



SOUTH WESTERN REGIONAL LIBRARY SERVICES

SWRLS Interlending Forum (SIL), held at the University of the West of England on 11 July, 2018 at 1.00 p.m.

Present: Dawn Downes (University of Winchester and Chair), Phil Anderson (Arts University Bournemouth), Claire Burgess (North Somerset), Teresa Butt (Somerset and Libraries West, by skype), Anna Ewins (Cornwall), Coral Firth (Dorset), Ryan Gajda (South Gloucestershire and Stroud College), Lydia Lambert (Bath Spa University), Lesley Masters (Hampshire), Felicity Nurdin (University of Bath), Katy Oliver (University of the West of England), Robyn Olley (South Gloucestershire and Stroud College), Stephen Rankin (University of the West of England), Lavinia Ringrose (Wiltshire), Tom Spencer (University of Winchester), Celia Thompson (University of Bath), Saskia van Elburg (University of Plymouth). Also in attendance: Jo Cox (BL) and Shelagh Levett (SWRLS) (SL) minutes.

1	<p>Welcome and introductions. Dawn Downes welcomed everyone to the meeting. Everyone introduced themselves.</p>	
2	<p>Apologies. Kate Aston-Williams (Gloucestershire), Elaine Beckett (North Bristol NHS Trust), Louise Burkett (Ribston Hall High School), Jayne Downey (Sarum College), Karen Foster (Yeovil College), Roxanne Grimmett (University of Exeter), Gina Hann (Libraries Unlimited - Torbay), Ed Jewell (Jersey), Paula Maguire (Hampshire), Alison Messum (Plymouth College of Art), Adrian Peace (Swindon), Alison Ronicle (Bridgwater and Taunton College), Catheine Rosevear (Plymouth), Lioudmilla Smirnova (North Bristol NHS Trust), Sim Taylor (Cornwall College), Jo Weller (Wiltshire).</p>	
3	<p>Minutes of the meeting held on 21 July 2017. The minutes of the meeting were approved as a true record. Matters arising not on the agenda:</p> <ul style="list-style-type: none"> • 3. 5a. 7. - uploading of data to UnityUK if not a subscriber - Dawn Downes confirmed that libraries can upload their data free; • 3. 8. - Information to be collated re working hours of ILL contacts. This has not been actioned, but was felt to be useful. Shelagh to action. 	SL
4	<p>British Library update. Jo Cox, Key Customer Relationship Manager at the British Library was welcomed to the meeting and provided an informative and interesting presentation on the latest developments at the BL:</p> <ul style="list-style-type: none"> • Ariel and Fileplan have been withdrawn and more customers are moving to DRM Lite; • aim to move to full encryption; • articles supplied will include a BL watermark - date and time supplied; • Publisher Licensing Team - new agreements being developed; 	

	<ul style="list-style-type: none"> • Digitisation services: <ul style="list-style-type: none"> ○ digitising out of copyright material in own collections and making available on open access; ○ preservation and conservation of newspapers and original artefacts for organisations; ○ facilities include a 3-D camera and the ability to digitise material in customers' collections on-site. • Repository: <ul style="list-style-type: none"> ○ ETHos database - 500,000 theses made accessible; ○ ordering has improved; ○ can search by subject/Dewey; ○ plan is to have every thesis on-line. • EHESS: <ul style="list-style-type: none"> ○ Enhanced HE Supply Service; ○ provides high quality pdfs to HE to upload to own VLEs. Used for reading lists. • Accessible copies: <ul style="list-style-type: none"> ○ long standing service, but not well known; ○ seeking volunteers to help determine processes and need feedback on formats; let Jo know if you would like to volunteer joanne.cox@bl.uk • On-site services: <ul style="list-style-type: none"> ○ photographing documents now allowed; ○ free scan to USB or e-mail to self available. However, depends on the material and needs to be within copyright; ○ Licensing team looking at new models e.g. scan on demand with Elsevier; ○ single sign on for wi-fi; ○ Harry Potter exhibition very successful - 200,000 attended. Brought in new audience; ○ current exhibition - James Cook; the Anglo-Saxons from October onwards; ○ Treasures Gallery - using a Smartify app to find out more about the exhibits. • Other services: <ul style="list-style-type: none"> ○ UK Research Reserve; ○ offer storage space to other organisations; ○ PLR office will move to Boston Spa in September. A technical review is taking place. • Living Knowledge - the BL Strategy 2015 - 2023, has defined 6 core purposes for the library. • Project portfolios: <ul style="list-style-type: none"> ○ Heritage made digital - ensuring resources are more accessible; ○ new exhibition space at St. Pancras being developed; ○ Everyone Engaged - membership scheme; ○ new storage space being developed at Boston Spa; ○ everything available - getting content on-line. <p>Jo was thanked for her excellent presentation.</p>	
5	<p>SWRLS update.</p> <p>a. Fundamental Review - SWRLS became a CIO (Charitable Incorporated Organisation) in December 2017. An 's' has been added to the word Service, so the name of the charity is South Western Regional Library</p>	

	<p>Services CIO. Trustees no longer have to be members of SWRLS and there is the opportunity to have independent trustees i.e. from a non-library background.</p> <ul style="list-style-type: none"> b. Trustees: four have resigned and we are now looking for 3 new ones plus a new Honorary Treasurer. This role is mainly policy based as the day to day accountancy is managed by Devon County Council. c. A new Strategic Plan has been agreed to cover 2017 - 2020. d. A regular update newsletter is being circulated to members. Well over 100 people have signed up to receive it. If you like to join the mailing, please let me know director@swrls.org.uk e. Workforce development: we held our first Members' Day in April. This will be an annual event and will focus on initiatives and developments in the region. We held a successful training day on writing bids for grants and also awarded 2 grants to enable members to run courses - one on mental health in young people and one an event workshop. f. We have contributed funds to two successful bids to the Arts Council - the South West Region of Readers and Word on Tour. The former will create a lasting legacy of an app to replace the Reading Passport. g. GDPR - we have been working towards a new policy and have contacted all members to ensure we have up to date information and permissions. 	
<p>6</p>	<p>FIL Interlending 2018 Conference report. Those who attended the conference, provided feedback:</p> <ul style="list-style-type: none"> • very useful conference; • low representation from public libraries; • good value for money; • FIL wish to ensure more cross sector representation on their committee; • committee members have some conference costs covered; • free delegate places available from FIL and SWRLS; <p>The group was then asked for views on barriers to attending the conference:</p> <ul style="list-style-type: none"> • lack of knowledge of the conference and free places; • time away from workplace; • timing of the conference; • culture of workplace not supporting external courses for library assistants; • agenda may not be relevant; • more information about individual services would be useful. 	
<p>7</p>	<p>ILL guidelines. 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 and the FIL guidelines had been provided with the agenda as a starting point:</p> <ul style="list-style-type: none"> • COPAC is easier to use than WorldCat; • The move to e-books is making it more difficult to borrow; • Need to add section on e-journals; • The pool for ILL is shrinking. <p>Please send further comments to Kate and Dawn kate.aston@gloucestershire.gov.uk and dawn.downes@winchester.ac.uk</p>	<p>ALL</p>

8	<p>Information exchange. Attendees provided updates, where relevant, on their service. General comments/themes included:</p> <ul style="list-style-type: none"> • an increase in ILL activity in the academic sector and for journal articles; • ILL in public libraries tends to be decreasing, due in part to increased customer fees; • Service and staffing pressures are common with resources dedicated to ILL diminishing. <p>Specific updates from members:</p> <ol style="list-style-type: none"> 1. Hampshire - undergoing peer review of library service; 2. Wiltshire - seem to be bucking the trend as their DVD service is still making income; 3. Cornwall - provide requests via their volunteer run libraries; 4. University of Winchester: <ul style="list-style-type: none"> • removed request charge so a large increase in use; • auto-renew; • looking at ways of using casual staff to help with requests. 5. University of Plymouth: <ul style="list-style-type: none"> • undergraduates can't request, but LMS doesn't recognise student categories; • written policy to be produced when the LMS is integrated with the student database; • LMS being reviewed; • Following review of ILL, the University will continue to not lend. 6. Arts University Bournemouth: <ul style="list-style-type: none"> • opened up requests to undergraduates, though still mainly post grads/research students who use the service; • moving from print to e-based resources as space is an issue; • moving to e-requests; 7. University of the West of England: <ul style="list-style-type: none"> • significant increase in use as removed request limit - mainly from research students; • asked for very few books, but • observation and surveys has evidenced that physical books are still needed in some subjects. 	
8	<p>Chair and Secretary for future meetings: Shelagh to ascertain if Kate Aston-Williams is still willing to be Chair. Volunteer to act as Secretary would be welcome - task is to take the minutes at the meeting.</p>	<p>SL ALL</p>
9	<p>AOB: the CONARLS rate will be set by NAG (national Acquisitions Group) in future and the CONARLS web pages will be hosted on the NAG website.</p>	
10	<p>Date/venue of future meeting: Date tbc. Anyone with a free venue - please let Shelagh know.</p>	<p>ALL</p>