



SOUTH WESTERN REGIONAL LIBRARY SERVICE

Southern Interlending Forum (SIL), held at the University of Bristol on 21 July, 2017 at 1.00 p.m.

Present: Phil Anderson (Arts University Bournemouth), Kate Aston-Williams (Gloucestershire) (KAW), Teresa Butt (Somerset), Sue Clapp (Somerset), Dawn Downes (University of Winchester) (DD), Anna Ewins (Cornwall), Ryan Gajda (South Gloucestershire and Stroud College), Danielle Gerrish (University of Bristol), Alys Jones (South Gloucestershire and Stroud College), Lydia Lambert (Bath Spa University), Katy Oliver (University of the West of England), Pawel Radek (University of Bristol), Stephen Rankin (University of the West of England), Lavinia Ringrose (Wiltshire), Tom Spencer (University of Winchester), Lorraine Watts (Plymouth), Jo Weller (Wiltshire). Also in attendance: Shelagh Levett (SWRLS) (SL).

1	<p>Welcome and introductions. Kate Aston-Williams welcomed everyone to the meeting. Everyone introduced themselves.</p>	
2	<p>Apologies. Karen Foster (Yeovil College), Roxanne Grimmett (University of Exeter), Alison Messum (Plymouth College of Art), Alison Ronicle (Bridgwater College), Lioudmilla Smirnova (North Bristol NHS Trust).</p>	
3	<p>Minutes of the meetings held on 26 April 2016 and 13 December 2016. The minutes of both meetings were approved as a true record. Matters arising from the 26 April meeting:</p> <ul style="list-style-type: none"> • 5a. 1. - charging for journal articles - SWRLS Board has confirmed that members should not be charging other members for these and the free supply is now part of the SWRLS offer. • 5a. 4. - the public library fees and charges survey was carried out last year, but won't be repeated this year as SCL want it to be part of wider survey collecting a range of statistics. • 5a. 7. - uploading of data to UnityUK if not a subscriber - Dawn Downes to follow up with OCLC. It was felt that e-books will become an issue in the future as physical book stock is diminishing in academic libraries. Publishers need to offer better deals. • 7. - Secretary - Alison Messum is leaving Plymouth College of Art. To be picked up under item 8. • 8. - SIL working brief - no comments received. • 8. - Information to be collated re working hours of ILL contacts. This has not been actioned, but was felt to be useful. Shelagh will be asking members to confirm ILL contacts when SWRLS becomes a CIO and will action when she has an up to date list of contacts. 	<p style="text-align: center;">DD</p> <p style="text-align: center;">SL</p>
4	<p>SWRLS update.</p> <p>a. Fundamental Review - at the AGM in November 2016, approval was given to set up a new charity and for SWRLS to become a charitable incorporated organisation or CIO. Approval was also given for new objects for the new charity. A new constitution, rules of</p>	

	<p>membership, revised subscription rates and mission and vision statements were agreed at the Regional Council meeting in April 2017. Council also gave authority to dissolve the current charity when SWRLS CIO is set up. The application process to the Charity Commission to become a CIO has begun.</p> <p>b. Subscription rates and SWRLS offer: the new rates are £5 per 1000 population for public libraries (a reduction of around 33%), for HE libraries it will be £350, for FE, health and national £120 (both increasing by 100%) and schools/small libraries, £50 - a small reduction of around 15%. Net credits will no longer apply for public, school and small libraries from the current financial year and from next financial year for other libraries. The SWRLS offer has been defined as:</p> <ul style="list-style-type: none"> • Networking e.g. provision of an information exchange; • Training and workforce development; • Access to the Grants Scheme; • Interlibrary loans - access to the rich range of resources held in members' libraries; • Developing strategic partnerships with relevant organisations to enhance the offer to members. <p>c. Workforce development: a successful Art of Bibliotherapy course was held in April with 20 delegates.</p> <p>d. Resource discovery: SWRLS was successful in a bid to the University of Exeter for an intern to carry out some research into the Hidden Collections (i.e. mainly uncatalogued holdings which aren't currently accessible to users) held in members' libraries. The questionnaire attracted a good response and a database of collections will be developed for the SWRLS website.</p>	
<p>5</p>	<p>FIL Interlending 2017 Conference report. Kate Aston-Williams and others who attended the conference, provided feedback:</p> <ul style="list-style-type: none"> • Mainly academic speakers. Kate has joined the Committee to help redress the balance; • Updates from the British Library and OCLC were useful; • Highlight - presentation called Stop Listening to Your Users was very helpful - focused on observing how users use the library rather than asking them questions about their use; • Information literacy was discussed - could this be a role for SWRLS? • Presentations so far uploaded to the FIL website can be accessed here; • Dawn welcomes articles for the FIL journal. 	
<p>6</p>	<p>ILL guidelines development. The SWRLS Board would like to provide simple guidance on how to use the ILL service particularly for those libraries that don't currently use it e.g. some FE and smaller libraries. SIL has been asked to take this forward:</p> <ul style="list-style-type: none"> • Knowledge exists in staff but that knowledge is being lost when staff leave or move to other positions; • Some processes are detailed within LMS guidance; • After further discussion it was agreed that all SIL members would send a short (maximum one side of A4) guide on ILL to include: <ul style="list-style-type: none"> ○ Processes the user has to use to submit a request; 	<p>ALL</p>

	<ul style="list-style-type: none"> ○ Processes staff have to use to satisfy the request e.g. main processing points - key databases, each step in the search etc. ○ Include a note of your LMS provider but guide should not be LMS specific, just general points. ● Please send information by end of September to Kate and Dawn who will pull it all together kate.aston@gloucestershire.gov.uk and dawn.downes@winchester.ac.uk ● Any user leaflets would also be helpful. 	<p>KAW DD</p>
<p>7</p>	<p>Information exchange. Updates from members:</p> <ol style="list-style-type: none"> 1. Gloucestershire: <ul style="list-style-type: none"> ● New on-line ILL form provided by LMS supplier - increase in requests. Process now quicker. ● Checking Amazon for cheap/reasonably priced items and will buy if relevant to satisfy requests. abebooks was a useful alternative. 2. University of Winchester: <ul style="list-style-type: none"> ● New staff appointed. ● ILL increased - on-line form. Do a lot of international borrowing particularly from the USA. ● Subscribing to the Journal of Roman Studies or Britannia gives automatic membership of the Institute of Classical Studies Library with free access to their collections and for student visits. 3. University of Bristol: <ul style="list-style-type: none"> ● A lot of change and staff movement. ● The library is getting busier. ● Getting requests from overseas through worldshare that aren't able to satisfy. 4. Somerset: <ul style="list-style-type: none"> ● Dorset and Poole have joined Libraries West and now share their catalogues. ● The new LMS isn't functioning with UnityUK - being multi authority has caused problems. 5. South Gloucestershire and Stroud College - high staff turnover has resulted in ILL being a low priority, but have new staff now and so hoping to take ILL forward. 6. Cornwall - looking into how to manage ILL with regards to volunteer run libraries, particularly in relation to paying either on-line or on collection. Kate advised that Gloucestershire don't use volunteer run libraries for collection. 7. Plymouth - using UnityUK to satisfy requests that don't buy. 8. Arts University Bournemouth: <ul style="list-style-type: none"> ● New e-form has led to increase in requests. ● Staff ensure that students are aware of the free service. ● Opening up resources to all levels of students. ● No ILL module on their LMS. ● Looking into free on-line resources. ● Archive.org is useful for out of print items. 9. Bath Spa University: <ul style="list-style-type: none"> ● Reviewing ILL policies. ● Also have an on-line form which generates a lot of requests. 	

SIL minutes of meeting of 210717

	<ul style="list-style-type: none"> • No longer purchasing anything under £25. • Looking into using DRM Lite. <p>10. Wiltshire:</p> <ul style="list-style-type: none"> • ILL is still strong. • Some libraries are becoming community hubs. • Lend internationally. • Volunteer run libraries offer ILL but supplied by library staff and paid for at self-service machines. • Don't allow ILL through their mobile libraries. <p>11. University of the West of England:</p> <ul style="list-style-type: none"> • Removing requests limits. • Most request are for articles. • Aim is to have everything electronic by 2020. • Increase in e provision. • Patron driven acquisition (PDA). • Use credit model for e-books - allows for multiple access. 	
8	<p>Chair and Secretary for future meetings: Kate Aston-Williams still willing to be Chair. Volunteer to act as Secretary would be welcome - task is to take the minutes at the meeting.</p>	ALL
9	<p>AOB: There was no further business</p>	
10	<p>Date/venue of future meeting: Date tbc. July was felt to be a good month. Anyone with a free venue - please let Shelagh know.</p>	ALL