

## **Report from the Interlend 2015 Conference 'Interlending at a Crossroads?' Venue: The Midland Hotel, Manchester**

Report submitted by Jolanta Peters, Research & Library Services Manager, Somerset College, Taunton.

I was sponsored by SWRLS to attend a two-day residential conference 'Interlending at a Crossroads?' The conference took place 29th – 30th June 2015. The report highlights key conference topics and my interpretation of the subject matter presented by the speakers. Speaker biographies have been taken from the 'FIL speaker biographies brochure', designed specifically for the conference.

### **Keynote speaker Day 1: Ned Potter 'Visitors and Residents: Useful Social Media in Libraries'**

Speaker biography: Ned Potter is an academic liaison librarian at the University of York. Besides working at the University, Ned also works as a trainer for various organisations, including the British Library. His book 'The Library Marketing Toolkit' was published by Facet in 2012.

Ned's presentation focused on two key aspects in relation to social media in the libraries:

- How can we use social media in libraries?
- How do we communicate amongst ourselves in order to enrich ourselves?

The presentation focused on exploring differences between two terms commonly known to librarians: digital natives and digital immigrants. The activity also involved the audience identifying whether they are digital natives or digital immigrants. It is commonly perceived that digital natives are people who:

- Were born after 1980
- Are 'innately good' with technology

The term was coined in 2001 by Marc Prensky but, according to Ned, it is not an entirely correct descriptor as no one should tell us what we can and what we cannot do with technology simply because of our age. Therefore, we must not make any assumptions about our students and academics in terms where they stand within this native-immigrant hierarchy.

David White, however, used more appropriate terminology by defining digital natives and digital immigrants as residents and visitors. 'Visitors and residents' is a simpler way of describing the range of ways individuals can engage with the web. For example, visitors complete the task and move on, usually leaving little trace of themselves. Residents leave their identifiable legacy to their online activity, i.e. they leave their digital trace.

Ned identified the social media platforms that can be utilised by libraries to help with marketing and other activities:

**Twitter** is the most pertinent and engaging platform with over 15 million users in the UK alone. It is a valuable platform for talking to staff and students about library-related topics. Twitter is about conversation and about getting 'incidental feedback'. It acts as the best 'face-to-face' communication tool online. Twitonomy, the Twitter analytics, allows users to track their Twitter interactivity levels. Twitter Analytics, for example, shows how people respond to your tweets. Ned re-iterated that it is worth re-tweeting the same message several times as some people may not be online at the time the first tweet was posted.

**Instagram** is a picture-sharing tool. It now has 300 million active users who spend on average 21 minutes a day on this site. Instagram can be useful to libraries for promoting their services, facilities and resources, e.g. by using Instagram libraries can 'show-off' their buildings, interesting elements of their stock, behind-the-scenes access or 'the so-called sneak peeks'. As part of the library induction, for example, students may take pictures of the most interesting areas of the library, post them through Instagram and receive a prize for the best picture.

Libraries should also utilize **blogs** as they are easy to use and act as tools to help users learn something new about their libraries. The core of a blog is made up of blog posts which might include opinion, links, observations, commentary, reflections, discoveries, tips, announcements, advice, or anything else of relevance or interest to the library users. They can also contain rich media such as images, video, photos, audio and graphics.

**Tumblr** is a short form of blogging (a tool between Twitter and Facebook) with the likes for short posts and visual showcasing such as pictures and animated GIFs. This tool particularly appeals to under 25s and is useful for supplementing the existing blogs. The British Library uses 'The Mechanical Curator' tumblr if anyone wishes to explore this further.

**Yik Yak** – another anonymous social media tool between people in the local area.

**RSS Feeds** keep users up-to-date online. RSS feeds ensure that the web waits for you and brings up topics that matter to you.

The audience asked Ned which social media platform he considers to be the most suitable for libraries. Twitter is the one that Ned is the most positive about as it is not a 'fading fad', - it is here to stay and we, as librarians, should make time for ourselves as professionals to engage in it.

References:

<http://daveowhite.com/vandr/>

**Dr Briony Birdi, co-presenting with Sophie Rutter, on 'Investigating Interlending: Resources Discovery, Sharing and Cooperation'**

Speaker biography: Dr Briony Birdi is a member of academic staff in the Information School, University of Sheffield, and is Deputy Coordinator of the iSchool's MA in Librarianship Programme. She is involved with CONARLS sponsored project, Investigating Interlending: Resource Discovery, Sharing and Cooperation.

This presentation focused on the ongoing project, funded by The Combined Regions (TCR), to investigate the provision of ILLs in public libraries in the UK with opportunities for digital sharing. The project instigated interactions with professionals and policy makers. The research falls within the frames of librarianship, social justice and working with children and young people. TCR approached them last year to discuss a project involving resource sharing, current practises and consortias with outcomes to be disseminated to librarians.

UnityUk 2014 figures show a decline of 11.7% in searches and 15.3% in supply requests. There are various reasons for this decline:

- Increasing online availability of specialist resources
- Libraries' move to provide access to electronic resources free of charge
- Willingness by many HE libraries to offer walk-in access to their resources
- Cost of ILLs (standard fees, CONARLS rates, regional partnerships offering lower costs for ILLs)

The project outline involved carrying out:

- Literature review
- National survey to find out current levels of provision, managers' views and models of co-operation and resources sharing
- Conducting interviews

The response rate to the survey was 65 in total and involved LIEM members, SCL list members and UnityUK. 21 libraries took part in the interviews (20 public libraries and 1 academic library).

Through this study both quantitative and qualitative data was collated. Here are some of the questionnaire sample questions and data gathered:

- Does your service have dedicated staff with ILL responsibility?  
Yes 72.3% (combined managers and UnityUK list)  
No 27%
- Which scheme your service participates in?  
UnityUk 100% SCL list  
92% Unity list  
  
CONARLS 86% Unity list

### 31% SCL list

- Are you actively involved in development of any new schemes?  
Yes 10.8% (combined managers)  
No 89.2% (combined managers and UnityUK list)

Qualitative data involved gathering information on the following aspects such as:

- What other types of schemes would you be interested in participating in?

Responses to this question were varied, with some libraries responding that the schemes they participate in work as they are; others said that new schemes would be good if they covered costs of staff and resources; digital interlending is a potential to some; there were offers of 'shared reserve store', possibly sub-regional, although admittedly benefits may be minor.

Libraries, participating in the study, reported different inter-lending practices, i.e. differences in how schemes operate and which ones offer a good value for money. The study has shown that user demand and responsibility to serve the community are the core reasons why the ILL service must be provided. Competing with commercial services was of least importance as shown through the survey data gathered. Purchasing materials from Amazon is considered as an alternative route for providing resources to library users. Interestingly enough, cost alone is not the most important value to some libraries as other factors such as speed of service, reliability, electronic versus print delivery, etc. are also considered as important ILL practices.

### **Sara Gould: 'EThOS'**

Speaker biography: Sara joined the EThOS team in 2011 to work with UK universities to transition EThOS from an early British Library thesis digitisation and supply service to become a sustainable British Library Service supporting UK Higher Education in increasing the visibility and use of UK theses.

Sara was part of the British Library's Higher Education engagement team for several years, and previously managed a variety of projects in HE developments, document supply and international library co-operation. A qualified librarian, her work involves a combination of continuous improvements to the EThOS service, collaborative activities with UK universities to ensure HE requirements are being met, and wider strategic engagement with research funders, open access initiatives and UK doctoral researchers.

EThOS is a national aggregation of UK PhD theses. This is an open access model, developed by the British Library, and acts as a central hub of theses. EThOS demonstrate the quality of UK research and help provide access to theses that otherwise may not be available due to institutional access restrictions. It also acts as a theses' preservation initiative.

Printed theses are being digitized and added into the platform as e-theses. Theses are indexed and contain the awarding body logo, title, author, abstract and an option for downloading either directly from EThOS or through a link to the awarding body's repository.

In August 2011 there were 280000 theses and this number has grown to 400000 in the summer 2015. Out of these 117000 theses are held within the EThOS database. There are a number of universities that prefer their theses to be accessed via their institutional repository. 39% of all theses are downloaded directly from EThOS. The EThOS service receives approximately 1% digitization order requests, i.e. printed theses to be digitized, but prior to this happening, institutions need to seek authors' permissions. In certain cases, especially for older theses' requests, institutions may have lost the author's contact details or there is a 3<sup>rd</sup> party copyright involved, which requires further permissions.

Sara also showed the audience the EThOS service usage fluctuation through the year: usage increases in October and March and decreases in the summer. It is felt that overall both content and usage are growing and users are satisfied with the service. It is also notable that the click-through service to institutional repositories has gone up in the last 2 years.

The EThOS service will soon be leading a consultation with HE institutions on the following aspects:

- Should all theses be preserved and in what way?
- Should it be a national collection? (there is currently no mandate to preserve all the theses so many are still missing from the collection)
- Role and value of EThOS (almost all of EThOS users come directly from Google but they have to register in order to use EThOS)
- Metadata (EThOS is praised for the consistent aggregated metadata)
- New initiatives – ORCID, ISNI, DOI identifiers.

### **Gareth Johnson: Effective Communication Tips Everybody's Talking About**

Speaker biography: Gareth is a media and communications lecturer at Nottingham Trent University and AHRC sponsored humanities doctoral. Gareth is currently researching an ideological critique of cultural effects on emerging open models of academic scholarly communication. He is also a past Chair of FIL, UKCoRR and ex-librarian with 15 years' sectorial experience.

Gareth's rather 'animated' presentation focused on various types of communication: verbal, written, simultaneous, time-delayed, digital, formal and informal, synchronous and asynchronous. Listening is also an important part of communication, however, an often forgotten key part of communication. Active listening is about preparation and focusing or encouraging the speaker with various other cues such as a nod or a murmur. Effective communication involves listening to the end and asking questions afterwards, rather than

jumping in at mid point. Listening is often a difficult part for many, hence it requires preparation, practice and perseverance.

The audience were asked by Gareth to explore the biggest communication issues that they experience at work and note them on post-it-notes on the wall for all to share.

An interesting part of this presentation was exploring the notion of proxemics. The theory of proxemics was developed by Edward L. Hall who argued that human perceptions of space, although derived from sensory apparatus that all humans share, are molded and patterned by culture. Unwanted breaching of zones can generate discomfort and anxiety. Hall's most famous innovation has to do with the definition of the informal, or personal spaces that surround individuals:

- Intimate space—the closest distance between people. Entry into this space is acceptable only for the closest friends and intimates.
- Social and consultative spaces—the spaces in which people feel comfortable conducting routine social interactions with acquaintances as well as strangers.
- Public space—the area of space beyond which people will perceive interactions as impersonal and relatively anonymous.

Other forms of interaction, such as haptics, involve touching. Touching can also reveal power and domination with ample of examples to be found amongst politicians.

The presentation moved on to cover the 6 universal facial expressions by Darwin: anger, disgust, fear, happiness, sadness and surprise. While communicating, we also use body movements, or kinesis, such as gestures, illustrators (subconscious amplifiers) and emblems (language substitutes). Other aspects to communication can be the use of postural echoes (well used by salesmen, for example), props (they elevate and enforce domination), paralanguage (pitch, tone, rhythm, intonation, etc.).

Spoken communication has structure and rules. Transition Relevance Places (TRP) offer important cues within effective communication: they are junctures at which the turn at talk could legitimately pass from one speaker to another. According to Gareth, Mrs Thatcher, for example, was well known for being blind to TRP as she used to talk over others.

Those who are communicating or presenting will have certain labels, depending on the size of the audience they are presenting to:

1-3 is a conversationalist  
<10 is a street performer  
10-30 a classroom star  
>30-150 a stage actor

>100s a rock star

The best way to learn the tips of effective communication is through observing others and observing Gareth present at the conference was the highlight of the whole event for me personally!

### **Dawn Downes: Revamping the Inter-Library Loans department at the University of Winchester**

The speaker's biography: Dawn works as a Senior Library Assistant at the University of Winchester. She has worked in libraries for about 25 years. She manages a lot of front-end services and always strives to make the work and service provided more efficient.

Dawn was involved in re-vamping the ILL department at the University of Winchester and has told the audience about the ups and downs of the process. Previously, the ILL department was very much reliant on paper, whether for statistical data or for managing ILL request transactions. There was also a heavy reliance on email communications when processing ILL requests. The team's reactions to the uptake of the ILL changes in the outside world were also very slow. In addition to that, dealings with international ILL requests were exceptionally stressful to the team.

When revamping the service, it was important to think about user needs. The team knew that users want to use certain items for a long time and that they want to receive the items fairly quickly or electronically, if possible. Users also did not want to come to the library each time they wanted to make an ILL request. There was also an interest in obtaining items from international sources, i.e. foreign language requests.

In order to achieve a more efficient ILL service provision, the team set the following goals for themselves:

- Make use of consortiums better (SWRLS; CONARLS, etc.)
- Introduce an online request option
- Engage in marketing the service
- Make workload more manageable for the ILL team as well as for the rest of the library team
- Make dealing with international requests more manageable

The service decided to go ahead with UnityUK, an OCLC product. It provides a better way of contacting other libraries without the need to use email. Added bonuses included regular webinars, ability to search UnityUK members, COPAC and the British Library. The re-vamped processes showed benefits: lending has gone up and dealings with international requests, through joining OCLC's Worldshare Inter-Library Loans, proved to be less stressful.

Online requests are imbedded within the TALIS Capita system. Workload is done seamlessly through the user's record and also allows ILL progress tracking.

As part of the marketing process, the library has also produced new stamps with a message 'Supplied by the ILL department at the University of Winchester'. The service also trialled loaning items for free to the local college.

Dawn's message to other libraries is to definitely join a consortium as this helps with costs, is more effective, seamless and raises awareness about your library.

### **Kate Ebdon: BL update**

The speaker's biography: Kate works as a Customer Services Liaison Team Manager. Kate began her British Library career in 1980. She has trained as a Liaison team Specialist, addressing the needs and expectations of all who access the British Library. Her team's strategy focuses on putting customers at the heart of the business. Kate is also the BL Observer on the FIL Committee and is able to provide a valuable link between the inter-lending community and the British Library.

In 2023 the BL will celebrate 50 years since becoming a national library. To celebrate this approaching anniversary, the BL launched a new 'Living Knowledge' strategy which sets to achieve 6 core principals by 2023:

- Custodianship (preserving the collection of UK works)
- Research (stimulating research of all kinds)
- Business (help businesses innovate and grow)
- Culture (engaging with cultural experience)
- Learning (inspire your people)
- International (growing international collections and supply)

Kate also outlined the reasons behind the decline in the document supply demand, which to some extent echoed Briony Birdi and Sophie Rutter's presentation previously:

- Changing copyright landscape
- Materials availability via the Google/Internet
- Regional cooperative initiatives
- Publisher 'big deals'

Current challenges faced by the BL involve cutting on internal acquisitions, meeting customer expectations and technological changes, facing competitors and free or open digital access.

The BL try to be at the forefront of technology, they are mindful that customers prefer e-delivery due to lower costs. The BL work with publishers to obtain an e-option where possible. They are also investing in API (Application Programming Interface). There are also a growing number of aggregators who also invest in API and link to BL from their systems.

Kate has also provided a live demo on the use of the new On-demand service [www.ondemand.bl.uk](http://www.ondemand.bl.uk) . Documents can now be sent directly to patrons. End

users need to register with the service in order to download the documents: they only need to register once and a unique ID number will be sent to them. Users have only two attempts at printing, in case the printer fails the first time. They have 30 days to download the required documents and once saved, they can be viewed up to 3 years. Adobe Reader 10 is needed for downloads as articles are viewed in Pdf. The user interface is now much more mobile-compatible as it allows users to open up the same document on another device that the user may be using. This means that this delivery method is locked to a user, not a device.

The Pay as You Go option is also available for users who do not wish to involve their institutions in the document delivery processes.

### **Chris Beevers, co-presenting with Su Fagg: FIL Benchmarking Project**

Speaker biography: Chris has worked in the library at Huddersfield since 1985, moving into Inter-library loans soon after arrival. The service is delivered via a joint computing and library help desk, so ILL staff are training to deal with lending enquiries and provide first line IT support. Chris also advises on copyright, oversees the computing and library disability support and manages the sale outlet and service copying facility.

Su Fagg works as an Information Librarian in the Hive and job-shares inter-library requests. Su began working in the libraries in 2001, in the LRC of a local High School, before joining the University in 2004. She has worked in ILL since 2006, and has served on the FIL executive committee since 2011. In 2012, she became Information Librarian at the Hive, the first joint university and public library in Europe.

Two years ago the FIL committee discussed the idea of the benchmarking project. It was felt that this will provide a useful source of data and members will be able to compare their own services against others. Such information is often beneficial to compare the efficiency and effectiveness of our own services and to help identify examples of best practice that are worth emulating.

The scoping survey, conceived in the summer of 2013, went out to users in 2014. Preliminary results were given at last year's FIL conference. Quantitative results were published in the May 2015 FIL journal. In total 38 libraries responded. The survey has shown numerous interesting facts, for example, ILL staffing levels seem to be low across all sectors:

Universities (excl. supervisors) employ min. 0.2 and max 4.8 members of ILL staff

Health libraries: min 0.18 and max. 2

Public libraries: min. 0.5 and max. 1.

As part of the benchmarking project, five key themes were explored:

- What is it you do to supply ILL ASAP?

Common answers involved: e-book rental; checking Google Scholar with the aim of obtaining the document for free.

- What is it you do to fulfil as many requests as possible?  
The first port of call is BL and then UnityUK. Libraries are also turning to Amazon or other standard suppliers to purchase books, or aiming to obtain articles through the publishers' own websites.
- What would be an ideal and realistic service level?  
Some respondents suggested that they do not wish to set targets as they may fail to find a supplier. Others indicated that it is useful to provide guidelines to users but at the same time it is pivotal in managing customer expectations through corresponding with users about the progress of their ILL request.
- How do you know what users want and whether they are satisfied?  
Respondents show reliance on academic liaison or through surveys, focus groups, Twitter and 24/7 availability.
- Do you market your service and how?  
Respondents market their service through web presence, social media, blogs, student ambassadors and library inductions.

The benchmarking project has also shown that some libraries charge their users for ILL requests and others do not.

Following the presentation, the five key benchmarking project themes were also explored at the workshop to see if there were any similar emerging patterns.

## **Day 2**

### **Mike McGrath: Threats and opportunities – navigating in stormy waters**

Speaker biography: Mike McGrath has had a varied career, working in steel, as a bricklayer and for the British Museum along the way. He retired as Head of Marketing at the BL in 2001. In semi retirement he edits Interlending and Document Supply and remains active in document supply matters and has a particular interest in open access. He was the marketing officer for the FIL until 2008. Most recently he was project manager for the successful campaign on winning price reductions on the 'Big Deals' from Elsevier and Wiley.

Mike McGrath has placed the ILL in the context of 'Big Deals', increasing serial prices, reduced library budgets and the monopolistic power of the publishers. He made references to research made in the UK, USA, Denmark and the Netherlands.

Over the last decade, the decline in ILL has been clearly felt by the libraries and for the following reasons:

- The growth of 'big deals' has given access to a greater number of serials
- Retrospective digitization of serial titles led by Elsevier in 2000
- User expectation of immediate access to the document required
- User assumption that if something does not exist on the web, it is not available anywhere else.

At present libraries struggle to meet the manipulative prices set by publishers, as prices rise way beyond inflation. Some universities pay in excess of £1-1.5 million annually. Big deals live on, but there is increasing hostility from librarians at such high prices. Journal usage measurement has confirmed that most material is either read very little or not at all. According to Mike, a number of studies over the years have confirmed this. One of them is CIBER's study of serial usage, which showed that the top 50 per cent of journals viewed in life sciences accounted for between 92% and 97% of usage; other subjects showed similar skewing. An analysis by CIBER of OhioLINK's 6,000 big deal titles showed that 'half of all journals accounted for about 93% of usage'. In other words, 3,000 titles account for only 7% of usage.

Journal subscriptions through bid deals are irrational - it is a way of buying content that libraries do not need. A much better business model would be for libraries to expose huge collections of un-acquired journal articles to their patrons and only purchase those articles that patrons have actually downloaded.

Mike has also argued that ILLs should be free to HE students. Up until 1970s the BL almost charged nothing for ILLs (barely 20-30p per item) and now students pay £27,000 for their degree and still have to pay for their ILLs. An interesting argument for all the audience to 'chew' on!

### **Annette Moore: PDA and ILL**

Speaker biography: Annette Moore is the Technical Services Librarian at the Sussex University. She manages acquisitions, cataloguing, subscriptions and ILL requests teams with technical Services. A key part of her role is to ensure the provision of an efficient and effective service for acquiring and processing material in a range of formats. This involves working with vendors and investigating and making the most of the available technologies and systems. Copyright is also within her remit and she provides guidance and training across the University on copyright matters.

As ebooks continue to rise in popularity, the implementation of Patron Driven Acquisitions (PDA), with EBL as the vendor, has proven to be a very successful model at the University of Sussex. This method allows users to decide on e-book titles that may become permanent additions to the Sussex University's library collection.

The library also decided to extend this model to satisfy ILL books requests by providing access to over 450,000 EBL e-books. The pilot service of this was

launched in February 2013. Following this pilot, the library gathered qualitative and quantitative data to evaluate whether this pilot proved to be successful.

A new desktop delivery service for ILL was conceived offering the following:

- New online request forms for ILL: book or article requests
- Default delivery methods for journal articles were set to 'secure electronic delivery', going directly to the requestor's email address

When a user opens a title for the first time, they are allowed a five minute browse period that is not counted as a loan. An actual loan is when a user initiates a print, a copy or a download of the title. A loan period lasts for 24 hours. A fourth loan of the same title triggers an automatic purchase. or when the browse period expires.

The library has also allocated £5,000 from the ILL budget for the pilot period of 6 months. A limit of £150 was set on the purchase price of an e-book. E-books costing above £150 would be ordered through normal ILL procedures. If e-books were not a user's preferred option, they were still allowed to request a printed copy from the British Library for £2 to cover administrative costs.

The pilot presented surprising results: of the 996 interlibrary loan book requests fulfilled during the 6 month period, 238 (24%) of the titles were found to be available on EBL. Of these, 220 were activated and 18, although available, were not activated as users preferred a printed copy.

The total cost for access to 220 titles over this period equated to £3,874. The library also measured user activity:

37% were used by doctoral researchers  
27% used by postgraduate students  
12% used by undergraduate students

50% of the titles were downloaded to a range of devices with very few technical issues. An average viewing time per title was 24 minutes. An average number of pages viewed were 36. An overall average price for a title worked out to be £17.61.

Annette has confirmed that their user feedback overall has been positive with some users favourably commenting on the speed of delivery as compared to the time taken when dealing with traditional ILLs.

No doubt this presentation has given food for thought to many members of the audience to take away as an innovative idea and trial it at their institutions.

### **Lucy Lambe: The Rise of open Access – Can Interlending and Document Supply Survive?**

Speaker biography: Lucy works as an Open Access Support Assistant at the Imperial College London. Lucy is involved in preparing for compliance with the new HEFCE/REF policy, which requires Imperial to deposit all 10,000 article

published per year into the repository. Her previous role was LA for ILL at Goldsmith College London and she is a former FIL committee member.

Open Access is a global movement of unrestricted, online, peer-reviewed research. References were made to the Finch report: on the 16<sup>th</sup> July 2012 the Government announced that it has accepted the recommendations of the Working Group on Expanding Access to Published Research Findings, chaired by Dame Janet Finch. The report recommended a clear policy direction in the UK towards support for 'Gold' open access publishing as well as extensions to current licensing arrangements in the higher education, improvements to the infrastructure of repositories, and research journals to be freely available in public libraries.

There are two main routes to making research open access: green and gold.

Green Open Access:

- The author makes the work available by archiving it in a repository, i.e. institutional repository, central or a subject-based or central repository
- Usually this version is the author's final pre-publication version – the peer-reviewed, accepted manuscript.
- No charges are payable
- Access may be subject to a publisher's embargo.

Gold Open Access:

- The work is freely available to the user via the publisher's website.
- There are article processing charges involved
- The version available is the final publisher's version
- The work is available immediately, with no embargo periods

If anyone wants to make their work available under gold open access, they will need to have access to appropriate funding. Article processing fees vary across publishers.

Available funders:

[RCUK](#)

[Wellcome Trust](#)

[Bill & Melinda Gates Foundation](#)

[NIHR](#) and others

Funders also have certain rules how they manage open access policies and these can be found via the funders' websites.

Open Access provides a number of benefits:

- Increased access to journal articles
- Free publications
- More places to find publications
- Many versions of one title (submitted title, peer-reviewed, published, etc.).

The goal of the libraries is to support users with understanding the complexities of copyright, licenses, permissions and embargoes' landscape. Practical issues need to be considered when Open Access articles are obtained: copyright statement (what a user can do with that particular article), embargoes set by publishers, licensing policies (Creative Commons), title versions, etc.

Open Access for books is not yet happening as authors spend much longer writing books as compared to articles.

There is scope for further research into Open Access such as discoverability and quality of the metadata and storage spaces of the actual documents.

### **Lisa Redlinski: Copyright**

Speaker biography: Lisa works as an Information Services Manager at the University of Brighton. Lisa has managed libraries for the University of Brighton since 2009, and has been at the St. Peters House Library at the Grand Parade campus since 2011.

Lisa's presentation on copyright had the aim of empowering the audience to teach the subject once they return back to their institutions. Lisa used copyright game cards found on [JORUM](#), printed and distributed to the delegates.

We are now aware that there have been recent changes to copyright as articles can now be emailed directly to users' email accounts.

When something is created, copyright is applied to that piece of work automatically and the author of that work has the right to control how their work is used.

Copyright protects literary, artistic, dramatic and musical works, and materials other than works, such as sound recordings, films, TV and radio broadcasts, and published editions.

Lisa provided examples of various works and questioned the audience whether that source had copyright attached to it, including covering layers' within works.

When teaching our users on copyright, it is advisable to cover licenses so that our patrons can understand the purpose of various licenses: CLA, NLA, ERA+, FilmBank, licenses for library e-resources, Creative Commons, etc.

Fair dealing, moral rights, statutory rights, intellectual property and other copyright-related terminology should also be covered with our users to ensure a better understanding of the copyright plethora.

The conference delegates also had a unique opportunity to visit the Manchester Central library. All the information about the services, facilities and support available to the library users can be easily found via this [link](#). All presentations from the conference are now available via the [FIL website](#).

Below you will find some of the photos from the tour:



The outside building



Reading Rooms



One of the exhibits



Reading rooms



Touch screen maps on the ground floor



Music equipment amongst library collections



Chief Librarian's meeting room



First floor of the library



One of the shelf areas



Library collections and low-height shelving



Ceiling in the foyer of the library