

Forum for Interlending and Information Delivery

Minutes of the Executive Committee Meeting 18 April 2012

Attendees: Gareth Johnson (GJ/Chair), Chris Beevers (CB/Minutes), Julie Clement (JCI), Jennie Cooke (JCo), Kate Ebdon (KE/British Library, Observer), Su Fagg (SF), Observer), Tracey Jackson (TJ), Marie Lancaster (ML), Christine Shipman (CS)

Apologies: Gerry Coyle (GC), Rose Goodier (RG/IFLA, Helen Trollope (HT), Gillian Wilson (GW/ CONARLS, Observer)

Minutes of the FIL Executive Meeting 18 January 2012 – Accepted as a correct record

1. Matters arising from last meeting

1. Treasurer's Report (see Item 6 below)
2. Membership Report – HT has created a database for recording former members and CS has provided details of non-members who attended FIL events last year. There was some doubt whether we had drawn attention to the freeze in the cost of membership on the e-mail lists.

Action:

- GJ to check whether a press release has drawn attention to the price freeze

3. Web Officer Report – ESP had provided a quote for a members only area. In the absence of HT further action on this was deferred. It was also felt that members should perhaps be consulted on the issue at Interlend 2012. Most committee member biographies were now on. Any outstanding had now been provided to HT.

Actions:

- GC to include the issue of a membership only area on the agenda for discussion at the AGM
- HT to mount any outstanding biographies on the Web site
- All to supply HT any interesting content to keep the Web pages dynamic and fresh

4. CONARLS Report – All committee members have completed the E-Resources survey
5. Interlend 2012 (See Item 4 below)
6. Hargreaves Review – GJ had drafted a formal response on behalf of FIL and after circulating to committee members for comment sent it to the Review. The Intellectual Property Office have sent an acknowledgment and response is now on their Web-site.

2. Succession Planning

It would be more transparent, as well as useful for forward planning, if the dates when each member joined the committee and their term of office was included on the Web-site. Members are appointed for two years with the option for a further term. CS, GC and HT are in the their first year of their second term. CB is in the final year of his first term. Observers are appointed by their organizations and it is up to those they represent to dictate how long that appointment should last.

GJ sadly announced that restructuring at Leicester means that he will no longer be involved in providing the Inter-library Loans service and will consequently be standing down early from Committee at the next AGM. ML reported that due to recent ill-health she would prefer to concentrate on work commitments and supporting FIL events in Wales than to stand for Chair at this point. All vacancies on committee will be announced at AGM at Interlend 2012, and confirmed at the October meeting. GJ strongly urged the current co-opted members to stand.

Actions:

- All committee members to notify HT when they joined committee and whether they are in their first or second term

3. Events

FIL @ BLDSC – GJ has produced a report based on feedback. The event was extremely well received and by far the majority of feedback received was positive. 25% of feedback respondents had not attended a FIL event previously indicating that the Interlending 101 session was well timed (The write-up is now available via the web-site). The catering provided by BL had been excellent and some suggestions for future events had been received.

One or two attendees had missed the coach at York Station and the cost of taxis had, on this occasion, been covered by FIL. Otherwise attendees seemed to consider the event affordable and overall it should be considered a great success.

56 invoices had been issued, of which 10 have been paid to date. BLs invoice for the venue has also been paid.

Welsh FIL Event – There is a maximum of 28 places and all but 3 have been booked. HT has submitted another advert to the lists. All speakers have been confirmed including Mandy Powell who will be doing a session on social networking. CILIP Wales are sponsoring the cost of the venue and catering. An open session will be provided in the afternoon for attendees to raise any of their own issues. People booked on the event will be contact beforehand and will be invited to suggest topics for discussion.

Suggestions for Future Events – Feedback from FIL@BLDSC has suggested that a return visit later in the year would definitely generate some interest. The most well received sessions from the Welsh Event could be repeated. ML reported that Mandy Powell would probably be on maternity leave by then, but that she would like to run a social networking session. Themes suggested for other sessions included: “Borrowing from overseas” and “ Exchange of experience of DSS”.

Actions:

- KE to look into possible dates in November for an autumn FIL@BLDSC (Fridays were suggested as a good day of the week for people who preferred to stay over)
- All to consider ideas for future events either in the NW or SW to ensure we were covering all parts of the country

4. Interlend 2012

Promotion and booking – HT has circulated the second round of Publicity via the lists. GJ felt we needed to confirm the speakers by the time the next round went out. We also need to give at least the requisite 25 days notice of the AGM before the end of May.

To date 11 early bird and 2 day bookings have been received.

Breakout sessions – Several speakers have come forward:

Keith Tricky: “How to work effectively with everybody by staying level headed”

Ken Chad: “JISC Project – Patron driven acquisitions as an alternative to Inter-library Loans”

Claudia Howard – North Wales Libraries Partnership – to be confirmed

Chris Hands: “Model for a new Inter-lending system for West Midlands Health Authority”

Carol Giles: “Transforming the paper based ILLs at Exeter University to a totally online system” (Talk or workshop)

Beth Hardy: “Reviewing and Renewing the ILLs System at Leeds University – Small and Large Changes”

Steven Glover: “Interlending and Document Delivery Trends in North West Health Libraries (Stand up talk)

Christine Shipman: “What do we know about our researchers and their need for an ILL service?”

Su Fagg and Marie Lancaster: “Marketing your ILLs Service effectively”

Mike McGrath and Tim Peacock are also potential reserve speakers and will be approached if needed.

It was decided to re-jig the programme slightly. A pre-conference session run jointly by KE and GJ on BLDSS was suggested. Keith Tricky and Beth Hardy could provide break-out sessions A and B respectively. Break-out sessions C and D could become one, 45 minutes update session from the British Library. Keynote 2 could be split into the new Breakout sessions C and D. That would leave Ken Chad, Chris Hands, Carol Giles, GJ, SF & ML and SG to fill the sessions on Day 2.

Sponsored Places – We can sponsor two places. These don't necessarily have to be FIL members. GJ has provided the promotional text inviting candidates to submit their application by May 9th. This will be circulated via the lists. SF volunteered to forward to the School of Librarianship at Aberystwth.

Operational Planning and Committee Attendance – ML, HT and ** will be traveling to Worcester by car the night before conference. KE might also be on site depending the times of the trains on the 25th. GJ will provide SF with an e-mail to support her case for full conference attendance i.e. to stay overnight on Monday.

Committee members need to be hand early on Monday to prepare the venue and meet and greet delegates as they arrive.

As conference starts proper what sessions are running where needs to be clearly posted. At least one member of committee needs to attend each session to formally introduce the speaker, keep the session to time, have a question prepared in case we need to break the ice towards the end and formally thank the speaker and round up the session.

A member of committee also needs to be on hand to act as runner to liaise with the venue staff and trouble shoot where necessary. To this end SF reported that she had also arranged for a tame Worcester technician to be permanently on hand during conference. Guest IT accounts will be available to delegates.

The need to identify committee members, speakers etc was discussed. It was agreed that new badges would be purchased and that the following would be identified by different colours on their badges:

- Committee members
- Speakers
- Newbies (not attended conference before)
- Conference veterans

During his opening welcome to conference GJ will also urge regular conference goers to ‘adopt a newby’ to ensure the conference is genuinely inclusive, friendly and welcoming.

Dan Lampeter is providing GJ with free sample book straps to include in the conference packs. Capita were originally interested in sponsoring conference but have not been in touch again. ML volunteered to contact OCLC and JC volunteered to contact Swetswise, Proquest and Ebsco.

New menus for the conference dinner have been supplied. However, the cheapest wine is £12.75 per bottle. It was agreed that we would provide the wine. SF has recommended a buffet lunch on Day 1 and a hot meal on Day 2.

Information packs will be sent out to delegates a few of weeks before conference. Delegates will be required to indicate their menu choices and preferences for the Break-out sessions (though they will be able to change the latter after hearing the speakers pitch their sessions on Day 1).

GJ thanked conference committee and particularly SF for their hard work.

Actions:

- GC and GJ to give formal notice of the AGM before the end of May
- GJ to circulate invitation to apply for sponsored place at conference via lists
- HT to source new conference badges
- CS to liaise with SF to purchase wine for the conference dinner
- ML to contact OCLC and JCo to contact Swetswise, Proquest and Ebsco re: sponsorship

5. Interlend 2013

GJ suggested that it was not too early to start thinking about the venue for Interlend 2013. CJB & CS remembered that a map of the UK showing the location of previous conferences had been created last year. We try and visit a different part of the country every year to reflect the distribution of our membership. Possibilities include: Plymouth, Exeter (last visited in 2002), Cardiff. ML also proposed Gregynog which is the University of Wales conference centre in Mid Wales near Newtown. Reservations were expressed about it's accessibility, but the facilities available there warrant further investigation. It was agreed that the FIL membership would be consulted regarding potential venues and whether any institutional members were prepared to host.

Actions:

- GJ & HT to set up and publicise a web poll to consult members about possible venues (and whether they are prepared to host, or be co-opted to be the committee's local coordinator)
- ML to investigate the potential of Gregynog further and circulate to committee
- HT to trace the map of past venues and circulate

6. Treasurer's Report

CS reported that the Balance in our main account is £19,450.52 and we also have the £10k in the interest bearing account, which at 1.3% should generate about £65 by June.

See Report A1

28 membership payments remain outstanding and 4 organisations have cancelled their membership.

7. Membership Report

See Report A2

8. Web-Marketing Report

See Report A3

9. CONARLS Report

GW had supplied a proposal from CONARLS regarding DX to GJ for circulating to Committee in confidence. The CONARLS Annual Statement for 2011 is now available via the TCR web pages.

<http://combinedregions.com/documents/ConarlsAnnualStatement2011.pdf>

Action:

- All to forward details of anyone they feel might be suitable to undertake CONARLS' proposed research project to GW

10. IFLA Report

GJ circulated a report on behalf of RG. The IFLA Conference will be held in Helsinki in August. The Open Session will be entitled 'Innovations in resource sharing: New methods, new technologies'.

See Report A4 for full programme

11. BL Report

The Asbestos cleanup is nearing completion. Stock accounting for 90% of all requests is now clear. Customers are gradually being transferred to the basic DSS system. When all sites have been deployed all Waiting Lists on the legacy system will be cancelled and we will have to reapply via DSS. There will be a phased roll out of additional DSS functionality. From May 1st the following will apply:

There will be no further renewals on the legacy system

Document Delivery via Fax will cease

An administration charge will be introduced for mediated 2 hour services

See Report A5 for full report

12. Any other business

None

13. Date of next meeting

GJ will arrange a Telcons in May before the Welsh event and June to finalise arrangements for Interlend 2012.

Treasurer's Report FIL Committee meeting 18th April 2012

Balance in current account to 31st March 2012: £19,450.52

NB. This total includes a deposit of £997.22 by the Royal Borough of Kingston upon Thames on 22 March. This amount was transferred to the FIL account in error and is not related to FIL in any way. They have requested that we reimburse the amount as soon as possible.

Plus 6 month fixed term deposit @ 1.3% 14th Dec 2011-14th June 2012: £10,000.00

Membership 2012

28 membership payments still outstanding (list attached)

Contacted CILIP regarding paying for their membership as they no longer host our website. They confirmed that they would consider this and let me know. So far they have not got back to me.

4 confirmed cancellations so far:

University of Chichester
An Chomhairle Leabharlanna, (Library Council of Ireland – now abolished)
Alyson Petrie, University of Aberdeen (personal member now retired)
Worcestershire Library Service

FIL@BLDSC

Projected income: £2,520.00 (10 out of 56 paid so far)
Expenses to date: £2,239.42

Accounts for 2012 AGM

All 2011 income & expenditure files, cheque books, paying in books & bank statements have been sent to the accountant for the preparation of the FIL accounts in time for the 2012 AGM.

Appendix 2

FIL Membership Report

New Members 2012:

College of Occupational Therapists, London
Queen Elizabeth Hospital King's Lynn
University of Birmingham
Birmingham Community Healthcare NHS Trust
Queen Mary University of London

Others:

University of Westminster – already a member but not paid subscription
Sian Jones (Aberystwyth University) personal membership - checking but no response
Kingston University (but already members, 'specials' paid by SWETS)

Compiled database of Lapsed/Cancelled FIL memberships thanks to Christine - 17 in total

Appendix 3

Marketing & Web Report

Will be sourcing new FIL name badge holders in time for Interlend
Bags to be unveiled at Interlend
Both banners to be used at Interlend
Produce some 'podium' posters for Interlend (Su)
Promote Interlend Early Bird to lists/Twitter/Facebook/website again
Promote Welsh Event to lists/Twitter/Facebook/website again

Website top hits: FIL@BLDSC and all Interlend posts

Steady return of visitors and newbies to website

Website continues to be well used

Renewed ESP projects 1 year hosting contract and again opted for PAYG web support (although they are happy to answer brief questions for free) (£55 + VAT for 1 hour or £35 for 1/2 an hour + VAT)

ESP Projects are happy to work with us to create a Members Only Area and it should be something relatively easy for me to set up

Had an expression of interest for a Southern FIL event from the University of Southampton

Report from IFLA

Here is a short update about the forthcoming IFLA Conference in Helsinki. The Document Delivery and Resource Sharing Standing Committee's Open Session will this year take place at the Helsinki Congress Centre on Sunday 12th August, from 13.45 till 15.45 pm. We have five speakers, so the talks will be quite short.

(And, to be honest, we are also trying to ensure that we are on the safe side, as past experience has shown that sometimes the speakers haven't been able to attend the conference, and we haven't been told until the last minute....)

The Open Session will be entitled: INNOVATIONS IN RESOURCE SHARING: NEW METHODS, NEW TECHNOLOGIES

In brief, the presentations will be:

First off, our very own Mike McGrath: *Tackling the Big Deal head on: the experience of UK Higher education in 2011*

Secondly, Dr Traute Braun-Gorgon (Subito, Berlin) : *Subito: Our classical document delivery service for researchers and libraries*

Third speaker is Xiaoxia Yao (China Academic Library and Information System): *Exploring the way of SaaS-based resource sharing services*

Fourth speakers are Azadeh Heidari and Leila Nemati Anararki (Islamic Azad University, Tehran): *National content consortium (NCC): Practical experiences in Iranian resource sharing*

Fifth speaker is Xiao Wu (National Cultural Information Resources Management Center of China): *The road to digital resource sharing: experiences from the Cultural Information Resources Sharing Project of China*

The "reserve" speaker is Daniel Mattes Durrett, who is a member of the Section Committee. He is willing to step in and talk about *the current state of resource sharing in Mexico*

FIL Executive Committee Meeting Wednesday 18th April 2012

Document Supply

Delays to Document Supply services – update April 2012

As previously reported, access to some of the collection items held at the Library's Boston Spa site continues to be restricted following the discovery of small traces of asbestos in some areas.

The cleaning of all current serials stock (1985 –present), older serials (pre 1976) and our monographs collection is now complete. This means that stock accounting for over 90% of affected document supply orders is now available for use.

Planning for the remaining areas is underway. Work has commenced on our Official Publication collection, with all remaining material scheduled to be completed and available for use by mid October.

New Reapply dates have been established according to the remediation work schedule.

British Library Document Supply Service

The new British Library Document Supply Service went live on 28th October. We are implementing a managed, phased approach to deployment, for both functionality and migration of customers, to ensure there is no disruption to our service. We currently have 72 organisations deployed to BLDSS and we will be deploying all customers ordering by ARTEmail or ARTWeb to the new Service over the coming weeks. If you wish to migrate to the new service earlier, please contact [Customer Services](#).

If your orders are submitted through one of these methods, once deployed you will notice several improvements in the service you receive from the British Library, including:

- faster delivery of requests, from 5 days to 4 days as standard
- full colour of all documents as standard
- fewer reply codes & plain English emails
- enhanced extended searches through Find It for Me or Get It For Me

There are a number of differences between the current legacy Document Supply service and BLDSS which you will need to be aware of when submitting requests as the new system completely replaces all existing Request Processing systems.

In particular, for the system to run effectively and efficiently - and more importantly, for you to benefit from all its enhancements - **it is vital that all submitted requests conform to the current ARTEmail standard.** Failure to do so may result in rejected orders in the future.

Full details of the key differences may be found in our Deployment Guide.

The first phase of the online system is expected to be available by the end of April, with full online access in May.

During the deployment of BLDSS we would also suggest that you regularly visit our web pages to keep up to date with all the latest news, information and advice.
<http://www.bl.uk/reshelp/atyourdesk/docsupply/help/bldss/index.html>

British Library Extended Search Services

During March we announced that we would be offering an enhanced Extended Search Service as one of the benefits of our new British Library Document Supply Service (BLDSS).

As we deploy BLDSS, our existing Extended Search Service will be replaced with two new services – **Get It For Me** and **Find It For Me**.

Through **Get It For Me** (GIFM) we will try to source the item you require for one of our 3rd party suppliers. The price of this service is made up of the British Library Service Charge (currently £8.50, 1848 JPY, €11, \$13.80) plus the actual cost of the item (and any copyright charges) from the 3rd party supplier. In most cases 3rd party supplier costs are comparable to the BL's document supply charges.

However, if you wish to stay in control of your costs then you may prefer to use our **Find It For Me** service (FIFM). Through this service we will, for a small charge of £4 (700 JPY €5.2, \$6.5), look for the item for you and tell you where you can source it from.

To use these new services through ARTEmail, or your Library Management System, you will need to use a message keyword code to tell us which service you require.

To use **Get It For Me**, use the existing message keyword code BACKUP. For a location search only and to use **Find It For Me** please quote the message keyword code SL on the TX Header line of your requests.

During early summer 2012 these new Premium Services will also be available through our new search and order platform BLDSS. Until this time you may continue to request an extended search through the catalogue or ARTWeb order Form.

Keyword	ARTWeb option	Premium Service	Total Cost
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SL	Stock and Location Search	If we cannot supply from stock we will supply any locations found where you can source the document yourself	British Library Service charge only
BACKUP SW WWS	Stock, Location and Worldwide Search	If we cannot supply from stock we will source and supply the document for you.	Service charge plus the actual cost of the item from the 3 rd party supplier. As now, you cannot specify a maximum cost for this service

Loan Renewals and Waiting Lists

From 23 April 2012, to assist with migration to the new British Library Document Supply Service (BLDSS) and the introduction of automated waiting lists, we will be unable to renew loan items requested through our legacy request processing systems.

We would be grateful if all loan items could be returned promptly to assist with this transition.

Additionally, as we fully deploy request processing to BLDSS, requests on legacy waiting lists will be cancelled and a notification sent to you. Should you still require the item, and wish to be added to the new waiting list in BLDSS, please reapply once you receive a CANC reply.

Also from 23 April 2012, we will stop adding legacy system requests to any waiting lists. Legacy system requests for items on loan will be returned to you advising that the item is unavailable and to reapply via BLDSS once your organisation has been deployed to the new service. We apologise for any inconvenience this may create for you.

Are your contact details up-to-date?

To help ensure that your account and contact information is up-to-date and that you do not miss out on any important information about your account or British Library services, please tell us as soon as possible if there are any changes to your contact details.

Correct contact information is particularly vital at this time as we near the roll out of the new British Library Document Supply Service (BLDSS) to all of our customers.

To check, or change your Document Supply contact information, please email details to [Customer Services Accounts](#) or telephone +44 (0)1937 54655.

The British Library is committed to protecting your privacy. We will only use your personal information in accordance with our [Privacy Policy](#).

Withdrawal of Delivery of Documents by Fax

From 01 May 2012, we will no longer offer delivery of documents by Fax. This is due to the rising costs of the supporting infrastructure of faxing documents as customers have gradually migrated to electronic delivery options. Please click [here](#) for further details of alternative delivery mechanisms or to discuss your specific requirements, please contact [Customer Services](#).

Any requests received asking for Fax delivery will be returned to you asking for an alternative delivery method.

Inputting Orders on your Behalf

From 01 May 2012, we will be making an administration charge of £2.25 (USD3.6, EUR2.7 or JPY485) per request when we search for, and order, an item for remote supply on your behalf. This administration charge will be in addition to the document delivery charges and replaces the existing Faxline and Easy Order Services.

To reduce costs, and not incur administration charges, existing users of these services may prefer to switch to one of our [automated requesting methods](#). Requests reach the British Library within minutes of being ordered and are streamed directly to the relevant storage area eliminating the possibility of any delays to processing. Orders can be placed for the 2 and 24 hour delivery options as well as the standard service.

Customers may also use our online order form [ARTWeb](#) and the blank order form accessible from [Explore the BL](#) until our new Online Ordering Interface is released.

Please contact [Customer Services](#) if you require any further information.

BL Wide

Listening Project to capture the voices of the nation in conversation

The Listening Project, an ambitious new partnership between the network, BBC Local Radio, the BBC's national radio stations and the British Library which aims to capture the nation in conversation.

The Listening Project invites people across the UK to share an intimate conversation. Some of these conversations will be broadcast by the BBC and curated and archived by the British Library building a unique picture of our lives today and preserving it for future generations.

What people talk about is their choice. It could be a moment of joy, sadness or reflection. This project is about creating the space for people to have that conversation they always meant to have. Audiences will also be able to submit their conversations to the BBC through The Listening Project website www.bbc.co.uk/listeningproject where they will also find guidance on how to plan and record conversations.

Beginning on 30th March, edited three-minute versions of conversations are broadcast on Radio 4 on Fridays just before the news at 1pm, 5pm and midnight. A 15 minute omnibus edition is aired on Sundays at 2.45pm. Beginning on June 25th, five 15 minute specials will air Monday to Friday at 1.45pm. All broadcast conversations will be available online along with a free download of the weekly compendium programme.

BBC national radio stations and BBC Local Radio stations will also be creating their own rich and varied Listening Project programming.

Programme contributors will be given copies of their conversation to keep and also have the chance to be a part of history as the British Library will be creating a permanent archive for the nation of the majority of these conversations.

The British Library will also play a key role in The Listening Project - full-length versions of conversations and some of the online uploaded conversations will be stored at the library to be preserved in perpetuity as part of the nation's oral history.

British Library Sounds Website

Just launched, the new British Library Sounds website lets you listen to 50,000 tracks of music, spoken word and environments, dating from the 1900s to the present day. You can also browse our very popular sound maps including dialects from all over Britain and thousands of nature sounds This is a taste of the Library's vast sound collection, which includes over 3.5 million items.

Members at licensed UK universities and colleges may additionally download tracks for their research.

Exhibitions and Events

Writing Britain: Wastelands to Wonderlands **11 May – 25 September 2012**

As the world's attention turns to the UK this summer, the British Library's new exhibition, [**Writing Britain: Wastelands to Wonderlands**](#), will display iconic British literature and explore how it has been influenced by Britain's unique spaces and places. Including work by current writers, such as **Ian McEwan**, **Zadie Smith**, **Posy Simmonds** and **Kazuo Ishiguro**, the exhibition will also feature prolific literary figures from over the last 2000 years. Over 150 literary works, including many first-time loans from overseas and directly from authors: sound recordings, videos, letters, photographs, maps, song lyrics and drawings - as well as manuscripts and printed editions.

Writing Britain is part of the London 2012 Festival. Tickets are now available to book online from www.bl.uk/writingbritain

Kate Ebdon 17/4/12