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Editorial

FIL objectives from our Governing Document:

- *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, and now that we are aware of the scale of the government spending review and the associated funding cuts it is even more imperative that we find ways of doing things together to make services more effective and efficient. In the public sector I've heard that at least 3 councils in London are looking at merging to save costs, and libraries seem to be mentioned as targets for public service cuts by local and national politicians and commentators. In the academic sector book purchasing funds are stagnating, at best, or being reduced, and e-resources are being looked at in terms of value-for-money rather than their academic value. In the private sector outsourcing once again looms large. Even the British Library is not immune with its grant-in-aid being reduced by 15% over 4 years. At least funding for the digital newspaper project has been ring-fenced! These are going to be tough times for us all and, alongside the possibility of reduced staff numbers, we may find there is an increasing workload as libraries seek to fill their own stock shortfalls through ILL. Do please let us know how the changes are affecting you.

Graham Tittley, Editor

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Comprehensive Spending Review

British Library's spending review cuts announced

The Government have announced the British Library's settlement as part of the recent comprehensive spending review. In addition to the 3% cut announced in May for the current financial year, BL's Grant in Aid funding will be further reduced by 15% over the next four years, and its annual capital budget reduced by 50%. On a more positive note, the DCMS has recognised the value of the newspaper preservation project and has committed funding to this capital project to safeguard the future of the national newspaper collection.

BL states "Although we believe this is a fair settlement in difficult times, it clearly presents huge challenges for the Library coming on top of significant savings made over many years. However we are pleased that the settlement recognises the British Library's world class standing. In particular it recognises the great contribution that the British Library makes to the UK's outstanding research achievements, its critical role in underpinning the UK economy, and its contribution to future growth in a wide range of sectors."

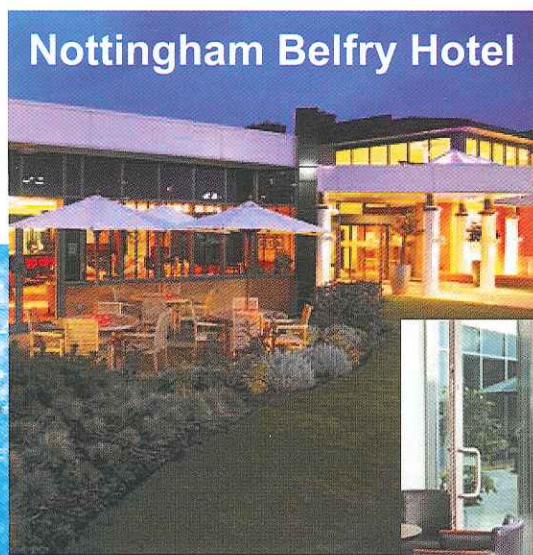
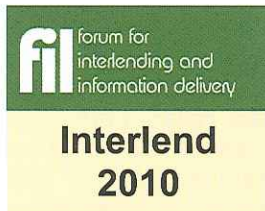
The settlement letter makes it clear that DCMS expect that:

- the world-class collections and front-line services of BL to be protected;
- free entry to the permanent collections of BL to continue to be available;
- BL will continue to work in partnership to maintain its status as a world class institution;
- BL will pursue ways to increase its self-generated income.

Looking at the figures it would seem that BL's overall budget shortfall will be £18million in 2011/2012; £10million in 2012/2013; and £9 million in each of 2013/2014 and 2014/2015 financial years. The Library is also charged with reducing its expenditure on administration by almost £500,000 over the same period.

You can read the full settlement document at:
http://www.culture.gov.uk/images/publications/Blackstone_BL.pdf

We will have to wait and see if this will affect the costs to us - i.e.: higher transaction charges!



Meeting the Challenge: Co-Operation & Collaboration

INTERLEND 2010 CONFERENCE REPORT

Collette Finn

Requests and Stock Support
Lancashire County Library

I was delighted to be offered the sponsored NWLIP place to attend the Interlend Conference in Nottingham 28th June – 30th June, 2010. I was also slightly apprehensive! I had no idea what to expect but, spurred on by Marian Hesketh and Gill Wilson and with the support of Helen Lyth, my line manager, I accepted the invitation to meet the challenge. The itinerary arrived by e-mail and the information given was excellent with all you needed to know about the Conference. The title for this year's FIL Conference was "Meeting the Challenge: Co-operation and Collaboration" and for one of the presentations a definition was given for collaboration which set me off thinking - I do tend to drift off on different wavelengths but bear with me! I found a piece of research on the Internet from a newsletter¹ which said "Collaboration is not just sitting in a room with a variety of people but is about creating new ways to interact with each other". It went on to say "when individuals and systems interact effectively, we can maximise our resources and find solutions to seemingly intractable problems". This gave me a new perspective on the Conference and I wanted to begin networking. My first chance came at the welcome meeting, on a very hot afternoon. After registration the first time delegates were invited to meet the Committee

and this was an excellent ice breaker. I began to relax as I realised other people were in the same boat as me and we were not sinking!

The afternoon continued with a Conference welcome from Graham Tittle, Chair of FIL, followed by the Keynote speech from Brian Hall, Vice-President of CILIP. The main points he raised were for everyone to think about what the future holds in challenging times especially given the size of the forecasted budget cuts. I had noticed from the list of Conference delegates that a high proportion were from academic institutions and this in itself gave me a challenge to meet and learn about different working practices and how we can co-operate and help each other. I have many years experience of working within the requests and inter library loans service and looked forward to meeting other delegates and exchanging information over dinner and the remainder of the evening.

Tuesday began with some exchange of experience sessions. Andrew Major from the University of Greenwich gave a presentation on the Drill Hall Library and the shared library resources between the 3 Universities that have campuses at Medway. I found the historical aspects very interesting. This was followed by another excellent presentation by Karen Standley, from Manchester Metropolitan University, who spoke about collaboration with other partner Libraries through NWLIP (North West Libraries Interlending Partnership). She highlighted the benefits of having practical help and support from NWLIP, for instance they offer a

location service, hold forums and give help for Unity UK users. She also spoke about NOWAL, North West Academic Libraries. She was very eloquent about how important the co-operation between the organisations was and how it should be nurtured. I found this presentation relevant and interesting and it gave me food for thought as to how, in my present role, I could offer more in the way of co-operation and meeting challenges for the future.

After a coffee break it was time for "breakout" sessions. Prior to Conference I had chosen two sessions – 1) SWRLS and OCLC WorldCat local shared catalogue and 2) Tools and tips for effective networking. Both sessions were very informative and I particularly enjoyed the "How to Network" session.

Lunch was followed by a presentation by Ben Taylor of Red Quadrant, a consultancy firm which has done a lot of work around cooperation and sharing with local authorities, particularly in London. He spoke about radically improving services and ensuring libraries are for social inclusion, amenity and education and about "how not to waste a good crisis". Alison Tyler, of CYMAL, then talked about a Welsh project called Cat Cymru. This covers HE, Health Libraries and Public Libraries and some special libraries in Wales and aims to make their holdings more visible. There have been some technical problems but the pilot scheme set up for Library members to request books to be delivered to the local branch is going well and, even though this has not been publicised, usage is increasing. The costs involved are limiting the scheme but again it was thought provoking as to what impact this approach could have on Lancashire Libraries.

After a break there was time for networking, free time or an optional visit to the Boots Library at Nottingham Trent University. I had opted out of the visit but everyone who did attend reported back that it was an enjoyable and interesting visit. Some people who had been on previous Conferences did comment that the visits arranged at this years Conference were a little disappointing but I know what a struggle it had been for the organisers to find a suitable venue and think they should be congratulated for their excellent efforts.

[The venue's location and the cost of transport severely limited our options this year. It was the best venue, but we accept that the range of visits suffered as a result. - Graham, Chair.]

After the evening meal it was time for what I had been told was the highlight of the Conference –

the Quiz. I had heard so much about the Quiz and I felt confident that my team stood a good chance as Marian and Helen were part of last year's winning team. But it was not to be! Must brush up on my general knowledge! Still it was good fun and an excellent way of meeting people.

Day 3 already! After breakfast the FIL AGM was held followed by a special general meeting which amended some constitutional items. Then it was time for Pavan Ramrakha to give us an update from the British Library. He spoke about their subscription service, new costs and about exciting new developments with ETHOS and SED downloads. It was then time to learn about SUNCAT, which is a very useful tool for Library staff dealing with serial requests, offering researchers and librarians details of who holds which journal. I had used this tool before but it is now added to my favourites list for any enquiries.

The Conference was drawn to a close with a challenge for everyone to be more aware of sharing resources, to become more actively involved in participation and cooperation, and to set challenges for the way forward. Lunch was served and goodbyes were said.

In conclusion I would like to say a big thank you to the FIL committee for a well organised and enjoyable Conference. They all worked very hard to ensure everything ran smoothly. I really appreciated the opportunity to attend and so offer a big thanks to NWLIP for my sponsorship. I would also like to thank all the attendees for making me welcome and hope we can all cooperate to meet the challenges ahead. See you again along the long and winding road.

Reference:

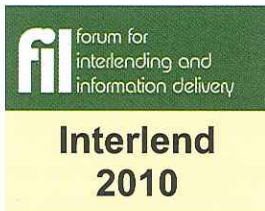
1. Collaborative Solutions: A Newsletter from Tom Wolff and Associates. Summer 2005. Available at: <http://www.tomwolff.com/collaborative-solutions-newsletter-summer-05.htm>

This is the **only** delegate report on Conference we have received this year!

- Did you go?
- Could you provide a report from your point of view?
- Would you rather review a session than the whole conference?

It really doesn't matter.

Any comments or reflections are worth sharing - so please let the Editor have your thoughts for the next issue in January.



Copac at Interlend 2010

Lisa Jenkins
COPAC

The Copac union catalogue (<http://copac.ac.uk>) is undergoing a period of major change and an important element is to involve Copac users (and non-users) in exploring how the service should evolve in the future. We were thus very pleased to be accepted to present one of the parallel sessions at this year's Interlend Conference. We are aware from our user surveys and helpdesk queries that inter-library loans (ILL) librarians use Copac as a resource discovery tool and speaking at the conference allowed us to engage with some of our core users. Our session 'Copac: your union catalogue today and tomorrow' included an overview of recent and forthcoming Copac developments plus an interactive activity to contribute to the service redevelopment. What follows is our summary of the session.

Recent and forthcoming developments

The Copac union catalogue is continuing to grow, with currently around 56 UK and Irish library contributors. The core of the catalogue is still the UK national and major academic libraries, but over the past couple of years the range of contributors has become increasingly diverse, including professional associations, government, public and charity libraries, and museums. The British Museum Library is an exciting recent addition, with the Royal Society Library in the pipeline.

Copac is currently undergoing a complete transformation. A number of new facilities have been already been introduced, notably:

- many journal records now display the latest available table-of-contents derived live from Zetoc.
- there is a login version of Copac offering personalisation options that we will be expanding in the future. This currently includes Search History and My References options.
- members of some universities can search their local library catalogue through Copac, getting a result set which includes their local resources alongside Copac records.

A complete reengineering of the underlying database is underway. New software and a new architecture will provide us with a robust platform for future developments, streamlining processing, whilst retaining data checking procedures. This work provides the opportunity for introducing a range of new facilities that we will be exploring with Copac users as we carry out an interface review and redevelopment. High on our list is the introduction of faceting to search results to facilitate better navigation of large result sets. As part of this reengineering we are also enhancing the de-duplication procedures, reducing the number of duplicate records, as well as investigating the potential of 'work' level de-duplication, bringing together all the different versions of a particular work.

Interactive discussion

For the interactive part of our session, which was run twice on the day, we wanted Interlend delegates to share their thoughts with us. We wanted to know how delegates felt about Copac and how we could help them to do their job. In order to do this we divided attendees into groups and asked them to discuss the following questions:

- How can we make your ILL work processes more efficient?
 - e.g.: extra ILL information on the holdings page for each library? If yes, what type of information?
- If we were to have a Librarian's interface what should it include?
 - e.g.: option to search only those libraries that do document supply?
- In an ideal world, what do you wish Copac could do for you as an ILL librarian?
 - e.g.: link to your institution ILL page?
 - you can think out of the box on this too, and we can always go away and discuss what is technically possible.

From the outset of our evaluation it was obvious that common themes were emerging. The top 5 issues for ILL librarians were:

1. You want to easily see which libraries take part in document supply – who lends and who doesn't. You would also appreciate it if it was easier for users to see which libraries lend their materials and which don't. This would help manage your users' expectations.
2. You want to see the British Library's document supply codes on Copac.
3. You think that a link to your institutional ILL page would be useful.

4. You would like to see more de-duplication, but interestingly don't necessarily want electronic and print items merged as this can cause problems if the e-version isn't licensed for document supply.
5. You would like to see links to libraries document supply policies and prices should they differ from standard IDS charges.

Amongst the interesting and original suggestions was one about providing a recommender function. We hadn't realised that this could be useful for a stumped ILL librarian. Several groups also commented that they would like to see more libraries on Copac.

We found everyone's comments extremely useful and are already considering ways in which we might take these forward. We have included the following into our development plans:

- The Copac website has an information page for each contributing library. This does include some ILL information, but we will follow up suggestions from the participants to provide more support in this area. We also hope to make this ILL information more visible, for library staff and end-users. As part of the Copac redevelopment the website is also being revised and restructured, so we will consider how we can pull together ILL details more effectively.
- We've been in contact with the British Library and they have agreed that we can include their document supply codes on our web site. So we will be adding these codes to our contributor pages in the near future.
- Improved de-duplication is an area we are addressing as part of the reengineering work, so you will see fewer duplicate records in the future. We are also looking to clarify whether a particular contributor has a physical or electronic copy of a document.
- Adding new contributors is an ongoing process. We are currently reviewing priorities for content expansion and we welcome recommendations of catalogues and collections that you would like to see on Copac.

In the longer term, all the suggestions arising from the session will feed into our review of Copac services to library staff.

The day was really useful for both of us. We came away with a better understanding of how we could improve Copac to help ILL librarians and, as you can see, we are going to explore

these possibilities further. We also made some very useful contacts, who'd like to participate in Copac's future development.

If you would like to get involved, or share with us your thoughts on how we can help you as ILL librarians, we'd be really happy to hear from you.

Please contact us at copac@mimas.ac.uk.

The powerpoint slides from the session can be viewed here: <http://www.slideshare.net/LisaJeskins/copac-your-union-catalogue-today-and-tomorrow>

Editor's Note

All the speaker presentations from Interlend 2010 can be found on the FIL website at: www.cilip.org.uk/groups/fil/interlend2010.html

INTERLEND 2011

"Delivering the Future"

The 23rd Interlend Conference will be held at the:

**Marriott Royal Court Hotel
Durham
27th to 28th June 2011**

FIL member price: £275
Non-member price: £340

Interlend 2012

The Committee have accepted a suggestion for this to be in Worcester in late June 2012.

Subject to finances allowing the go-ahead!

FIL@ BLDSC 2011

Friday 18th March 2011

Will include:

- Site tours
- Demonstration of BLDSC's new requesting system - which will have just been launched
- Talk on BL's vision for the future
- Talk on Customer Services

Limited to 60 delegates

Booking form will be available in December

'Overcoming Barriers' RIN Report (2009): a view from Worcester.

Su Fagg

Inter Library Requests, University of Worcester

Graham's commentary and response¹ to the RIN report, 'Overcoming Barriers',² in the January newsletter certainly rang true for me. Working as I do at a small, relatively new university, I had wondered if our experiences were in any way different from the institutions featured in the report. This did seem to be the case for University of Worcester's Inter Library Requests (ILR).

As far as I can tell, there is little, if any, pay-per view activity at Worcester. If material is not readily available from our own resources (both electronic and hard copy), ILR becomes the next resort. Only if we have difficulty in tracing material do our borrowers start to pursue 'other avenues', such as professional contacts. Whilst I can recall a few instances where contacts have been used to gain material, we have also been asked to act as intermediaries. Of course, it may be that researchers by-pass us completely to obtain information in this manner. I would also be interested to know how many follow-up with visits when we find material is for reference use in home libraries only.

I was very surprised that open access sources were not seen as important. We certainly explore them as a way to obtain information, and also recommend our borrowers to try them. They are mentioned during Graduate Research School (GRS) induction sessions, both as a way to obtain information and also with a view to depositing publications in our repository, WRaP.

Like Plymouth, we only hear from users of EThOS, the UK's national thesis delivery service hosted by the British Library, when there are costs involved, again an indicator that pay-per-view is not popular. We reimburse staff and researchers if they have to meet the cost of digitisation. However, such reimbursements have yet to reach double figures. What is the situation elsewhere?

So are we slow and bureaucratic? The majority of our users seem happy with the service provided. A recent small survey revealed that all those who took part received their requests in good time to make use of them. All staff and researchers can request Secure Electronic Delivery (SED) of articles, and the recent

introduction of FileOpen has done much to improve the experience of desktop delivery. We are about to roll this out to final year students, as a trial to start with, and have recently negotiated the inclusion of the plug-in during network re-imaging.

Unlike Graham at Plymouth we do impose annual request quotas:

Category of Borrower	Annual Inter Library Requests Quota
Staff or Full-Time Researcher	50
Part-Time Researcher	30
Taught Masters Students	25
Final Year Undergraduate	25
Undergraduate	5

Even so, we try to be flexible. For example, we recognise that researchers may need to exceed their annual allocation when undertaking literature reviews, so will permit this in the knowledge that their use in subsequent years is likely to be less. In practice, no one has exceeded their limit, although some do 'manipulate' their requests over the summer as we move from one academic year to the next.

Turn-round times at Worcester are something that we are now monitoring more closely. SED can often be a same-day service, whilst loans average 7 days, and can be even quicker for items in stock at Boston Spa. Given that many loan requests are for new publications which have to be ordered in, I think this is more than reasonable. We strive to keep our processes as streamlined as possible within the framework in which we operate. We have yet to tackle the challenge of electronic signatures, so still require handwritten ones. However, we no longer require tutor or supervisor counter-signature of request forms. Charges (applied to undergraduates and taught post-grads only) can be levied on library accounts and paid off at the self-issue machines in the same way as fines. Forms are available in printed form, or as pdf on our webpage. Staff can request loans electronically through the online catalogue. In certain circumstances, we will also post loans to our borrowers. The very latest development has been the activation of the ILR link through the SFX link resolver, allowing requests to be directed straight to our webpage. The impact of this on overall numbers has yet to be evaluated.

The RIN report was published at a time when I was investigating the use of our ILR service, and wondering how it served the Graduate Research School. I discovered that only about half of those registered with the GRS actually used the ILR service, which begged the obvious question; where do they get their information from, if not us? We need to find out more.

Unlike Plymouth, but in line with the report's findings, the number of requests has been reducing as the University has invested in more electronic packages. Approximately 10% of all requests submitted are returned because the material is available either in the library or electronically. This supports the experience of Jenny Brine at Lancaster³. The other issue 'boosting' overall figures is the number of renewals on loans. This is another area we are currently investigating, since it suggests that the usage strategy employed by some borrowers is not very efficient.

As Graham said in his piece, we have to get out there and promote the service. We very much see ILR as a gateway to extended resources, not an apology for collection gaps. Our challenge is to dispel the myths and manage user expectations.

Perceptions are important, and I think some of the views expressed in the report reflect the situation of several years ago, certainly before SED. We are hoping that a marketing boost this semester, trumpeting ease of access, turn-round times, fill rates etc, will do much to dispel whatever myths still persist. We already attend induction sessions for the GRS. We hope to attend drop-in sessions for undergraduates and 'Independent Study' sessions for final years. Using the results of more careful analysis of the Library Management System, we are hoping to use word-of-mouth marketing techniques (and the Academic Liaison Librarians) to de-bunk any misconceptions held in the academic institutes and demonstrate that we have an ILR service striving to support its users. We know that ILR is a 'niche service', involving only a small percentage of the university's active borrowers. Nonetheless, for those users it is a vital service to access resources not available at Worcester. Over half our regular ILR users are classified as staff (academic mainly, but also in support departments).

I'd be very interested to hear what other HE Institutions are doing to raise the profile of interlending. Has anyone carried out a user satisfaction survey recently? Can you shed light on your researcher information-seeking behaviour?

References

1. Titley, Graham (2010). *Commentary*. FIL Newsletter, (54):9-11.
2. Research Information Network (2009). *Overcoming barriers: access to research information content*. Available online: <http://www.rin.ac.uk/barriers-access>. [Acc.: 27/01/10].
3. Brine, Jenny (2009). *Review*. Interlending and Document Supply, 38(2):139-140.

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European Commission Information Society Digital Agenda for Europe 2010-2020

The EC held a Digital Agenda Stakeholder Day on the 25th October. One of the big ideas that is to be followed up on, was a presentation entitled "The answer to the machine is in the machine." (which was about managing copyright and permissions on the internet utilising technology.)

More information can be found at:

http://ec.europa.eu/information_society/digital-agenda/getinvolved/machine/index_en.htm

Why am I drawing your attention to this you may ask?

Well the project, which is being led by the European Publishers Council, has this as its aspirational target:

'In the internet age we need to be able to identify the content being used and who controls the rights in it; we need to be able to identify the user and the usage; we need to be able to read any permissions information; we need to be able automatically to link these various entities together to complete a transaction. A digital copyright symbol would be a gateway and marker for any person and any machine for all this essential information.' (EPC Press Release, 25th October 2010)

How often have we complained about the inability to discover who owns what and whether or not we can supply it, copy it, or use it? Let's hope this project actually delivers something useful and doesn't take years to get publishers on board!

Editor

Footnote: see also announcement from UK on pp.11.

Digital Rights Management on SED Documents: a polemic.

Graham Titley

University of Plymouth

For several years the UK Document Delivery/ILL community have adapted and developed their services and systems to accommodate the British Library's introduction of Secure Electronic Delivery (SED). We have wrestled with the contortions and intractability of Adobe Digital Editions - with its complexity, its system incompatibilities, and often its inability to 'get past' network firewalls causing many of you to simply give up trying to use it! Now we have the introduction of the supposedly much simpler and more robust FileOpen, which, although receiving favourable reviews, has itself introduced a different set of problems, for example its initial inability to work with Macs, without resolving some of the network ones.

We all recognise and applaud the British Library's willingness to develop systems and processes to enhance the registered user experience and enable a fast, effective and efficient document delivery service. After all, utilising SED, at least 50% of copy requests are arriving back to the end user within 1 working day - and that has to impress the people who make the requests as they used to have to wait anything up to 10 days under the old postal system.

However, to counter that improved expectation we do have to deal with the negativity that the Digital Rights Management (DRM) that SEDs are packaged with introduces.

Firstly, it seems ludicrous to a requestor that they receive and download, utilising email and web-based pdf technology, a document that can only be accessed on their computer for a limited number of days. To them, if it is provided by a digital process why cannot that process deliver a permanent usable document?

Secondly, it is even more ridiculous to them that, in order to retain electronic access to a document (and remember that it has been paid for and, therefore, the economic rights owner compensated at a pre-agreed rate) they must print the document and then rescan the printed pages themselves, fraught as that process is with degeneration and degradation of the content due to the limitations of printer and/or scanner. This degeneration is barely acceptable if the content is 'born digital', that is sourced from a digital original source, but is often illegible if such rescanning takes place based on a provided scan of an analogue

(print) original. What an absolute waste of time, effort and paper!

Thirdly, to me (and them?), it is also ridiculous that, in this age of ownership of multiple devices, during the time that I am able to access the downloaded document, that access is limited solely to the device I use to make the initial SED download. I cannot port the document to my mobile device, my iPad, laptop or home computer by any means - wireless or cable connection; USB disc drive or an app. like 'DropBox'. If the document has been supplied to me for my own personal research or private study I should be able to utilise that document on whatever device I want to use. To actually achieve this I have to rescan!

As a service manager I would dearly love to get some management information! For instance: 'How many SED documents that we request get deleted from BL's server without being accessed at all?' or even 'How many SED documents are accessed but get deleted without a completed download?' (and, for both, give me the request numbers so I can investigate!). This would at least give me some idea of how well my users are engaging with the technology. It might also allow me to investigate how big a barrier DRM, or any other factors, might be. The University of Plymouth spends around £70,000 annually on document delivery and I want to know if all that money is being utilised or wasted? ('Wasted' is from the point of view that the acquired document is not being utilised. I can do this easily with book loans - those that remain 'uncollected' are obvious! I simply cannot do that with SEDs, which is where 60-70% of the expenditure is!).

So how did this come about and should we be doing something about it?

DRM of any sort is not 'required' by law, it is only protected by law if it is utilised. So why is it being used in document supply? In the days before SED, libraries simply responded to requests from other libraries by photocopying the required item and sending the resulting copy in the post. It was not printed on self-destruct paper or asked to be returned after 14 days and then destroyed! The copy was provided to the requesting user, via their local library, for their own personal use in perpetuity, within the restrictions allowed for by the law and acknowledged through the signing of a copyright declaration. This process was deemed sufficient, even though it does rely on a self-declaration that "I've not had a copy of this work before". But step into the digital world and it all goes haywire! It appears that music publishers' experiences over illegal file sharing seems to have frightened non-music publishers. To me it also

seems that they still harbour the expectation that libraries and individuals will build vast collections of documents and then go ahead and share them with the rest of the world! Finally, it also seems obvious to me that they do not trust the copyright self-declaration that the law has deemed as sufficient (I can find no-one who can provide me with a case where the form has been asked to be produced in the 22 years since the enactment of the current version of copyright law - so can I surmise that publishers are simply not bothered, or that the economic damage is not enough to warrant the expense of a court case, or that there hasn't been any discovery of illegal use?)

If there is no legal requirement to have DRM then its application must come about from another source and the obvious one is that it must be a condition of the Document Supply Licence from the Copyright Licensing Agency (CLA). The British Library has to purchase this in order to provide material to users. Therefore, I think, the 'condition' must reflect the nervousness of publishers. Interestingly, whilst you can see the terms of the licence for practically every other sector on the CLA website you cannot see the content of the document supply licence!

But why should this condition exist? What am I doing differently to the former paper-based system? All I want to do is get access to material I do not have, or cannot afford to provide locally, and deliver a copy of a selected portion to my user. Absolutely nothing else has changed - the law, and its usage and administrative restrictions, remains unchanged, so I have even received a signed copyright declaration that formerly limits the user to 'my own personal use'. The only 'change' is in the format I want utilised. Exactly what is it that makes a SED ILL different? If I can download a copy of an article from locally provided e-resources that is free of overt DRM (I do acknowledge that many have covert DRM or identifiers that would enable the source to be identified should the copy end up somewhere it shouldn't), why then is a SED copy of an article from the same journal obtained through ILL so tortuously protected? After all, rights owners have been paid, sometimes as much as three times! For ILL's, 'compensation' will have been made to the economic rights holder by both the supplier library through a subscription (and in some cases a CLA supplier licence fee) and the receiving library through a scheme transaction charge!

The only answer I can deliver is that SED DRM is a way for publishers to ensure that you receive only 1 print copy of any work. Therefore, SED is not about delivering a digital document at all and this is how it differs from the electronic resources

we subscribe to. The SED process is only an electronic envelope to 'enable' delivery of a secure link that allows you to access a server, download a document and print it out. SED is a hybrid solution that sits between snail mail and the full delivery of a digital document. So we must do our best to actively manage the expectations of our users. We should also inform them that we want a fast easy way to digital delivery too! - and that we will campaign to achieve this.

In the meantime, the signed declaration form is, in itself, a tedious process but does at least offer the publisher some protection to act if the copy is subsequently misused. So why do publishers not appear to want to rely on this process? Publishers also need to trust library staff and accept that document delivery staff do not want to create vast collections of digital scans on the basis that it 'might' be requested at some time in the future. Instead, we are only concerned with delivering the information required in a timely, efficient and 21st century useable manner. If the process has to be licensed, there needs to be more negotiation and emphasis placed on the usefulness of the end product to the user, and less on the technical and administrative routines. Should publishers require restrictions then control of file editing permissions could prevent adaptation or copying and pasting text, whilst covert file properties or file watermarking would enable share tracking.

However, as more and more of us look more carefully at what we purchase and why, and as we move to a greater proportion of digitally provided material (e-journals and e-books), does the need for such a third party licence diminish? Libraries are also keenly developing their negotiating skills, and utilising the glut of information providers, in order to try and deliver content more cheaply. As a part of this process they are also examining in greater detail the terms of any licence for the required product to ensure that all users can be treated equally. As this represents a much tougher approach to purchasing resources it is essential that we place the needs of the ILL user on that agenda. If we do this effectively, will it also reduce the requirement for a third party licence? The CLA purports to represent the views of its publisher members and acts as a collecting society in order to recoup some of the 'lost' revenue that publishers believe happens due to copying. What happens then, to the CLA, if some of its biggest members were to negotiate and agree to licences that allow libraries to supply material without DRM and without the purchasing of the document supply licence? Do find out what is happening in your organisation and get the needs of document supply into the collective consciousness. As more

resources in libraries move away from traditional print this may well be our only way to ensure that DD/ILL can happen in the future and, thereby, enable the eventual removal of a DRM that restricts the shelf-life of a document and stifles user expectations..... Unless, that is, the CLA suddenly delivers a 21st century document supply licence!

Copyright and IP Review announced.

On the 4th November the Prime Minister, David Cameron, announced plans for a six-month review of the intellectual property (IP) system in the UK entitled "Technology Blueprint". The aim is to make the UK the most attractive place in the world to start and invest in innovative technology companies.

The six-month review aims to identify barriers to growth within the IP framework, which consists of the rules and regulations covering how IP is created, used and protected in the UK. It will particularly focus on how the IP system can be improved to help the new business models arising from the digital age. The Press-release also records that Baroness Wilcox commented on the manner in which the internet has changed the business landscape: "An IP system created in the era of paper and pen may not fit the age of broadband and satellites. We must ensure it meets the needs of the digital age."

{Oh dear, not the Digital Economy Act again! - Ed.}

There was also a great deal of 'bluster' about IP 'helping' and 'not hindering' - with reference being specifically made to rights clearance systems akin to those available under fair use of copyright works in the US!

The scope of the review is stated to include the examination of:

- Barriers to new internet-based business models, including the costs of obtaining permissions from existing rights-holders.
- The cost and complexity of enforcing intellectual property rights within the UK and internationally.
- The interaction between IP and competition frameworks.
- The cost and complexity to small and medium enterprises of accessing services to help them protect and exploit their IP.
- What the UK can learn from the US rules covering the use of copyright material without the rights-holder's permission.

It is intended that the review will make recommendations on the changes the UK can make as well as the long-term goals to be pursued through the international IP framework. The report is expected in April 2011.

One to keep half an eye on—Ed.

ILL: an international perspective.

Would you like to know what is happening in the wider document supply world? Would you like to know how other countries approach the issues of document delivery at national level? Then this issue of Interlending & Document Supply will help. It's almost 70 pages of fascinating reading!

Editor

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An appeal!

Unless you, as members, start to contribute material to this Newsletter then the Forum may decide to cease publishing!

You would soon stop reading it if the whole issue was penned by the Editor. So come on, tell us about the issues you face; tell us about the meetings, both FIL and non-FIL, that you've been to; tell us about what you do and how you do it.

It is your Newsletter and it needs your input!

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