

Forum for Interlending 2016

A little about myself

My name is Lisa Hacker and I work at the University of the West of England as a Library Information Assistant. I am relatively new to libraries, and even newer to interlibrary loans. My main role involves converting core texts to alternative formats for disabled students, and digitising core reading material to make it available to students. I have recently undertaken training in interlibrary loans to



enable me to provide support to our interlibrary loans team during busy periods.

When I heard about the opportunity to attend the Forum for Interlending, I thought it would be a great opportunity to further develop my understanding of interlibrary loans, and to

meet other people working in the same field. I was delighted to have been offered a sponsored place at the conference.



Setting the Scene

After an early start and long drive, I arrived at the Best Western Royal Beach Hotel in sunny Portsmouth. This was both my first time in Portsmouth, and my first time attending the Forum for Interlending, so I was excited to find out what was in store over the next couple of days.



The first day began with an opportunity to network with other delegates over a cup of coffee. It was comforting to find out that there were many other people in a similar position to me having only recently begun working in interlibrary loans, but also that there were individuals with many years of experience who

would be able to share their knowledge with me. There were many other opportunities for networking and engaging in discussions around what we had heard during the talks that day during refreshment breaks, and over lunch and dinner. The amazing food provided by the hotel was an added bonus!

What I enjoyed most/learnt from the talks

Day 1

Simon Bullet delivered an interesting talk on Continuous Improvement, and how it can be applied to the public sector. This was something I knew little about, and so was keen to find out more. Simon referred to the importance of the feedback loop and how it should be used to ensure that a system is working, and that we are achieving what we set out to achieve. This made me think about the current opportunities available for students to provide feedback on our interlibrary loans service, and whether we might benefit from talking to our students more about what they want/need from our service.

Graham Titley delivered an engaging talk about copyright law, which triggered some interesting discussions over lunch. Here are some of the key things that I learnt:

- Ideas are not covered by copyright law, unless they are written down.
- Images are not covered by copyright law, so celebrities use trademarks to protect their images.
- The owner has more rights than the creator, and the owner isn't always the creator (but the creator has moral rights).
- You can give away ownership rights, but not moral rights.
- Copyright lasts for 70 years after the death of the creator.
- We can supply texts for private study and research/non-commercial purposes, but the text is to be used by the requestor only and therefore they cannot copy it (this highlights the need to inform the recipient that emails should be deleted after the material has been accessed).
- If an item is excluded by the CLA, you can go to the publisher to get permission.

Kate Ebdon provided an update on the British Library. She talked about their plans for developing the physical space, including the possibility of a digital reading room to reflect the movement towards increased use of e-resources. She also talked about API as an alternative system to sending over requests to the British Library. Our current library management system doesn't support this, but this is something we will be looking at getting when we change to a new LMS. She also mentioned that they will be withdrawing ARTemail in 2017, so this is something we will need to consider. She encouraged people who haven't yet seen the British Library to visit, and offered the opportunity of a tour if we attend the focus group on 21st September. The focus group will provide an opportunity for customers to talk with the BL about what services they would like to be available. Individuals interested in being part of the focus group should contact Kate.

Beth Parry delivered an interesting talk on supplying from Special Collections at Leeds University. She talked about the range of material that they hold, from Beethoven's hair to a

Leeds United Collection! I was surprised to hear that they have 16km of material! Beth talked about the original lengthy process of borrowing material which could take up to 8 weeks, and explained how the process has been improved allowing them to say yes to more requests, and to fulfil the requests much more quickly. Allowing wider access and exposure to their rare and unique material can only be a good thing.

William Nixon talked about open access, institutional repositories and how they impact on interlibrary loans. He explained the importance of published material being in the repository in order to be eligible for REF2020, and to increase visibility and citations. He also explained the importance of making the process as simple as possible for academics to get their material into the repository. William suggested that open access and interlibrary loans complement each other, rather than open access causing the decline in interlibrary loans. I found particularly interesting the idea of peer-to-peer access to journal articles using the hashtag #icanhazPDF on Twitter.

Day 2

Kate Vasili and James Bennet talked about interlibrary loan supply for higher education course readings using EHESS. Kate began by clearing up the rumours regarding the copying of chapters, and confirmed that we can supply chapters to individuals without seeking permission from the publisher, but we require permission from the publisher if we are copying for stock. I found James' talk about the Digital Content Store particularly interesting, as my institution will be moving over to the DCS imminently. I was excited to hear how we will benefit from this move. Some of the benefits include:

- No annual compliance check
- Using scans from other institutions, therefore reducing the amount of scanning that we have to do in-house
- Links with the EHESS service, allowing us to order material that we don't own to be scanned by the BL.
- No more renewals
- There will be connections to the second extract service soon
- Integration with LMS, so that it can check if we own a copy.

Kate also told us that there is soon to be a change within the CLA Licence at the beginning of August, allowing us to copy 10% or one chapter, rather than the previous 5%. This means that we will be more likely to cover 2 chapters in the 10% limit. We will need to update our procedures and consider how we can communicate this more widely, both in terms of digitisation and interlibrary loans. I was also interested to hear that we are now able to copy from older editions.

Katie Birch came all the way from Ohio to talk to us about using OCLC's WorldShare. Again this was something I hadn't heard of before, so it was interesting to hear more about it. Katie raised the interesting point that there may be a shift from electronic back to print, as studies reveal a high percentage of students preferring physical books over reading on electronic devices.

Claudio Svaluto delivered an interesting talk on introducing electronic supply to an academic ILLs department. He talked about the advantages of sending articles electronically over printing and posting, such as reducing waiting time allowing more requests to be fulfilled, supplying to a wider range of universities, and saving money on packaging and posting. This made me question our current method of printing and posting, and is something I am going to look into with the rest of the ILLs team.

Chris Thorpe and Nicola Cook delivered an engaging presentation on their experience of inheriting interlending. It was interesting to hear about the experiences of individuals who are in a similar position to me. It made me think more about the importance of making contacts in other universities, forming relationships, and observing the way in which they work, in order to compare our processes and procedures, and identify ways in which we can improve/streamline our own service.

Chris Beevers talked about using Patron Driven Acquisition to fulfil interlibrary loan requests at the University of Huddersfield. The idea behind this was that multiple requests were being made for the same titles, which were then renewed a number of times, and that it might be cheaper to just buy the book outright. This was something I hadn't thought about before, so I plan to talk to our ILLs and acquisitions teams to see if this might be an option for us too.

What I'm going to do next

- Investigate the current opportunities available for students to provide feedback on our interlibrary loans service by talking with other members of the ILLs team, and find out if there is more that we could be doing.
- Encourage my colleagues to attend the British Library focus group on 21st September.
- Have a discussion with my team about the changes to the CLA license (the increased scanning allowance to 10%) and how we are going to communicate this change more widely.
- Talk with the rest of the ILLs team about the option of sending articles to requestors electronically rather than printing and posting.
- Talk with the ILLs and Acquisitions teams about the option of using PDA to fulfil interlibrary loan requests.