

Editorial

The following quote from the FIL website www.cilip.org/groups/fil states our objectives:

- *Provide a forum for the discussion of Inter-Library Loan and Document Supply policies and practices*
- *Work with and improve the awareness of other organisations whose activities are relevant to the purposes of Inter-Library Loans and Document Supply*
- *Monitor and encourage international developments and co-operation in Inter-Library Loans and Document Supply*
- *Promote and advance the science and practice of Inter-Library Loans and Document Supply to improve the overall standards of library services*
- *Publicise the role of the Forum in pursuing these objectives*

Development and co-operation are at the heart of FIL. The commitment of members is second-to-none and the Executive Committee are very grateful for the support you give by attending the meetings organised, and by giving us very positive feedback. This newsletter, however, is another matter. Members seem very reluctant to provide content or comment. **Has the Newsletter come to the end of the road?** Does it still have a role to play for you? Do you find it has value? It costs around £550 to print and mail each issue and a considerable amount of cajoling, coercing, 'infill' writing and 'stress' for the Editor. Please remember, without your input the Newsletter would not exist - so keep in touch - we want to hear from **you!**

In this issue we have reports on the FIL@BLDSC event; the programme for InterLend 2010; details of the constitutional changes being proposed by the Committee; and news of the departure of two prominent FIL members. But the Newsletter could be so much more - if only **YOU** would contribute.

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FIL@BLDSC
19th March 2010

LIBRARY
HSLIRIB

Reports

An inside look at the British Library Boston Spa: a 'new girl's eye view'!

Pamela Johnson
Sheffield Hallam University

I am brand new to the field of interlibrary loans and had also never been to the British Library at Boston Spa before, so I possibly had a different perspective on this event to some of the rest of the group. What a fantastic day we all had though!

After the arrival refreshments and opening welcome, we were split into groups. Half of us had a tour of the site in the morning, and the other half toured in the afternoon. The two big topics of conversation afterwards were the "Additional Storage Building" and the digitisation suite.

The Additional Storage Building or "ASB" is Boston Spa's huge new storage area, which is robotically controlled and has special low-oxygen conditions. This helps prevent fire and provides perfect environmental conditions for the books. It is one of the largest and most advanced library repositories in the world. The cranes which shuttle the crates of books around the building move at a speed of 30 miles an hour. As a consignment of books hurtled towards our party, we instinctively took a step back, but were actually perfectly safe! The material stored in this building is low use and arrives in huge lorries from St. Pancras on a regular basis.

Touring the digitisation suite was also a fascinating experience. Many of the scanners are manually operated, so that each page is turned and scanned in by hand. However there is also the Kirtas machine which, although it is

supervised by a human being (there was a lovely chap there called Simon, who did not mind being photographed!), rapidly turns the pages itself as well as scanning them.

We then had a buffet lunch, which, as well as providing good food and drink, gave us a chance to talk to one another and share experiences in the document supply world.

After this, there was a presentation from Mandy Stewart, Resource Discovery Research and Project Manager. Mandy gave us an introduction to “Primo”, the new online catalogue – although it is more than a catalogue, with features such as “My Workspace” and links to email and social networking spaces.

Depending on which group one had been allocated to, it was either tour time or a chance to hear Barry Smith’s presentation. Head of Sales and Marketing., Barry talked about the future of document supply and how the British Library will cater for our needs over the next few years.

After closing speeches, the delegates departed to the various corners of the UK including Edinburgh, Dublin and Southampton. I went away having had an enjoyable and interesting day. Thanks to Peter Robinson, Graham Tittley and others for organising it.

Our day at the British Library, Boston Spa

Kath Butcher
with contributions from
Tom Wicks
David Robinson
Seka Matic-Booth
all University of Plymouth

As we approached the “STOP” sign at the entrance to the Boston Spa site of the British Library my first impression of the main building was how secretive and even slightly sinister it looked. It wasn’t until later that I learnt that it was originally an military ordnance factory. Further investigation revealed that it was part of ROF Thorpe Arch, which was one of sixteen World War II, government-owned Royal Ordnance Factories, which produced munitions. Thorpe Arch was opened in March 1940 and produced munitions for both the Army and the Royal Air Force.



However, all feelings of apprehension soon disappeared as we were warmly met with a welcome cup of coffee and we got to meet the other participants of the event 'An inside look at the British Library Boston Spa'. We also had time to look at the virtual Lindisfarne Gospels using the 'Turning the Pages' system as well as seeing the real thing (although it was in a locked display case!).



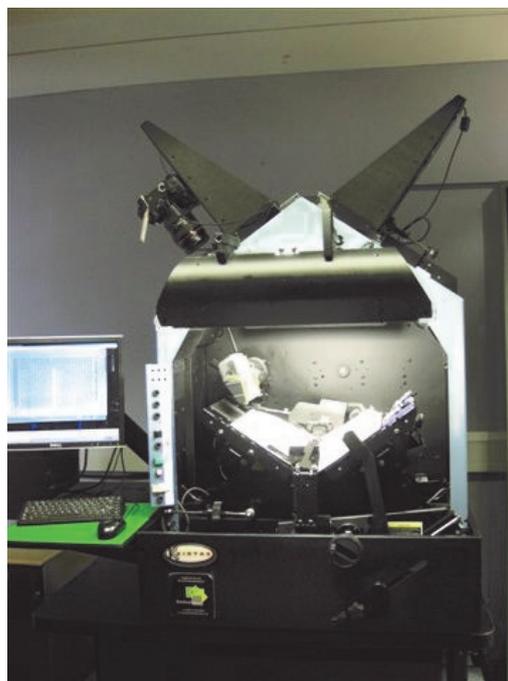
As close as you could get with a camera!

The 'Reading Room' was also of interest. Here users are able to access items that are not allowed out of the building. I also learnt that the Sound Archive's collections are accessible in the Boston Spa Reading Room through SoundServer, the Sound Archive's digitised sound service. This covers some three and a half million recordings in all genres, from pop, jazz, classical and world music to wildlife sounds, oral history, drama, literature, language and dialect.

During our visit to the British Library we went on a tour of the site. Amongst the various areas we were taken to, we were shown customer services, the newspaper repository and the digitising section.

As a result of the recently launched EThOS Project, theses are being digitised and made available electronically via the BL EThOS website. The British Library has purchased several scanners to do the digitisation. Amongst them we saw the big Kirtas scanner in operation

(it cost £100,000 to buy). It is in use 6 days a week in two shifts. There is a camera on the top scanning the thesis and an articulated arm to turn the pages automatically. A member of staff has to be present to make sure no pages are missed. It digitises about 30-40 theses a day.



In contrast, the smaller scanners manage to copy only 3-4 theses a day as staff have to turn the pages themselves. The results, however, are generally neater as the image of the edges and the spine is removed at the same time. The smaller scanners also produce better results when photographs and colour images are involved. The University of Plymouth has been involved in the EThOS project almost from the start and it was fascinating to see what happens to the theses we send for digitisation.

We also had a look at the new storage building. The Additional Storage Building (ASB) combines a range of cutting-edge technologies to offer 262 kilometres of storage space, and will eventually house approximately 7 million items from the UK national collection. The building currently contains low use material including patent specifications, books, serials and newspapers in temperature- and humidity-controlled conditions that meet international standards for archival preservation. In addition, the storage void, where the material is kept, is a low oxygen

environment to reduce any fire risk to the collection. The British Library currently loads around 400metres of material every day, with some 180km of material to be moved to Boston Spa during the course of the current relocation project. The remaining space within the Building will provide the Library with growth space for the next decade. Items held in the facility are stored in over 140,000 bar-coded containers. The automated storage system allows the retrieval of any individual container by means of seven robotic cranes that operate within the storage void. These automated cranes run down aisles between the racking. (The speed with which they do this is quite exhilarating!). The selected container is then conveyed to a retrieval area where a member of library staff will take out the required item and send it to the requesting library. The system relies on software for all aspects of the operation. Staff do not have to go to the shelves, so it is possible to have racking to much greater heights; 30metres is not uncommon.

As well as the tour, we also had a presentation from Barry Smith, Head of Sales and Marketing at the British Library. He was able to give us an update on those document supply issues, including EThOS, which are causing concern. Many of the attendees were from higher education institutions, and given that his presentation was the day following announced cut backs in funding for the HEI sector, much of that discussed was how the British Library would respond to the current economic climate. Although recent financial service targets had meant that BL document supply prices have risen, and they will go up again this year, the longer goal is to substantially reduce these prices by increasing the amount of material provided from digital original resources, which have lower overheads.

There was also a brief discussion on FileOpen, which it is hoped will completely replace Adobe Digital Editions as the software in use for the electronic supply of documents. Many of the HEIs had already switched to FileOpen, but there were some concerns raised about the incompatibility with some versions of Adobe Reader. However, the feedback on the whole was very positive.

Regarding EThOS, it was admitted that there had been problems due to the huge demand for

material exceeding all expectations and planning projections. Whilst the former microfilm service, previously used to supply theses, averaged 400 items per month, in 2009 the demand through EThOS averaged 7600 items per month. It is expected that the demand will increase again if the service goes 100% public with the removal of the beta tag, so there may be a repeat of the delays experienced in early 2009. *[The actual date for removal of the Beta tag is still the subject of internal discussions at BL – Editor]*. On the positive side, Barry stated that the British Library had been approached by several other countries looking to use the EThOS approach as a model to deliver their own postgraduate research, so the value of the service had been established, both locally and internationally.

In the current economic climate EThOS, as a service, is also facing another issue — that it is becoming a budgetary ‘luxury’ for many HEIs. Those institutions that are open access subscribers are paying for the digitisation of theses that are not for the use of their own staff, students and researchers, but are not receiving the same level of service from other universities who have chosen a different membership level. This was being perceived as unfair. The general feedback from attendees, and from BL’s own internal monitoring, was that most universities had spent a lot more than expected on EThOS, and were considering (or already were) changing their membership level and thereby passing the digitisation charges onto the user. The British Library is aware of these higher than expected costs to HEIs, and is looking at ways to make the service fairer and more responsive, as well as how the service can integrate with institutional repositories.

We were also given a talk on the new British Library catalogue, currently called ‘Search Our Catalogue’. This new catalogue, based on Ex Libris’ Primo software, will eventually replace the current Aleph-based Integrated Catalogue. Many of the new web-2 type features were demonstrated and attendees were encouraged to try out the new catalogue, which is in beta release, and provide comments and feedback as appropriate. http://searchbeta.bl.uk/primo_library/libweb/action/search.do?vid=BLVU1&fromLogin=true&fromLogin=true

All in all we felt that this was an interesting and informative day and well worth the long drive up from Plymouth.



Meeting the Challenge: Co-Operation & Collaboration

Interlend 2010: in anticipation!

Gillian R. Titterton
Manchester Library and Information Service

Gillian attended Interlend 2009 as a North West Libraries Interlending Partnership (NWLIP) sponsored delegate. Here she gives her thoughts on the programme for Interlend 2010.

The conference programme provides a great opportunity to learn more about different collaborative ventures that can help to promote efficiency, effectiveness and quality in interlending and document supply (ILDS). The conference is an occasion which raises awareness about current issues, new developments, future trends and best practice across a range of sector organisations and these insights can be used to improve the delivery and performance of ILDS nationally through the FIL community.

Meeting people is a valuable aspect of attending conferences, since it gives delegates the chance to exchange ideas, to share experiences and to ask each other questions. Significantly it also helps me to put names to faces and to connect to organisations, so "Tools and Tips for Effective Networking" will be invaluable.

It is likely that the public debt will produce spending cuts and restraints in public sector organisations, and that local government services will be required to deliver efficiencies.

Against this challenge it is imperative that the push to introduce innovations into ILDS within public libraries continues. I feel that attending the FIL conference will substantially help me to seek out ideas and practices that will bring continued improvements and quality to the operational performance of ILDS at Manchester Library and Information Service.

Have you booked your place yet?

***If not contact the Membership Secretary
(details on the back page)***

Interlend 2009.

"I had a really worthwhile experience and as a novice, among the benefits I can list are:

1. An overview of Interlending within the U.K.
2. Knowledge of FIL – support and networking
3. Presentations by professionals with longstanding experience and knowledge of developments over time, likely future trends, practical skills, and marketing
4. Insight into differing systems and practices in place within the public and academic sectors
5. Discussions of processes, developments and problems.
6. A better understanding of my own role and what it should entail."

A comment on 2009 Conference by Helen Lyth, Lancashire County LIS.



**Interlend 2010:
Meeting the Challenge: Co-Operation & Collaboration
Nottingham Belfry Hotel
Programme**

Monday 28th June

Coffee and Registration from 14.00

Welcome for First Time Delegates

Conference Welcome: Graham Titley, Chair of FIL, followed by:
Keynote Address: Brian Hall, Vice President of CILIP

Networking / Free Time, followed by Dinner

Tuesday 29th June

Exchange of Experience Sessions:

Session 1. "Universities at Medway: a shared library resource: the interloans service at the Drill Hall Library." **Andrew Major, University of Greenwich.**

Session 2. "Manchester Metropolitan University ILL and document delivery: moving forward in collaboration." **Karen Standley, MMU.**

Coffee, followed by Breakout sessions:

1. "Tools & tips for effective networking." **Diana Edmonds, Bridgford Consultancy.**

2. "Copac: your union catalogue today & tomorrow." **Shirley Cousins & Lisa Jeskins, MIMAS.**

3. **Lynn Osborne, Director SWRLS & Derek Taylor, OCLC (UK).** "SWRLS & OCLC Worldcat local shared catalogue. Go global, stay local."

Breakout sessions (repeated)

Lunch, followed by:

Session 1. "Transforming library services: the current context and the role of request handling." **Ben Taylor, RedQuadrant.**

Session 2. "The three Cs: collaboration with Cat Cymru." **Alyson Tyler, CyMAL.**

Coffee, followed by Networking / Visit / Free Time and Dinner

Wednesday 30th June

FIL Annual General Meeting, followed by Special General Meeting

"British Library update." **Pavan Ramrakha, British Library.**

Coffee, followed by:

"SUNCAT: the next steps for the UK's national serials catalogue." **Zena Mulligan, EDINA.**

Round Up Discussion/Debate: ideas from Conference and plans for the future

Conference Goodbye

Lunch and End of Conference

Interlend 2010

Our Sessions and Speakers

(in programme order)

Keynote Address

Brian Hall, Vice President of CILIP

Brian began his professional career working in public libraries in Dudley and during the time he was there, held the post of Reference and Local History Librarian. In 1965 he achieved Chartered Librarian status whilst working as a Librarian/Information Officer at the BBA Group in Cleckheaton, West Yorkshire. He then moved into teaching at City of Birmingham College of Commerce, later the University of Central England (now Birmingham City University) where he held various teaching posts from 1967 – 2003. Brian taught a variety of subjects including library and society, management, and local studies. He retired from teaching in 2003 although he still retained an interest, until 2009, as a University Orator, researching, writing and delivering citations for Honorary Degrees.

Brian also chaired many validating panels within other Faculties in the then University of Central England, including Masters Courses, in the Faculty of Health, Birmingham Institute of Art and Design and the Birmingham Conservatoire. As Chair of the Library Campaign, he has spoken on behalf of the Campaign in Berlin, Southampton and Ely.

Brian has served on various professional committees such as the West Midlands Branch Committee, ISG, GLIG and the Local Studies Group and held various honorary positions within these groups.

His social interests include: his role as professional cricket umpire in various leagues in Warwickshire, Birmingham and Worcestershire and membership of the Evesham Operatic and Dramatic Society, where he has assisted in recent productions of "Hello Dolly" and "Annie".

Exchange of Experience Session 1: Universities at Medway: a shared library resource: the interloans service at the Drill Hall Library

The Universities at Medway campus in Chatham, Kent, is fairly unique within the academic world. It is a multi-university campus bringing together the universities of Greenwich, Kent and Christ Church. The universities have collaborated to provide joint facilities at the site, including the Drill Hall Library. Andy will provide a brief and personal history of the site, the Drill Hall Library and how the Universities at Medway came together. He will then focus on his role and the provision of Interloans for the three universities that use the Library.

Andrew (Andy) Major has over 10 years experience of working in Libraries, and began with the Natural Resources Institute Library, where he was responsible for the re-cataloguing and bringing together of stocks and journal management from its four libraries when they merged and relocated to Chatham from London. Andy went on to the University of Greenwich and into his current role as an Academic Support Assistant with responsibility for Inter Library Loans. Andy has also had a long and varied career outside libraries and is a qualified baker and confectioner, he has also worked in stores management, nuclear physics, as a post room manager, departmental administrator, and in records management and IT.

Exchange of Experience Session 2: Manchester Metropolitan University ILL & document delivery : moving forward in collaboration

A brief overview of MMU and its ILL and Document Delivery operations followed by a description of collaborative work with two regional bodies, the North West Libraries Interlending Partnership (NWLIP) and North West Academic Libraries (NOWAL). To conclude, the benefits of collaborative partnerships are identified in relation to service provision and development.

Karen Standley has worked at Manchester Metropolitan University since 2001 and is employed as Deputy Library Services Manager in Circulation and ILL and Document Delivery. Based at the All Saints campus, her role involves managing ILL services, helpdesk operations, self service, security and photocopying. Before moving to MMU, Karen worked for 15 years in Public Libraries for Liverpool and Rochdale .

Breakout Session 1. Tools and tips for effective networking

'This is a good opportunity for you to network!' But how? So often we hear these words and wonder whether we will be up to the challenge. First you need to be clear on the purpose of your 'networking'. This session focuses on those personal encounters - face to face and on the phone. You will pick up tips on 'PRF', the 3 steps of networking.

How to:

- **Prepare**
- **Relate** to the other person, and
- **Follow-up** with confidence.

Diana Edmonds is a Director and Principal Consultant of Bridgford Consultancy. Bridgford Consultancy works with organisations, in the public, private, and not-for-profit sectors, to

develop leadership, team-working and customer service skills. The main emphasis is on the people skills that underpin success at work. Before forming her own Company, Diana worked for Nottinghamshire Libraries. Since then, she has facilitated many programmes for libraries and information workers in all sectors. She leads LIEM's (Libraries & Information East Midlands) successful and well regarded cross-sector leadership programme, 'Motivate, Learn, Lead'. Whilst stretching and challenging course participants, Diana and her colleagues make a point of adapting to each group's needs, helping people feel at ease and importantly, ensuring they enjoy the training!

www.bridgfordconsultancy.co.uk

Breakout Session 2: Copac: your union catalogue today and tomorrow

The Copac national, academic and special library catalogue is continuing to grow and evolve. The service is currently undergoing a major reengineering process to provide a robust platform for future development and at the same time we are reviewing all aspects of the service. In this session we'll talk about some of the changes underway and ask you to feed into the development process, exploring how Copac can offer enhanced support for the interlending process in the future.

Shirley Cousins, Copac coordinator, Mimas, University of Manchester.

Shirley has a background in information retrieval research and teaching. As Copac coordinator her focus is the day-to-day running of the Copac service, as well as taking part in ongoing development projects. Shirley is also concerned with the future direction of the service, exploring the way technical innovation can supply enhanced services across the user community.

Lisa Jeskins, Promotions and Outreach Officer, Library and Archival Services, Mimas.

Lisa is a chartered librarian with 8 years professional experience in all aspects of academic libraries and now works at Mimas for the Archives Hub and Copac teams. She is responsible for the marketing and promotion of the Archives Hub and Copac and provides workshops, seminars and presentations. Her other duties include the production of all documentation for the services and having responsibility for user support.

Breakout Session 3: SWRLS and OCLC Worldcat local shared catalogue. Go global, stay local

The topics covered in this session will include:

- A brief background and history of SWRLS;
- The background of the project, including SWRLS' role;
- The difference between WorldCat Local and WorldCat.org;
- A demonstration of live WorldCat Local;
- Issues about implementing WorldCat Local in the UK;
- The relationship between WorldCat Local and the OPAC.

Lyne Osborne is a Chartered Librarian with over 30 years experience in public libraries in London and the South West. She has been the Director of SWRLS (South Western Regional Library Service), a cross sector library organisation with over 50 members, since November 2007 and represents the South West region on the Inspire Management Board and The Combined Regions Management Board, as well as being a member of the CONARLS working group. She is keen to promote resource discovery and sharing and has a particular interest in improving access to electronic resources.

Derek Taylor is Application Services Manager at OCLC(UK). His role includes project management, systems implementation, training, and data migration. Derek previously held posts at Bath Municipal Libraries, University of Portsmouth, Swansea Metropolitan University, and Harper Adams University College before taking his current post in 1996.

Qualifications: BA (Hons), MLS, MCLIP

Session 1: Transforming library services: the current context and the role of request handling

In the current challenging situation for UK libraries, with 'transformation' looming on the horizon, what might be the future for interlending?

Ben Taylor is an experienced local government transformation and efficiency practitioner with a strong interest in libraries. This includes the London Library Change Programme, an evaluation of the Knowledge Transfer Programme for MLA London, Better Stock, Better Libraries and the Community Libraries Programme baseline review for the MLA, as well as operational improvement work. Other projects

include shared services work for Team Hackney, three Lincolnshire authorities, Staffordshire Moorlands and High Peak, and strategy work for a number of London authorities, as well as delivering Service Transformation Academy training and customer contact strategy for Capital Ambition, the cross-London improvement and efficiency body. He tries to read in what time he has left, though rather tragically actually enjoys management books...

www.linkedin.com/in/antlerboy

Session 2: The three Cs: Collaboration with Cat Cymru

Cat Cymru provides access to over 50 library catalogues from Wales on one single website where users can search and request items online. Managed by the National Library of Wales, and with regional interlending and delivery schemes joining up the circle, it is an example of regional and national collaboration and is part of the Welsh Assembly Government's library strategy 'Libraries for Life'. This session will briefly cover the strategic context of Cat Cymru, the website, and the regional interlending and delivery schemes.

Alyson Tyler is a professional librarian and is the Libraries Development Adviser for CyMAL: Museums Archives and Libraries Wales, a policy division of the Welsh Assembly Government. She is also currently part-time programme manager of the 'Libraries for Life' strategy. Prior to starting work for the Welsh Assembly Government nearly five years ago she completed a PhD in Information Studies at the Department of Information Studies at Aberystwyth University. Alyson has also worked for a publishing company and in academic and public libraries. In her spare time she is currently training to be a yoga teacher and also enjoys gardening and the outdoors.

British Library Update

Pavan Ramrakha is the Business Development Manager, Higher Education at The British Library. His responsibilities have included the launch of the HE Subscriptions Model for Document Supply, ETHOS and UKRR to the UK HE sector. Pavan is also responsible for driving new business revenue streams from the non-commercial sectors (Government, NHS & International HE's) for the BL document supply business. He previously worked for the Times Educational Supplement (TES) & Times Higher Education Supplement (THES) for the best part of 14 years heading up the commercial operations for the paper and online offerings.

Pavan sits on The British Library UK HE Steering Committee and is a member of the UKSG's Education Subcommittee.

SUNCAT: the next steps for the UK's national serials catalogue

SUNCAT (<http://www.suncat.ac.uk>) is the national serials catalogue for the UK research community. It is freely available and currently contains information from over 70 research libraries, including the British Library and the National Libraries of Scotland and Wales. Therefore, as the single most comprehensive source of UK serials holding information, it is a valuable tool for anyone trying to locate serials in the UK. This session will provide a brief introduction to SUNCAT, its aims and scope, but will focus on recent and planned developments for the service. The key findings of a number of user surveys will be highlighted, particularly with reference to how these have influenced the expansion of and improvements to SUNCAT.

Zena Mulligan completed a Postgraduate Diploma in Information and Library Studies at Strathclyde University before going on to work in a variety of roles at Edinburgh University Library. These included working as a Cataloguer with the Bibliographic Services Division, a Metadata Editor with the Science and Engineering Library and Learning Information Centre and as an Electronic Publications Officer with the Digital Library Division. Zena currently works part-time for EDINA as a Project Officer focussing on the user requirements aspects of SUNCAT, <http://www.suncat.ac.uk>. She also works part-time as an Information Manager with the NHS Education for Scotland Knowledge Services Group, focussing primarily on the Knowledge Network service <http://www.knowledge.scot.nhs.uk>

Conference Welcome and Round-up Discussion

Graham Tittle, Chair of the Forum for Interlending and Information Delivery (FIL) Graham has spent much of his career pioneering service change. He started in the NHS in Newport, Gwent (12 years) and then moved to the NHS in Rochdale (8 years). In both posts he was the first professional librarian to serve the local health community, developing the resources and services needed to support modern NHS practice and education, and even introducing new technology. (Do you remember Index Medicus?). It was during this time that he also developed a keen interest in information governance - Copyright, Data Protection and

Special General Meeting, Wednesday June 30th 2010
To consider and vote on the following proposals
regarding changes to the Governing Document of the Forum

(The current text from the Governing Document is provided in italics. The proposed changes are indicated in the proposed text by the use of bold, italics, and underlining.)

After a review of the Governing Document the 2009/2010 Executive Committee are proposing the following changes to the document. In the interests of providing an opportunity for a frank and fair discussion these proposals are not being presented as one package. If proposals are linked this is clearly indicated in the text.

Proposal 1. Correction of typographical errors.

Throughout

Insertion of missing grammatical marks at the end of paragraphs and sub-sections.

Paragraph 1

- Insertion of a missing “ after the Association’s name and before the comma.
- Insertion of ‘to’ after ‘referred’ and before ‘in’.

Current text.

1. *The name of the association is “FIL: Forum for Interlending and Information Delivery, referred in this document as “the Forum”.*

Proposed text.

1. The name of the association is “FIL: Forum for Interlending and Information Delivery”, referred **to** in this document as “the Forum”.

(continued from page 10)

Freedom of Information. Graham represented all English acute NHS trusts on a national NHS copyright advisory group, from its inception in 2001 until mid 2004. A move to the University of Plymouth in 2004 as Document Delivery and Copyright Librarian saw him more closely involved in copyright issues in academia as well as issues in relation to document delivery services. In particular, he oversaw the move from a local paper based system to a fully electronic requesting system, which included the pioneering instigation of an electronic signature for copyright declarations. Graham has a keen interest in the document delivery field and sees FIL as the right vehicle to break down barriers and encourage a closer, cross-sector, cooperative network. Graham also sits on The British Library UK HE Steering Committee.

Paragraph 2a

- Remove ‘the’ before the phrase “Inter-Library Loan”.

Current text.

a) *To provide a forum for the discussion of the Inter-Library Loan and Document Supply policies and practices.*

Proposed text.

a) To provide a forum for the discussion of Inter-Library Loan and Document Supply policies and practices.

Paragraph 5

- Insert a comma after the word ‘may’ in line one.
- Insert the word ‘to’ after the word ‘admit’ and before ‘membership’.

Current text.

5. *The Executive Committee may at its discretion, admit membership individuals and institutions which support the objects of the Forum, which agree to be bound by this governing document and any byelaws of the Forum, and which have paid or agreed to pay the appropriate annual subscription for the time being in force.*

Proposed text.

5. The Executive Committee may, at its discretion, admit **to** membership individuals and institutions which support the objects of the Forum, which agree to be bound by this governing document and any byelaws of the Forum, and which have paid or agreed to pay the appropriate annual subscription for the time being in force.

Proposal 2. To change the title of paragraph 2 ‘Objects’ to ‘Objectives’.

Rationale: Although the word objects has as one of its meanings “objectives”, it is not a common word used for that purpose. In the interests of clarity and to improving understanding of the governing document, the Committee feel that the use of the word ‘Objectives’ would be more appropriate.

Text from this section is also reproduced on the FIL website as a web page and within that page the word ‘objectives’ has been used.

Agreement to change this heading would mean that corresponding changes to references to ‘Objects’ would have to be made in paragraphs 2; 3; 3a; 3c; 3f; 3j; 3j; 3l; 4; 4f; 5; 44 and any other paragraph referring to the ‘objects’ of the Forum.

3: Voting at Meetings.

The Committee would like to simplify the rule that governs voting by institutional members and would like to bring voting by both classes of members into alignment in regard to proxy voting. Doing this will also address an apparent conflict between two paragraphs (Paragraph 6 and Paragraph 14) of the existing governing document. This proposal is divided into three parts, although proposal 3b will only be presented if proposal 3a is rejected.

Proposal 3a.

To change the wording of paragraph 6 as it is both unclear in its current form and appears to place an undue burden of administration on the Secretary of the Forum and also on the administration of any voting. The Committee is aware that long-term current practice also appears to suggest that this provision is not being complied with because of its complexity. As this rule is not being rigorously applied it could bring into question all past and future decisions made through voting at meetings, including the AGM! We are proposing this change to both affirm the one vote per member rule (as per paragraph 14 of the Governing Document) and to allow greater flexibility to those attending and voting under institutional membership.

Current text.

6. A corporate body or association which is a member of the Forum shall appoint one representative who shall during the continuance of his/her appointment be entitled to exercise in any General Meeting of the Forum all such rights and powers as the corporate body or association shall send to the Secretary of the Forum written notification of its choice of representative. Proxy voting is allowed.

Proposed text.

6. A corporate body or association which is a member of the Forum shall **have one vote at any General or Special Meeting of the Forum. The body or association should appoint one person to exercise the vote at that meeting on its behalf.** Proxy voting is allowed.

Proposal 3b.

(To be presented only if proposal 3a is rejected)

To change the wording of paragraph 6 as it is unclear in its current form. This involves: the insertion of the word 'if' between 'as' and 'the' in the fourth line of the current text in the paragraph as reproduced below; and the insertion of '. The corporate body or association' after 'association' and before 'shall'

(Note: We strongly suspect that the current form of the paragraph is actually a typographical error).

Current text.

6. A corporate body or association which is a member of the Forum shall appoint one representative who shall during the continuance of his/her appointment be entitled to exercise in any General Meeting of the Forum all such rights and powers as the corporate body or association shall send to the Secretary of the Forum written notification of its choice of representative. Proxy voting is allowed.

Proposed text.

6. A corporate body or association which is a member of the Forum shall appoint one representative who shall during the continuance of his/her appointment be entitled to exercise in any General Meeting of the Forum all such rights and powers as **if** the corporate body or association, **The corporate body or association** shall send to the Secretary of the Forum written notification of its choice of representative. Proxy voting is allowed.

Comment:

If presented and agreed, Institutional members must realise that they would be unable to vote at meetings unless the Secretary of the Forum had been notified in advance as to whom would be holding the member vote. It also has implications for the administration of the Forum, and in particular voting at meetings.

Proposal 3c. Proxy Voting.

As indicated in proposals 3a and 3b, proxy voting is allowed for Institutional members. However, paragraph 14 is in direct conflict with this provision, since it states "Votes may only be cast by [members] present at meetings." (see Current text below). There is also no clause allowing proxy voting for individual members. The present Committee would like to address this conflict by allowing proxy voting for all members.

The intention of the proposed text is to ensure that the person carrying the proxy vote can provide proof of assignment of the vote if challenged. Additionally, the paragraph is designed to limit the challenge to the actual time the vote is cast. This would prevent decisions being called into question at some point in the distant future.

If this resolution is passed then the text "**(see paragraph 14)**" will be inserted at the end of the version of paragraph 6 as decided under Proposal 3a or 3b.

Current text.

14. Votes may only be cast by individual members and representatives of member institutions who are present in person at the meeting. Each member shall have one vote on any question to be decided.

Proposed text.

14. Votes may only be cast by individual members and representatives of member institutions who are present in person at the meeting. Each member shall have one vote on any question to be decided.

Proxy votes are allowed but the person casting the proxy vote must have in their possession written authorisation, indicating how the vote is to be cast, and which is capable of being produced on the day of the vote, if requested by another member of the Forum at the time of voting on the question being considered. The total number of proxy votes cast for and against a question being considered will be recorded as part of the record of proceedings.

Proposal 4. Data Protection.

To change the wording of paragraph 7 to reflect the provisions of Data Protection Law enacted since this document was last amended in 1993. As written, this paragraph appears to allow the Forum to contravene Data Protection principles regarding the retention of personal data. The Committee propose this change so that the Forum can be seen to be more compliant with those principles.

Current text.

7. *The Forum shall maintain a Register of Members in which shall be recorded the name and address of every member, and the dates on which they became a member and on which they ceased to be a member.*

Proposed text.

7. The Forum shall maintain a Register of Members in which shall be recorded the name and contact details of every member, and the dates on which they became a member. **The Forum will not retain any personal details or information, unless agreed with the individual, for longer than is necessary for the Forum to conduct its business. All data and information will be held in accordance with the principles of Data Protection legislation.**

5. Executive Committee.

To insert text to clarify the position of observers in relation to both the Committee and the calculation of when an Executive Committee meeting is quorate.

For many years the Committee has had a representative from the British Library at their meetings. (CILIP also had representation in the same capacity until internal cost-savings led to their withdrawal in 2008). This relationship reflects the key role the organisations have in the Forum's specific interest area. The position of 'Observer' is not recognised in the Governing Document and the current Committee have put forward this proposal to address that and to establish the position in regard to Executive Committee membership status. Acceptance of proposal 5a will then also require the adoption of one of the options proposed under Proposal 5b, which refer to paragraph 25.

Proposal 5a. Executive Committee Observers

This proposal governs allowing Observers to sit on the Executive Committee.

Current text.

21. *The Forum shall have an Executive Committee comprising not more than ten elected and three co-opted members. Only members of the Forum, or officially appointed representatives of institutions which are members, may serve on the Executive Committee.*

Proposed text.

21. The Forum shall have an Executive Committee comprising not more than ten elected and three co-opted members, **plus an Observer appointed by any Corporate body "in liaison" with the Forum. With the exception of the Observer, only those in membership of the Forum may serve on the Executive Committee. Corporate bodies considered to be "in liaison" with the Forum shall be determined from time to time by the Executive Committee.**

(This paragraph does not preclude the person acting as observer being in membership of the Forum).

Observers may attend other Forum meetings at their own expense, but are not entitled to a vote unless in membership of the Forum.

Proposal 5b. Observer status.

If Proposal 5a is accepted it is also necessary to establish Observer rights parameters. This proposal, therefore, governs the status and/or voting rights of any Observer on the Executive Committee.

Either:

25. Co-opted **and Observer** members of the Executive Committee shall have full voting rights and other rights conferred on Executive Committee members by this governing document.

Committee voting is governed by paragraph 36 and does not require alteration.

Or:

25. Co-opted members of the Executive Committee shall have full voting rights and other rights conferred on Executive Committee members by this governing document. **Observers will not have voting rights, nor will they count towards the determination of the Executive Committee meeting being quorate under paragraph 34. If required, observers will receive from FIL reimbursement of reasonable expenses to attend Executive Committee meetings.**

Committee voting is governed by paragraph 36 and it will require alteration as follows:

36. Questions arising at Executive Committee meetings shall be decided by a majority of votes cast, each **voting** member having one vote. In the event of a tied vote the Chairperson of the meeting shall have a second or casting vote.

Proposal 6. Honorary Officers.

Again there is a disparity between a public-facing web-page and the governing document of the Forum in the amount of detailed information being given, with the web-page detailing more Honorary Officer posts than the governing document. After some reflection the Committee feel that the Forum would be best served by adding some additional honorary officer posts to the governing document, it being considered that the filling of these posts is necessary to the functionality of the Forum. This would also give better information to members as to the possible roles those appointed to the Executive Committee may be asked to fulfill. Whilst not absolutely linked, the Committee then believe that Proposal 7 is required in the interests of clarifying what constitutes a quorum in regard to Executive Committee meetings.

Current text:

29. Honorary officers of the Forum shall be elected by the Executive Committee from amongst their own number, to include a Chairperson, Vice-Chairperson, Secretary and Treasurer and such other officers as the Executive Committee may from time to time decide.

Proposed text:

*29. Honorary officers of the Forum shall be elected by the Executive Committee from amongst their own number, to include a Chairperson, Vice-Chairperson, Secretary, Treasurer, **Membership Secretary, Newsletter Editor and Web-Site Editor** and such other officers as the Executive Committee may from time to time decide.*

Proposal 7. Quorum definition for the Executive Committee.

(Proposal 7 will only be put forward if Proposal 6 is accepted).

As a result of defining additional honorary posts in the Executive Committee, it is also felt that a proposal needs to be made to clearly define what constitutes a 'quorum' in regard to Executive Committee meetings. The current paragraph, paragraph 34, was found to be inadequately defined after the heavy winter snows in January meant several members were unable to attend the Committee meeting that month. The decision made under Proposal 5b Observer status, has already provided some of the clarity needed. The present Committee feel that by proposing an increase in the number of Honorary posts defined in paragraph 29, a much more specific form of words is required in regard to determination of a meeting's "quorate" status. By agreeing this proposal no Executive Committee would be quorate without at least one of the Chairperson, Vice-Chairperson, Secretary or Treasurer being present.

Current text:

34. No meeting of the Executive Committee shall proceed unless a quorum is present. A quorum shall be six members, at least two of whom must be honorary officers. In the event that the size of the Executive Committee drops to a number below that necessary to form a quorum, the Executive Committee may act for the purpose of increasing their number or calling a General Meeting of the Forum, but for no other purpose.

Proposed text:

*34. No meeting of the Executive Committee shall proceed unless a quorum is present. A quorum shall be six members, at least two of whom must be honorary officers, **and one of them must be either the Chairperson, Vice-Chairperson, Secretary or Treasurer.** In the event that the **overall** size of the Executive Committee drops to a number below that necessary to form a quorum, the Executive Committee may act for the purpose of increasing their number or calling a General Meeting of the Forum, but for no other purpose. **(See also paragraph 25 for status of Observers in calculating if the meeting is quorate).***

Proposal 8. Vice-Chairperson.

The position of Vice-Chairperson on the Executive Committee, which is an honorary position mentioned throughout the governing document, is not, where appropriate given any role or function within the Forum by the document. It is normal business practice for the Vice-Chairperson to take the place of the Chairperson when the Chairperson cannot be present. This principle is not supported in particular by paragraphs 12 and 35. The current Committee would like to address this issue by changing the wordings of those paragraphs to give clarity to the role of Vice-Chairperson.

Current text:

12. At every General Meeting the Chairperson of the Forum shall preside, but in the event of his/her absence twenty minutes after the time set for commencement of the meeting the members present shall choose one of their number to be Chairperson of that meeting, whose function shall be to conduct the business of the meeting in an orderly manner.

35. At every meeting of the Executive Committee the Chairperson of the Forum shall preside, and in the event of his/her absence twenty minutes after the time set for commencement of the meeting the members present shall choose one of their number to be Chairperson of that meeting, whose function shall be to conduct the business of the meeting in an orderly manner.

Proposed text:

12. At every General Meeting the Chairperson of the Forum shall preside. In his/her absence the Vice-Chairperson will preside. In the event of neither being present twenty minutes after the time set for commencement of the meeting the members present shall choose one of their number to be Chairperson of that meeting, whose function shall be to conduct the business of the meeting in an orderly manner.

35. At every meeting of the Executive Committee the Chairperson of the Forum shall preside. In his/her absence the Vice-Chairperson will preside. In the event of neither being present twenty minutes after the time set for commencement of the meeting the members present shall choose one of their number to be Chairperson of that meeting, whose function shall be to conduct the business of the meeting in an orderly manner.

Proposal 9: Indemnity Insurance

Within the governing document is the following clause:

3k) To indemnify by means of appropriate insurance members of the Executive Committee against personal liabilities arising from acts either properly undertaken in the administration of the Forum or undertaken under honest mistake, provided that any such insurance or indemnity shall not extend to any claim arising from fraud, wrong doing or wilful neglect or default on the part of the member of the Executive Committee or any of them.

The current Committee are not aware of any such insurance policy being taken out at any time in the past. At the time of going to press the Treasurer is seeking advice and information from the Accountants as to the need or practicality of fulfilling this clause. Subject to these investigations the Committee may propose that:

either: the clause is revoked;

or: they will advise on the cost and seek the direction of the SGM as to how to proceed.

So Long, Farewell, Adieu, Adieu, Adieu....

Peter Robinson, British Library, has announced his retirement after 37 years. He has decided to go into business and run a jazz and classical music store in Harrogate called *Pomp and Circumstance*. We wish him good luck with the new venture - at least some cataloguing skills are still required!

Sarah Washford, Southampton City Libraries, has also announced that she is leaving at the end of May and returning to her home county of Kent. Sarah has been Secretary of FIL for the past 4 years and has been at the heart of most of the Forum's activity. We will definitely miss her library technology blog! We hope the move works out well for you Sarah.

Good luck and best wishes to you both from all your friends at FIL.

For Information: Forum sponsored places at Annual Conference for Committee Members.

In response to questions asked by members about the current practice of the Forum paying the Conference fee and attendance expenses of the Chairperson and Treasurer but not the Secretary, the current Chairperson agreed to investigate the matter by reference to the Forum's constitution.

Graham reports:

"This does appear to be a case of 'inherited practice'. There is no firm statement within the governing document that affirms this policy, but there is, however, sufficient evidential inference within paragraphs 10, 12, and 40 to support the practice, and to have supported the extension of the practice to cover the Forum's Secretary.

Paragraph 10 governs the holding of an Annual General Meeting and the business that can be conducted. This paragraph specifically requires an Annual Report from the Executive Committee and the presentation of the Accounts. By inference the Treasurer should therefore be in attendance as the person best qualified to present, interpret and answer questions on the accounts.

Whilst who should present the Annual Report is not stated, in normal business practice that would be done by the Chairperson or Chief Executive, and so this lends credence to the current practice.

Paragraph 12 specifically states that the Chairperson should preside at the AGM and, by inference, therefore needs to be in attendance. (Rules exist should the Chairperson not be able to attend. If the constitutional change proposed in Proposal 8 is agreed and the Vice-Chairperson has to fulfill the role, his/her expenses would be similarly met. No expenses would be met if the Chairperson is elected from within the members in attendance).

Paragraph 40 requires that 'adequate records are maintained including...of all meetings'. By extension this requires the Secretary to be present to provide and take minutes and to ensure administrative due process."

This investigation, and the subsequent discussion, has resulted in the following statement from the 2009/2010 Executive Committee of the Forum.

"In response to questions asked, and in order to give clarity to the membership and future Committee members, the current Executive Committee wish to advise Forum members that, in accordance with the provisions of paragraphs 10, 12 and 40 of the Governing Document of the Forum, which require the Chairperson (or Vice-Chairperson if deputising), Secretary and Treasurer to be present at the Annual General Meeting of the Forum, where that meeting and the Annual Conference coincide, the conference fees and travelling expenses for these Honorary Officers will be met by the Forum."

Graham Titley

FIL Chair

on behalf of the Executive Committee

FIL Committee 2009-2010

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