



Report on: **Interlend 2016**

“Embracing differences: diverse customers, varied methods, same goals!”

Portsmouth, UK, 27-28.6.16

by Dr. Lynne Porat, University of Haifa, Israel

The conference opened with Simon Bullett's (DfE - Department for Education) interesting keynote presentation **Learn fast, lean forward: Practical deployment of CI (Continuous Improvement) thinking, tools and capability in the Department for Education**

- CI term borrowed from a "culture of continuous improvement" at Toyota where all employees are challenged to use their initiative and creativity to experiment and learn.
- Russell L. Ackoff "Four ways to solve problems": **Absolve** = ignore a problem and hope it will solve itself or go away of its own accord, **Resolve** = to employ behavior previously used in similar situations, adapted if necessary, so as to obtain an outcome that is good enough, **Solve** = to discover or create behavior that yields the best possible outcome, **Dissolve** = to redesign either the society that has the problem or its environment in such a way as to eliminate the problem or the conditions that caused it.
- Importance of interdependence, interaction and engagement
- Projects fail because they don't engage people.
- If people think they will succeed, they will be more innovative.
- Don't fix Complaints Dept., reduce the number of complaints.
- 96% of problems in organizations stem from the system (the ways things are done) and 4% from the people.
- If focus on processes, people won't enter "fight and flight" mode.
- SCARF model by David Rock - important to give people **Status**, **Certainty**, **Autonomy**, **Relatedness** and **Fairness**.
- In Satisfaction Surveys ask two questions: "Would you give us 10 for our service? If not, why



not?"

Next Tricia Rey (Queen Victoria Hospital NHS Foundation Trust) and David Law (Royal Wolverhampton NHS Trust) presented **Streamlining document supply across the NHS in England in 2016: The challenges of implementing a national scheme**. They discussed the development of the "Knowledge for Healthcare" scheme which aimed to identify areas for improvement such as: service transformation, workforce planning and development, quality and impact, resource discovery, optimising investment, communications, engagement and partnerships. The findings of this study resulted in two action plans: the creation of a union catalog for NHS libraries, and the creation of a searchable archive of copyright fee paid photocopies for NHS trusts to share.

Next Graham Titley (University of Plymouth) very engagingly explained UK copyright law **"It's that law that's the problem!"**: **Everyday with copyright** mentioning:

- UK 1988 CPDA (**Copyright Designs and Patents' Act**), amended in 2014.
- CLA (**Copyright Licensing Agency**) is a UK non-profit organisation established in 1983 by the ALCS (Authors' Licensing and Collecting Society) and the (PLS) Publishers' Licensing Society to perform collective licensing on their behalf.
- Section 21 libraries may supply journal articles.
- Section 28 temporary copying - allow 5% or one chapter of a book over a 12 month period.
- Section 41 covers journal articles - there is no distinction between print and digital.
- Section 42 one article per journal issue.
- Publisher copyright lasts 25 years.
- Copyright lasts 70 years after death of creator.
- If a library downloads a SED (Secure Electronic Delivery) article for a patron, they undo the protection.
- Publisher licenses are overridden by law and if owner of copyright gives permission, it is above law, keep documentation.
- If provide articles at dedicated terminals in library, there are no copyright issues.



- Non-violation of copyright is about interpretation and risk assessment

After lunch **Kate Ebdon (British Library)** gave us a very interesting **BL update** mentioning:

- "Living Knowledge: The British Library 2015-2023" outlines British Library's vision for its future development.
- "Building the future" will shape the development of the British Library's campus in St. Pancras, London including plans for digital reading room.
- I-SUC (**Idea Spotlight User Community**) "to crowdsource ideas from our users".
- **ARTEmail** still in use but being phased out for APIs (Application Programming Interface) and M2Ms (Machine to Machine).
- **DRM** (Digital Rights Management) **Lite** - password-protected software for supplying BLDSC "On Demand" documents - locked to user, not to pc. Fewer support calls than "FileOpen", despite need for end-user registration.
- Decline in document supply requests from abroad, **INCD** (International Non-Commercial Document Supply) ceasing on 1.7.16.
- **EHESS** (Enhanced Higher Education Supply Service) launched by BL with CLA - copyright compliant.
- **EThOS** (Etheses Online Service) - BL together with UKHE (United Kingdom Higher Education) uses DOIs for theses. More than 430K records with about 170K freely available. The rest can be requested and will be digitized free. In future will support multimedia submissions and digitization of microfilm collections of theses - currently have pilot.
- **ORCID** (Open Researcher Contributor ID) - persistent digital identifier for researchers.
- Trial of **Home Loan** from special collections in London.

Next **Beth Parry (University of Leeds): Supplying from Special Collections** very entertainingly described how ILL service was improved by lending materials from special collections, despite staff opposition.

The day ended with William Nixon's (University of Glasgow) lively presentation on **Open access, institutional**



repositories and their impact on interlibrary loans mentioning the following:

- Green or Gold OA (Open Access) routes
- DOAJ (Directory of Open Access Journals)
- **D2D** (Discovery to Delivery) - proposed by JISC (Joint Information Systems Committee), RLUK (Research Libraries UK) and the BL to improve the quality of the user experience for UK researchers and students in their tasks of finding and gaining access to scholarly publication
- "**Enlighten Publications**" - University of Glasgow Institution repository, including eprints
- APC (Article Processing Charges) for OA publishing.
- REF (Research Excellence Framework) for assessing the quality of research in UK higher education institutions, a way to encourage OA publishing.
- **CORE** (**C**onnecting **R**epositories) - for searching across various open access repositories. Developed by KMi (Knowledge Media Institute) and based at the Open University, UK.
- **BASE** (Bielefeld Academic Search Engine) - search engine for academic open access web resources.
- **Altmetrics** (Alternative Metrics) which use non-traditional metrics such as presentations and websites to measure citation impact
- **CRIS** (Current Research Information System) - service for faculty such as registering DOIs and ORCIDs
- **Portsmouth Research Portal**
- **ArXiv** (Cornell) eprint archive
- Twitter #icanhazpdf uses "crowdsourcing" to share articles. See article "Bypassing ILL via Twitter: An Exploration of #icanhazpdf Requests." by Carolyn Caffrey Gardner and Gabriel J. Gardner
- **SciHub** - online repository of over 51,000,000 scientific academic papers and articles updated without the publishers' permission and without paywalls
- Peter Suber, Director of Harvard Open Access Project (HOAP) - Open access is displacing interlibrary loan.
- Tina Baich, Indiana University, see article "Capturing the Benefits of Open Access in ILL" e.g. supplying quicker and free. Need statistics of OA ILLs.
- "**Article Reach**" - international cooperation among 15 libraries to allow access to each other's e-journals (for registered users).

The second day of the conference began with the FIL AGM and was followed by Kate Vasili (Middlesex



University) and James Bennett (Copyright Licensing Agency) **Interlibrary Loan Supply for Higher Education Course Readings: The practitioner's journey to EHESS and integration. They described how** CLA and HEI (Higher Education Institutions) worked together to develop an "innovative rights, technology and content platform" for course reserves known as DCS (**Digital Content Store**). DCS is a database of scanned items enables libraries to check if requested items have already been scanned by another library before they begin processing e-reserves.

Next Katie Birch (OCLC) updated us on OCLC's products and trends in libraries **Using OCLC's WorldShare Interlibrary loan in the UK: considerations, best practice and trends** by mentioning:

- **GreenGlass** a deselection analysis tool
- New: OCLC WorldShare ILL IFM (Interlibrary Loan Fee Management) "**In Currency**" e.g. UK libraries can charge each other in GBP instead of USD.
- New: "**IFM Refunding**" viewable by borrower and lender.
- **UnityUK** (UK national interlending service) uses IFM
- Trends: **Collective Collections** and **Shared Print** e.g. Google Books see OCLC Report: "Understanding the Collective Collection: Towards System-wide Perspective on Library Print Collections"
- OCLC Report: "Library in the Life of the User"- library is more service- or user-centered than content-centered, with fewer stacks and more collaborative spaces.
- Outsell Report: "Information Management : A Benchmarking Survey"
- Are libraries "**Idea Stores**" i.e. like retail stores, where people can take a break from shopping and to enjoy the many facilities, or are they "**Community Spaces**" with cafes, galleries, and exhibit areas?
- "Millennial's (younger generation) have no tolerance for delay"
- OCLC **Responsive Design** - information automatically updated across your devices, e.g. text notification at all stages of ILL request
- Pew Research "**Fact Tank**" - people still prefer print
- "**OCLC Knowledge Base**" get links to articles with brief display of license restrictions



Next Graham Titley (University of Plymouth) gave us a copyright exercise to check what we remembered from yesterday's presentation **So you think you know Copyright? : Let's reassess!** which clarified various issues such as:

- If item doesn't state that it is in the public domain, then it is in copyright.
- If unpublished, then one extra year of copyright, i.e. 71 years after death of creator.
- Cannot "format-shift", i.e. cannot transfer content from CD to DVD without permission, but so far there haven't been any court cases on the issue.
- So much seems to rely on interpretation, always best to err on the side of conservatism.

Claudio Svaluto (University of Essex) followed with his presentation **Introducing electronic supply to an academic library Interlibrary Loans department: The case of the Albert Sloman Library** described E-supply at Essex University using OCLC's **Article Exchange**, instead of "clunky" technologies that we force on our users. **Article Exchange** is a secure, copyright-compliant way to deliver documents and provides a single, secure location where lending libraries worldwide can place requested documents and library users can retrieve articles or book chapters obtained for them via interlibrary loan.

Next, Chris Thorpe (City University) and Nicola Cook (Wellcome Library) two new ILL librarians humorously shared some of their experiences reminding us how daunting ILL can be to newbies. In their presentation **Inheriting interlending - making sense, connections and developments or Everything you wanted to know about interlending but were afraid to ask** they emphasized the value of visiting and networking with other libraries especially for new ILL librarians, as interlending is inherently about service collaboration.

Finally, Chris Beevers (University of Huddersfield) **PDA fulfilling ILL (or the other way round?) at the University of Huddersfield** described how he had been inspired by Annette Moore's presentation **Using Patron Driven Acquisitions to satisfy Interlibrary Loans at the University of Sussex** at FIL 2015 and had implemented a new PDA (Patron Driven Acquisitions) service via ILL. He describe how the collaboration of the ILL and Acquisitions Depts.' had improved the library's just-in-time collection development and the service to



patrons. The main motivator was the cost of multiple ILLs which often cost the library the same as acquiring the book. PDA is only offered for non-urgent ebooks using ProQuest's EBL (EBook Library) and Coutts. Other libraries use Amazon and other vendors for acquiring print books for their patrons/collections.