

Forum for Interlending Conference Nottingham 28th -30th June 2010 Gail Stuckey

Though not new to interlibrary loans I have been out of the loop for 2 years before being appointed to the very long title of "Inter-library loans and county reserve stores librarian" with Wiltshire Council. Thinking that attending the FIL conference would be an ideal opportunity to pick up some tips and network with colleagues from around the UK I applied for the place being offered by SWRLS. So thank you very much SWRLS for awarding me a free place.

The conference began on the Monday with a welcome from Graham Titley, the FIL chair, and a keynote address from Brian Hall the vice president of CILIP.

Tuesday began with Exchange of Experience sessions: 2 very different universities talked us through the benefits that collaboration can bring.

Andrew Major talked us through the shared library resource and the interloans service provided by the Universities at Medway and based at the historic Drill Hall in Chatham's dockyard. This is a major award winning £8 million facility. The building, at nearly 200 metres long, is thought to be the longest library in Europe and contains 2.7 miles of shelving.

The universities are spread over a wide area of Kent comprising the University of Kent, the University of Greenwich and Canterbury Christ Church University.

The Drill Hall Library does allow members of the public access for reference use.

Their interloans service provides for 3 types of loan: Inter-site for requests to all Greenwich Libraries; Inter-University for requests to Kent and Christ Church libraries; Inter-library British Library for items not held in stock. There is now only one form for requesting items, previously there had been 7 different forms depending on requirements. Students request items online and the aim is a 48 hour turnaround. Items sent to another university site would be issued for 1 year but then local rules would apply for the loan to the students. Items are only searched for via COPAC or the British Library. BL bill Greenwich for all transactions and Greenwich then recharge the other departments. Requests are now free to students with each department picking up the costs. The future should bring a new LMS in 2012 with more functionality than the current system which will permit electronic requests online. There are also plans to send SED articles direct to the requestor and inter-site journal requests via e-mail as a pdf file. Improving links and therefore loans with partner colleges and forging links with the wider ILL community is also on the agenda.

Karen Standley followed with a paper entitled "Moving forward in collaboration" and told us about the ILL and document delivery at Manchester Metropolitan University.

MMU has 34,000 students and 4,500 staff spread across 7 campuses but currently under review to combine. They deal with upwards of 10,000 requests but feel this is now declining due to increased charges. They belong to NWLIP a partnership of 33 libraries organised by Lancashire. NWLIP includes 20 public libraries; 12 academic and the BBC. Service agreements are slightly different for public libraries compared to academic members. Contact is by e-mail or the helpdesk/location service. They meet twice a year for forum discussions and also attend UnityUK meetings, recognising the value of practitioners meeting up and the expectation that members do participate in meetings, training days etc. One of these meetings resulted in a list of titles in other languages at each establishment.

DX , the main transport courier, also attends the meetings. MMU also belong to NOWAL, which is only for academic libraries and replaces CALIM. 13 universities are involved with 10 million books and 250,000 students. Again there are shared experience events to discuss and investigate issues; negotiate deals for procurement and services and a joint training programme. Karen saw the principle benefits as: innovation & development; motivation; sharing knowledge, experience and good practice; reduces costs; a wider access to resources.

After coffee sitting in the hot sun in the courtyard it was on to the breakout sessions. Diana Edmonds from the Bridgford Consultancy had some excellent tips on how to network effectively. PRF doesn't only mean potential requirement file it also means Prepare Relate Follow up. Organisations are no longer pyramid shaped, in fact the shape is very amoebic. Preparation is the key: think about why, who, what, when and where. Identify the stakeholders, who are the movers and shakers? Be positive with both speech and body language; don't let self talk turn into a downward spiral; do not let fears, inhibitions or even excitement cause doubt. Smile and think I can do this. Relate to the people you want to talk to begin with small talk, the weather, what sort of journey etc, strike a balance between interrogation and speaking when spoken to! Also think about comfort space, is seated better than standing. Openers should be concise only 10 or 15 seconds, not contrived but easy to understand based on how you benefit others rather than what you do, spark interest, make a connection, how you might help each other, offer to give before you receive, end with a question. Closure will then lead to a promise to Follow up.

Next came a session by Lynn Osborne, director for SWRLS and Derek Taylor, applications manager for OCLC (UK). SWRLS was set up back in the 1930s with 57 partners purely to share resources by finding locations for inter library loans. Later becoming an advocate for libraries and promoting cooperation between libraries in the south west region. Derived from this was electronic access to resources firstly via Unity Web and now by Unity UK. In 2003 a real time catalogue called Wisdom was launched providing links to authorities catalogues via Z39.50 and this was its downfall: it was not affordable to all and, using pre-web technology, dated quickly. But stemming from this was a desire to find a replacement which brought OCLC into the arena with their Worldcat local solution. Worldcat is a real time system that does not require hardware or software to be installed and entries can be picked up by Google searches. There are several south west authorities already committed to the project, including Wiltshire, Bournemouth, Devon, Dorset, Libraries West, Plymouth and Torbay and their respective LMS, including Open Galaxy, and Talis. This is because it integrates with live circulation data so users will know immediately if an item is available. Records will come from a transfer from UnityUK in a monthly upload, though some records could be hidden if required. It will however require an initial full reload, which may be chargeable by the LMS supplier. This is potentially a very exciting project and is creating a lot of interest as the basis of future resource sharing. Not only will local searching be faster and more efficient but will allow users access to the entire Worldcat database of over 170 million bib records!

After a chance to recover the brain cells over lunch it was on to the afternoon presentations.

Firstly Ben Taylor from Red Quadrant looked at "Transforming library services: the current context and the role of request handling" Red Quadrant are examining procurement processes and standards, including the inter-library loan service across the 33 London Boroughs as part of the London library change programme. We should all take heart from

the current crisis and not waste it. Ben reminded us that crisis is from the Greek and means to separate or a decision point. This is a chance to stop trying to be everything to all people and to pool consultant expertise for sharing. Shared catalogues and shared reserves. The first wave to opt in is expected to be in March 2011.

The next presentation was entitled the 3 Cs : Collaboration with Cat Cymru. Alyson Tyler, the libraries development manager for CyMAL (Museums Archives and Libraries Wales) explained what had been achieved by a national catalogue for Wales. This was a project devolved from Alyson's work with Libraries for Life. Cat Cymru has been running for 2 years and is based on WebFeat and is a live web-scrape search, so providing live availability on over 50 catalogues. That is all the public libraries; all the HE libraries; all health libraries (because they are run by Cardiff University) and about 50% of the FE colleges. Reservations are free for all books on the catalogue; readers can borrow anywhere and return anywhere. There has been no marketing and no campaign for fear of encouraging overuse. There are also some regional ILL pilots: in one area library vans reorganised their routes and this has benefitted requests with many being supplied within 48 hours and nearly all within 5 days; the South-West has been running a passport scheme for reciprocal access; the South-East is using a courier delivery service at 50p each way per book, the more it is used the more the cost will go down and Newport withdrew its mobile library and replaced it with Book Express which delivers books directly to people's homes. It is only available to non-users and there is a maximum of 50 books per year.

Our third and final day began with an update from the British Library. Pavan Ramrakha is the business development manager for the higher education sector and responsible for the launch of the subscription service. This model will result in lower costs than the transaction model; typically a saving of 50% can be achieved. It is expected that the subscription service will become the preferred method and that the transaction model will be removed in 2012. Fileopen is proving to be a better method of delivery for SED as it does not require upgrades and is therefore better suited to passing through firewalls. ETHOS is being very well used and as open access declines some readers may have to bear the cost of having a theses digitised for ETHOS. Once it is on, access is free. Pavan talked about a facility provided by the BL for storage facilities for low-use journals and encouraged universities to send them in.

Our last presentation was from Zena Mulligan who updated us on SUNCAT the UK's national serials catalogue. It is freely available and currently contains information from over 70 research libraries, including the British Library, the national libraries of Scotland and Wales; 50 higher educational establishments, 20 specialist libraries and will also include Manchester public libraries when they re-open. It is hoped more public libraries will add their holdings at some point. It is the single most comprehensive source of UK serials' holding information. Containing over 5 million records, of both antiquarian and current titles, print or electronic, it is a very valuable resource for interlending by providing location details, which can be limited to a particular region, city or library. It is also useful to cataloguers who can consult the MARC records available on SUNCAT, while contributing libraries can download records to upgrade local catalogues. We do need to be aware that duplicate records do exist as it is not always possible to do a match. In development is an expansion of the record download facility; to provide a table of contents for current issues; and to decrease the duplication.

All in all it was an excellent few days and I met many people, especially from universities and understood better their requirements from public libraries and what they could offer in return.