



Interlend 101 – Back to Basics

Interlend 2013

27th - 28th June 2013

The Maldron Hotel, Cardiff

#FILCardiff13

www.forumforinterlending.org.uk

FIL (Forum for Interlending and Information Delivery) is the organisation for the interlending community run by the interlending community. FIL aims to provide a forum for all topics relating to interlending and document supply, including the exchange of best and emerging practice, training and development opportunities.

FIL enables library and information workers in this area to exchange ideas and views and also to raise the profile of this area of work nationally and internationally.

FIL liaises with national bodies such as the British Library, IFLA and CONARLS and raises areas of concern to ILL and document supply staff at national level.

Day 1 - Thursday 27th June 2013

9.30 - 10.30	Conference Registration & Refreshments	Conference Reception Area
10.30 - 10.45	Conference Open & Welcome	Meeting Room 7
10.45 - 11.45	<p style="text-align: center; color: green;">Thursday Keynote Speaker</p> <p style="text-align: center;">Professor Charles Oppenheim "Latest developments in copyright law"</p>	Meeting Room 7
11.50 - 12.40	<p style="text-align: center;">Kate Ebdon & Samantha Tillett (British Library)</p> <p style="text-align: center;">"British Library Document Supply: a changing service for a changing landscape"</p>	Meeting Room 7
12.40 - 13.40	Lunch	Stir Restaurant
14.00 - 14.50	<p style="text-align: center;">1. Helen Bader (Royal Welsh College of Music & Drama)</p> <p style="text-align: center;">"Back to basics: music interlending"</p>	Meeting Room 2
	<p style="text-align: center;">2. Carol Giles (University of Exeter)</p> <p style="text-align: center;">"University of Exeter ILLs: a fully integrated service"</p>	Meeting Room 3
14.50 - 15.40	<p style="text-align: center;">1. Rose Goodier (University of Manchester)</p> <p style="text-align: center;">"The role of IFLA and some international perspectives on document supply and resource sharing"</p>	Meeting Room 2
	<p style="text-align: center;">2. James Shaw (University of Oxford)</p> <p style="text-align: center;">"Scan & Deliver: a new service from the Bodleian Libraries"</p>	Meeting Room 3
15.40 - 16.00	Refreshments & Networking Opportunity	Conference Reception Area
16.00 - 16.50	<p style="text-align: center;">Elisabeth Robinson (OCLC)</p> <p style="text-align: center;">"Collaboration and Co-operation: an OCLC update session"</p>	Meeting Room 7
16.50 - 17.15	<p style="text-align: center;">Plenary & Open Discussions</p> <p style="text-align: center;">Professor Charles Oppenheim, FIL Chair & Committee</p>	Meeting Room 7
19.30 - 20.00	Drinks Reception host by CILIP Cymru Wales	Stir Bar
20:00 +	Conference Dinner	Stir Restaurant



Day 2 - Friday 28th June 2013

9.00 - 9.30	FIL AGM FIL Chair & Committee	Meeting Room 7
9.30 - 10.30	Guided Tour of Cardiff Central Public Library	Assemble in Hotel Reception Area
10.30 - 10.50	Refreshments & Networking Opportunity	Conference Reception Area
10.50 - 11.50	Friday Keynote Speaker Graham Cornish "Why do we do what we do?"	Meeting Room 7
11.50 - 12.40	1. Dawn Downes (University of Winchester) Discussion: "Back to basics: Processing – Paper vs paperless"	Meeting Room 2
	2. Bronwen Blatchford (University of Wales) & Alison Harding (University of Wales, Trinity Saint David) "Walk-in Access Wales: Developing a toolkit for enabling walk-in access to electronic resources"	Meeting Room 3
12.40 - 13.40	Lunch	Stir Restaurant
14.00 - 14.50	Mark Kluzek (Kings College London) "A practical guide to ejournal and ebook supply"	Meeting Room 7
14.50 - 15.40	David Ball (David Ball Consulting) "Open Access - A disruptive technology"	Meeting Room 7
15.40 - 16.00	Conference Wrap Up & Close	Meeting Room 7

AGM and Committee Membership

The second day will see the FIL Annual General Meeting (AGM). The Committee especially welcomes approaches from personal and institutional members wishing to stand for election. For more details on what being a Committee member entails and the opportunities for professional development please contact the Chair or any other current Committee members for more details.

Note standing for election does not require attendance at the AGM.



Interlend 2013 - Speaker Biographies

Conference Keynote Speakers

Professor Charles Oppenheim

Charles Oppenheim was, until he retired in 2009, Professor of Information Science at Loughborough University, and is currently a Visiting Professor at Queensland University. Previously he held posts in academia and the electronic publishing industry. He is now an independent consultant.

He has been involved in, given talks on, and published widely on Intellectual Property Rights, other legal issues relevant to the library and information professions, bibliometrics, evaluation of research quality, and on scholarly publishing trends for many years. He is copyright consultant to private and public sector bodies, including Jisc and NHS Scotland. He is a member of the Libraries and Archives Copyright Alliance, a body that lobbies both the UK Government and the European Commission on behalf of intermediaries regarding copyright matters, and of the team that negotiates licences on behalf of the UK higher and further education communities with the Copyright Licensing Agency and other licensing bodies. He is also a member of the European Commission's Legal Advisory Board. He is currently Chair of the EDINA Management Board. His recent Facet book, "The No-Nonsense Guide to Legal Issues in Web 2.0 and Cloud Computing" has received very positive reviews.

He can be followed on Twitter: [@CharlesOppenh](https://twitter.com/CharlesOppenh)

Graham Cornish

Graham Cornish worked at the British Library (and its predecessors) at Boston Spa for thirty-three years. From 1986 he managed the IFLA Office for International Lending and later also the IFLA Programme for Universal Availability of Publications (UAP). He served as assistant editor for the journal *Interlending & Document Supply* for many years. During his time with IFLA he devised the IFLA Voucher Scheme which enables libraries to carry out interlibrary transactions across national borders without having to send money. He was also the BL Copyright Officer for 18 years and now works as an independent consultant and trainer on copyright under the brand name "Copyright Circle". His book, *Copyright: interpreting the law for libraries, archives and information services*, is now in its 5th Edition. He was president of the (then) Library Association in 2000.

www.copyrightcircle.co.uk



Conference Speakers

Helen Bader

Assistant Librarian - Royal Welsh College of Music and Drama

I've been the Assistant Librarian at the Royal Welsh College of Music & Drama in Cardiff since 2008. As well as managing the inter-library loan service, my role includes user education and information skills training, enquiries, supervising the issue desk and even undertaking the odd cataloguing project!

David Ball

David Ball Consulting

A consultant specialising in scholarly publishing and eBooks, his recent projects include research on open access publishing for PLOS and BBAW. As University Librarian at Bournemouth, he created a vibrant library service, winning two major national awards. He has served on various national bodies, such as the Board of SCONUL.

Bronwen Blatchford

University of Wales

Bronwen Blatchford runs the University of Wales's Online Library, a web-based library service supporting students studying for University of Wales awards at the University's collaborative centres. A former Aberystwyth University graduate library trainee, she completed an MSc in Information Science with City University in 2011 and has worked for the University of Wales for the past three years. Bronwen is the University of Wales representative for WHELP and was recently seconded as Project Officer to the Walk-in Access Wales project on a part-time basis.

Dawn Downes

University of Winchester

I am a Senior Library Assistant at the University of Winchester Library. I've worked at this position and institution for nine years, though I have been in the industry for twenty years. Since taking over the running of the Interlibrary Loans, I've been interested in making changes to make it more efficient.



Kate Ebdon

The British Library

Liaison Team Manager Kate Ebdon began her British Library career in 1980. She spent the first few years 'learning the trade' and building up an extensive knowledge of all areas, products and services before moving on to the more demanding roles of Visits Organiser and Events Manager. It was whilst she was in these roles that she discovered her love of customer contact and of the challenges faced in designing, marketing and presenting a portfolio of national and international events.

Kate then trained as a Liaison Team Specialist, addressing the needs and expectations of all who access the British Library. This is something Kate can have a greater influence on since moving into her current role. She now manages the Customer Services Liaison Team – the single point of contact for enquiries – and looks forward to enhancing a strategy focused on putting customers at the centre of business decisions.

Kate's role on the FIL Executive Committee is as BL Observer and as such she is able to provide a valuable link between the inter-lending community and the British Library.

In her spare time, (as much as she has with a young daughter), Kate enjoys badminton and squash, is currently training for a 10k run and has recently discovered the 'delights' of Zumba!

Carol Giles

University of Exeter

After service in the Royal Navy, I gained a history degree and Library qualification at the University of Strathclyde in Glasgow. My Library working life has been spent in both HE and FE establishments and I have been the Library Support Manager at the University of Exeter since 2007, with responsibilities for areas such as Collections, Shelving, Equipment and Inter Library Loans. The highlight of my time here was seeing the Queen when she opened our new building in 2012...and meeting Pudsey Bear! Away from work, I'm trying to write the next big bestseller and love Pilates and watching the Grand Prix season unfold.

Rose Goodier

University of Manchester

Rose Goodier is based in the Academic Engagement Team at the University of Manchester Library and has the responsibility of liaising with, and promoting information to, the University's School of Arts Languages and Cultures. Rose took up her current post in September 2012. She came to The University of Manchester in 2004, following a merger with UMIST. Previous to that, she had been Head of Document Supply at UMIST Library, a role which continued at the University of Manchester until 2009.



Alison Harding

University of Wales, Trinity Saint David

Alison Harding is the Librarian at the Carmarthen Campus Library of University of Wales: Trinity Saint David. She graduated with an MLib. from Aberystwyth University in 1994, and gained her Chartership in 1997. She has worked previously at UWIC (now CMU), University of Glamorgan and the University of Wales, Newport. Alison was the Project Manager of the Walk-in Access Wales project.

Mark Kluzek

Kings College London

Mark Kluzek is the Interlending and Document Delivery Officer at King's College London and is responsible for delivering that service as a key part of Library Services support for research and learning. He is also a current FIL Committee member. Mark has worked in Information Resources at King's since 2010, and previously worked in public libraries in Lewisham. Prior to becoming a librarian Mark worked as a teacher. Outside of work Mark is a member of folk band The Doomed Bird of Providence.

Elisabeth Robinson

OCLC

Elisabeth Robinson is a chartered librarian, who started her career in public libraries in her native London in the early 80s. After university she worked in FE college libraries in Greater Manchester before moving to OCLC. Her role at OCLC includes responsibility for the Bookmark Your Library initiative and Product Manager for WorldShare. She is passionate about libraries and their role in society. In her spare time she is mum to Laura, and is a self-confessed Victorian history geek.

James Shaw

Radcliffe Science Library (University of Oxford)

James is Library Services Manager for the Radcliffe Science Library, one of the Bodleian Libraries, and is responsible for delivering front line services. Before joining the Bodleian Libraries James was a Resource Centre Manager at the University of Birmingham responsible for the Shakespeare, Fine Art, and Music Libraries. James' career highlight to date is being the first player to score a century for the Bodleian Library Cricket Club.



Samantha Tillett

The British Library

Sam Tillett is the Head of Business Development, Information Services at the British Library and has worked at the British Library since 1989. She worked in document supply for many years, starting in the stacks, worked briefly as a cataloguer of grey literature, and then worked in customer services and sales. She then went on to help set up UKRR.

For the past 5 years, Sam was Strategic Relationship Manager at the BL, working with strategic partners such as Cengage Gale, Amazon, JISC and Bibliolabs to make digitised, public domain content more accessible via new platforms (e.g. JISC Historic Books, NCCO), new technology (award winning 19th Century Books app for the iPad) and new publishing technologies (print on demand and eBooks). She recently returned to document supply as Head of Business Development.

In her spare time she enjoys walking in the countryside with her husband and two large dogs, music and supporting Leeds United (not an easy task!)



General Information

Breakfast

Breakfast will be buffet-style and served in the Stir restaurant located on the 1st floor between 6.30am - 10.00am.

Meals/Evening Drinks Reception

All meals will be served in the Stir restaurant located on the 1st floor.

For all delegates: Lunches will be a self-service hot and cold finger buffet.

For full conference delegates: The evening meal will be a sit down service with a choice on the day of a selection of starters, main courses and desserts. Unless otherwise stated the evening meal courses will consist of a vegetarian and non-vegetarian option.

For full conference delegates: The drinks reception sponsored by CILIP Cymru Wales will be held in the Stir bar located on the 1st floor.

WIFI

The Maldron Hotel has free WIFI throughout the hotel. You will need to turn the WIFI on your laptop or device and enter a valid email address on the right-hand side of the screen to connect.

Check In and Out Information/Left Luggage Room

Delegate room check in is from 2.00pm on Thursday. Until 2.00pm all luggage can be stored for free and securely in the hotel's left luggage room located at the hotel reception on the ground floor.

Please note could all delegates check out of their rooms by 12noon on Friday. Again, prior to departure, all luggage can be stored for free and securely in the hotel's left luggage room at the hotel reception on the ground floor.

Gym Facilities

The Maldron Hotel has a small gym facility located in Room 8 on the 2nd floor. If any delegates wish to use the facility please go to the hotel reception desk where you will be required to sign a form and be given a key for the room.

Cardiff Public Library Tour

Please could all delegates who wish to attend the tour of Cardiff Public Library on Friday morning assemble in the hotel reception area at 9.30am prompt. Cardiff Public Library is a short 5 minute walk from the Maldron Hotel.



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