

## Interlend 2015

A report on the conference from Saskia van Elburg, Charles Seale-Hayne Library, Plymouth University.

I really enjoyed the two days in Manchester – the Midland Hotel was a beautiful venue, Manchester public library was inspiring (a perfect blend of ancient – the building itself, the local history card files, the beautiful reading room – and modern – the glass lift, the secluded pods for movie watching, and what looked like the transporter from Star Trek), and it was lovely to meet old acquaintances and be able to put faces to what were previously just names on mailing lists. Being relatively new to ILLs it was very useful for me to talk to other information professionals and compare experiences, gleaning wisdom from old hands and at the same time feeling supported through the sharing of present experiences. So many people had had similar experiences to mine and could offer suggestions or just understanding. I now have several more contacts at libraries throughout the UK, which I am sure will prove helpful professionally, and personally interesting.

A recurring theme at the conference seemed to be that of spotting opportunities for ILL in the ever changing area of providing access to content. These were some of the highlights for me:

- **Mike McGrath's** talk on ***Threats and Opportunities*** highlighted ILLs as a future alternative to possibly unsustainable Gold open access costs, and excessively and illogically priced e journal bundles. Mike underlined the difficulties faced by HE libraries who cannot afford to stand up to the publishers' monopolies, so that big bundles containing content they may not want are the only means of purchasing core titles, which are too expensive to buy individually. The role of publishers in open access (again mainly that of the villain) was discussed, and there were some interesting statistics. Apparently Elsevier's share price increased by 10% immediately after the Finch report... Mike also contrasted the average cost of an apc with the number of ILLs which could be paid for with the same amount of money, demonstrating to what extent we are contributing to publishers' profits. However, it's not all bad news. In the US legislation which would mean that all publically funded content will have to be open access is slowly making its way through the various complex processes necessary for its implementation, while in the EU [Horizon 20/20](#) stipulates that all research funded by it must be in an institutional repository and made open access within 18 months. Mike also talked about institutional repositories linking together to form a 'universal' repository, allowing all HEIs access to content. Imagine having such a huge resource available for ILLs! It doesn't seem imminent, due to technical obstacles, but it's an interesting idea.

Mike also made the point that two thirds of print books still have not been digitised, so physical ILLs are bound to be necessary for a while yet.

- **Dawn Downes'** (University of Winchester) interesting talk about successfully revamping Winchester University's ILL department mentioned the importance of branding for HE libraries – something we have not thought of doing but which seems an obvious marketing tool now that it's been mentioned.
- The British Library's **Kate Ebdon** described their new plug in less DRM delivery system and the new-look 'on demand' document supply service, and reminded us that the BL want to stop using ARTEmail by 2017, so if our LMS system needs new APIs to replicate those processes we should start trying to get our suppliers on board. Feedback from those present suggested that the new DRM system is working well.
- **Gareth Johnson's** (Nottingham Trent University) talk on communication was lively and interesting. Although it was pretty obvious what [Kanye West](#) was (literally) up to on that crane at Glastonbury, the more subtle aspects of body language touched on by Lord Llama probably made some of us a bit self-conscious for the rest of the day. It was interesting 🐼 to hear about paralanguages, for instance emojis, and the importance of these new ways of communicating, especially in conjunction with **Ned Potter's** (University of York) keynote talk about social media and its users, ***Visitors and residents: useful social media in libraries***. At Plymouth we have a specialist team for information creation, and there was much in Ned's presentation that I will be passing on to them. In particular, his preference for twitter for disseminating information in libraries, as it replicates most closely face-to-face conversation, and the importance of tweeting an item more than once as only 10% of your audience will see a tweet at any one time. Other social media especially useful to libraries are [Instagram](#) (41% of 16-24 year olds use it) which is a more intimate medium suited to 'behind the scenes at the library' or interactive communications like competitions, and [Tumblr](#) which is apparently the new Facebook. Tumblr, like Twitter, can be re-blogged easily, so information is spread further, faster.
- **Briony Birdi** and **Sophie Rutter** (University of Sheffield) have investigated the state of interlending, focussing on sharing and cooperation, and reported a decline in interlending which could be connected to several things: an increase in fees, a decline in local consortia, and a general improvement in access to content. One idea that I took away from their talk was the fact that sometimes it might be less expensive to purchase a whole book than to borrow it, or part of it. However if this is incorporated into our ILL workflows and happened too often shelf space could eventually be compromised...
- **Sarah Gould** reported on the changing role of ***ETHOS***, and the likelihood that it may become more about preservation, and that metadata is now perhaps as important as content. There are 117,000 full text theses available at present, with much more content available in HEI repositories through links. There is no legal deposit requirement for theses and the British Library has not developed a strategy for

dealing with them; a discussion amongst stakeholders is needed. Similarly there is no unique identifier for theses yet, although the British Library, Datacite and some universities are looking at the possibilities. Questions such as 'what should a PhD record look like?' have yet to be finally answered.

- **Annette Moore** (University of Sussex) described her experience of *PDA and ILL*. This was very similar to our own at Plymouth, but still raised a couple of possibilities which we had not thought of: using PDA titles for 'instant' ILL fulfilment, and substituting them for 'missing' items if possible.
- One of the highlights of the conference for me was **Lisa Redlinski's** (Brighton University) copyright 'lesson'. It's always helpful to go over copyright basics again, and this was presented in such an upbeat and engaging way that it seemed to simplify the subject and make me wonder why I had ever thought it complicated at all. This is the [copyright card game](#) she had us all play. Somehow Lisa also worked into her presentation a drawing of [Childermass](#), smouldering for England. I can't quite remember now what copyright related purpose he was ostensibly serving, but it was definitely appreciated.