
Boston Spa
Wetherby
West Yorkshire
LS23 7BQ
Tel: 01937 546606
peter.robinson@bl.uk

IFLA Representative
Rose Goodier
John Rylands University Library
University of Manchester
Oxford Road
Manchester
M13 9PP
Tel: 0161 306 4930
rose.goodier@manchester.ac.uk