



Interlend 2011 report



Interlend 2012 announced



FIL@BLDSC 2012 announced

BRITISH LIBRARY



ILDS and IFLA 2011 reports



FIL in Wales 2012 announced



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Editorial

Welcome to your Newsletter and the first Newsletter of the New Year - so happy New Year to you all.

This is my first as editor, although strictly speaking this is a joint venture with former chair, Graham Titley. Graham is dealing with the 'technical' side of the production, I just have to nag you all for articles, gather them all in (I hope) and supply them to Graham – for which I am grateful to him.

Although this is my first time as your editor, this is my second time on the FIL committee. My previous role was as Membership Secretary, which seemed to involve a lot of organisational work for the annual FIL conference and other events. Thankfully that job falls to another member of the committee now, although I am once again on the Conference sub-committee. You can read more about your committee on the website, whilst in this issue you will find the first 'batch' of biographies from some of the committee members.

This year's conference is already looking to be an interesting event, with a return to University accommodation (and very nice accommodation it is too!) and some interesting ideas for sessions and a couple of trips out. I'm not going to give any more away, all will be revealed fairly soon - but do put the dates in your diary!

In this issue we have the first part of an excellent report from 'our' delegate to the 2011 ILDS

Conference in Chicago, Lucy Wilkins, and a report on Interlend 2011 by Isobel Hoskins. Lucy and Isobel were the lucky recipients of a FIL sponsored place at these conferences. So keep an eye out for future sponsor opportunities – as the saying goes next time 'it could be you!'

Also in this issue you'll find a report from our IFLA representative, Rose Goodier, on the 77th IFLA Congress in Puerto Rico and 3 short articles by Simon Gates, Lise Robinson, and Marie Lancaster.

I must thank everyone who has contributed to this Newsletter. It could be you next time. So please don't be backward in coming forward. If you have an idea or a burning desire to write something then please do. It could be on anything that affects what you do and how you do it - from describing your procedures and processes, to 'ranting' about something that irritates or frustrates, to 'blue sky thinking' or visioning about something that might make ILL and document delivery better. Just email me with your piece and if possible include a photo, of yourself or something related to the article and we will include it in a future Newsletter. It's an excellent way of 'evidencing' CPD or professional development activity! This newsletter can only work if you as members of FIL and the general ILL world contribute; my inbox awaits.

Tracey Jackson

Editor

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SAVE THE DATE!

INTERLEND 2012: KEEPING OUR CUSTOMERS SATISFIED?

25th-26th June 2012 University of Worcester

Please check the FIL Website for details:

www.forumforinterlending.org.uk

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New Committee, New Opportunities: A Message From The Chair

Gareth J Johnson

Chair, Forum for Interlending

As those of you whom had the opportunity to attend the marvellous Interlend 2011 back in a very hot June know, there have been some changes on the FIL Committee. Our longstanding Chair, Graham Titley, has stood down after his meritorious years of service and been replaced by myself. Keeping FIL running, often juggling it with the day job, is quite a challenge for all the Committee members; and I'm sure the membership would like to join with me in thanking Graham, and all the other outgoing Committee members, for their endeavours.

I'd also like to welcome on-board the new Committee members, a mix of seasoned veterans and completely new blood. I think this is one of the greatest strengths of FIL, in that our Committee is composed of people, with all levels of experience, united by their passion for developing interlending. We represent the community and its interests because we're all practitioners like yourselves and we are all facing the same operational challenges on a day to day basis. You can find out more about the Committee here:

<http://www.forumforinterlending.org.uk/who-we-are/list-of-committee-members>

[and the first 'batch' of potted biographies start on page 13 - Ed.]

I should mention that I am writing this the day after the first Committee meeting of the new team, during which we planned out a lot of exciting activities for FIL members over the coming months. These include regional events, visits to the British Library, and of course the highlight of the year – the Interlend 2012 conference (25-26th June 2012, Worcester). Once again we'll be offering a sponsored delegate place to Interlend. We also agreed to hold the FIL subscription to an inflation busting £50 (institutional) and £30 (individual) – what a bargain!

Not a member - you can join here:

<http://www.forumforinterlending.org.uk/contact-us-join-us>

I'll close now by reminding everyone that we love to hear from our members about your triumphs as well as your challenges. So if you so feel inclined, please do drop us a line.

Gareth

Legal Deposit: Fantastic and Frustrating!

Graham Titley

As many of you may be aware, it is a requirement of law that one copy of every printed book, proceedings, or journal issue, whether commercially printed or not, is deposited with the British Library. Additionally up to 5 copies have to be made available to the Edinburgh office of the Agency for Legal Deposit Libraries for the other 5 legal deposit libraries to claim, if they wish to do so. All these must be the 'best' quality copies and must be provided free of charge. (Do note, this is a somewhat simplified statement of the position, since there are exceptions!).

I do think this is 'fantastic' - the UK and Ireland's print heritage and publication record stored forever and accessible, at least by personal visit, in at least one library in the UK and Eire.

However, you may not be aware of the fact that there is **no provision in UK law that prevents** a legal deposit copy being used as a source to provide document delivery, nor its use in Inter-Lending!

(Do I hear gasps of astonishment!)

For years I have laboured under the misconception that items received under legal deposit are for reference use only by personal visit, a viewpoint reinforced by the BLDSC's oft used NCOP response: "BL unable to supply due to copyright or preservation restrictions"; basically meaning that the item is Legal Deposit and cannot be copied or lent.

It turns out that, in fact, it is an operational policy decision of the British Library to protect and preserve the material from loss and damage. Other Legal Deposit libraries also operate similar restrictive access policies, e.g.: Trinity College will only lend Legal Deposit items 10 years after receipt; Oxford will use the material to supply a copy, but they will not lend it.

Now, I totally 'get' the preserving the nation's heritage issue. I could even understand an argument that revolved around respecting publishers and their right to sales. After all that is what BLDSC does - it buys additional copies for use in ILL! But, when the copy held at BL is the only copy available or traceable, and is of such an age that it is unobtainable by any other means, I do not 'get' sorry we will not provide a copy of a few pages!

This is the 'frustrating'!

Surely with the availability of modern copying machinery, especially those that do not rely on flat beds, they could copy material without causing damage? After all, I could do more actual and physical damage to the spine, the binding, and the pages by actually going and reading the book at a standard desk in St Pancras!

What do you think? Is it an issue for you? Do we get FIL to campaign for a relaxing of the absolute 'no copy rule' in specific, probably rare but they do occur, circumstances? Or do we continue to say to our researchers, and this does reflect on their ILL service perception, sorry but you are going to have to go to London or Edinburgh or Cambridge or Oxford or Aberystwyth or Dublin to view this item!

A Reflection on Interlend 2011: Delivering the Future: Looking Back and Looking Forward. 27th to 28th June 2011, Durham Marriott Hotel

Isobel Hoskins

David Wilson Library, University of Leicester

On the 27th June I made my way to Durham to attend the Interlend 2011 Conference in Durham. After a reasonable journey I arrived in time for a well received pre-conference cup of tea at the impressive Durham Marriott Hotel. I was eager to hear from a number of speakers and had noted sessions of particular interest to my own institution that I hoped to attend.

After an introduction by Graham Titley, the day kicked off with Mike McGrath who talked about 'developments in ILL and related areas'. He spoke of the 'time of change' that we are in and demonstrated this with his personal history in Document Supply and the technological changes that have occurred. Mike made some very interesting comments that related to problematic 'Big Deal' journal usage with a striking example that only 50% of titles at Cambridge University accounted for around 97% of usage. This meant that the other 50% only accounted for 3% usage. With a bit of working out, he felt that Document Supply therefore has the potential to decrease the amount spent on acquisitions. He described the world of Document Supply as a 'dysfunctional market' which embraces competition with users who are not the purchasers. I felt the most important aspect of his talk covered the worry of the increasingly limiting world of copyright. Murmurs of reiterated discontent could be heard as he described how contracts are beginning to overwrite copyright law and which in turn lead to copyright law moving to be more in favour of publishers. He described the original purpose of copyright law as encouraging 'learned men to compose and write useful books'. Mike's concern is that the publishers own these rights and that they argue that copyright must be assigned due to the costs involved in 'publishing'. He felt that this was 'cheeky' as most work comes at no cost to the publisher. He suggests that we all read chapter 5 of the Hargreaves report¹ for key issues of contention in the current copyright climate. Within the report, of particular interest to him were the suggestions that a provision should be made to enable data mining; that over regulation of copyright should be resisted; and that the law should be clear in stating that copyright cannot be overwritten by contract. Ultimately he agreed with the statement that the central objective of copyright is to allow the 'provision of incentives to creators'.

Mike went on to talk about the role of the library in providing an information 'gateway' noting that:

forum for interlending and information delivery

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“It is almost impossible to overstate the importance of these request management systems”

He made a good point about checking if articles have been archived in an open access format before requesting and went on to talk about his predictions for the future. These included his belief that pay per view prices are unlikely to come down, that the ‘Big Deal’ would become increasingly problematic, and that ILL would become faster and cheaper. He reiterated the importance of ‘managing the gateway’, which was to be mentioned a few times throughout the conference, and also noted that he felt the BL should remain the central hub for ILL. I wondered if everyone felt the same?

Mike was followed with a challenge by Caren Milloy, Head of Projects with JISC Collections, who discussed the current trend towards the purchase of eBooks and the perceived difficulties that these create (at least for interlenders). The eBook landscape was quite appropriately likened to a Pollock painting: ‘it has no clear landscape!’ She demonstrated the rise in their popularity and described the user end educational use of these sources as being dipped in and out of. Tellingly she quoted Clay Shirky (who I know nothing about) as saying that:



“Institutions will try to preserve the problem to which they are the solution.”

[He blogs and writes on the impact of the internet on society - Ed.]

We were told to instead embrace this inevitable future and it was suggested that we move beyond the limiting walls of criticism and acknowledge the benefits that eBooks offered. She suggested that publishers and libraries could look to the porn industry for inspiration as an example of moving forward by ‘hyper-personalising’ its service. By acknowledging the move from print to online consumption and embracing the ‘me economy’, the porn industry is able to enjoy economic success through tailoring its services to the wants of their users. This rings very true and is symptomatic of the highly convenient expectations of the ‘Google’ student. The big ‘but’ of this presentation was that there is still a preference for print, and that print is still heavily used. Caren wonders if this is because the ‘experience of use’ is not as engaging as it should be. I enjoyed her talk and felt she covered their place in the library landscape well, but would have liked her to cover eBooks within a Document Supply framework, as their format is something that is becoming an increasingly frustrating barrier to interlending.

During questions, Graham Titley noted the problems that they do cause, particularly the limits that licensing places on the Document Supply world for such items. He also argued that publishers do not buy into the business of a personalised approach, to which Caren quite interestingly responded that actually they do, but that they want to sell to students not libraries! She said that whilst DRM is restrictive, we should note that we are moving away from the idea of ‘book’. Content is personalised and can consist of interactive content - just consider how many textbooks come with access to websites with additional content and/or personalisation. Graham remained unimpressed with eBooks in their current format: their content is locked down, that they are electronically ‘stale’ and out of date; and that they risk titles becoming out of circulation for ILL. He also felt that the BL has a crucial role to play in dealing with access contracts for material it is supplied with, so that ILL and document delivery services were not too adversely affected by the move into the digital environment. We were left with the question: ‘How can we be more interactive as opposed to dictatorial?’ Nods of agreement around the room suggest there is certainly a lot of room for discussion in this area.

Having determined beforehand with my own institutional colleagues which breakout sessions to attend, I sat in on both the WorldCat resource sharing session and Graham Titley’s e-signatures session. I was very impressed with Graham’s session. My current employer is looking at implementing this, so it was useful to walk away with a detailed hand-out of the legal and practical requirements that need to be in place to make such a progression work. Graham was both knowledgeable and captivating and it was uplifting to hear someone so keen on sharing their experiences. Interesting points were noted regarding the reality of ‘consequence’ within UK law in reference to copyright. This shouldn’t be taken as an excuse to ignore copyright but was certainly a valid point considering the quite often large steps taken in order to adhere to such rules. If you belong to an institution that is looking at taking this route it is certainly worth looking at the hand-out provided. It is available on the FIL website as are the slides for all other sessions.

The WorldCat session made a few interesting points but I can’t say there were any real sparks for me, although I do believe that this could be of real value to OCLC members. I did get the feeling that I was being advertised at, which was fine, but I couldn’t see anything particularly valuable with its operation for my own team. Key features that were of interest included the automatic directing of interlibrary requests to the most suitable supplier and the apparent

functionality that provided suppliers of items required immediate access to their licensing information. This seemed pretty useful but it wasn't clear how much work would be involved in setting this up.

Debbie Boden finished off the day with her talk on 'Digital Literacies'. This began with a question about the true literacy of the 'Google Generation'. Stating that as western commerce and social interaction is largely dependent on the net and that the level of digital access is reflective of the respective economy, she questioned at what point we could profess to be 'digitally literate'. She noted that the CILIP definition of this literacy was not clear. After showing a clip of Terry Wogan teaching 'Digital Life Skills', Debbie noted the concern that: 'without these skills we run the risk of being excluded and disenfranchised from everyday life'.

The importance of sharing HE sector skills with the public sector was discussed, as was making future generations clear about the consequences of the type of digital footprints that they leave. Debbie went on to discuss the future for a 'Blended Librarian' who 'should push more out in a digital way'. This ideal candidate would possess technological skills that would include good hardware and software skills. Slightly worrying for anyone thinking of taking this path is that this ideal C.V. would appear to consist of around four degrees, including teaching; 3 years as a librarian; and 2 years in IT - no small achievement at any level!

The evening dinner was lovely and provided an opportunity to chat to colleagues whose names I knew from e-mail correspondence alone.

After a lovely breakfast, we sat keen and ready to hear a captivating talk by Jan Hagerlid of the National Library of Sweden regarding the open access movement in his home country. The willingness of his government to deliver a nation-wide policy of open access to publications was truly inspirational and should certainly be noted by our own policy makers. He also told us that the EU is currently initiating discussions, whilst also 'pushing member' states with a plan, to extend open access at all levels via it's website. He also reported that, despite being generally 'hard' to measure, there is currently an annual growth of around 15% in the number of journals available via open access principles. Jan also talked about the wider picture of open access, noting that it is not just journal articles that are of interest but also scholarly and scientific monographs, educational resources, recorded sound, metadata, digitized materials and research data. These, he stated, should not

only be openly accessible but also available for re-use. This last item is particularly important as this allows for increased scientific and technological development. The National Library of Sweden (NLSw) was responsible for organising a national consortium for licencing of e-resources, as well organising a programme of co-ordination of publishing. Interestingly he told us that this did not involve huge sums of money but rather relied on the fostering of a spirit of collaboration (something certain exclusive universities should perhaps take note of). Despite some opposition, the Swedish Research Council also took a helpful decision to have an open access mandate for all its funded research and this set a precedent for other institutions to follow. The NLSw adopted an open access policy in 2010 that includes: the use of creative commons; digitizing works that are no longer in copyright; and a plan to have a state-wide repository. Anyone with an interest in open access would do well to look at the Swedish Model as this was a very motivating example.

I've been hoping to hear more about Clio UK for a while now so I attended the session hosted by Jennifer Perkins, Clio System Developer; and was immediately impressed by the software. Caroline Rauter from Swansea mentioned that they were in the process of purchasing this and seemed very keen. Anthony Troman of the British Library also attended, and it was reassuringly clear that there was a good line of communication between the two parties to ensure compatibility. Clio was developed by Jennifer's parents in response to her frustration at the time consuming, administrative paper processes of the Document Supply department in which she worked. The fact that the system was created alongside the very staff that were to use it, means that it is completely practical and efficient on even the most basic levels. I was so impressed I immediately ran out and asked my manager (who was also at Interlend) to please put forward an argument to purchase this system! I felt that with this system in place, alongside the implementation of e-signatures, my own institution could potentially save up to three hours of administrative work daily - something cost-cutting institutions regularly look for!

The second breakout session I chose to attend was entitled 'Sourcing References in Alternative Formats' and was presented by Alistair McNaught, Senior Technical Advisor, JISC Techdis. This was delivered via an interactive internet broadcast, rather than in person, and looked at new possibilities of meeting users needs. Alistair described the library as the 'owner of the magic slipper'; because they provide access to a broad range of formats. It was nice to

hear the positive aspects of an e-learning environment being championed. In particular he demonstrated how:

- the ability to change the font size and colour of text;
- auto scroll;
- text reflow (or fit screen);
- textbooks that speak their content;
- auto skim reading by keyword;

all have their place in making the 'work' accessible to everyone, including those with dyslexia or visual impairments. It was at this point that my previous distaste for eBooks waned slightly, when I began to realise the level at which they actually opened education up to a wider audience. Alistair also spoke about a number of access apps that provide accessibility features. In particular he mentioned eduapps <http://eduapps.org> noting the 'mystudybar suite', and suggested that it was our responsibility to ensure our own accessibility departments were all aware of the possibilities these services offered. He also suggested that it is part of our role as information professionals to signpost these!. A number of very handy JISC TechDis pamphlets were given out. I would suggest that anyone who has an interest in this area visit the TechDis website www.jisctechdis.ac.uk for more information.

After a buffet lunch, during which purchasing from Amazon rather than doing an ILL was discussed, I attended Anthony Troman's talk. This would be the second time I would see Anthony demonstrate the new Integrated Request management system of the British Library (BLDSS) and I came away feeling much the same as I did the first time. Positive updates included a simpler in-tray, with plain English messaging, and that requests could be cancelled immediately if sent by mistake. The method of requesting on a manual basis was also improved greatly, although I couldn't see any huge benefits for my own daily work as this isn't the route we take. We do however deal with course pack requests and the ability to create satellite accounts that don't require a library operating system for these departments seems a potential bonus for my colleagues, if we were to take this route. Ultimately I felt that this system was brilliant for researchers who conduct their own requesting directly with the British Library. I couldn't see huge advantages for our sector but I am sure others with alternative operating systems disagree. I look forward to its implementation and the comments that follow.

We then had a talk by Stephanie Taylor of Critical Eye Communications Limited telling us to 'shout' about our services if we wanted to keep

them. This was important in an age of funding cuts and should be remembered. This was not a talk to teach new skills nor learn new things, but rather re-iterated the importance of pushing ourselves by raising our profile in order to maintain our services.

This was followed by an open plenary session. Although there were important points raised, alongside the opportunity for discussion, it was quite clear that most attendees were considering long journeys home and it was a shame that more wasn't contributed by delegates during this session. This couldn't be blamed on anyone as this was the beginning of the end of a session-packed conference. The only recommendation I could think of was perhaps to conduct this session with a cup of tea or coffee in hand as this might have perked a few weary but willing heads up just that bit extra. A topic of notable interest that was raised was in regard to the recent controversial statement by STM publishers setting out their guiding principles for Document Delivery. It was decided that FIL should prepare a statement in response to this and was a positive reminder of why professional bodies, such as FIL, are important for the support, protection and development of the sector in which we belong.

Reference

1. Hargreaves, I. (2011). Digital Opportunity: a review of intellectual property and growth. Available at: www.ipo.gov.uk/ipreview.htm

ILL: A Procedural Mind-Set

Simon Gates
Cambridge



For many years, Interlending has battled to maintain its position as a core library service. While areas of publishing have evolved and embraced new technologies to engage their audience directly, the functions of interlending are becoming increasingly regarded as expensive, less efficient, less desirable and unsustainable.

For many Inter-Library Loan (ILL) Departments, breaking this view with pro-active innovation and promoting the 'value' of the service will be key to turning it around. The goal of raising demand can be achieved through greater awareness of the service and what benefits it can bring. There is no doubt about how much the regular users cherish the service, but the trick is finding ways to inform others that the service exists and can be valuable and relevant to them too.

One idea for tackling the awareness issue is by incorporating interlending into a reader's mind-set as part of the searching process.

There's nothing more frustrating for a reader than eagerly browsing a catalogue expecting every single resource they need to be available, only to get a return of "0 items found"! If a reader can't find what they are looking for, chances are they'll do one of two things: look for a different way of getting it, or not bother at all. This is the point where ILL should shine and turn searching to their advantage.

When a reader cannot find what they require in the library catalogue, ILL could be suggested as a means of acquiring the material. Instead of "0 items found", what if it could be changed to say "0 Items Found...Can't find what you are looking for? Inter-Library Loans may be able to get it for you!" with a link to the ILL webpage or request form. Such a simple little alteration would automatically promote the service every time a search fails. What's more, it could cost next to nothing to implement, except time and experience with catalogue computer coding.

Though 'search advertising' is a good idea in principle, be aware of some potential drawbacks. Many of the catalogue searching facilities currently on the market aren't particularly intuitive. Spell a word incorrectly or use the wrong category for browsing and the search may be doomed from the start. Be prepared for an increase in demand, simply through human error. Also, as catalogues are publicly available, institutes may get increased traffic from people who aren't connected with the institute at all. For example, a member of a university checking another university's catalogue may inadvertently try to apply for an ILL through that University rather than their own!

There is no doubt that interlending has a vital role to play in the advancement of research, rather than a supplementary one, but to re-establish itself as a 'core' service will require shrewd placement and promotion to highlight the value, efficiency and effectiveness of that service. After all, a "valuable" service that enhances opportunities will get noticed.

Promoting Document Delivery Services at Cardiff Metropolitan University

Marie Lancaster

Cardiff Metropolitan University

At the recent Interlend 2011, I was inspired by Stephanie Taylor, Critical Eye Communications, and her presentation about promoting the ILL service. I had recently returned to work from maternity leave and had had something like this in the back of my mind. Stephanie's presentation helped kick start my idea into reality.

On returning from Interlend 2011, I wrote a report for the team about the various things I had learnt and suggested things that we could start looking at. One of the ideas was to run information sessions for our academic staff about Document Delivery and the service we provide.

We have a central Staff Development Unit at Cardiff Met. and I contacted them to see if they would be interested in facilitating the sessions. They jumped at the chance and so did I! It meant that they would advertise the sessions, book rooms, book attendee places and collate all the feedback. All they wanted from me was:

- a session outline
- that they could use in advertising;
- and some learning outcomes
- so that prospective attendees would know what the session would be about and what they could expect to learn.

With these compiled and provided, I then set about putting my hour-long presentation together.

Within the session, I start by covering the basics, never assume that attendees know even the most obvious information!, and then develop the content into covering specific areas of likely interest to staff; things they may of heard about but don't actually know about or have time to self-discover: Here's the session outline:

- Navigating the new staff & student portal
- Document Delivery
- Example of ILL request forms with key fields highlighted
- Digitisation Service
- ETHOS
- Cardiff Metropolitan University Repository
- New developments & services.

The sessions are being run fortnightly on a Wednesday afternoon, 2pm – 3pm, and the uptake so far has been very positive. As the sessions are being run via Staff Development there seems to be a high level of value attached to them, and the feedback afterwards is, in the main, very encouraging so we will definitely keep rolling this session out.

These sessions have certainly helped to hone my presentation patter and I no longer feel daunted when the sessions come round. As I'm not a front line member of staff I rarely get out to meet people (they keep me locked in a room – it's not padded though – honest!) so to be able to meet staff that I may have had some, or even no, correspondence with has been great; and I'm even getting waved at in the car park now by staff that have attended my sessions!

The challenge - why don't you see what you can do where you are?

Fabulous Libraries: a national catalogue for public library users.

Elisabeth Robinson OCLC (UK)
Product Manager – National Library Catalogue



For nearly a year now, I have been working on a project to deliver the first UK national catalogue for public libraries. This is a joint initiative between The Combined Regions, on behalf of the UnityUK members, and OCLC. Very simply, catalogue data that is currently held in a database accessible only to ILL practitioners in the member libraries, has been made available via WorldCat.org <http://www.worldcat.org>. Once data is in WorldCat we can then create subsets of holdings, to form what we call 'Group' catalogues, for this project called **FABLibraries – Find A Book in Libraries**. These are then set up so that the default search is for results from the participating libraries; but users can also narrow the search to specific UK regions.

<http://fablibraries.worldcat.org>

The perceived wisdom is that information seekers are now part of the 'Google generation', starting any web searches from search engines rather than native interfaces, such as library catalogues. This means that libraries are in danger of 'disappearing' under the enormous amount of other data in search results. Libraries will simply become irrelevant if their holdings are not indexed by Google and its competitors. OCLC's WorldCat, and therefore, FABLibraries, is one such way of exposing library holdings which are, in turn, indexed and delivered as part of search engine results. However, just attracting users to WorldCat.org is not the desired end result. Rather, the mission is to drive traffic from search engines, via WorldCat.org, and into a local library OPAC. Results in WorldCat allow the user to provide geographic information (a postcode or location which your browser will then remember), which in turn generates a list of local libraries, ranked by distance, who hold the item in question. In addition, library holdings in WorldCat can be found via Google books, where WorldCat is the service behind the 'Find in a library' option, as well as being used by smart phone consumer apps like 'Pic2Shop'. By scanning an ISBN the end-user not only finds price comparisons and options to purchase, but more importantly is provided with a link to "See Local Libraries".

So what have we achieved over the past 12 months? Well, we created the catalogue. This was actually the easy part. We then asked a small number of member libraries to review, asking them specifically to look at how their data

appeared. One thing we realised early on is that libraries would need to supply more complete datasets for a catalogue aimed at the public. Sounds obvious, but the UnityUK data we used to create the catalogue had been supplied for ILL purposes, and was therefore limited to items libraries were prepared to lend, rather than being an accurate reflection of holdings. In addition, the UnityUK database couldn't deal with non-ISBN items. WorldCat can, which means the types of resources that don't have ISBNs, like older material, rare or unique items, will be visible via the catalogue and on the web. We are also working with the members to get data in MARC21 format, not always an easy task!

However, the National Catalogue is only part of the picture. It rapidly became apparent at the beginning of the project that simply by promoting the National Catalogue via Libraries; providing a URL for FABLibraries; or relying on indexing by search engines, would not guarantee that news of this new service would reach the intended audience – library and non-library users alike; but particularly members of the public who are not currently aware of the riches to be found in UK public libraries, or the availability of a national lending scheme in their own locality. We came up with the idea for a single web presence for UK public libraries, where members of the public could not only access FABLibraries, but find out about all kinds of national initiatives related to libraries, such as Enquire or The Summer Reading Challenge. So, we are working with partners, for example: the Arts Council; Society of Chief Librarians; the Combined Regions; the Reading Agency; and the RNIB Library Service, to create just such a site. We expect a large scale launch in the Spring, so watch this space.

Finally, some useful points to know about FABLibraries:

- It does not replace the UnityUK service. That will still operate exactly as it does now.
- Your library will only be included if you are a full subscriber to UnityUK.
- Although the objective is to provide a service for the public, library staff will also find this an invaluable resource to support their users.

FABLibraries is live now at:
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Please contact me with any queries or comments: elisabeth.robinson@oclc.org



Welsh FIL Interlending Event

'Are We There Yet?' Document Delivery in Wales

Wednesday 9th May 2012
**Royal Welsh College of Music &
Drama, Cardiff**

Please check the Website
for details:

www.forumforinterlending.org.uk

**77th IFLA Congress 2011: 'Libraries
Beyond Libraries': A Report**
(San Juan, Puerto Rico, August 2011)



Rose Goodier

FIL IFLA Representative

The 77th IFLA World Library and Information Congress took place in San Juan, Puerto Rico, from August 14th to August 18th 2011. This year's conference theme was "Libraries beyond libraries: Integration, innovation and information for all" and the extremely varied and interesting programme reflected this wide ranging theme. San Juan lived up to its reputation as a welcoming and fascinating host city, whilst the spectacular Puerto Rico Convention Center proved to be an excellent conference venue.

The IFLA Section Committee on Document Delivery and Resource Sharing had its main committee meeting on Tuesday 16th. Our new committee members this year are Pentti Vattulainen (Director of the National Repository Library in Finland), Candice Townsend (Library of Congress) and Jenny Raubenheimer (Director of Document Delivery, UNISA Library in Pretoria). IFLA's strategic plan for the forthcoming year is all about empowering libraries to enable their user communities to gain equitable access to information and we kept this in mind during our discussions. At the time of the meeting, 189 people had signed up to attend ILDS In Chicago during September, and it was expected that more people would register before the final date.

The Committee decided that the Section's Open Session at IFLA's conference in August 2012 will address the topic of "Innovations in Resource Sharing: New methods, new methodologies" and calls for papers will be sent out in November and

January. We agreed that the Section's immediate strategic goal should be to progress with our publications work and Margarita Moreno, the Model Handbook lead, informed us that it should be completed by 2012. Another development worth noting was the recommendation that a blog on global interlending should be developed and run on the IFLA website.

Attending committee meetings by no means prevented me from attending a wide selection of presentations and events throughout the conference and I will summarize a few of my favourites here.

Session 103: Can the new book economy guarantee freedom of access to information? CLM and FIAFE committee members' chaired discussion. Monday 15th August 2011.

The first day of ILDS included a thought-provoking and informative panel discussion on the topic of electronic books. Panellists included Professor Kenneth Cruz (Director, Copyright Advisory Service, Columbia University, New York); Wai Es Chee (Director of the Publishers' Association); and Peter Bradley (Director of the Bookserver Project, at the Internet Archive, San Francisco). Whilst a few major publishers have been rather reluctant to enter the e-book lending market, others have pushed ahead enthusiastically. In many cases, however, they have also imposed restrictive terms which have hindered public access to the e-resource. One point which emerged strongly from the discussions was how important it is for librarians to build up a thorough understanding of copyright law as we move towards a digital book culture on a global scale.

There was some elaboration on the changing format of e-books. Publishers increasingly take flat text and subsequently add diagrams and video-streams to their e-books. The recent mass uptake of iPads and other e-reading devices has been the driver for a rush of creativity in this area. Meanwhile, collaborative authoring toolkits are being designed and produced. As the rate of change in this area is very rapid, librarians should keep a close eye on progress. There is also a need for librarians to build up a deeper understanding of how publishers operate in order to deliver successful electronic book services in the future.

Session 189: General Assembly. Wednesday 17th August, 2011

The General Assembly met on Wednesday. Ellen Tise, in her outgoing presidential speech, reiterated her central message that "libraries must continue to drive access to knowledge to all" and that "providing information remains the core of our business." Ingrid Parent, University

Librarian at the University of British Columbia, was formally installed as the incoming IFLA President for 2011/12.



Session 202: e-Books and Inter-Library Loan. Document Delivery and Resource Sharing Section Session. Thursday 18th August 2011.

The DDRSS Committee organized a successful open session addressing the theme of electronic books, copyright and Interlending. Dr Harald Müller (Max Plancke Institute, Heidelberg) spoke, in some detail about the thorny issue of copyright law and the current legal impediments to the interlending of electronic books. He explained that, as interlending involves 'reproduction' rather than 'distribution', the WIPO copyright treaty, as it stands, does not apply. Therefore, the lending of e-books is currently seen as a 'service', which means that the processes involved are governed by licensing agreements rather than copyright law. License agreements are usually very complex and can be difficult for libraries to comply with. Indeed, an EC publication entitled '*Copyright in the Knowledge Economy*' acknowledges that this is the case. Libraries, therefore, require a statutory solution and IFLA has been active in working towards this end. Dr Müller confirmed that a draft treaty on copyright has been produced by IFLA. The working papers can be accessed via the IFLA website.

Cherié Weible (Head of Interlibrary Loan and Document Supply, University of Urbana, Champaign) was our second speaker. She addressed some of the current issues affecting e-books and interlending. The main point she made was that academic libraries really have to grapple with the concept of e-ILLs as there are, to date, no established mechanisms in place to deal with them. Various projects, such as those currently running at the University of California Digital Library; the Springer e-books pilot; 24K books; and between Highwire Press and Stanford University, have been initiated to look at these issues and the outcomes will be looked at with interest by the ILL community.

After this, some of the challenges which have arisen in the area of international e-book ILL were addressed. In Russia it is common practice for libraries to lend e-book readers with electronic material already loaded onto them, causing functional problems for interlending. In the USA, services such as Overdrive, allow e-books to be lent out for a three week period.

The final speaker for the Open Session was Ray Colon from Springer Publishing. Ray's team had been responsible for developing the Springer e-book collection. According to Springer's licensing regulations, the transmission (or ILL) of

one copy of a journal article or a book chapter to another reader is permitted. Scanning can be undertaken via Ariel or Prospero, on condition that a copyright disclaimer is appended. Ray also stated that the USA's "Big Ten" consortia had not yet committed to the interlending of e-books, as the issues are, at present, too complex. He concluded that, on reflection, and because of the complexity, it is not possible to realistically predict the future of e-ILL at the moment. Ray suggested that walk-in use of PCs should be encouraged as an alternative way of providing accessing to some e-resources until such a time as these issues are resolved.

Session 218: Closing session. Thursday 18th August

Awards and medals were presented by Ellen Tise and Patrice Landry at the Conference's Closing Session. Paul Sturges (Emeritus Professor of Library Studies, Department of Information Science, Loughborough University) was presented with the prestigious IFLA medal for "significant contributions to IFLA and international leadership in upholding IFLA's core values of freedom of access to information and freedom of expression." Finally, and true to tradition, the conference ended with the announcement of the venue for the year after next. It was announced that the 2013 IFLA World Library and Information Congress will be held in Singapore.

ILDS2011: Resource Sharing in the Digital Age: A Report (Part 1) Inter-Lending and Document Supply Conference 2011, Chicago.



Lucy Wilkins
University of Bristol
FIL Sponsored Delegate

Part 1

The 12th ILDS Conference was held on the 19th to 21st of September 2011 in the Spertus Institute of Jewish Studies, Chicago - in the heart of the city and on the world famous Michigan Avenue. The title of the conference 'Resource Sharing in the Digital Age' felt perfectly timely and underpinned all of the presentations; with progress in digital technologies from different libraries and countries being presented. It had also prepared me to look out for sessions that I felt it would be extremely important to report back on - to my organisation; to FIL; and to the interlending community as a whole.



As a first time delegate, first time visitor to the United States, and having only been in my first ILL position for 18 months, I was keen to uncover the knowledge I could gain from a major international conference; to see how the UK system differs from interlending elsewhere; and to hear about the technological advances that are currently underway - some of which would soon be landing on our doorstep!

Arriving at the hotel on a drizzly Sunday evening, I was pleased to discover that the Spertus Institute was less than 100 metres away. Designed by Krueck & Sexton Architects in 2007, the 10 storey building is fronted by a glass wall containing 726 individual panes that look out onto Grant Park, Buckingham Fountain, and Lake Michigan. The building is as imposing as the skyscrapers and architectural amazements that Chicago's skyline is world famous for.



I did not know exactly what to expect and was anxious about who I would meet up with to discuss issues with over the forthcoming, jam-packed days. I was unsure how many people would be there, what level they would be within their field, or what was expected of me whilst I was there. As a Library Assistant in Interlibrary Loans at the University of Bristol and a student reading a Masters in Information and Library Science, I worried that most delegates would be far more experienced than me, so I took on the persona of a very keen work experience student! I should not have worried! As soon as I stepped through the door, a smiling Bob Seal, Co-chair of the Planning Committee, welcomed me and helped me locate registration. Armed with a goodie bag I climbed the stairs to the second floor where the lecture hall was situated and marveled at the views of the lake. Fairly quickly I was adopted by friendly attendees, most of whom were from the US and knew each other from previous conferences and who clearly recognised a bemused Brit! As a result I was introduced to many people who I had the pleasure of getting to know and learn from.

The first keynote of the conference was delivered by Matt Goldner (Product and Technology

Advocate, OCLC) entitled 'Resource Sharing in a Cloud Computing Age'. He mapped out our interlending environment of today, recapping on the advent of the internet, the old challenges of incompatible systems and payment options, and newer challenges of licensing, e-books, and copyright. Talking us through environmental factors, he highlighted the issues we work with day to day within political, environmental, social and technological (PEST) areas:-

Political aspects included government funding; the British Library; copyright legislation; international agreements between countries; and a collective international need to operate with coherent systems.

Economic issues within ILL centred on charging; free vs. fee schemes, e.g.: the reciprocal agreement between Australia and New Zealand to lend to each other free of charge, compared to the SWRLS scheme in UK; as well as the debate of whether to buy or borrow items. (He also briefly mentioned an impressive acquisition system that can search your holdings for books that you don't stock but that are featured in the New York Times Bestseller's List, pull their price and availability from Amazon and provide you with a one click buying option).

Social issues focused on the needs of a new generation who have been raised using electronic devices that are able to instantaneously access information at great speeds, as opposed to the probability of an aging information service profession.

Technological aspects were focused on the importance of the need for our connecting systems to be cooperative and streamlined, and the advent of cloud computing.

He rounded off the introduction to the conference with the growing need for resource and knowledge sharing. The expertise held within our profession should be a pooled resource, and competition in the information supply fields can be used to our advantage; the internet and Google have not decreased the need for librarians and research professionals. If anything, they have increased our importance. He illustrated this by mentioning an issue which is close to the hearts of us British librarians: the negotiations between RLUK, Elsevier and Wiley-Blackwell. Whilst we need to understand their business needs, they should listen and cooperate with our greater purpose to provide information as widely and fairly as possible.



The remainder of the morning comprised of talks based around the topics of progression within ILL systems and features, international workflows, and rounded up with a look at how far we've developed our services. This set us up nicely for the rest of the conference and I began to form a picture of the ILL community in the US and the technology they utilise, which we hear of less frequently in the UK.

Lunch was served on the 9th floor providing a breath-taking view of Lake Michigan; which many of the people I met were used to seeing everyday! I sat with members of staff from Loyola University and Lewis University, both situated in Chicago, and I was able to ask questions about topics I had heard in the morning session. In turn, they were also interested in the differences in ILL processes within the UK, and especially our current position over the pricing of e-journals.

The first day concluded with a balanced look at the current state of ILL in light of where we have grown from. The "Golden Age" of ILL is perhaps coming to an end, as people are able to readily buy more materials than ever. But with improved technology, co-operation between libraries and constant reflection, ILL services are constantly improving. Worldcat Local alone has revolutionised how institutions make their collections viewable and how borrowing libraries can search for material.

The ILDS 2011 committee had thoughtfully arranged evening events in order for delegates to network and have the chance to further question the speakers on their topics. During the conference dinner at the Museum of Contemporary Art on Monday evening, I was introduced to many of the speakers, several 'heads' of ILL departments from across the US, and some of the 'leaders' in ILL technology. I used the opportunity to get an idea of how software, such as ILLiad, works and is perceived by users; how US libraries operate without a national resource, such as the British Library; and to learn a little about the exciting new libraries in the area, some of which I was going to have the chance to visit later in the week.

I will be returning to explore other talks in more depth in the next instalment of this report, especially those on the themes of digital and e-resources; ILL lending perspectives from non-English speaking countries; and issues in copyright and open access. In addition I will also describe the eye opening visits I paid to the University of Chicago, the Centre for Research Libraries, and the Loyola University Information Commons.



Know Your Committee: Mini-Biographies (Part 1)

FIL Committee Member Biographies

FIL Chair

Gareth Johnson

Document Supply and Repository Manager
University of Leicester

With an original background in biomedical science, retail and web design, Gareth switched to working in and for Higher Education libraries in the late 1990s. He has served as a subject specialist, research and innovation officer, open access advocate, and project manager.

Currently he manages the document and distance learning supply, course packs, copyright, and institutional repository teams at the multi-award winning David Wilson Library at the University of Leicester. In his previous post, he was part of the SPARC Europe award winning SHERPA team at the University of Nottingham.

Professionally Gareth has served on a number of local and national committees. Currently, as well as being Chair of FIL, he is also the Chair of UK Council of Research Repositories (UKCoRR). He is also involved with a number of JISC projects and activities. He has published around 20 articles, over 30 book reviews, and has contributed chapters to four academic texts.

His notable professional passions include advocacy, copyright, edutainment, leadership, communication, inter-lending, entrepreneurship, open access, and public speaking. His personal passions range from creative writing, film production & screenwriting through astrophysics, cult televisual sci-fi and fantasy, and LARPing to preserving and small-holding. He is also a member in good standing of the Goose Club of Great Britain, a Chartered Librarian, and a Fellow of the Higher Education Academy.

Web & Marketing Officer, and Membership Secretary

Helen Trollope

ILL
University of Wales, Newport

I run the Inter Library Loan service on my own at the University of Wales, Newport and have been in the role for almost 8 years. When I'm not

dealing with inter library loans I am also a part of the Circulation Desk Team. Prior to working at the University I worked for 6 months in Newport Public Library and before that I was the Assistant Manager of a Local Independent Record Shop.

In 2011 I gained my Postgraduate Diploma in Information and Library Studies through distance learning at the University of Aberystwyth and I am looking to start CILIP Chartership at the beginning of 2012. I came to know FIL through being the sponsored delegate at Interlend 2007 and shortly afterwards joined the Executive Committee.

Outside of work, some of my personal interests include body modification (I currently have 15 piercings and 2 tattoos to date), hill walking (I recently completed a 12 day trek of the High Atlas Mountains in North Africa), American TV dramas, reading, and music especially modern punk and 80's big hair/spandex rock music.... and yes, I love Bon Jovi!

Su Fagg

ILS Advisor
University of Worcester

Librarianship is my second career; in a former life I was a town planner in a London Borough. I began working in libraries in 2001, working in the LRC of a local High School before joining the University in 2004. I started working in ILL in April 2006, just as I started the Masters course (by Distance Learning) at Aberystwyth.

I job-share ILL, the rest of my time being occupied with providing alternative formats for visually impaired students, digitisation and general library duties. I also support the information and learning needs of research students in the Graduate Research School. Last year I initiated a Knit'n'Natter group for ILS!

Away from work I enjoy handicrafts, gardening and actively support various local charities and interest groups. Currently much of my free time is spent working on my portfolio for CILIP Chartership.

Julie Clement

Principal Librarian: Collections and Reader Development
Swansea Libraries

I absolutely love libraries and have worked in public libraries since I qualified from the then College of Librarianship, Aberystwyth, Wales in 1979. My first post was in Gwent Libraries,

before moving back 'home' and working for West Glamorgan and Swansea Libraries.

After spending over 20 years on the front line I have moved into HQ. I now have the best job in the world, which involves selecting and promoting adult stock in Swansea Libraries. I do not actually deal with inter library loans on a daily basis but I am responsible for the department.

I am particularly interested in furthering cooperation between public and academic libraries. I was on the steering group of the very successful 'Open to All' library scheme, which allows borrowing access to libraries in the academic sector from members of the public.

Outside of work I enjoy walking, as we have a beautiful coastline around the Gower. As much as I love my job I am always planning my next holiday where I can totally chill out and read to my heart's content

British Library Observer

Kate Ebdon

Customer Services Liaison Team Manager
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, (well, 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!

Vice Chair

Marie Lancaster

Information Advisor
Cardiff Metropolitan University

I work at Cardiff Metropolitan University as an Information Advisor, Document Delivery. My role involves coordinating the 3 campus libraries Inter Library Loan requests, collating statistics, and producing reports. I also investigate, plan, and implement new service developments, as well managing the CLA scanning licence and promoting it to library and academic staff.

Since graduating from Manchester Metropolitan University with a BA (Hons) Information and Library Management, I have held a variety of library positions in BBC Manchester, HTV Wales, the Western Mail & Echo, and Manchester College of Arts and Technology.

I Chartered back in 2006 and am currently thinking about what's next for my professional development. I am the co-founder of the Welsh Interlending events, and plans are currently under way for a 2012 event. I've also written some articles for the FIL Newsletter.

My professional passions are Interlending (really?!), social media exploitation, marketing, and advocacy.

In my personal life, I'm enjoying family life with our new (ish) daughter, who pretty much takes up most of my time. I have managed to start pursuing a hobby in sewing, which I've wanted to do for years! So far I have made a bag and some bunting!

Newsletter Editor

Tracey Jackson

Inter-Library Loans Supervisor
Hertfordshire Libraries

I have worked in Hertfordshire libraries my entire 'library career' – starting as a part time library assistant in 1988, in the Central Stocks Unit, a large warehouse holding all the 'old stock' that the libraries didn't have room to hold and nobody had the courage to throw away!

I eventually moved to full time in the Central Resources Library and into 'frontline' working in a new shiny, specialist Library. I quickly decided frontline wasn't for me and when the ILL Senior Library Assistant post came up based in the 'back room' I applied and amazingly got the job.

I gained my ACLIP the year after it was introduced and have been in this post, and through a few job name/description changes, ever since. We are a small department, 2 full time staff (me included) but we deal with all ILL requests for Hertfordshire Libraries, along with many other tasks that have come to us over the years.

This is my second time on the FIL committee, previously being lucky enough (!) to have held the role of membership secretary and helping with the organisation of a number of the FIL conferences and events. I also wrote a few articles for the Newsletter and contributed to a chapter in the book, Interlending and Document Supply in Britain Today edited by Jean Bradford and Jenny Brine. Something I never would have thought possible before I joined the FIL committee.

Outside of work I enjoy crafting, especially making Silver Jewellery and I have my own hallmark. I am a Longbow Archer with a local club, on the committee of the club and run the Website – and yes sometimes I do dress up in medieval costume – but mostly I shoot in local county competitions. I am one of a few tattooed members of the Women's Institute – it's not all Jam and Jerusalem!

I enjoy reading and am a proud owner of a Kindle. Any other spare time I have is spent with 'himself' and the dog, chilling out at whatever lake or sea side 'place' himself is scuba diving at – and no I don't dive!

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