

Notes from Tips, tools and resources for tough times workshop

Outputs from the FIL @ BLDSC Workshops, 16th March 2012

What's the one the resource you always use? Why is this?

There were many regional and specialist catalogues and networks that were mentioned, specific to individual libraries location and sector, such as NULJ for the Nursing Union and SINTO used in Yorkshire and the East Midlands.

More general resources include OCLC; it was found that they were often much more keen to lend than UK institutions because of age or fragile condition. It was also noted that due to legal deposit copies, borrowing within the UK is often difficult because the institution has been given the free copy and prohibited from making money from lending it.

SUNCAT came out on top for sourcing journal articles, citing their speed of delivery as the main benefit; COPAC, M25 and WorldCat for monographs. The EthOS website was mentioned, being used for reference and directing users to.

Is reduction in funding/staffing changing how you work in ILL?

Staff have had to adopt a wider skill set across the whole of Library and Information Services, with library assistants being trained and able to perform more basic tasks across several departments; basic ILL processes can be done by non ILL specific staff. Specialised staff are being retained for specific enquiries and sourcing rare material. Outsourcing was mentioned as a way to reduce direct costs, but with the need to retain at least one experienced in house member of staff.

Is there any resource you find yourself using less today than you used to?

Some academic institutional staff pointed out that they find themselves withdrawing from smaller co-operatives as they were not receiving an equal amount of loans or assistance in return; in short, the partnership was not giving them enough back to warrant being involved.

What is your golden advice to other interlenders?

Somewhat contradicting the previous points answers, the importance of regional collaborative schemes! Being part of the interlending community and maintaining reciprocal agreements helps save on costs and supports the general ethos of ILL. Alongside this came the benefit of the safety net of emailing lists and places to voice cries for help when all other avenues had been exhausted.

The importance of reviewing policies was highlighted. As our technologies and access to resources is changing very rapidly, processes and policies can quickly become out of date. One academic institution noted that their requests had doubled since the

implementation of SED so their workflow had altered and they needed to reassign tasks and responsibilities.

What's the one tool you wish you had available? What would it do? Why is that? Is there anything close to it?

The impending introduction of a UK union catalogue was generally seen as a beneficial tool that will hopefully be up and running soon. Whilst WorldCat National and WorldCat Local develop, people felt time could be saved from checking several different catalogues to fill one request.

Lucy Wilkins, March 2012