

Forum for Interlending and Information Delivery

Minutes of the Executive Committee Meeting 24 October 2012 (Draft)

Attendees: Marie Lancaster (ML/Chair), Chris Beevers (CB/Minutes), Julie Cimet (JC), Jennie Cooke (JCo), Kate Ebdon (KE/British Library Observer), Su Fagg(SF), Natalie Guest (NG), TraceyJackson (TJ), Mark Kluzek (MK) Christine Shipman (CS), Helen Trollope (HT), Gillian Wilson (GW/ CONARLS Observer),

Apologies: Rose Goodier (RG/IFLA Observer)

Welcome: The Chair formally welcomed NG and MK to their first full Committee Meeting.

1. Matters arising from the last meeting

1.1. Committee Membership

JCo is now a fully elected member and with the addition of MK and NG the committee is now back up to full complement.

1.1.1. Appointment of Vice Chair

HT was duly elected as VC but it was noted that she only has another year left on committee so the role would be vacant again next year.

1.1.2. Appointment of Membership Secretary

The role of Membership Secretary has been ably undertaken by HT for the last two years. However, she also holds the demanding dual roles of Web and Publicity Officer and is now VC so it was decided that NG would take over the role of Membership Secretary. As further succession planning JC will shadow CS during the latter's final year as Treasurer.

1.1.3. Guidance documents on officer roles

Action: Each officer to write a guidance document on their role for mounting on the web pages.

1.2. Membership only area on the FIL Website (See Agenda item 8)

1.3. Interlend 2012 – Catering refund for the Tuesday

ML still in negotiation with Debbie at Worcester

1.4. Future FIL events (See Agenda item 4)

1.5. NWLIP Event in November(See Agenda Item 3)

1.6. Interlend 2013 (See Agenda item 2)

2. FIL Conference 2013 Planning

HT presented reports summarizing feedback on Interlend 2012 and progress on planning Interlend 2013. HT, ML and JC had short-listed three potential venues after eliminating the others suggested by Conference Cardiff as either too expensive or too far away from the station. After visiting their three favoured options, they felt The Angel was not up to standard, The Radisson Blu was also too expensive but The Maldron had high quality facilities and was affordable. HT and ML have thus secured The Maldron by making the booking for June 27th to June 28th. The Thursday and Friday slot will facilitate attendees who might want to stay over. Rates are £69.00 per night for single occupancy and £79.00 for double occupancy and the conference committee negotiated a reduction from £129.00 to £125.00 for 24 hour day delegates.

See Report circulated 27/09/12 for more details of venue options.

Rooms: There is a dedicated business floor with its own registration area. The main conference room can seat 90 delegates in theatre style, with pull down projection facilities and access to an external courtyard. Two additional break out rooms with the same facilities have been booked for both days and the hotel is providing a third room for free. The conference team have the knowledge to support IT but we have to pay extra for lap tops so it would be better if we can provide our own.

Catering: All meals will be served in a cordoned off area of the Hotel restaurant, and long tables seating 8-10 people will be provided. Lunches are hot and cold buffets. Choices for the evening meal do not need to be made in advance. We need to inform the hotel of any special dietary requirements by no later than a week before the start of conference. Drinks i.e. wine have to be purchased via the hotel but they will only charge for what we use.
(Mixing delegates on each table was a good idea at Interlend 2012 worth repeating: Male and Female, Different Sectors, New delegates and Committee Members)

There are also gym facilities on site.

Content: The following ideas were discussed:

A Back to Basics 101 Session - This could be useful as staff restructuring in all sectors has seen a loss of skills and experience

Copyright and Interlending – LB's presentation had been well attended and received last year indicating an interest in this area.

OCLC – The National Union Catalogue

Poster Promenade – Whilst it was thought that it might be a way of encouraging participation by members who might be less comfortable to stand up in front of the whole conference, ML expressed doubts about the time needed and of getting enough contributors.

World Café style – Where different (related?) themes are discussed on different tables and attendees circulate around the tables. Suggested themes for this style were:

- International Interlending
- Interlending of Music or Grey Literature
- Copyright
- "Finding Stuff"

Sponsorship – It was agreed to resurrect and review the sponsorship packages.

Scheduling: The Pitching session for Speakers didn't work very well at Interlend 2012 and won't be repeated. The following draft schedule was agreed for the Thursday and Friday morning:

Thursday 09:30 –	Conference Registration
10:00 –	Hotel Registration (We can store luggage in the free room until then)
10:30-11:00	Introducton for Newbies (Jargon Busting – Anything you wanted to know but were too afraid to ask)
11:00-11:45	Session 1
12:00-12:45	Session 2
13:00-14:00	Lunch
14:15-15:00	Keynote
15:00-15:45	Session 3
16:00-16:45	Session 4
19:30	Wine Reception
20:00	Conference Dinner

Friday 09:00	AGM
10:00	Tour of Cardiff Public Library

Actions: JCo volunteered to discuss our themes with NHS Wales.
 JC volunteered to approach Cardiff Public Library Service to enquire about a possible tour
 ML and GW could approach Charles Beckson of OCLC at the NWLIP event regarding sponsorship.
 HT to confirm registration times with Hotel

3. NWLIP Event and FIL

NWLIP have a six monthly meeting. ML has been invited to talk about Marketing ILL services at their next, November meeting. She will take the opportunity to promote the benefits of FIL membership. GW had investigated the possibility of a tour of Media City but they can only host 10 people at a time which effectively counts it out.

4. FIL@BLDSC – 15th March 2013

The date has been confirmed as Friday March 15th. Emily from Reading University has agreed to speak on Copyright, and JCo will ask Chris Hand if he can do a session on the system he designed for NHS England. BL staff will provide tours and ML has volunteered to provide a session on the use of social media in the workplace. KE agreed to look at timings and produce a draft schedule and also work out costings to try and keep prices the same as last year.

5. FIL Newsletter

TJ reported that the costs of producing and circulating the paper version are increasing: £612.00 + Graham Titley's expenses for 220 copies. The issue of transferring to an e-newsletter only was discussed. There would certainly be economic advantages. However, it was also recognized that a paper copy that could be circulated around members' teams was a tangible manifestation of their membership. It was agreed that members would need to be consulted via a survey on the Web Pages. In the mean time cheaper alternatives for producing the print version via university Printing Services departments would be explored

TJ also highlighted the paucity of contributors. There is not enough material for a November issue. Andrew Strikes the sponsored Interlend candidate is to be chased for a contribution and NG suggested targeting the JISC Chartership List.

Actions: University committee members to canvas their Print Services departments for viable quotes for producing our A4 16 page colour newsletter and posting it out to our membership.

HT to produce a survey on paper vs. electronic newsletter for the web pages (immediately or pending the outcome of the above ?)

NG to submit a call for contributions to the JISC Chartership list

6. Treasurer's Report

We still have a health balance of £27K, £10K of which is in an interest bearing account which is due in December but will be reinvested. Itemised expenses are available upon request.

See Report A1 for more details.

7. Membership Report

Membership is fairly static at 174. Graham Titley has joined as an additional personal member and cancelled memberships have been itemized on the back of the Treasurer's report. The Benefits of Membership Leaflet that was created last year to highlight what good value FIL is, is being revamped and will be circulated via the appropriate JISC lists.

8. Web Officer's Report

The number of hits on the website rose significantly following Interlend 2012 and after the Cardiff venue for 2013 was announced.

The terms of Committee members have been added to their profile pages and space has been allocated for the Guidance Documents on the Roles of Committee Officers.

The membership list has been updated

Links have been mounted to the CONARLS' and Pricing Surveys, to the SWRLS Report, and to the BL's online tutorials.

HT has liaised with ESP about a members only area and informal message board. Both are possible behind a secure login. The membership would either need to register and be approved or could be issued with a generic login

The following quotes were provided for the work:

1 day to build the members only area @ £395.00

The addition of a message board/discussion forum @ £790.00

Total = £1185.00

The committee approved the expenditure

Action: HT and CS to raise an order for ESP to create the members only web pages

9. Committee Election Voting at AGM

After checking the Rules of Governance ML confirmed that everyone standing should leave the room during the show of hands.

10. Subscriptions Costs

After the healthy Treasurer's Report it was decided to keep subscription costs the same for now.

11. Job Shadowing Report

JCo originally suggested a role for FIL in 'matchmaking' between individuals in need of staff development and ILL services, probably in the same locality, willing to host them. The committee approved the idea in general.

Action: JCo and SF to work on a way of delivering via the members only area of the FIL website.

12. Supply Pricing Database

ML officially thanked Caroline Rauter for her hard work in compiling this. The need for a preface describing the interlending schemes was discussed. It was decided that the database is value added material suitable for mounting on the members only area of the FIL web site.

Action: ML to liaise with CR regarding the preface

13. CONARLS Report

CONARLS had a meeting in May and their AGM is to be held in November. The CONARLS interlending scheme price of £5.50 remains the same (no increase since 2008) but will be reviewed; any changes likely to take effect in line with BL's price increases from August 1st. Membership of the scheme remains steady. They are looking for case studies exemplifying International Interlending, particularly in the Public Sector to include in their Tips and Tools for practitioners.

The NWLIP and CONARLS E-resources survey will run again in January 2013. CONARLS' current survey on ILL Transport will run until November 6th and Mike McGrath has been appointed to analyse the data. GW urged everyone to complete the survey if they have not already done so.

The FAB (Find A Book in libraries) Libraries project is due to be launched. All libraries with catalogue data on UnityUK will have their holdings exposed to Google searches via FAB which is based on OCLC's UnityUK and WorldCat service.

The International Association of Music Librarians has an advocacy scheme that GW recommended to FIL.

See Report A2 for more details

14. BL Report

The cleaning of all affected stock at Boston Spa is due to be completed by mid-November. An update on the BLDSS developments will be issued via the website. The LIS-ILL mailing list was also suggested as a good way of keeping everyone informed. The first phase of the online interface including tracking and account management has now gone live but there is a delay with request submission. There are online videos on administering accounts available via the web-site, but if you need assistance setting up accounts contact KE by e-mail.

The EThOS Subscription service is a year old and usage is increasing.

BL are planning to re-introduce Customer Events and a short survey will be sent out to canvas customer opinion on what sort of events they want.

A networking day for new PhD researchers is planned at St Pancras and details are available on the web site.

See Report A3 for more details

15. IFLA Report

Deferred

16. Any Other Business

GW reported that she is still custodian of boxes of the green FIL folders. There are enough for the March event and Interlend 2013.

17. Dates of Next Meeting (incl. Telcon)

Telcon TBA - ML will circulate possible dates

Committee Meeting in Birmingham Wednesday January 16th 2013

Appendix 1

**Treasurer's Report
FIL committee meeting 24th October 2012**

Balance on 30 th September 2012:	£17,213.20
Plus 6 month fixed term deposit @ 1.3%	£10,000.00

Membership subscriptions 2012

10 cancellations in 2012

Public Libraries:	4
Government body:	1
FE/HE:	4
Personal:	1

See attached list for details

FIL@BLDSC, March 2012 No outstanding payments

Interlend 2012

Total expenditure to date	£ 8,896.88
Income to date	£ 9,490.00
Outstanding payments	£ 1,411.50
 Total income when outstanding paid:	 £ 10,901.50

8 outstanding payments. Reminders have been sent.

1 invoice from Worcester conference not yet paid. Payment pending result of negotiation of catering refund.

Other expenses

IFLA conference to date	£1,291.06
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10 cancellations in 2012

Name	Reason given
University of Chichester	"After due consideration..."
An Chomhairle Leabharlanna, (Library Council), Ireland	Library Council in Ireland abolished
Alyson Petrie, Library & Historic Collections, Queen Mother Library, University of Aberdeen	Personal member retired
Inter Library Loans, Worcestershire Library Service	"It has been decided that Worcestershire can no longer continue their membership of FIL."
The Library, The School of Pharmacy, University of London	Merged with UCL in Jan 2012
Main Library, University College Dublin	"..we have decided to cancel our membership FIL"
Inter Library Loans, Renfrew District Library Service	"Renfrewshire Libraries are not renewing this membership, thanks "
ILL Service Coordinators, University of Westminster,	Invoiced for Jan-June 2012 only. They will re-apply in 2013
Shropshire County Libraries,	No response to reminders. Cancellation letter sent
Hackney Libraries, Rose Lipman Library	No response to reminders. Cancellation letter sent
CILIP	No response to reminders. Not yet cancelled.
Mike McGrath	No response to reminders. Not yet cancelled.

Appendix 2

Conarls Report

The Conarls Group's next meeting will be the AGM in November, the most recent meeting was held in May, the following is a brief update:

The Inter Regional Unit (IRU) Cost Scheme will remain at £5.50. It is planned that the rate will be set at the May meeting, with any changes to take effect the following August in line with any British Library pricing changes. The list of participants on the [Conarls website](#) is kept updated; membership of the scheme has remained steady since November 2011.

International ILL Case Studies. The Conarls Group are looking for libraries willing to supply case studies for their website which can be used to encourage Inter Library Loan departments to engage in international ILL. It is felt that international locations are becoming an increasingly a cost effective option to obtain certain types of material. If you are willing to share best practice, or to write a case study, the group are particularly interested to hear about tips, tools and recommendations of resources which may be of interest to other libraries new to this field. Please send details to Gillian.

Electronic Resources Survey. This annual Conarls and FIL joint survey will be issued in January 2013, the aim of the survey is to encourage the supply of electronic format material in response to inter library loan requests. There is further information about the background to the survey on the [FIL website](#).

Conarls ILL Transport Project. It is planned that this project will consist of several phases, beginning with a national survey, which has been issued to gather data regarding ILL transport. With the imminent launch of FABLibraries and Bookmark Your Library, library stock will be more visible to the public than ever before, and we can expect greater interest in ILLs as a result. Mike McGrath will analyse the survey data on behalf of the group and will provide a report. Responses from all sectors are sought in order to build a complete picture, the closing date is Tuesday 6th November.

FIL Executive Committee Meeting Wednesday 24th October 2012

Document Supply

Delays to Document Supply services

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 stock is nearing completion, with the last of the collections scheduled to be re-shelved by mid-November. This will complete the move and reinstatement of 85km of material. At present only around 5 orders per day are affected by the asbestos embargo.

British Library Document Supply Service (BLDSS) technical issues - update

Further to previous customer updates, we continue to roll out the new British Library Document Supply Service (BLDSS). However, technical issues with the system have resulted in delays and a reduced quality of service for a number of our customers.

We wish to apologise to everyone who may be experiencing delays to their requests. We very much appreciate the patience that customers have demonstrated, and the constructive feedback people have offered as we work to stabilise the ordering system and deliver an effective service.

We would like to assure you that we are making every effort to resolve these issues and will update you on the progress we are making in the coming weeks.

To date 64% of demand is via our new British Library Document Supply Service. To assist customers we have some invaluable information and guides on our BLDSS pages, including a number of online videos designed to show you how to use our BLDSS online interface.

The short videos show you in detail how to use each and every aspect of BLDSS - from Registration to Searching & Ordering to using the Administrative features.

Elsevier Business Intelligence content now available from the British Library

The latest news and analysis from Elsevier Business Intelligence, a global leader in the field of healthcare industry information, is now available from the British Library's Document Supply service. EBI provides business intelligence on regulatory, business and reimbursement issues that are vital to the healthcare industry.

The British Library's Document Supply service is able to provide electronic articles from all publications offered by EBI including the well respected *The Pink Sheet*, *The Gray Sheet* and *InVivo*. The licence signed by both organisations allows the British Library to supply EBI articles through its copyright fee paid service.

ETHOS

We are coming to the end of the first year of the new EThOS membership model. This year focused on understanding Customer requirements and moving EThOS from a 'supply' service that focused on digitisation to a more collaborative service that aims to increase the visibility of research content and make it as widely available as possible.

Milestones reached this year include:

- The preferential digitisation rates for members, 20% lower than standard
- Improved account management for digitisation
- Harvesting overhaul: robust data match, conversion and de-dupe processes are now in place for both metadata and full texts
- Subject headings now being added to all catalogued records
- Revised record display to improve visibility of your linked content (imminent)
- Exposure of the data via Google Scholar and other resource discovery services

EThOS usage continues to grow in virtually every aspect. Compared to a year ago:

- EThOS holds 11% more records and 20% more full texts
- Three times as many records now have links to repository-held items - roughly 10% of all EThOS records
- Visits to the EThOS site are up by 32%
- Monthly downloads increased by 2% and traffic to repository-held theses rose by a massive 33%

If we include digitisation orders as well, that makes an overall usage rate of some 14,500 theses accessed by researchers every month. As more new institutions are harvested and we add new content such as previously 'hidden' catalogue records, usage can only continue to grow.

In the year ahead, we'll continue those operational improvements but we'll also focus more on the benefits of holding research theses in EThOS, and the impact it delivers for authors, academic departments, the institution and UK research funding.

All institutions should by now have received information about subscription renewals for EThOS membership. In response to Customer feedback we're pleased to have been able to adjust the EThOS year to bring subscriptions into line with the HE financial year. Subscriptions therefore relate this time to just nine months, and cover the period 1 November 2012 – 31 July 2013.

Customer Events

As part of our Customer Service Excellence initiative, we are reviewing the ways in which we interact with customers of the British Library Document Supply Service. As valued customers your views are important to us, as such, we will shortly be sending out a Customer Survey which we'd be grateful if you could complete. The Survey will help us shape the way we interact and communicate enhancements to our current service and new products and services to you.

BL Wide

British Library Prints

Striking framed and unframed prints, canvases, greetings cards and postcards of images from the British Library's archives are now available through our new website.

Images available range from iconic manuscripts such as the Magna Carta to maps and stunning landscape photographs by Fay Godwin.

Free Open Days for PhD students

New PhD students from across the UK are invited to attend a specially tailored day of talks, workshops and networking opportunities at the Library, focusing on their research subject.

Each day includes a general introduction to relevant research sources, curator talks and workshops, how to access the catalogues and carry out bibliographic research, details on how to get a Reader Pass and opportunity to network with postgraduate students from other universities across the UK .

Open Days are currently offered in History, English & Drama, Music, Social Sciences, Art & Design and Media, Cultural Studies & Journalism.

Exhibitions and Events

Mughal India: Art, Culture and Empire 9 November 2012 - 2 April 2013

At its peak, the Mughal Empire stretched from Kabul in the northwest and over most of the South Asian subcontinent. This new major exhibition is the first to document the entire historical period, from the 16th to the 19th centuries, through more than 200 exquisite objects.

In conjunction with the exhibition, there is an associated events programme, including [Mughal Nites](#), an extraordinary night of music, performance and spectacle inspired by a party at a Mughal palace.

Kate Ebdon 13/10/12