

Conarls
Wednesday, 6 February 2008
Civic Centre, Newcastle upon Tyne

Present

Eileen Burt (chair, LINE)	Lynn Hodgkins (LIEM)	Julia Mitford (IAML)
Lynn Osborne (SWRLS)	Rosemary Reaston (NLS)	Richard Walker (BL)
Gillian Wilson (LNW)	Alex Ball (minutes)	

1. Apologies for absence

Apologies were received from Domitilla Fagan (Ireland) and Kate Holliday (YLI).

2. Minutes of the previous meeting (5 September 2007)

The minutes of the previous meeting were read and accepted as accurate.

3. Matters arising

a) DX and interlending transport

LH has contacted Sukh Basram with the issues raised at the previous meeting, and Sukh replied with the following comments.

If a library has not received stationery within seven days of Customer Services receiving the order – or indeed if Customer Services do not respond in a timely matter to any issue – the library should escalate the issue to Sukh, quoting the reference number quoted by the call centre.

Sukh is reluctant to make contact details for local services centres widely available as direct communications with these centres cannot be logged or audited.

DX will deliver to most UK libraries, including hospital and special libraries. Libraries within primary and secondary schools, however, are not usually covered (though this may change in future). Sukh is happy to verify via email whether any given address is covered by DX.

LO wondered if DX would deliver to schools that were called colleges. RW enquired whether DX delivered to PO Box addresses. AB will get back in contact with Sukh with these questions. **Action: AB**

b) Representation from the Regions

RW has again contacted the Plaid Cymru AM with an interest in Further Education, to see whether the Welsh Assembly could provide funding for Welsh representation at Conarls. The Minister for Children, Education, Lifelong Learning & Skills has changed since the last time RW made contact, so the AM will need to make fresh enquiries. **Action: RW**

Two of the three recently advertised development officer posts for the Welsh *Libraries for Life* programme have been filled. Their remit is the Regional Library Partnerships framework, a resource sharing initiative. One of these officers may be interested in engaging with Conarls and/or TCR. LH will follow up on this. **Action: LH**

Neither London nor the East of England have nominated a new Conarls representative yet.

c) MLA interlending feasibility study

AB has contacted David Potts for news about this study. The report is now finished but publication has been delayed. No publication date has been fixed.

4. Workplan

a) *Revised Guide to the Joint Fiction Reserves*

The latest draft of the Guide had been circulated before the meeting and was approved for release subject to a few minor corrections. AB will notify the group when the Guide has been uploaded to the website.

A few issues were raised with the scheme in general. LO suggested that new authorities could be approached to collect for the JFR. It was also pointed out that many ILL staff – such as those new to ILL – are unaware of the JFRs, and the scheme should be promoted. It would be good, for example, for JFR stock to be marked as such on UnityUK. It was agreed that all representatives should contact libraries in their regions to promote the scheme. **Action: All**

The issue of offering fiction discards to JFR locations was discussed: while this should be encouraged, many libraries refuse discards due to space restrictions.

RR clarified the history of the Scottish JFR, which works on the basis of regional association rather than alphabetical allocations. The allocations of authors to libraries are recorded in a *Directory of Authors*; this was first published in 1955, and updated by Moira Burgess on behalf of the NLS's former Library Co-operation Committee in 1986. A fully revised third edition of the *Directory* was produced in 1995 but never published; this version also exists as a database. It would therefore be feasible to release an online version of the *Directory*, but library names and contact details would have to be updated first. RR noted that it may be possible to update the *Directory* fully after the ILS review. RR also suggested that Scottish libraries need to be surveyed about their use and maintenance of the Scottish JFR.

b) Non-English language fiction

LH reported that no further progress had been made with regard to records from the West Midlands and the South East. SPICE West Midlands caters for a number of libraries' needs with regards to non-English language fiction and ESOL literature.

No further progress has been made with improving the online presentation of the database.

c) Co-operative working with FIL

The Interlend 2008 Conference bookings are now open; details are available on the FIL website.¹ The website also now contains an up-to-date membership list, alphabetical by institution.²

FIL would be willing to co-operate with Conarls in arranging a visit to a specialist library in their region.

d) Website

The website has been experiencing problems, notably with file downloads and

1 <http://www.cilip.org.uk/groups/fil/>

2 <http://www.cilip.org.uk/groups/fil/who/memberinstitutions.html>

site searching. This was caused by an upgrade of PHP and MySQL on the server. Mark Pederson has regained access to the site and effected the necessary repairs.

GW reported that LNW members have been asking to see Conarls minutes. Previously it had been suggested that minutes could be published on the website, and it was agreed that this should now happen. **Action: AB**

AB appealed for news items to put on the site; without a steady supply of news, the utility of the news section is doubtful.

EB asked about the number of hits the site attracts. AB will ask Mark if he can provide some statistics. **Action: AB**

e) Revision of the Workplan

It was agreed to continue with current workplan items. Ideas for additional items included performance sets, which are experiencing something of a decline: this could be investigated in co-operation with IAML. Another possibility was considering the use of RFID in libraries, although other bodies are already looking to take a lead on this.

It was agreed that any further suggestions for workplan items should be sent to AB. **Action: All**

5. Public access to HE electronic resources

LO lead the discussion. In August 2006, the Research Information Network published a report, *Access for Members of the Public to Digital Content Held in University and College Libraries*, which recommended that JISC, Eduserv Chest and a representative sample of HE libraries should set up a register for publishers' and aggregators' licences, and in particular their terms and conditions with regard to walk-in access. It also recommended access be provided through the Inspire scheme. This was followed by the report *HAERVI: HE Access to e-Resources in Visited Institutions*, published by UCISA in September 2007. This report had 14 recommendations, largely concurring with those of the earlier report and adding suggestions for how to authenticate users' access privileges; however, the emphasis was more on providing access to visiting academics and students than to the general public. Sally Curry has produced a list of electronic resources in HE institutions that may be accessed by members of other institutions.

There are several ways in which Conarls could help improve the situation with regard to walk-in access to HE electronic resources for the general public. One is to provide a mapping of which electronic resources are already available to the public for walk-in access at HE institutions. Another is to map the electronic resources peculiar to public libraries, to which HE institutions may value access. An obvious example would be Newsplan digitized newspapers. This latter mapping would be useful as a basis to negotiate the reciprocal exchange of access rights.

RW noted that while the BL intends to put its digitized newspapers up on the Web in due course, this is still a way off. RW offered to look into the likely timescale for this effort. RW also offered to investigate how the BL's current licenses for viewing digitized materials make provision for HE access. **Action: RW**

Conarls also has an advocacy role to reassure institutions that offering walk-in access to the public would not result in a disruptive deluge of visitors, as proven by Inspire.

It was agreed to add this to the workplan. Regional representatives were asked to

start by mapping the current provision for public access to electronic resources in HE and FE institutions in their region. RR will just look at provision within Edinburgh for the time being. **Action: All**

6. Financial/banking arrangements

LH circulated a financial report. Ten subscriptions have been received for the year 2007/8. London have paid their subscription for 2006/7 in arrears, but have not yet paid for 2007/8. Wales and the South East are the only regions not subscribing.

As per the decision at the previous meeting, and subsequent confirmation by members via e-mail, LH opened a Lloyds TSB Business Interest Access account on behalf of Conarls on 27 November 2007. (There was no difference in interest rate between this account and the 30 Day Notice account for the amount invested.) Conarls remains in a healthy financial position and has sufficient resources to support future activity and developments as agreed by the group.

7. Report from BL

RW reported.

a) Honours for BL staff

Lynne Brindley, Chief Executive of the BL, was made Dame of the British Empire in the New Year Honours for services to education. Clive Field, the BL's former Director of Scholarship and Collections was awarded an OBE.

In addition, BL staff and departments won an unprecedented number of awards in 2007 for their varied contributions to the research community.

b) Catalogue developments

Following the conclusion of contractual negotiations, the BL Integrated Catalogue has been upgraded to feature book jacket images, tables of contents and summary information for many post-1989 publications.

The loading of the Union Catalogue of Books records into the Integrated Catalogue – a task that had been in hiatus since the records up to 1950 were loaded – has now been completed. These records became available on 26 November 2007.

Two new databases have been launched to aid researchers locate musical source material in the UK and Ireland. The *Concert Programmes Project Database (Phase 1)* gives details of concert programmes held by libraries, archives and museums; 52 institutions are represented in the database, including the BL.³ *Music Manuscripts (1600 to 1800) in British and Irish Libraries* contains details of over 60,000 manuscripts, of which approximately a third are held by the BL; the database allows searches by tune, and returns images of the opening notes of the piece to aid searchers.

c) Harold Pinter Archive

Following a flurry of interest in the BL's acquisition of the Harold Pinter archive, a small display has been installed in the Sir John Ritblat Gallery. The archive was purchased for the nation for £1.1m, with aid from the National Heritage Memorial Fund, Dr Alice Griffin, the American Trust for the British Library, the Michael Marks Charitable Trust and various other private trusts and donors.

3 <http://www.concertprogrammes.org.uk/>

d) Turning the Pages

The five winning entries in the BL's *Hidden Treasures Brought Back to Life* competition have now been digitized and were made available from the BL website from 23 January 2008. Launch events are being held at the National Assembly for Wales (with the National Library of Wales), the Northern Ireland Assembly (with the Belfast Education and Library Board) and the Scottish Parliament (with the National Library of Scotland).

e) Relais

The BL has renewed its contract with Relais International to provide maintenance and support of the BL's Document Delivery and Request Management Software. The new contract runs for three years.

f) Research

A new report, commissioned by JISC and the BL, has shown that young people brought up in the Internet age are not as adept at obtaining reliable information from the Web as their more mature counterparts. *Information Behaviour of the Researcher of the Future* indicates that young people are typically less able to perform sophisticated searches and are less critical and analytical of the information they find. Impatience in information gathering, though, is now common to all age groups.

g) Access to reading rooms

Due to an inflation-level increase in Government funding for the BL, access to the BL reading rooms will now remain free of charge.

8. Report from FIL

GW reported.

The minutes from the September meeting have already been forwarded to Conarls, and the minutes from January meeting will be forwarded once they are available.

The recent marketing campaign has resulted in about fifteen new members; the exact membership figures will be included in the January minutes.

FIL and LNW jointly organized a visit to the John Rylands Deansgate Library in December. The event attracted delegates from the North West, Sheffield and Yorkshire. It was an interesting and successful visit, in particular the close up session, which included treasures from the 11th Century. A visit to the BLDSC is being planned for later this year.

Avril Patterson of University College, Dublin attended the 10th Interlending and Document Supply Conference in Singapore on behalf of FIL. Avril presented her report to January FIL meeting; the conference included digital supply, partnership access and the potential of a global library service.

Currently the focus of FIL's work is the organization of the Conference in Peebles, to be held on 30th June – 2nd July 2008. IAML may provide a workshop: this has come about as a result of the September Conarls meeting. There are still sponsorship opportunities for the delegate packs, the dinner and drinks.

9. Report from IAML

JM reported.

The most notable developments since the last meeting are the music-related

databases mentioned in the BL report. The Concert Programmes Database is the result of a three-year project (2004-07), funded by the Arts and Humanities Research Council and hosted by Cardiff University and the Royal College of Music.

A number of libraries provide facilities to access online streaming music resources. The technology that enables this also allows access to streamed television, and hence requires a TV licence. IAML is looking into this to see how many libraries are affected.

10. Reports from the English Regions, Ireland, Scotland and Wales

a) North West. GW reported.

Lancashire County Library and Information Service (LCLIS) are currently restructuring, and Peggy Eccles has made the decision to retire, but has not set a date for this yet.

LCLIS has presented a proposal to SCL NW to provide ILL support services beyond 31 March, and a service level agreement has been ratified. The new service will be called the North West Libraries Interlending Partnership (NWLIP). All the existing public library authority members of LNW have agreed verbally to buy into the new service for two years; LCLIS is keen to provide the service to academic and special libraries as well, but a proposal has yet to be made. The situation will be reviewed in March 2010. Work is underway on branding the new service and constructing a new website ready for 1 April.

The region will hold a UnityUK User Group meeting on 19 February.

b) East Midlands. LH reported.

The cross-sectoral leadership initiative *Motivate, Learn, Lead* has now received the CILIP Seal of Recognition, the equivalent of accreditation for continuing professional development programmes. The Seal is awarded to courses relevant to library and information professionals with high quality content.

LIEM is continuing to do a lot of reader development work. For example, a bookmark has been produced promoting eleven websites which help people select books to read. The Writers2Readers reading promotion is being prepared for rolling out across the region. On 22 February, a conference entitled *Building a Reading Community* will be held at Chesterfield Library, featuring a talk by Michelle Jones and five different workshops.

The display banners for publicizing Inspire have now been delivered. There are four sets of two banners; they have been hugely successful, with libraries joining a waiting list to display them. The list of organizations involved in Inspire is growing, but it is hard to gauge how much use is being made of the scheme (though interest is high).

The region will hold a UnityUK User Group meeting on 12 February; Katie Birch will be there to talk through the latest developments.

c) South West. LO reported.

LO has been settling into post at SWRLS and getting a feel for the needs of the region. SWRLS continues its regional banker function and is the domain panel for libraries at MLA South West.

Many contacts in the region have expressed surprise that SWRLS still exists,

having been unaware of its role beyond the now-defunct business unit. A disappointing number of FE libraries are leaving the Service due to low ILL rates, so LO is preparing publicity material to encourage them to stay and enjoy the other benefits of membership.

As for next steps, LO is planning to update and relaunch the (currently frozen) website and, following LIEM's lead, take on some reader development work.

The region will hold a UnityUK User Group meeting on 15 February.

d) North East. EB reported.

There has not been a lot of activity in the region as LINE doesn't meet regularly. The regional van service set up by NERLS is still in operation, but its future is uncertain.

UnityUK is proving popular within the region, with many libraries choosing the full (LMS-integrated) option. A User Group meeting will be held on 26 February.

e) Scotland. RR reported.

SCRAN (Scottish Cultural Resources Access Network) joined the SILLR/IRU scheme in December 2007.

The ILS Review has produced some recommendations which have been put before the Senior Management Team. The outcome of this should be known in time for the Conarls AGM in May.

The Scottish UnityUK User Group meeting will be held on 22 February.

f) Ireland. DF reported *in absentia*.

Following the conference *Pathways to Learning: exploring the potential for cross-sectoral library service provision* in November 2006, COLICO has been looking into running a *Pathways to Learning* programme. A cross-sectoral library service provision scheme is in the process of being set up in the Cork region, and further developments are planned for 2008.

Recent interlending statistics for Ireland are now available in the COLICO Annual Report 2006.⁴

BorrowBooks⁵ provides an online single point of access and search across all Irish public library authorities catalogues and enables borrowers to make direct ILL requests. The service was launched officially in February 2006, and in 2007 satisfied some 10,000 requests through public library authorities.

An Chomhairle Leabharlanna (The Library Council) has asked IAML to deliver the "Music for the Terrified" course for Irish public library staff. The event will be run in Dublin this coming 18 February, and will be hosted by Trinity College Library (TCD). A specific section on Irish legislation, prepared by Roy Stanley, TCD Music Librarian, will also be included on the day programme. This is the first time that such a course is delivered under An Chomhairle Leabharlanna Training and Development Programme for Public Library Staff.

g) Wales. Eleri Jones forwarded a report from Kathryn Murphy of NLW.

The National Library of Wales has received funding from CyMAL for a project entitled *Resource Discovery and Delivery Wales (RDDW)*. The aim of this

4 <http://www.librarycouncil/colico/documents/COLICOAR06.pdf>

5 <http://www.borrowbooks.ie/>

project is to provide an integrated nationwide interlending service. Following the feasibility report produced in March 2007, the next stage was the procurement of a Web-based resource discovery tool. This tool will be supplied by WebFeat and will cross-search the catalogues of HE, FE, public and health libraries in Wales together with the catalogues of NLW, the Welsh Assembly Government Library and the Welsh Books Council, and will go online in March 2008. The tool will be embedded in a new version of the Welsh Libraries' Portal⁶ along with ProQuest/Know UK, Wales on the Web and AskCymru.

The requesting component of the service is due to be delivered in July 2008, followed by improved methods for the delivery and return of requested materials. These methods will build on and combine the reciprocal borrowing arrangements already operating within the Welsh regions.

The Local Government Association in Wales is drawing up a list of entitlements for the people of Wales, and will likely insist that Welsh public libraries provide simple online membership registration, free borrowing of books and free requests for books within Wales by 2008–9, and by 2009–10 allow any Welsh public library member to borrow books from and return books to any public library in Wales.

11. Any other business

- a) Membership of the Conarls IRU cost scheme.

September 2007 saw two more libraries join the IRU scheme: Peterborough (XE/P-1) and Bridgend (QL/P14).

- b) Rates of the SILLR and Conarls IRU cost schemes

RR passed on some concerns about whether the rates for the IRU cost scheme and hence SILLR were set too low. The meeting agreed that any decision to change the Conarls rate should be postponed until after the MLA interlending feasibility study is published.

12. Arrangements for AGM

The AGM will be held on 19–20 May 2008 at the British Library in London, near to the Conservation Centre. The meeting will start with lunch on the 19th, followed by a tour of the Conservation Centre. The Annual Conarls Dinner will be held at the Pagliacci restaurant, 77c Kingsway. The main business of the AGM will be conducted on the morning of the 20th and conclude with lunch.

RW has organized accommodation at the Goodenough Club, Mecklenburgh Square.

AB
23 MAR 2008

6 <http://www.llyfrgell.cymru.org/>