

Forum for Interlending and Information Delivery Executive Committee Meeting Minutes

Minutes of the meeting held on 19th January 2011
Britannia Hotel, Birmingham

Present: Graham Titley (GT) [Chair], Gerry Coyle (GC) [Secretary], Chris Beevers (CB), John Coen (JC), Kate Ebdon (KE), Marian Hesketh (MH), Christine Shipman (CS), Helen Trollope (HT), Gillian Wilson (GW)

Apologies were received from Linda Cameron, Gareth Johnson and Marie Lancaster

1. Minutes of meeting held on 13th October 2010

The minutes of last meeting were approved as a correct record, subject to the addition of Brian Sherwood to the list of attendees, appendix of CONARLS report and amending item 14.1 to note that although the AGM 2009 minutes were reported lost, reports from the Chair and Treasurer are available.

2. Matters arising from 13th October 2010

2.1. FIL Committee Officers

2.1.1. Gareth Johnson volunteered prior to the meeting to fill the role of Vice-Chair.

2.1.2. GT will continue to fill the role of Newsletter Editor until the end of his term on the Committee, although stated that he would be happy to continue as Newsletter Editor thereafter. This would require a change to the Constitution as currently this role must be occupied by an elected member of the Committee. However, a decision can be made when the new Committee meets in October 2011, when hopefully a member will volunteer.

2.2. Online banking

CS has obtained the necessary application forms and these need to be completed by GT and GC who will act as counter-signatories. It was agreed that the name "Forum for Interlending" should be displayed on the corporate debit card.

ACTION

GT and GC to complete necessary applications and liaise with CS as necessary.

2.3. FIL Website

2.3.1. JC obtained quotes from two potential web hosting companies. It was agreed that the service offered by *Digital Umbrella* is the best option. The Committee discussed the various components to the *Digital Umbrella* package.

2.3.2. Specifications

2.3.2.1. It was agreed that a "sign in" facility was not essential at this stage, although it was acknowledged that this would be useful if the Committee decided to move to electronic publishing and distribution of the FIL Newsletter, as the membership benefit conferred by the 12 month "moving wall" currently in place could thus be retained. GW reported that Digital Umbrella were responsible for

hosting the CONARLS website and that this feature was included. It was felt that future enhancements would be possible.

2.3.2.2. The package includes annual maintenance and domain registration charges, as well as the initial set-up costs. Maintenance can also be paid for on a "pay as you go" basis, and it was felt that this option would be preferable initially, possibly moving later to a maintenance contract if this proves more cost-effective.

2.3.2.3. The online document repository was considered unnecessary owing to the recent creation of such a repository using Google Docs (see item 2.4).

2.3.2.4. The online directory service was considered to be useful given that the existing website lists current institutional members of FIL, and an online directory would make this list easier to maintain.

2.3.4. In light of the Treasurer's report (see item 3) it was agreed the cost of setting up the website (around £2600 + VAT) was justified given the need to create a prominent, effective web presence for FIL, and that these costs would be partially offset by savings made in the time taken to maintain the existing CILIP-hosted site, and also potential time and cost savings that would be made if the website is used as a platform for publishing an e-Newsletter as opposed to existing print distribution. Digital Umbrella was agreed as the best host of the new website, and the domain name "www.forumforinterlending.org.uk" was chosen.

ACTION

JC to contact Digital Umbrella regarding setting up the website - subject to the agreed specifications – and liaise with Committee via email.

2.4. FIL centralised document storage

2.4.1. GC reported that a centralised online repository for FIL documents has now been created using Google Docs. The Committee agreed that the Repository provides an effective solution. It was agreed that adding documents that are more than 2 years old was unnecessary. It was also agreed that in the interests of security the password should be changed on an annual basis; this could be done at the Committee meeting each October.

2.4.2. On a separate but related matter, the Committee discussed the future of the printed archive of financial and other documents, which is currently transferred between Committee members (Secretary and Treasurer) as officers change. It was acknowledged that there is a legal obligation for financial data to be retained for 7 years. Ideally the archive would be kept in a permanent location, but it was agreed this would be difficult to find given the fact that members of the Committee may change employer. Creating a digital archive was suggested, although this would be more difficult to achieve with the financial records which would take longer to digitise. It was agreed the Committee will revisit this issue at the next meeting in April.

ACTION

Members to consider possible solutions for discussion at next meeting.

2.5. Interlend2011 progress

2.5.1. The budget for Interlend2011 was set at £11000. The Durham Marriot has been booked at c.£7500. Charges will be £275 for members and £240 for non-members. An attendance of 40 full delegates will be required to break even on expenditure. It was agreed Day Delegate rates should be offered at £50 for Day 1 and £60 for DT, subject to the confirmation of the cost of lunch on Day 2,

ACTION

Conference Sub-Committee to ascertain from hotel cost of providing lunch on Day 2 of Conference in order to confirm Day Delegate rate for Day 2.

2.5.2. It was agreed an "early bird" discounted rate of £240 should be available until 30th April 2011. It was agreed this discount should not be offered to non-members, and as such confer an additional membership benefit.

2.5.3. It was agreed accompanying partners would pay any additional charges levied by the hotel in respect of room occupancy and meals.

ACTION

Conference Sub-Committee to contact hotel regarding supplementary rates for additional guests.

2.5.4. It was agreed that the Programme should be finalised by mid-February

ACTION

Conference Sub-Committee to produce final Programme by mid-February 2011

2.5.5. Programme content

2.5.5.1. Programme Content. The meeting agreed to a start time (Registration) of 1.00pm on Monday and Conference to end at 3.15pm on Tuesday. There would be 3 speaker sessions on Monday and 4 on Tuesday plus 2 Break Out sessions. It was agreed to run Break-Out sessions on both days to provide an even distribution of interactive sessions. Ideally each breakout session should be offered twice, so the cost of additional rooms needs to be ascertained.

ACTION

Conference Sub-Committee to contact hotel about costs of additional rooms for breakout sessions

2.5.5.2. It was agreed that hotel check-in should ideally be available from 11-12

ACTION

Conference Sub-Committee to confirm check-in time with hotel for inclusion in programme.

2.5.5.3. The Committee agreed that Poul Erlandsen should be approached in the first instance to deliver the Keynote. If unavailable, David Nicholas should be approached. It was agreed that a Keynote address from David Nicholas would need to have specific relevance to document supply.

ACTION

Conference Sub-Committee to contact potential Keynote speakers

2.5.4.4. It was confirmed GT will run a breakout session on e-signatures as this issue has always proven popular based on delegates' feedback on previous events. GW reported that Stephanie Taylor delivered a session on finding free resources at a CONARLS event and that this was very successful; it was agreed this session could be offered as a breakout session at Interlend2011. It was also agreed that OCLC should be approached about running a breakout session on developments at OCLC relevant to document supply, and that a session on disabilities – possibly delivered by colleagues at the University of Huddersfield – would be a suitable fourth breakout session.

ACTION

Conference Sub-Committee to contact potential speakers.

2.5.4.5. The Conference Sub-Committee presented a list of options for potential speakers. The following options were agreed as most useful and relevant:

- E-Books. This is a topic relevant to colleagues in HE and Public Library sectors. Ideally 2 speakers should deliver this session to convey different perspectives
- "Article Reach Direct" – a collaborative partnership between universities of Glasgow and Liverpool. Joanne Docherty (Glasgow) and Leslie Butler (Liverpool) have already been contacted informally about delivering a session, with favourable results.
- "Rapid ILL" – ILL system developed by Colorado State University. This session would need to be delivered via video conference, which may present timing and technical issues that will need to be addressed
- NeLH article exchange. It was agreed that while many practitioners may not utilise services provided by NHS libraries, it would be useful for delegates to gain an understanding of other suppliers and resources
- Repositories. Gareth Johnson has already agreed to deliver a session on this topic. This could possibly be delivered in partnership with Graham Stone at University of Huddersfield

ACTION

Conference Sub-Committee to contact potential speakers, and also select a topic and speaker for the 6th speaker slot

2.5.4.6. It was agreed that Quiz is a popular event that allows delegates to socialise and interact. The only space in the Programme for the Quiz is after dinner on Day 1. and offering the Quiz would be subject to the facilities offered by the hotel.

ACTION

Conference Sub-Committee to contact hotel regarding facilities for hosting Quiz.

2.5.5. The Committee agreed that one sponsored place (to include travel by reasonable means) should be offered via the various mailing lists, with applications sent to the Secretary. It was agreed that writing a report for the FIL Newsletter will be a condition of sponsorship.

ACTION

GT and GC to liaise regarding invitation.

2.5.6. Visits during Conference.

Due to the changed format and the need to offer sufficient content on both days to enable attendance to be justified, it was agreed that visits could not be offered at Conference.

2.5.7. The Committee thanked the Sub-committee for all their hard work in preparing the material for discussion.

2.6. Regional events

2.6.1. FIL @ BL St Pancras

2.6.1.1. GT circulated summary of evaluation feedback for this event, which demonstrated that the event was well received by delegates. GT pointed out that one key 'learning' point had been made:- all

speakers should be formally introduced and, when appropriate, it may be necessary to give a brief introduction to FIL (if non-members attend). Some of the criticisms about the venue, particularly the area used for food have been reported to Peyton Events on the Evaluation Form that FIL had to complete.

2.6.1.2. It was acknowledged that this event is costly, and resulted in a loss of c£2500. KE offered to contact Peyton Events (which runs corporate hospitality at St Pancras) to attempt to negotiate a discount for future events on the basis that the event is run jointly by BL and FIL rather than being entirely external.

ACTION

KE to contact Peyton Events regarding charges.

2.6.2. FIL @ BLDSC

2.6.2.1. This event is scheduled for Friday 18th March 2011 with a maximum of 60 delegates and a total cost of around £1000. Charges of £40 for members and £60 for non-members were agreed

2.6.2.2. The Programme will include a demonstration of the new British Library Document Supply Service (aka "IRMS"), a chance to meet the Customer Services team and tours of the site in the morning and afternoon. It was agreed HT and KE will represent FIL at the event.

2.6.2.3. KE suggested that British Library Transport can be available to collect any late arrivals from the train station. It was agreed that on departure the coach will need to leave by 4pm at the latest.

2.7. Contributions for FIL Newsletter

GT reported that the January edition is due for publication at the end of the month, and was mostly filled. It was agreed that adverts for IFLA ILDS Conference and FIL@BLDSC should be included.

3. Financial report

3.1. CS distributed the Treasurer's report (see Appendix 1).

3.2. Balance to date stands at £21,248.25. Membership invoices are currently being sent out; 3 libraries so far have declined to continue membership. There are 14 outstanding invoices relating to FIL @ BL St Pancras. All invoices relating to Interlend2010 have been settled

3.3. On a separate but related issue, it was acknowledged that a clear cancellation policy for events is required as is common practice. It was agreed that this policy should be to provide a 50% refund for events cancelled within 4 weeks of the event, with no refund offered on cancellations made with 1 week of the event.

4. Membership report

MH reported membership essentially remains static with 1 new member since last Committee meeting

5. Publicity report

HT reported that little development had taken place as the decision on the FIL website was still outstanding. Although FIL has Facebook and Twitter accounts, it was acknowledged that these are unlikely to be accessed by the majority of the membership. It was suggested that FIL's social networking

pages could be advertised in newsletter, invoices, email signatures and other communications to the membership.

6. CONARLS report

6.1. GW presented a CONARLS Report (see Appendix 2)

6.2. It was agreed it would be useful if a member of the Committee wrote an article for the Inspire Newsletter describing FIL and its role

6.3. GW highlighted the fact that the Best Practice guidelines on the FIL and IFLA websites state (or in the case of the FIL website, imply) that requesting libraries are responsible for loans as soon as they are shipped by the supplying library, even if they are not received. This is not consistent with practice in many libraries (e.g. BL). It was agreed that the FIL guidelines in respect of this issue need to be clarified, and that the Committee should first ascertain how this issue will be addressed by the forthcoming IFLA guidelines that are currently being produced.

ACTION

RG to determine how the forthcoming IFLA guidelines will address the issue of lost items and report back at next meeting or via email

7. BL report

7.1. KE presented an BL report (see Appendix 3).

7.2. In relation to the new BL Document Supply Service, it was agreed that it would be useful if the BLDSS system could be linked to the BL Directory of UK Libraries so that contact information remains up to date, ideally with a seamless link between the two to allow quicker interpretation of BL reply codes. KE agreed to investigate this.

8. IFLA report

8.1. RG presented an IFLA report (see Appendix 4).

8.2. The ILDS Conference will be held 19th-21st September in Chicago. The Committee discussed whether FIL would sponsor a place at ILDS and agreed to discuss this at the April meeting.

ACTION

Carried over to next meeting

8.3. The new edition of the Model Handbook is currently being produced. RG is authoring chapter on International ILL Codes

9. AOB

GW circulated findings of a survey carried out by NWLIP and CONARLS on electronic resources (prior to meeting). It was agreed that an advocacy statement should be placed on the FIL website.

ACTION

Committee to provide input to GW on potential FIL statement via email.

Date of next meeting

Wednesday 20th April 2011, Royal Britannia Hotel Birmingham

APPENDIX 1: Treasurer's report

Treasurer's Report FIL meeting 19th January 2011

Balance to date: £21,238.25

13 outstanding payments, FIL@BLStPancras Nov 2010:

University of Nottingham	£80.00
University for the Creative Arts	£160.00
Leicester College	£230.00
Roehampton University	£160.00
University of York	£80.00
University of Liverpool	£80.00
SWRLS	£160.00
Essex Libraries	£80.00
Cambridge University Library	£80.00
University of Hertfordshire	£120.00
Royal Society of Medicine	£120.00
Institute of Education, University of London	£120.00
UWE-Bristol	£120.00
Oxford Brookes University	£80.00

Membership invoices currently being sent out for 2011. So far 3 institutions have declined to renew their membership:

Redbridge Libraries Service
Blackburn University
Queen Margaret University

Conarls Report for FIL Meeting 19th January 2011

Full Minutes from the Conarls meeting of 4th November, 2010, including reports from the British Library, the Nations and Regions are available on the Conarls website: www.combinedregions.com/Conarls The following Report is a brief summary of this meeting:

The Committee will be aware that the Conarls Group was pleased to accept the Forum's invitation to appoint an Observer on the FIL Committee, and that GW was duly appointed in this role.

Inter Regional Unit (IRU) Cost Scheme

It was agreed that updates regarding the cost scheme should be forwarded to the FIL email list in addition to LIS-ILL in an attempt to reach the widest possible audience.

Walk-In Access to Electronic Resources

The SWRLS Access to e-Resources Task Group has offered to act as a possible focus group for the study: Access to Scholarly Content: Gaps and Barriers commissioned by RIN, JISC and the Publishing Research Consortium.

Joint Fiction Reserve (JFR) Scheme

The scheme aims to maintain a national reserve of out of print fiction material; participating libraries collect fiction published within a particular alphabetical allocation and make this available for inter library loan.

The Conarls Group will take every opportunity to publicise the scheme and the value of the Guide to the JFR which is available on the Conarls website. This is a free resource which contains the alphabetical allocation of material and relevant contact details of participating libraries, together with guidance and recommendations for best practice.

Co-Operative working with the International Association of Music Libraries, Archives & Documentation Centres (IAML)

There has been some progress with the investigation by The Combined Regions/Conarls into the long term future of the Encore database of Performance Sets, and IAML have been invited to submit a detailed proposal to TCR in order to further develop this potential project.

The invitation to promote the work of FIL through Sally Curry's Inspire newsletter was reiterated to the meeting and copies of a recent Inspire Newsletter were circulated to Committee members as examples.

Claims for lost items

The Conarls group considered a query regarding claiming for ILL items lost in transit to the requesting library. Section 7.5 of IFLA's *International Resource Sharing and Document Delivery: Principles and Guidelines for Procedure* reads as follows:

'From the moment a library dispatches an item to a requesting library until it returns, the requesting library is responsible for any loss or damage incurred. The requesting library is responsible for replacing the item or for paying the supplying library the full estimated cost of any such loss or damage including, where requested, any administrative costs involved.'

It was noted at the Conarls meeting that FIL currently advocates the same rule, and that the FIL Best Practice Guidelines state that 'the requester library is responsible for an item until it has been received by the responder library on its return.'. The BLDSC, however, does not charge for items that have not been received by the requesting library, and it was decided that Conarls has a role in clarifying this issue, particularly as in practice, many institutions will not claim from the requesting library for an item lost in transit before it has been received for a request.

The FIL Committee meeting is invited to consider the following options:

- To seek opinion from the FIL community
- To update the advice to reflect current practice

- Make no change to advice offered, remaining inline with current IFLA Best Practice Guidelines

Gillian Wilson
January 2011

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Potential delays to Document Supply services

In common with many buildings built at the same time, asbestos was used in the construction of the Boston Spa site. As part of the Library's continuous programme of asbestos detection and removal, very small traces were found in some areas. All air sampling tests have found there to be no health risk. However, the Library is taking sensible and responsible precautions to ensure the health and safety of Readers, users and staff in full compliance with the very strict health and safety regulations applying to the management of asbestos.

This means that some areas of the Boston Spa site may be closed temporarily, and that some of our usual services may be unavailable. With the major asbestos removal works currently planned expecting to last for much of 2011.

Alternative supply measures already in place will mean that the majority of requests for affected items will be met - this figure will increase as we progress with the cleaning. We will also focus on high-use document supply holdings and we plan to bring affected material back on-stream as rapidly as possible. We would ask you to continue placing orders as usual, and you will be informed if you will need to reapply for your requested item at a later date.

Suggested reapply periods will be based on information available to us at the time and are subject to change as more detail of our cleaning programme emerges.

We will make every effort to minimise disruption to customers and will provide regular updates.

Reminders - Withdrawal of the Artiso Service & requesting by ARTTel

Artiso - As of 1 January 2011 the BL no longer accept requests via our ISO/ILL gateway, Artiso. Artiso was discontinued because it is little used, is expensive to support, is inflexible to change and ISOILL has not emerged and grown in the way the library community anticipated.

ARTTel - We are cancelling ARTTel as a requesting method on 1 February 2011. It is being discontinued as part of the development programme to rationalise some existing routes to allow the remaining ones to be more easily supported on new platforms such as the new British Library Document Supply Service due to be introduced later this year.

The cancellation of ARTTel means that intray via ARTTel will no longer be an option. Until we offer full online tracking we recommend ARTEmail Replies Inray.

ARTEmail is the natural alternative to ARTTel. Instead of connecting to our host computer system, you type or paste your ART file into the body of a Plain Text format email message and sent it to a designated address.

For occasions when you have only a few requests to send, we recommend [ARTWeb](#). A simple web ordering template, it allows all orders to be sent on a one-at-a-time basis.

Reminder - Default Copyright fees

The Copyright Licensing Agency, CLA, default copyright fee for books and other non-serial material increased from £9 to £10.50 on 1 January 2011. The new charges will apply to copyright fee paid copies supplied from this date.

British Library Document Supply Service

Work is progressing on the new British Library Document Supply Service. Business areas are assessing their internal use of the system and reviewing the way they work to offer more efficient services. Thorough testing is taking place, with this potentially being the biggest change to document supply in our history we need to ensure this is comprehensive and rigorous.

Planned incremental deployment, starting with a small number of users e.g. HE User Panel given access to the system with a proportion of the functionality. This will steadily grow with the number of users and functionality steadily increasing. No firm deployment date.

BLDSS Facilities –

- Users can search our catalogues and see the real time availability of items.
- The full price including copyright fee will be displayed
- Available delivery options will be shown for each user or the type of material
- Full online tracking and order history available
- Library Administrator function - assign different permission levels to staff, manage their own accounts e.g. amending default delivery addresses and contact information
- Order reactivation & fault reporting - instead of the current chaser and renewal procedures
- Supports ARTEmail format requests in exactly the same way as it currently does so compatible with existing ILL modules of LMS.

ETHOS

Hit the milestone of 25,000 theses digitised by the BL since the launch of EThOS. Currently only taking 3 working days to process new theses sent from Universities.

We're coming to the end of the original 3 year EthOS model. New model has been scoped and is currently awaiting final sign off.

BL Wide - Treasures

The British Library in partnership with Toura has launched it's first Smartphone app – 'Treasures'. 'Treasures' is available across multiple mobile platforms including iPhone, Android and iPad. It provides a multimedia experience including over 100 of the Library's greatest collection items, 250 high-definition images, over 40 videos providing expert commentary, textual interpretation for deeper understanding, as well as up to date information about the Library's current exhibitions.

'Treasures' is available for download world-wide from the iTunes App Store for iPhone and iPod Touch - UK £2.39 (US \$3.99)

From the Android Marketplace - UK £2.39 (US \$3.99)

'Treasures HD' - from the iTunes App Store for iPad - UK £3.49 (US \$5.99)

Introductory offer until 24 Jan 2011 - UK £1.19 (US \$1.99) for iPhone and Android smartphones, and UK £2.39 (US \$3.99) for iPad

Appendix 4: IFLA report
Report pending