



**"The Hive"  
Interlend 2012**



Boston Spa

**BRITISH  
LIBRARY**

**FIL@BLDSC 2012  
Discussion Group  
Reports**



**ILDS 2011  
report part 2**



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## Editorial

Well another FIL conference has been and gone, unfortunately, for the first time in a number of years, without your editor in attendance. I hope you all had a good conference! I've heard some reports from the conference and the speakers all sounded very interesting so I'm also hoping some more of you out there will be writing up your experiences for the next Newsletter.

Very big thanks and congratulations also go out to Su Fagg at Worcester for all her hard work 'on the ground' to ensure the conference ran smoothly. Without her on site I know things would have been a great deal harder to organise. Of course, all the conference sub-committee receive our thanks for all their work in the background.

Unfortunately we had to say goodbye to our Chair Gareth Johnson and there is a farewell piece from him in this Newsletter. However we do also give a very warm welcome to our new Chair, Marie Lancaster, who was previously Vice Chair. I'm sure we can look forward to hearing from Marie in the next Newsletter. (Marie you have been warned!).

In this issue are some more Committee mini-biographies; the first report on Interlend 2012; some notes from two of the workshops held during FIL@BLDSC; and the second part of the excellent report from 'our' delegate to the 2011 ILDS Conference in Chicago, Lucy Wilkins. She



'The Hive', Worcester

has promised me a third and final part for our next newsletter. Lucy has also included a photo of the Chicago boat trip to make us all jealous! Perhaps, next year it might be you at ILDS! Also in this issue we have an article looking at internal procedural change within a NHS library. Could this be the first of the next batch of practical or descriptive articles from you the FIL members?

Thanks to everybody who has submitted articles for this newsletter and please don't be shy in contributing articles, adverts and ideas. If you have been to the conference send us your views; What did you think of the speakers? Have you been inspired? Are you doing something within in your organisation that you think others may find interesting or inspirational? Email me with your article and if possible include a photo of yourself and then we'll see you in the next Newsletter.

### Tracey Jackson

Editor

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### Changing Times Changing Committee: Thoughts from the (outgoing) FIL Chair

#### Gareth J Johnson

University of Leicester

By the time most of you read this the annual FIL Conference Interlend 2012 and AGM will have come and gone at the University of Worcester. I hope many of you will have taken the opportunity to attend and hear from the speakers, but more importantly talk to your colleagues across the sectors involved in interlending. I'm also hopeful that we'll have some great new people joining the Committee in their efforts to support interlending across the UK.

Putting together conferences and events, such as the Cardiff and Boston Spa workshop days, is one of the major ways in which FIL helps support the development and information needs of interlending staff across the country. Despite the smoothness with which they often run there's a lot of work behind the scenes beforehand for the

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**Know Your Committee: Mini-Biographies (2012/2013)**  
**FIL Committee Member Biographies**

**FIL Chair**

**Marie Lancaster**

Mini-biography appeared in issue 59  
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**Web & Marketing Officer, and Membership Secretary**

**Helen Trollope**

Mini-biography appeared in issue 59  
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**British Library Observer**

**Kate Ebdon**

Mini-biography appeared in issue 59  
\*\*\*\*\*

**Newsletter Editor**

**Tracey Jackson**

Mini-biography appeared in issue 59  
\*\*\*\*\*

**CONARLS Observer**

**Gillian Wilson**

Libraries Special Collections Manager  
Lancashire Library Service

I have a long history of working in Inter Library loans, beginning at branch level in the very distant past, before moving on to county level in the 1990's. My current role includes the management of the North West Libraries Interlending Partnership (NWLIP). This subscription based partnership provides inter library loan support services to other public library authorities and to further and higher education libraries in the north west of England.

The work I do involves collaborative working with a number of other national and regional specialist groups with interlending and resource discovery at their core; one of these is the Conarls Working Group. I represent FIL on that group, and I act as Conarls observer on the FIL Committee, which helps us to feed information about FIL and our activities to Conarls members and vice versa,

and allows partnership and collaborative working between the two groups.

Together with NWLIP, my other duties as Libraries Special Collections Manager include responsibility for Lancashire's Music and Drama Service, Reading Groups, Staff Library, Minority Language, Heirloom, and cataloguing, so my working life is both busy and varied!

\*\*\*\*\*

**Secretary**

**Chris Beevers**

Document Delivery Supervisor  
University of Huddersfield

I have worked in the library at the University of Huddersfield, then the Polytechnic, since 1985 when I joined the Periodicals team. No e-journals in those days but a rather technical filing apparatus called a Kardex to manage our paper subscriptions. After that I moved to Inter-library loans and a pair of even more sophisticated filing wheels, which we used to keep track of our requests via the old 3-part BLDSC forms. Apart from a brief sojourn looking after our short loans collection and a brief stint as counter supervisor I have been in Inter-library Loans ever since.

Today we deliver our service via a joint computing and library help desk, so ILL staff are trained to deal with lending enquiries and provide first line IT support. In the back office we also administer a modest postal loans and document delivery service to distance learners and remote users, an off-air recording service, and a service to provide course readings in accessible formats for our print impaired students.

On a personal level I advise on copyright, I oversee our computing and library disability support and I manage our sales outlet and service copying facility.

\*\*\*\*\*

**Jennie Cooke**

Trust Library Manager  
Queen Elizabeth Hospital Birmingham

My entire working career has been spent in libraries, apart from a few summer jobs on farms and nursing homes to pay off student loans. As a child I played libraries (some will say I still do!) and even developed my own classification scheme around coloured dots for my teddy bear users. From there I went to library school in Leeds in 1990 and first started work in a school library in Wolverhampton, before moving onto a variety of academic libraries in Manchester and London.

In every post the themes of document delivery, cataloguing, serials and acquisitions have been a constant, and it is an area of work I still enjoy, when I can. Along the way I became chartered in 1996 but have never quite managed to have anything published. *(Until now! see page 8 - Ed.)*

I have come back home to the Midlands now (I think I have lost my accent!) and I have been working in the NHS for almost 6 years as Trust Library Manager at a large acute hospital in Birmingham. We are a busy library with a relatively small team. Document supply is one of our largest work streams and for us is an area ripe for service improvement. We provide the evidence in evidence-based medicine, but our users want the information immediately, generally for patient care or research. They don't understand why copyright or publishers' licences can sometimes prevent us delivering articles as quickly as we would wish. We have spent a lot of time 'lean thinking' our document delivery processes and trying to remove barriers or reduce duplication within the legal framework. I am not sure we are quite there but this is an area I would like to explore and develop with colleagues in other areas.

Outside of work it's all DIY for me – my evenings and weekends are full with a 1930s house being restored to its Art Deco glory (hopefully).

\*\*\*\*\*

### **Natalie Picken**

Document Delivery Co-ordinator and Multimedia Manager  
University of Reading Library

I'm very much at the beginning of my career in librarianship and am still amazed I get to do a job which I find so interesting! I coordinate the Inter library loans service at Reading University Library and have been doing this role since 2008.

Alongside Inter library loans I have my finger in a few other pies: I liaise with a school in the faculty of science and I manage off-air recording requests and multimedia concerns generally.

Originally from Sheffield, I realised I wanted to help people use libraries at Nottingham Trent University, where I was constantly learning new stuff about how the Library resources and services worked. I was so intrigued I insisted on passing gems of advice onto friends from my degree course. After a graduate trainee year at the Zoology Library, Oxford University, I completed my MA in Librarianship at Sheffield University and graduated in 2005. Still relatively fresh faced and enthusiastic, I started at the

University of Reading as a trainee Liaison Librarian, where I learned lots, before moving into the Inter library loans role I do now. I chartered in 2008 and seriously consider re-validating about once every 6 months, but am yet to attempt it!

Professionally, I'm interested in new technologies and how libraries can use them to open up their resources, and information literacy, especially how library users perceive their own information behaviour.

In my leisure time I enjoy drinking tea (a habit which verges on obsession), tap dancing, and cooking. I'm sincerely trying to cultivate a vintage clothing habit, but am still very much a beginner.

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### **Mark Kluzek**

Interlending and Document Delivery Officer,  
King's College London

I am the Interlending and Document Delivery Officer for King's College London. I coordinate the delivery of loans and copies to King's College London library users at all 6 sites as well as the supplying of loan and copies to UK and international libraries.

Before working at King's College London I worked in public libraries. Prior to this I was a school teacher in the UK as well as in Australia. I enjoy my role at King's and am glad to be further involved with the interlending community by being a member of the FIL committee.

Outside of work I am kept busy with my family as well as playing the odd bit of piano accordion.

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Have you checked out the FIL website recently? Alongside all the useful information, there is now a gallery of pictures from various events. Who can you spot? at:  
<http://www.forumforinterlending.org.uk/gallery>



The Foyer,  
The Hive,  
University  
of  
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Metal Sculpture, The Foyer, The Hive, University of Worcester.

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