

# The future of interlending in public libraries

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Recently the Metropolitan Public Libraries Association (NSW) in co-operation with the State Library of New South Wales held a highly successful one-day seminar at the ParkRoyal, Darling Harbour. This day showcased the latest developments occurring in document delivery and included presentations on NSW.net, Kinetica, JEDDS, LIDDA, the MPLA Interconnectivity Project and an update on the interlending scene in Australia from ACLIS. The seminar was sponsored by James Bennett, EBSCO, Altarama, Stowe, Databar, Fuji Xerox and LJ Cullens.

One of the days many highlights was the official launch of the MPLA *Document delivery guidelines* by the Minister for Local Government, The Honourable E Page. These guidelines were developed by the document delivery subcommittee, a working group of the MPLA. The members of this group were interlibrary loan officers and had the challenging task of looking specifically at document delivery with the aim of improving the service and co-operation between libraries.

The *Guidelines* address major issues facing the interlibrary lending service. These issues include improving delivery times, reviewing work practices, encouraging the more efficient use of technology and increasing user satisfaction. It is hoped that the *Guidelines* will become the standard by which all public libraries in Australia oper-

ate. Like the LIDDA project the *Guidelines* also wish to bring libraries together to form a kind of super-library that will cut a swathe through the mountain of paperwork currently required for most interlibrary lending.

The *Guidelines* encourage interlibrary loans to be dealt with at information counters immediately rather than dealing with them in a batch. Particular attention is drawn to Guideline 4 which states that a library will accept a request directly from another library's patron, without first referring that patron to their home library. This simple idea is indicative of the two themes that run through the guidelines (putting the customer first, not our own in-house procedures; and taking advantage of the new technologies). It is believed that such requests will become more common as catalogues are put on to the web.

The *Guidelines* will be promoted widely and are to be considered by the Country Public Libraries Association in late 1998. The *Guidelines* require a real change in our service culture and procedures. Current literature is full of the challenges we all have to face with the information super highway, and the need for libraries to adapt and stay relevant. The suggested procedures are a realistic response to the challenges facing us, and provide a very real opportunity for the library industry to change, yet remain the most important provider of information. ■

## Web indexing prize 1998

The Australian Society of Indexers is running their *Web Indexing Prize* again this year. The closing date for nominations is 30 November 1998. Anyone may enter.

If you index web sites, create subject indexes to the web in general, create on-line bibliographies with indexes, or undertake any other form of web indexing, please send us your URL and a description about yourself, the audience and how you created it. You need not be an HTML whiz to enter. Team entires are also encouraged.

Prizes include a year's membership to the Australian Society of Indexers; and a year's subscription to *The Indexer* (to be confirmed), an international journal sponsored by the Australian Society of Indexers.

Details and the application form are at <http://www.speakeasy.org/~dwight/aussiwebprize98.html>, or e-mail your details to [dwright@speakeasy.org](mailto:dwright@speakeasy.org).



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• **27/11 ACT Special Libraries section:** *AGM and BIG breakfast at the Red Belly Black*, Stromlo Observatory. *Breakfast RSVP by 20 November* to David Bradley, ph 02 6266 4134, [David-Bradley@hr-m.b-m.defence.gov.au](mailto:David-Bradley@hr-m.b-m.defence.gov.au) *AGM nominations or enquiries* to Julie Philips, ph 02 6208 5112, [j.philips@nma.gov.au](mailto:j.philips@nma.gov.au)

• **3/12 ACT UCRLS:** *An elegant breakfast at Chats following a brief AGM*, Bob Hefner, literary editor of the *Canberra Times* on the role of the literary editor. 7:30 for 7:45am, cost \$15. Inquiries: Nancy Clarke, ph 02 6209 1120, [n.clarke@signadou.acu.edu.au](mailto:n.clarke@signadou.acu.edu.au) *Note change of date!*

• **5/12 ACT Library Technicians:** *Christmas party.* Join us and celebrate another successful year and toast our new venture in 1999. Ainslie Football Club, 52 Wakefield Avenue, Ainslie. 7pm. Contact: Ursula Macdermott, ph 02 6271 5668, [ursula.macdermott@dpmc.gov.au](mailto:ursula.macdermott@dpmc.gov.au) or Marion Boyd, [mboyd@hcourt.gov.au](mailto:mboyd@hcourt.gov.au) *RSVP by 1/12.*

### NSW

• **3/11 NSW Special Libraries section:** *Melbourne Cup lunch.* David Jones, Park Terrace, Level 7, Elizabeth Street Store. Time: 12:30pm, \$50 (including food, beverages and entertainment). Cheque payment to: Marianne Shepherd, Vice-president, ALIA NSW Specials section, 85 Moore Street, Leichhardt 2040, ph 0411 372 929, fx 02 9568 3271, [mariennes@hotmail.com](mailto:mariennes@hotmail.com) *Numbers limited.*

• **4/11-1/12 NSW School Libraries section:** *Committee meetings.* Venue: Joint council rooms, Leichhardt Primary School, Corner Norton and Marion Streets. Time: 6-8pm. Dates: 4/11, 1/12. Contact: Andrew Barber, ph 02 9519 1544, [library@newton-pah.dse.nsw.edu.au](mailto:library@newton-pah.dse.nsw.edu.au)

• **7/11 NSW School Libraries section:** *Conserving the past for the future — archives in school libraries.* Contact: Ailsa Holmes-Walker, ph 02 9781 3541, [ailmuirf@ozemail.com.au](mailto:ailmuirf@ozemail.com.au)

• **7/11 NSW TAFE and Schools section:** *Internet content management seminar.* Covering filtering/censorship on the internet. Contact: Ellen Hrebeniuk, ph 02 9335 2681, fx 02 9335 2340, [ellen.hrebeniuk@tafensw.edu.au](mailto:ellen.hrebeniuk@tafensw.edu.au)

• **11/11 NSW Library Technician meeting:** CSIRO, Prospect, Division of Animal Production, Blacktown. 6pm. Contact: Katherine Raper, ph 02 9514 3688, [Katherine.Raper@uts.edu.au](mailto:Katherine.Raper@uts.edu.au)

• **12/11 Hunter Valley Regional Group meeting:** *Cocktail party, exhibition: Trappings of the Horse.* Lake Macquarie Art Gallery, Awaba House, Booragul. Contact: Susan Ryan, 02 4925 4512, fx 02 4929 6568.

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