Interlibrary lending services: a comparative study of Britain and Kenya

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INTERLIBRARY LENDING SERVICES :

A COMPARATIVE STUDY OF BRITAIN AND KENYA

BY

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This work is dedicated to my late parents: Baba Nathan Wanyama Ngutuku nende Mayi Anne Nanjala Namanda.

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ACKNOWLEDGEMENT

ABSTRACT

This study examines interlibrary lending in Britain and through comparison it provides suggestions for more effective and efficient interlibrary lending in Kenya. Detailed information on the infrastructure of the British interlibrary lending system is provided. A questionnaire survey of the public, academic and special libraries gave information on use of BLDSC, regional library bureaux and cooperative schemes, the volume of interlibrary lending transactions, extent of use of catalogues and guides, online services and transport schemes in interlibrary lending. Also the common problems of interlending were identified. Recommendations are made against a background of the infrastructure of Kenyan libraries and relevant legislation.

CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

The concept and practices of inter-library lending rests on the premise that information is an essential commodity necessary for the development of individuals as well as nations. The recent increase in demand and supply of information has made it impossible for any single library or information system to collect and supply adequate material to meet all the demands. Considering the high demand for information stimulated by social, economic and educational developments, amidst limited resources there has been need for improved interlibrary lending services to meet these demands.

The above reasons motivated this study. Since library and information services in Kenya are developing rapidly, there is need for an effective and efficient interlibrary lending service to cater for the demands of the users and compete with other similar services elsewhere.

This study looks at interlibrary lending in Britain and through comparison aims at developing guidelines for a more effective and efficient interlibrary lending system in Kenya.

Specifically the study will accomplish the following:

(1)   Define the concepts for interlibrary loan services through analysis of literature.

(2)   Determine the nature and extent of interlibrary loan services in Britain and Kenya.

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(3)   Identify problems and issues related to interlibrary lending services.

(4)   Examine and address issues of existing information policies in Britain and Kenya in relation to interlibrary lending services.

(5)   Provide summary and recommendations of the study

1.2 METHODOLOGY

The study is based on primary literature searches using LISA CD-ROM (Library and information Science Abstracts) from 1980-1992; and the Online Public Access Catalogue at the Pilkington Library at Loughborough University. General browsing of new journals published in early 1993 formed part of the literature search.

A survey was conducted to supplement the literature search. Questionnaires were sent to 150 libraries of different types and sizes in various parts of Britain. Libraries and information centres of all types and size covered in the survey were selected from the following sources:

1.   *Libraries in the United Kingdom and the Republic of Ireland, 1993/* edited by Ann Harrold.- 19th ed . - London: Library Association , 1992.

2.   *The Libraries Directory, 1991-1993/* edited by Richard S. - Burnell.- Cambridge: James Clarke , 1992.

3.   *Guide to libraries and information units in government departments and other organisations/* edited by Peter Dale.- 30th ed.- London: British Library, 1992.

1.3   THE CONCEPT OF INTERLIBRARY LENDING

Interlibrary lending refers to those activities associated with the borrowing or supply of items from one library to another for the use of requesting individuals. Traditionally, the interlibrary lending was restricted to the lending of original documents which the requesting libraries or information centres did not have in their collections. However, the concept has been expanded to include microforms and photocopies.

The idea of lending photocopies as substitutes for an original seem to have gained more support from various libraries and professional associations. The IFLA Section on Interlending support this idea by recommending the requested material to be sent as a temporary loan or its copy to be supplied or transmitted instead (1). This is to encourage libraries and information centres which may be reluctant to lend original documents for fear of loosing them, to supply photocopies instead. The other advantage of supplying reproductions is the continued availability of the original documents to the supplier. Also photocopies may be cheaper to send by post. Copies are also appropriate where part of the document is required.

Although the idea of interlibrary lending has been considered to be important by most library users as means of getting materials not found in their local libraries, not many authorities have been able to implement it. This is because of the negative attitude of individualism and self possessiveness among librarians and library authorities which has made them to guard their materials jealously. This is very common among Kenyan librarians and some special libraries in Britain.

Social, economic, scientific and technological developments have had an impact on the development of interlibrary lending since the Second World War. The chief causes are the increasing 'information explosion' as a result of large amount of documents produced annually, increasing rate of inflation which has rocketed the prices of publications, and improvements in education and research activities.

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Faced with this growth, it has become impossible for any single organization or institution to claim total self sufficiency in meeting the needs of its clientele. Ifidon says that no library however rich in financial and bibliographical resources can ever expect to purchase every item or meet all the demands of its clientele (2). This philosophy justifies the need for interlibrary lending as part of resource sharing activities to meet user needs.

1.4 PRINCIPLES AND OBJECTIVES OF INTERLIBRARY LOAN

1.4.1 Basic requirements

To establish an effective, efficient interlibrary lending system, a developed library system is needed with documents readily available to anyone who requires them wherever he may be. Also needed is effective bibliographic control which can list documents available in respective countries. These bibliographic tools should be acquired by libraries to be used by library staff to locate or identify the documents and their sources whenever they make requests. The tools for this purpose include union catalogues, directories, national bibliographies and periodical indexes. Another essential element in interlibrary lending is an efficient communication system. The choice of channel of communication is determined by cost in terms of money and time involved in handling requests. Speed of transmitting requests has to be considered when deciding on the type of channel to be used. In an interlending service,fast transmission is necessary to save the time of the user. Postal services, direct courier and delivery services are the most popular channels for delivering library materials, whereas fax, telephones, teletype and online services are for transmitting information. Finally, librarians and library authorities must be committed to the service by developing keen interests and willingness to share their materials with other institutions without discrimination.

Commitment to interlibrary lending activities can only be achieved where there is a library system policy based on a careful coordination of all types of libraries and information centres in the country. Otherwise some informal arrangements of

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interlibrary lending may fail the system because of lack of binding regulations or constitution. This has been proved in most developing countries where interlibrary loan service is operated on casual arrangements (3).

1.4.2 Subsidiary Requirements

The general criteria by which an interlending system is judged include the following:

1.4.2.1 Service to all Kinds of Libraries

Provision of publications to all types of libraries agrees with IFLA/UNESCO concept of Universal Availability of Publications (UAP), whose objective is to make the widest possible availability of documents to users whenever and wherever they are (4).

1.4.2.2   Relation to the Interlending Systems of Other Countries

Since information has no boundaries, it is necessary to know how interlending systems in other countries operate. This could make it easier to call upon the resources of other institutions at the time of need.

1.4.2.3 Supply of National Imprints

Most national imprints are usually 'grey literature' such as reports, theses, conference papers, trade journals and brochures. These are usually limited in circulation because they are not distributed through normal book trade channels.

For such literature to be available to other libraries outside the country, a comprehensive collection of national collection is required (5). The only possible sources for such documents are institutions which produce or publish them.

1.4.2.4 Fast Response

Most documents which are requested on interlibrary loan are those which readers need for research and study purposes. In order to save their time and meet their needs promptly, such requests should be dealt with immediately. It is also necessary for the user to be informed whether documents being requested are available or not. Fast methods for supplying documents or transmitting information are a priority in this case.

1.4.2.5 Simple Standard Procedures

Since interlibrary lending activities involve different library practice, there is need to use simple standard procedures for requesting and supplying documents. This could include standardised request forms, recall notices and other stationery. This will save time for users and staff involved.

1.5 MODELS OF INTERLENDING SYSTEMS

Interlibrary lending requires systematic planning and coordination in order to function effectively. The first and foremost prerequisite is to have a well developed library system with either one or several libraries responsible for interlibrary lending services.

In their guidelines for national availability of publications, Vickers and Line (6) proposed four models based on the degree of centralisation and decentralisation. However, the application of any of these systems would depend on the conditions and need to which it must respond. This is determined by factors such as the existing library resources, political structure, administration, education and research, transport and communication.

1.5.1 Model I: Centralised Service

A single central collection is built up either specifically for interlending services or complementary to a national library in the country. In some cases individual institutions may be designated to provide interlibrary lending services related to a specific kind of material. This arrangement reduces the burden on one single institution.

Concentration of resources and services to a single institution has the advantages that the library can aim at a high satisfaction level of materials which are in most demand. Secondly, it is simple and more economical for the borrowing libraries, since the system offers a single channel for most requests, and materials can be supplied easily and faster.

An example of this kind of interlending system is the British Library Document Supply Centre which was designed specifically for interlending (7). Its policy is to acquire as comprehensively as possible all significant serials, irrespective of subject or language, all English language books, wherever published, all available report literature and conference proceedings and some categories of official publications.

An efficient central collection similar to the British Library Document Supply Centre requires proper funding for stock development, buildings and staffing. A single system cannot meet the needs of all requests solely from its own collection. It has

to turn to other libraries for some documents. This is what is happening at the British Library Document Supply Centre. The Centre uses some libraries in the country especially those with large special collection as 'back up' to meet some requests which it can not satisfy from its own collection.

1.5.2 Model II: Partial Concentration

A few major libraries are identified and designated as having strong collection in certain subjects. They act as focal points for institutions such as research centres or universities which may have similar subject interests.

This kind of system operates in Germany, where the Government has a national plan of funding the designated libraries to enable institutions concerned to develop their collections for the local and national interlending system.

The partial concentration model has problems of duplication of documents especially in areas where subjects overlap. Since they are serving two interest groups, that is, local users from their parent institutions and outsiders through interlibrary loans, the designated libraries are likely to encounter problems of conflict of interest among users.

1.5.3 Model III: Planned Decentralisation

Provision of interlibrary lending materials is allocated between a wide range of libraries on a more and less systematic basis. The system may involve certain specialised libraries which are designated as national lending libraries or general libraries which are required to participate within defined limits.

Access to collections of libraries in a Model III system is by means of union catalogues or direct contact with the appropriate subject library. Maintenance of

catalogues in such a system depends on the goodwill of the participating libraries in submitting their entries to compile union catalogues.

The major problems with this kind of system are related to catalogues. There can be some possibilities of inconsistency in entries if established codes are not used. And also lack of comprehensive and up to date entries for stock held in participating libraries.

Some libraries may be unwilling to purchase materials specifically for interlending, either because such materials are not within the their acquisition policy or because of limited funds. Also in this situation priority is normally given to local users, so requests from other libraries may be considered later.

Such a system may be suitable for developed countries that already have well developed national acquisition programmes and subject specialisation schemes (9).

1.5.4 Model IV: Unplanned Decentralization

This system involves a number of libraries which through their own initiative decide to provide interlibrary lending services from their existing stock. There are no formal arrangements for funding acquisitions for the interlibrary lending services. Access to individual library collection is through union catalogues which are compiled from entries provided by participating institutions on voluntary basis.

Although this system may appear to be the cheapest to operate as compared to those outlined above, it does not provide high quality service for several reasons. Lack of specific funding means that libraries concerned cannot extent their resources far enough to meet the interlibrary lending requirements adequately. Requests for loans can only be satisfied if the book or periodical happens to have been purchased for the normal stock of the library. There are also problems

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associated with maintaining union catalogues. There are also possibilities of having inconsistencies and inaccurate entries.

However, unplanned decentralization can succeed in cases where there are fewer libraries that can be coordinated easily. Secondly, catalogue entries can be produced and distributed to participating members more easily.

It is, however, rare to find any of the above systems operating in pure form. Even the totally decentralised system in practice tends to concentrate on few libraries to meet some external needs. The practical solution is to establish a system which has some elements of concentration and decentralization. The further the system goes in the direction of concentration, the more efficient it is likely to be (10). However, a concentrated system may depend on a number of factors such as the availability and supply of publications, the geographical distribution of users and other libraries.

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8.   *Ibid.*, p. 127.

9.   Line, Maurice B. and Vickers, Stephen. *Universal Availability of Publications*, 1983, p. 96.

10.   *Ibid.*, p. 97.

CHAPTER 2

INFRASTRUCTURE OF THE BRITISH INTERLIBRARY LENDING SYSTEM

The infrastructure of the interlibrary lending system in Britain is based on the overall national organisational structure of libraries and information services. At the national level is the British Library Document Supply Centre with a large collection of material from which it lends to other libraries in the United Kingdom. It also maintains records of holdings of other libraries in the United Kingdom and acts as a national referral centre for material held in other libraries in the country. British Library Document Supply Centre is also designated as the United Kingdom national centre for handling international loans.

There are also nine regional library systems in Britain. They cover the North, North West, South West, East Midlands, West Midlands, London and South East, Yorkshire and Humberside, Scotland and Wales. Their main function is to facilitate library co-operation between libraries in their areas, including the organisation of inter library lending services. They also provide access to resources available in member libraries through the catalogues and bibliographies.

Apart from regional library systems, various organisations and groups of some libraries provide loans in specialised subject areas or materials through direct application to appropriate libraries.

Direct approach to individual libraries for loans happens mostly where there is established arrangement.

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2.1 NATIONAL LENDING SYSTEM

The British Library, the United Kingdom's national library, was established in July 1973 by the British Library Act of 1972(1). The library comprises 5 major divisions, including the Document Supply Centre.

The British Library Lending Division now called British Library Document Supply Centre (BLDSC), came into being as a result of the amalgamation of the then National Lending Library for Science and Technology and the National Central Library. The merger influenced the integration and extension of centralised services of the British Library Lending Division and the reassessment of regional connection. In particular, the Lending Division formulated a wide ranging acquisition policy aimed at the comprehensive stock collection from which it can supply most requested documents.

2.1.1 Acquisition Policy

Although formulated twenty years ago, the British Library acquisition policy seems to have undergone very minor changes, as indicated by Davey (2) and Dale (3). Its scope and coverage is based on the principle that only materials which are in high demand, or those whose demand is high in relation to the cost of acquisition, should be acquired. Although the case of high demand is considered to be the determinant factor, fiction and other 'popular' works which fall in this category are always excluded because they are not for serious study or research.

In general, the acquisition policy gives preference to the following categories of materials:

(a)   all significant serials in any subject or language

(b)   all report literature

(c)   all significant English language monographs

(d)   foreign language monographs, selectively, except Russian science
        which is collected comprehensively

(e)   British, Unesco, OECD and European Community official publications

(f)   conference proceedings

(g)   Doctoral theses, including theses from British Universities.

Following this policy statement, the British Library Document Supply Centre acquires most materials outlined above with the intention of meeting most of its requests. It currently meets 89% of interlibrary loan requests it receives (4).

The British Library Document Supply Centre has over 7,000,000 books, journals, reports and theses, covering almost every subject in any language (5). Table 1 gives figures for each category of materials held at the British Library Document Supply Centre.

2.1.2 Interlibrary Lending Services

One of the main functions of the British Library Document Supply Centre is the interlending of library materials and provision of photocopies to requesting institutions. Requests for documents from the British Library Document

Table 1: Stock collection

Journals (Serials)	211,000
Books (Monographs)	2,821,000
Reports in Microfilms	3,270,000
Other reports	375,000
Doctoral theses (USA)	425,000
Doctoral thesis (UK)	85,000
Conference proceedings	265,000
Translations	500,000
Music	117,000
Russian Science & Technology (Monographs)	200,000

SOURCE: BLDSC. Facts and figures, April 1990

Supply Centre are made in a variety of ways. These include Automated Request Transmission by Telephone (ARTTel) system, pre-paid postal request forms, telephone, telex, fax and database hosts. The latter include BLAISE-LINE, DIALORDER, ESA Questorder, ORBIT Search Services- ORDOC and the LASER-Viscount.

BLAISE, DIALOG and ESA allow requests to be transmitted in form of citations either formulated by the enquirer or obtained from one of the databases. To use these databases, libraries have to open a deposit account with the

BLDSC. The deposit account is reduced based on the price of request forms used.

Delivery of interlibrary loan material to and from the British Library Document Supply Centre is either by postal services or Regional transport schemes for materials in the United Kingdom. These transport schemes are coordinated by the British Library Document Supply Centre through the inter-regional transport scheme.

2.2 REGIONAL LENDING SYSTEMS

All the existing Regional Library Systems in Britain were set up as voluntary organisations to promote cooperation among libraries, especially in interlibrary lending services. Seven of these regional library systems are located in England, one in Wales and another in Scotland (see Map 1).

The English and Welsh library systems operate as cooperatives with membership drawn from various public, academic and special libraries. In the case of public libraries, the subscription is based on the size of the population served. Academic and special libraries pay a flat rate fee which varies between regions.

English and Welsh regions have Regional Library Bureaux attached to Central libraries or housed in separate accommodation. For example the London and South Eastern Library Region is housed in its own accommodation and the National Library of Scotland is housed at the National Library's headquarters. A unique case is the Yorkshire and Humberside Joint Library Services which is the only regional library system that operate special pool lending stocks (6).

The main functions of Regional Library Bureaux is to act as clearing houses for requests made for items which are not in stock at the requesting library.

Map 1: Regional Library Systems (UK)

N. IRELAND BELFAST EDUCATION AND LIBRARY BOARD

N. IRELAND NORTH EASTERN EDUCATION AND LIBRARY BOARD

N. IRELAND SOUTH EASTERN EDUCATION AND LIBRARY BOARD

N. IRELAND WESTERN EDUCATION AND LIBRARY BOARD

N. IRELAND SOUTHERN EDUCATION AND LIBRARY BOARD

NATIONAL LIBRARY OF SCOTLAND

NORTHERN REGIONAL LIBRARY SYSTEM
Cleveland
Cumbria
Durham
Northumberland
Tyne and Wear

BRITISH LIBRARY DOCUMENT SUPPLY CENTRE

YORKSHIRE AND HUMBERSIDE JOINT LIBRARY SERVICES
Humberside
North Yorkshire
South Yorkshire
West Yorkshire

AN CHOMHAIRLE LEABHARLANNA
(The Library Council)

WALES REGIONAL LIBRARY SCHEME
Clwyd
Dyfed
Glamorgan
Gwent
Gwynedd
Powys

NORTH WESTERN REGIONAL LIBRARY SYSTEM
Cheshire
Greater Manchester
Lancashire
Merseyside

WEST MIDLANDS REGIONAL LIBRARY SYSTEM
Hereford and Worcester
Salop
Staffordshire
Warwickshire
West Midlands

L.A.S.E.R.
Bedfordshire
Berkshire
Buckinghamshire
East Sussex
Essex
Greater London
Hertfordshire
Kent
Surrey
West Sussex

SOUTH WESTERN REGIONAL LIBRARY SYSTEM
Avon
Cornwall
Devon
Dorset
Gloucestershire
Hampshire
Isle of Wight
Oxfordshire
Somerset
Wiltshire

EAST MIDLANDS REGIONAL LIBRARY SYSTEM
Cambridgeshire
Derbyshire
Leicestershire
Lincolnshire
Norfolk
Northamptonshire
Nottinghamshire
Suffolk

Map labels: Edinburgh, Ballymena, Omagh, Belfast, Armagh, Ballynahinch, Newcastle, Boston Spa, Wakefield, Manchester, Dublin, Birmingham, Leicester, Aberystwyth, Bristol, London

SOURCE: Directory of library codes published by BLDSC.

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The bureau identifies the holding institution and then directs the request there. Secondly, bureaux maintain a union catalogue for material held by libraries in the region. This is to help libraries apart from the holding institutions to find material.

Although it is a basic requirement for regional libraries to maintain regional union catalogues for interlibrary lending purposes, it is interesting to note that the East Midlands and Yorkshire and Humberside library regions have been providing interlibrary lending services without union catalogues of their own (7).This makes the provision of interlibrary lending services difficult as it is not possible to identify the holdings of member libraries.

Regional libraries have also the responsibility to collect and compile ISBN regional lists for material held by member libraries. The ISBN regional lists only cover publications with International Standard Book Numbers so they are different from union catalogues which cover both publications with ISBNs and those without. ISBN lists are distributed to members to use in selecting possible institutions to supply items for interlibrary lending purposes.

The most interesting feature of the English regional library system is the Provincial Joint Fiction Reserve and Inter-Regional Special Collection Scheme.

The Provincial Joint Fiction Reserve was introduced in 1962. The purpose of the scheme was to enable public libraries to purchase and preserve English fiction books. Participating regional libraries are allocated in alphabetical order surnames of authors of English fiction.Libraries in England are allocated the following initial letters:

A-C North Western
D-F Northern
G-J East Midlands
K-M West Midlands

N-S Yorkshire

T-Z South Western

The scheme was very active during the early years, but due to the budget cuts since the early 1980s most library authorities have been reluctant to maintain the Joint Fiction Reserve collection. However it is interesting to note that most public libraries like those in South Tyneside, Leicestershire ,Birmingham, Sunderland are actively involved in the collection of material as provided by the scheme.

The Inter-Regional Subject Coverage Scheme was introduced to release the then National Central Library (now the British Library Document Supply Centre) from the task of deploying its inadequate financial resources to meet the Regions growing requests. Regional library systems were allocated the following Dewey Decimal Subject Classification numbers to collect material listed in the British National Bibliography:

000-099 Northern
100- 199 Wales
200- 299 South Western
300- 349 Yorkshire
350- 399 Scotland
400-499 East Midlands
500-599 West Midlands
600-699 North Western
700-799 LASER
800-899 East Midlands
900-999 LASER

It could be noted from the above that the East Midlands and LASER have more Dewey Decimal Class numbers than other regions. They therefore have more subject coverage than other regional libraries .

Although Inter-Regional Subject Coverage Scheme stoped operating officially some years back, most libraries have attempted to continue with the collection as before.

2.2.1 East Midlands Regional Library System

East Midlands Regional Library System has its Headquarters at Leicestershire Central Library in Leicester. The stated aim of this regional library system is to promote library cooperation, in particular by lending books and related materials to member libraries. These include County, academic and special libraries in the regional area. Membership is voluntary and participating libraries pay an annual subscription and unit charges for BLDSC request forms.

2.2.1.1 Interlibrary Lending Services

One of the most important interlibrary lending services offered by the East Midlands Regional Library System is the provision of locations for English language monographs published since 1959. This has been as a result of the Inter Regional Coverage Scheme and Provincial Joint Fiction Reserve [(8), (9)].

Transmission of interlibrary loan requests in the East Midlands is mainly by post, telephone, fax or the Viewdata and Inter-Library System Communications Network (VISCOUNT). Both regional pro-forma and the British Library Document Supply Centre forms are used for interlibrary loan requests and locations. The regional pro-forma has no monetary value. This has encouraged more usage of the service because it is free.

Interlibrary activities in the region are made easier by the East Midlands Transport Scheme which was introduced some ten years ago.

Although the regional library system's aim is cooperation between libraries in the area, there has been no proper coordination of interlibrary lending services. The three counties in the region Cambridgeshire, Norfolk and Suffolk provide interlibrary lending services in different ways. Cambridgeshire, for example, has a centralised system while Norfolk and Suffolk base their interlending on decentralised services at divisional or area libraries (10). This kind of arrangement defeats the purpose of regional cooperation since each county may prefer its own method of operation.

2.2.1.2 Location Information

The East Midlands Regional Library System maintains four location lists. These are:

(i)   the ISBN location list on microfiche for records covering 1969 to date. This is held in 16 libraries;

(ii)   the British National Bibliography number location list on fiche copies for material published between 1959 and 1973 held in 17 libraries;

(iii)   the Inter-Regional List on fiche copies held by most member libraries and;

(iv)   the Union list of vocal scores published both in hard copy and fiche, which contains stock of all County libraries.

2.2.2 London and South Eastern Library Region (LASER)

London and South Eastern Library Region was formed in 1969 by amalgamating the London union catalogue and the South Eastern Library System. Although it was first established as a voluntary organisation in respect of public libraries, the scope was expanded to include special and academic libraries as well. Its objectives were also widened to undertake other activities which were found viable such as the creation of a Prestel information service for national community information and an Information and consultancy service about view data.

The involvement in a wide range of services made it necessary for LASER to change its status from a voluntary organisation to a company limited by guarantee with effect from 1st April, 1986 under the Companies Acts 1985 (11). LASER membership comprises 42 public libraries, 16 non-public libraries and 82 colleges. LASER accepts subscription membership from any institution regardless of geographical location.

2.2.2.1 Interlibrary Lending Services

London and South Eastern Library Region is now the network centre of the national and international network for bibliographical, interlending and messaging services. It also maintains stock specialization schemes relating to non-fiction, fiction, play sets, and several special subject collections including books in foreign languages. Many libraries in the region take part in Greater London Audio Specialisation System (GLASS) which is a subject specialization with interlending facilities for audio materials.

LASER is the first regional library system in Britain to have automated facilities to support interlibrary lending services in and outside the region. It is now able to handle most of the applications via the VISCOUNT online service

for interlibrary loan requests and bibliographic verification (12). This service is also available via GAHNITE for inter-regional requests for libraries in the United Kingdom and via Open System Interconnection (OSI) for those in France and Netherlands.

The region accepts interlibrary requests made on LASER form 50 for regional requests and on the BLDSC forms for outside requests. Application could also be made by telephone, fax and telex.

2.2.2.2 Location Information

LASER is one of Britain's regional library systems with well developed computer facilities to support interlibrary lending services in and outside the region. LASER provides a comprehensive union catalogue which has more than 2 million titles. Most of these are recorded on a database containing the UKMARC files. There are also Library of Congress records for items held by member libraries and both current and retrospective Extra-MARC materials (EMMA). Access to fiction in English and less used foreign languages is via special collected schemes like the Joint Fiction Reserve and Cooperative of Indic Language LASER Library Authority (CILLA)respectively.

The main objectives of CILLA are first, to increase the possibility of interlibrary lending of the Indic materials by creating a worth while union catalogue; secondly, to increase the cooperation between the Indic-language specialists in LASER authorities.

The self-sufficiency in British books in the region is assisted by subject specialisation scheme such as the Inter-Regional Subject Specialisation Schemes and the Provincial Joint Fiction Reserve.

LASER maintains *LASER Union catalogue of periodicals*; catalogues of play sets; music scores and union catalogue of vocal scores.

The introduction of LASER computer-based systems has made it possible to provide online access service to member libraries. Libraries in Britain with online facilities can now access LASER database via VISCOUNT. Other services available to members include the provision of the ISBN and British National Bibliography location lists.

2.2.3 North Western Regional Library System

The North Western Regional Library System like other regional library systems in Britain was established as a voluntary organization in the early 1930s. Its principle aim is to promote the maximum cooperation of libraries both regionally and nationally. Its regional area of operation include Cheshire, Lancashire, Greater Manchester County and Merseyside.

However, due to expansions in its area of operation it was necessary for it to change its status to a company limited by guarantee. The regional library system got registered in 1987 under the Company Act of 1985 (13). Its funding is based on subscriptions from member libraries, sales of publications and services to institutions and to the general public.

2.2.3.1 Interlibrary Lending Services

Throughout its existence, the North Western Regional Library System has attempted to develop and improve access to library materials. This is demonstrated by its involvement in various cooperatives such as the Inter-Regional Subject Coverage Scheme, the Cooperative of Indic Language Laser Authorities and the Joint Fiction Reserve (UK).

Although these schemes were established for the purpose of acquisition and preservation of particular material, they are also being used as back up material for interlibrary lending services. For example, the technology material which most libraries in the North Western Region have been collecting since the implementation of the Inter-Regional Subject Coverage Scheme still forms the basic collection for interlibrary lending services in the region.

Applications for books and locations in the region is mainly by post, telephone, fax and telex services. The VISCOUNT interlibrary communication network and database is also being adopted by some libraries. Requests for interlibrary loans within the region are normally on regional pro-forma, whereas those for libraries outside the region are made on British Library Document Supply Centre forms. The region verifies the bibliographical information and location for all requests received before transmitting them to the supplying source.

2.2.3.2 Location Information

The North Western Regional Library System maintains various types of location lists for materials held by libraries in the region. These include:

(i)   ISBN lists for publications purchased by member libraries. The lists are published bi-monthly on microfiche which are sold to members. The availability of ISBN lists to member libraries enables them to make direct application to appropriate suppliers for the required items.

(ii)   Manual catalogues are available for the following:

-       Sheaf catalogue for materials published before 1950. Items are recorded and arranged by author/title in one alphabetical sequence.

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- Sheaf catalogue for material published between 1950-1969. This is arranged by the British National Bibliography numbers.

- Microfiche catalogues for materials published from 1970 to date, arranged according to the ISBN numbers.

- Entries for periodicals are arranged alphabetically by title on catalogue cards

- Libretti and play sets are on sheaf catalogue arranged by title

(iii) **Lancashire bibliography**.

This is a union catalogue of holdings in local history in member libraries. It includes books, manuscripts, journal articles, maps and illustrations.

(iv) **Automated union catalogues**

North Western Regional Library System is one of the 7 English Regional Library System that participates in the VISCOUNT database. Although most libraries in the region do not have access to the database because they are not on online, a few that have, have started using VISCOUNT database. For example libraries like Bolton, Lancashire Polytechnic, Manchester, St.Helens and Tameside College of Technology are among those that have joined VISCOUNT database.

The contribution of these libraries to the database has improved the interlibrary lending services in the region. For example through VISCOUNT database, the British Library Document Supply Centre was able to identify from North West Libraries, 2630 locations out of 3678 applications for materials which it could not satisfy within its own stock in 1991 (14).

2.2.4 Northern Regional Library System

The Northern Regional Library System was the first regional scheme to be established in the United Kingdom in 1928 (15). Its Headquarters is located at the Central Library of Newcastle upon Tyne. The regional library serves five county areas of Cleveland, Cumbria, Durham, Northumberland and the Metropolitan Districts of Newcastle upon Tyne, Gateshead, North Tyneside, South Tyneside and Sunderland. Membership includes 9 public library authorities, 28 academic and 21 special libraries within the region. The membership subscription depends on the type of the library. Local authority subscription is paid by public libraries and colleges funded by the local authority. This is based on the percentage apportionment of the budget according to the rateable value of the authority. Academic and special libraries pay a flat annual rate.

The main function of the North Western Regional Library System is stated in its constitution as the promotion of interlibrary cooperation (16). This is achieved through the collaboration of public, private, academic and voluntary institutions in the area. The region has a union catalogue of stock held by member libraries and operates a transport scheme to move material around the region. Member libraries also enjoy discounted loans from the British Library Document Supply Centre. The BLDSC charges are subsidized by the regional library system. The Northern Regional Library System gives a 10% discount to its members for each BLDSC form they purchase. It also pays for them post charges. These facilities encourage member libraries to gain access to more material held in other libraries.

2.2.4.1 Interlibrary Lending Services

There is no standard interlibrary loan procedure in the region. Some libraries prefer direct application to other member libraries without going through the regional library bureau. Others apply directly to the British Library Document Supply Centre, if documents are not available at the Centre, such requests are returned to the Regional library System where details are verified and locations marked. The forms are returned to the requesting library for forwarding to the relevant supplier.

Two types of application forms used in the region for requests and locations are regional pro-forma and the British Library Document Supply Centre forms. Public and special libraries accept either of these forms so long as they are from institutions within the region. Academic libraries prefer BLDSC forms and will only accept requests after the BLDSC has been approached. This enables them to claim for a cash refund for providing material which could not be supplied by the Centre.

Public libraries within Northern Regional Library System have arrangements to provide free interlibrary lending service to other member libraries. However the borrowing library may claim a replacement form from the British Library Document Supply Centre in cases where the Centre is unable to supply the requested item.

In 1990-1991 the Regional Library System handled 108,252 interlibrary loan requests for non fiction. Half of these (52584) were supplied on loan by academic libraries, whereas public and special libraries handled 41579 (38.4%) and 1200 (11%) respectively (17).

The analysis of these statistics indicates that academic libraries used interlibrary loan services much more than other types of library in the region. This is because they are the majority members of the scheme with 27

membership as compared to 9 public libraries and 20 special libraries. It is also because of the teaching courses and research activities which they provide that demand heavy use of non fiction material. Material to support study, teaching and research, are expensive to be acquired by one institution, it is because of this that academic libraries borrow more from other libraries.

2.2.4.2 Location Information

The region maintains five manual catalogues of book holdings of its member libraries. These include:

(i)   A union catalogue of serials on catalogue cards, updated by using information supplied by member libraries;

(ii)   A union list of sets of vocal scores

(iii   ISBN list produced in collaboration with Yorkshire and Humberside Joint Library Service. The locations for materials in both regions are amalgamated and published on a microfiche index issued bi-monthly. Copies of the ISBN list are sold to member libraries;

(iv)   British National Bibliography number list for items which appeared in the British National Bibliography from 1959-1972. The list is in sheaf form.

(v)   National union catalogue 1968-77 cumulation on microfiche.

Other products and services produced by the Northern Regional Library System include the *Northern Bibliography* (18), lists of recent additions of the local studies collections in public libraries; the *Directory of information resources in the Northern Region* (19) and; *Play sets in the Northern Region*

(20), a definitive guide to over 5500 play sets and their locations in all counties public libraries.

The availability of these location sources has maximized the awareness and access to materials required for interlibrary lending services in the region.

2.2.4.3 Transportation of Interlibrary Materials

The Northern Regional Library System operates an interlibrary loan van which provides low cost delivery service between Regional Libraries and the British Library Document Supply Centre at Boston Spa. It is supplemented by a second van managed by Newcastle and Newcastle upon Tyne universities. The two vans provide daily pick-ups and delivery to facilitate speedy and reliable interlibrary lending service.

2.2.5 South Western Regional Library System

The South Western Regional Library System is a voluntary organisation whose aim is to promote cooperation between member libraries. Its membership comprise 10 public, 38 academic and 16 special libraries located in Avon, Cornwall, Devon, Dorset, Gloucestershire, Somerset and Wiltshire (21).

The regional library system is financed by subscriptions levied on public libraries based on the proportion of the population they serve. Academic and special libraries pay a flat rate annual subscription plus a unit charge for items borrowed through the scheme.

2.2.5.1 Interlibrary Lending Services

Requests and locations for interlibrary lending are directed to a Regional Library Office either on completed pro-forma or the British Library Document Supply Centre forms. Pro-forma are for requests from within the region but British Library Document Supply Centre forms are for outside requests.

Libraries using the scheme pay fees for transportation, postage and BLDSC forms.

Applications may also be received by telephone, telex, fax and VISCOUNT. Once received, requests are verified for bibliographical information and locations before searching for documents. At times requests are made directly to the supplier without going through the Regional Library. Although this may be a short cut for the requesting library, the chances of receiving the requested items are usually not high because most of the requests are based on speculation.

However, the Regional Library Office handles urgent requests for members whenever required. For example in 1990 and 1991 the South Western Regional Library System handled 37474 and 37706 requests respectively (22). The breakdown of these figures is shown in Table 2 below.

Table 2: Applications received at the SWRLS

	1991	1992
Applications from member libraries	25,301	26,700
Applications from other libraries	12,405	10,774
TOTAL	37,706	37,474

SOURCE: South Western Regional Library System: annual report(23)

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Most of the requests handled were for non fiction, although requests for fiction, music, play sets serials and non print materials were also received. These figures are summarised in Table 3.

2.2.5.2 Location Information

The region provides location service through a regional union catalogue of member library holdings. Approximately 200,000 locations are received annually, 90% of these obtained from ISBN lists, 10% from card catalogues and

Table 3: Type of material requested

Non-fiction	32,435	11,948	44,383
Fiction	166	1,318	1,484
Play sets	113	23	136
Music sets	2721	822	3,543
Serials	137	236	373
Non-print materials	7	2	19
TOTAL	35579	14,359	49938

SOURCE: SWRLS: annual report (24).

Library of Congress or British National Bibliography numbers.

The ISBN numbers are updated on computer file every two months, and it is from this file that microfiche catalogues of ISBN and locations are produced. Fiche copies are sold to members, thus enabling them to trace locations.

The Union list of serials is also maintained to provide location information specifically for referral purpose. Other lists available in the region include the Union list of sets of vocal scores and the Inter-Regional Fiche. The later is used to provide national locations for items not held in more than one regional location.

Some member libraries in the South Western Regional Library System which are online use the VISCOUNT database for fast and wider coverage of locations required for inter library lending services. Problems encountered in the region include lack of accuracy in the regional catalogues and inadequate book stock to meet the increasing demand.

2.2.5.3 Transportation of Interlibrary Materials

The region has informal arrangements with the County to use the County owned vans to deliver and collect interlibrary loan materials between libraries in the area. The operation of the transport scheme is irregular since the region does not have full control over it. Despite this, libraries find it cheaper to use the transport scheme than mail.

2.2.6 West Midlands Regional Library System

The West Midlands Regional Library System covers public, academic and special libraries in Hereford and Worcester, Shropshire, Staffordshire and Warwickshire. The main objective of the regional library system is to promote all forms of cooperation between libraries and all relevant organisations both regionally and nationally.

2.2.6.1 Interlibrary Lending Services

Applications for requests and locations are made by post, telephone, telex, and VISCOUNT. Unlike other regional library systems West Midlands accepts requests only on the British Library Document Supply Centre forms.

Received requests are checked by the Bureau staff to verify bibliographical information and provide locations. In cases where more than one location exist, staff decide the order of approach and mail the request directly to the first library on the rota. If the item is not available there the request is posted to the next library on the rota and so on until the item is supplied or unsuccessful request is returned to the requesting library. Incidentally having written the chosen rota on the request pro-forma, the regional Bureau sends a copy to the requesting library so that it is aware of developments. This method seem to be time consuming and causes delay.

There are also cases when member libraries may apply directly to the British Library Document Supply Centre. Requests that fail to be satisfied from the BLDSC's own collection are usually returned to the regional library for verification and then directed to the supplier.

2.2.6.2 Location Information

The West Midlands Regional Library System maintains a union list of play sets and a microfiche catalogue of vocal scores held in libraries in the region. The regional library system also maintains an ISBN list and a list of British National Bibliography serial numbers. Most of the International Standard Book Numbers for material acquired are supplied by member libraries to update the union catalogue. Compiled copies of ISBN lists are made available to member libraries in microfiche format as well as on microform.

The British National Bibliography serial numbers are on a printed sheaf catalogue.

2.2.6.3 Transportation of Interlibrary Materials

West Midlands Regional Library system has been operating a transport scheme since 1979. Each member library is served five times a fortnight. This appears to be too long a time between visits for urgent requests. Urgent interlibrary loan material are likely to be received by the requesting library a day or two late.

2.2.7 Yorkshire & Humberside Joint Library Services

Yorkshire and Humberside Joint Library Services was created as a result of the 1974 local government reorganisation. Participants in the service include Metropolitan Districts, Counties, academic institutions and medical libraries in the regional area. Membership is also available to all public libraries and organisations concerned with interlibrary lending services at national and international levels.

The aim of Yorkshire and Humberside Joint Library Services is to operate on behalf of the constituent authorities and to develop where appropriate the following functions:

(a) Interlending system, including appropriate transport scheme;

(b) Maintenance of appropriate section of National Fiction Reserve

(c) Management of General Pool Stock...(25).

The consortium has implemented these objectives by introducing the transport scheme in the region. The region operates a central book stock which comprise a General Pool Stock, music and drama collections and a schools exhibition collection.

2.2.7.1 Interlibrary Lending Services

Most of the interlibrary loan requests are serviced from the General Pool Stock which currently comprises more than 130000 volumes of non fiction, 35000 adult fiction and about 15000 out of print junior fiction. Apart from monographs, Yorkshire and Humberside Joint Library Service provide audio visual materials on record and cassettes for interlibrary lending.

The advantage which the Yorkshire and Humberside Joint Library Services have is that loans can be supplied from the central stock. This makes processing of interlibrary loans much faster. This does not happen in other regions.

Various catalogues are used by member libraries to identify locations for appropriate suppliers. These include the *Directory of resources of audio-visual materials* and the International Standard Book Number location index. Very little use is being made of these catalogues because of the close proximity of the British Library Document Supply Centre whose union catalogues are used frequently. Secondly, the accessibility to VISCOUNT enables the Joint Library Service to use its database.

Applications and requests for locations are transmitted by post, telephone, fax and VISCOUNT. The British Library Document Supply Centre forms are preferred for both requests made from within and outside the area.

Like most regional library systems in Britain, Yorkshire and Humberside Joint Library Services has a well developed transport scheme with vans visiting each library in the area daily. The vans also link Yorkshire and Humberside libraries with the British Library Document Supply Centre and other regional networks.

2.2.8 National Library of Scotland Lending Services

The National Library of Scotland Lending Services though counted as a regional library system, operates differently. First, unlike other regional library systems which are managed by Executive Committees, the National Library of Scotland Lending Services is based on and managed by the National Library of Scotland. Its funding is from the National Library vote. Because of this full funding, there is no subscription from member libraries. This has made it possible for all Scottish libraries to become members. Their contribution to the service is to report their holdings to the Scottish union catalogue.

The objectives of the National Library of Scotland Lending Services as provided by the Royal Charter are (26):

(a)   To maintain a stock of books to supplement the resources of Scottish libraries and to lend at their request books which cannot conveniently be obtained from other sources,

(b)   To facilitate, and to act as a clearing house for Scottish interlibrary loans.

(c)   To provide bibliographical information to Scottish libraries

(d)   Maintain a union catalogue recording the location of books in Scottish libraries

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(e)   To take such other action as will facilitate access to books and the development of cooperation.

The above objectives signify the primary function of the National Library of Scotland Lending Services as a regional focal point for interlibrary lending services.

2.2.8.1 Interlibrary Lending Services

The Interlibrary lending services in Scotland is centred on the Pool Lending Stock which consist of the general collection, Scottish and Scottish related material. This collection is used by the National library to meet most of the interlibrary lending requests countrywide. It was in view of this comprehensive collection that the National Library of Scotland was designated as one of the British Library Document Supply Centre back up libraries.

Requests for interlibrary loans are accepted on British Library Document Supply Centre forms. Those transmitted by telephone, telex, fax and VISCOUNT must quote the British Library Document Supply Centre form numbers. Received forms at the National Library are verified for bibliographical information and locations from the union catalogue before turning to the Pool Lending Stock or the British Library Document Supply Centre.

2.2.8.2 Location Information

The National Library of Scotland maintains the Scottish union catalogue. The catalogue has entries and locations representing more than 2 million documents held in about 100 Scottish libraries, including the Pool Lending Stock and the British Library Document Supply Centre. The Scottish union catalogue is available in the following formats:

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(a)   **Sheaf catalogue-** comprise records of the Pool Lending Stock and accessions of participating libraries in Scotland.

(b)   **The International Standard Book Number COM file-** Contains records for books held by the National Library including those of the British Library Document Supply Centre. The ISBN COM file is made available to cooperating libraries on subscription. This has made it possible for individual libraries to pursue their own interlibrary loan requests directly without involving the National Library .

Other union catalogues held by the National Library are the British National Bibliography COM file, Library of Congress COM file, combined regional list, Scottish union catalogue of Music, Directory of Scottish Newspapers, Union catalogue of serial holdings of smaller cooperating libraries and the Scottish Gaelic union catalogue.

2.2.9 Wales Regional Library System

The Wales Regional Library System was established in 1973. The main objectives of the Scheme as stated in the constitution are:

(i)   to promote active cooperation between libraries of all categories and maintain liaison with other inter-loan organisations...

(ii)   to arrange loans of books and periodicals and any other non-media ...

(iii   to maintain a union catalogue(27).

Cooperating members in this regional library system are County, Borough or District, academic and special libraries within Wales. Member libraries pay

annual subscriptions which vary depending on the type of the library. Public libraries pay according to the size of the population served, academic and special libraries pay a flat rate.

2.2.9.1 Interlibrary Lending Services

The National Library of Wales is empowered by law to maintain a national collection of materials either on Welsh, published in Wales, or written by Welsh people(28). The materials collected include monographs and periodicals and are available only on interlibrary loan.

Application for materials is by post, telephone, telex or fax. Regional pro-forma are used for applications within the region only. British Library Document Supply Centre forms are used in requesting items from outside Wales.

Requests received at the National Library of Wales are verified. If the item wanted is in stock the copy is supplied to the requesting library. If the National Library is unable to supply, then locations are provided for the requesting library to apply direct.

2.2.9.2 Location Information

Location information is obtained from member libraries through the Regional International Standard Book Number lists and Inter-Regional list. Both these lists are on microfiche held by some libraries in the region. Other location lists in use are the *Union list of Welsh periodicals and their locations* and; *A Brief guide to audio-visual materials in Wales.*

Wales Regional Library System operates a transport scheme jointly with the Welsh Books Council. The van service distributes books to member libraries

in Wales only. This implies that interlibrary lending services with neighbouring regions like Yorkshire where the British Library Document Supply Centre is situated have to use other alternative means of delivery.

2.3 COOPERATIVE SCHEMES

There are several library cooperative schemes in Britain formed to provide specialised services in areas such as acquisitions, automation, cataloguing and interlibrary lending. These schemes operate either on formal or informal arrangements based on their subject area of specialisation, library type or geographical area of their location. The advantage of these cooperatives is that they enable participating libraries to pool their resources together in terms of interlibrary lending services, production of union lists or catalogues, acquisition of materials.The difference between these specialised schemes and the regional schemes is the way they operate. Special cooperative schemes deal with specific aspect of library services, whereas regional schemes are more general and act as clearing-houses for requests for particular books which are not in stock in libraries where asked for.

2.3.1 Local Cooperative Schemes

A typical example of a local cooperative scheme is Sheffield Interchange Organisation (SINTO). It is one of the earliest local library cooperation schemes to be established in Britain. It started with 12 participating libraries in 1932, and the number has grown to more than 72 members since then (29). This includes public, academic and special libraries in Sheffield.

The scheme operate on a 'give and take' basis. Each member library has the obligation to subscribe to a specified minimum number of periodical titles and books. The objective of the scheme is to coordinate the interlibrary lending

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services among members. Its secretariat maintains a union catalogue of holding of participating libraries. It also publishes and distributes the *SINTO union list of periodicals; SINTO information resources directory and guide.* These sources are widely used by member libraries for current awareness services as well as for locations.

Aberdeen and North of Scotland Library and Information Cooperative Service (ANSLIC), now called Grampian Information is another scheme started in 1969. Its membership comprise special, academic and public libraries in Aberdeen and North Scotland. Its main aim is to foster cooperation and mutual aid between member libraries through interlending. Apart from this it compiles and publishes a bibliography on oil which has become a major source of information to many organisations concerned with oil industry in the region. Other bibliographies it publishes include the *Newspapers held in libraries in North East Scotland;* and *Union list of scientific and medical periodicals in Aberdeen area.*

Humberside Libraries Technical Interloan Service (HULTIS) and Hampshire Area Technical Research Industrial Commercial Service (HATRICS) are other cooperatives for academic and special libraries in Humberside and Hampshire respectively. Both HULTIS and HATRICS have membership of 160 and 450 representing all types of libraries respectively(30). Their objective is to mobilise and provide scientific and technical information to various institutions in their regions.

The Hertfordshire Technical Library Information Service (HERTIS) is based on the integrated resources of the Hatfield Polytechnic and the College of Technology and Further Education in Hertfordshire County. It collaborates mostly with the public library sector in Hertfordshire Library Service and with other bodies involved in information provision in the area. As in most schemes, HERTIS is financed from membership subscription and a small service charge

to cover copying and postage. Membership comprise academic, special and public libraries.

Over the last few decades, there have been several developments which have facilitated the interlibrary lending services in Britain. An example of these is the Birmingham Libraries Cooperative Mechanization Project (BLCMP), now called BLCMP Library Services Ltd.

The primary aim of Birmingham Libraries Mechanization Project was to provide a cataloguing service for libraries of the universities of Aston and Birmingham and the Birmingham Public Library. Acting as a sub-contractor of the British Library, Birmingham Libraries Mechanization Project produces and distributes the British National Bibliography printed catalogue cards for a few libraries who still maintain card catalogues. It recently developed an interlending system with a central database and can now be accessible by all cooperating libraries on online.

The South West Academic Libraries Cooperative Automation Project (SWALCAP) was started in 1969 with only three member libraries namely, the universities of Bristol, Cardiff and Exeter. By 1987 the membership had increased to 23, the majority being academic libraries (31).

2.3.2 Cooperation by Library Type

Aslib, the Association for Information Management is a private association founded in 1924 by a group of librarians working in research stations. Its membership is international, and includes university, public, national and special libraries. It provides conferences and courses on information management topics and advisory services to its members through its Groups and Branches. It has branches covering Midlands, North England, and Scotland.

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Its aim is to facilitate the coordination and systematic use of sources of knowledge and information in all fields. It is in view of this that Aslib maintains its own information service for use by members and also administers an interlending service between participating libraries. Apart from this, it also publishes *Aslib directory of information sources in the United Kingdom, Index to theses, Aslib data guides,* Handbook of special librarianship, *Current awareness abstracts* and various journals.

2.3.3 Cooperatives for Materials in Languages other than English

Various cooperative arrangements for the management of stock in languages other than English exist in British libraries. These include the Cooperative of Indic Language Library authorities (CILLA), the Polish Library, the Library of Asian Languages Birmingham, the Indic Language Cooperative Leicestershire, the Chinese Library Subscription Scheme Westminster and the Asian Language Subscription Service Kirklees.

The aim of these cooperatives is to encourage the acquisition of material in respective languages. They also provide mechanisms for interlibrary lending of such material among member libraries. Although it has been possible to establish such schemes in Britain, organisation of material for interlibrary lending services has always been a major problem. This is especially so with material written in scripts other than roman. This has resulted in deploying staff from various ethnic groups to organise and assist to provide the services.

2.4 LOCATION TOOLS

The effectiveness of interlibrary lending services depends on the way documents are made available to other libraries. Access to documents is helped by using catalogues, accession lists and indexes. Some of these tools are expensive to maintain and may not be easily sustained by most libraries. In most cases libraries form joint ventures in order to produce catalogues for their holdings.

In Britain, large libraries like the British Library Document Supply Centre and some university libraries publish catalogues for their own collections.

2.4.1 Directories of Libraries

The cardinal point to consider when planning for interlibrary lending service is awareness of the existing resources. The libraries involved have to be identified and their location, scope and coverage made known.

Details about libraries are normally recorded in directories. Directories range from a bare list of names and locations of libraries to more detailed information on the size, scope and or specialization of each library.

In Britain there are directories of libraries and information centres compiled by the Library Association, commercial publishers and the British Library. Some of these are of international coverage such as the *World guide to special libraries* and the *World guide to libraries*. Others are limited to national coverage, like *Libraries in the United Kingdom and the Republic of Northern Ireland*, the *Libraries Directory* and the *Aslib directory of information sources in the United Kingdom*.

The Aslib directory of information sources in the United Kingdom is compiled and published in two volumes. The first volume of the directory contains entries of commercial, scientific and technical, academic and government libraries and information centres in the United Kingdom. The subject index listed in volume two of the Aslib directory useful for those who may be interested on particular subject.

The most interesting features with the Aslib directory is that it provides information regarding the subject coverage and special collection for each library or information centre listed. It also provides addresses, telephone and fax numbers and designations of staff to be contacted in case of enquiry to respective institutions.

Another important directory is the Directory of Library Codes published by the British Library Document Supply Centre. It is distributed to registered members to provide them with the guidelines regarding interlending services. The performance of directories depends on their comprehensiveness, accuracy and up to date information it contains.

2.4.2 Catalogues

Catalogues are often viewed as potential tools which provide locations of library holdings. Their value in interlibrary lending services is to provide awareness of the existence and location of the required items.

In Britain, the role of union catalogues is a supportive one since interlibrary lending service for items other than fiction is concentrated on the British Library Document Supply Centre. This is because the British Library Document Supply Centre has a comprehensive collection from which it supplies documents to meet most of the requests.

2.4.2.1 Union catalogue of books

The British Union Catalogue of Books is a card catalogue for books published before 1980. Entries represent books held by the British Library Document Supply Centre and other British libraries. It is from this Union Catalogue that the British Library Document Supply Centre compiles its catalogues which include Slavonic union catalogue and the serials file. The number of contributors to this catalogue has been getting smaller since 1980's. For example, in 1980 there were 56 libraries contributing to the union catalogue(32), but by 1990, the number was 17 (33). This is because the British Library Document Supply Centre decided to have one supplying source for each document in the catalogue, so as to reduce the number of unnecessary multiple entries in the union catalogue.

This Union catalogue of books is affected with problems of maintenance. Since information for some entries is supplied by holding libraries, there is lack of uniformity. Secondly, some libraries do not inform the BLDSC of withdrawn or added items.

2.4.2.2 Slavonic Union Catalogue

This was started in 1947 at the National Central Library. It contains information of the holdings of the British Library Document Supply Centre and also of other major slavonic holding libraries in the United Kingdom. The type of material recorded include monographs, serials, conferences, law and statutes, mostly in slavonic languages.

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2.4.2.3 The Serials File

This is a record of serial entries from all British Library divisions, Cambridge University Library and the Science Museum Library. Records are held in a machine readable form and are being used to produce a microfiche index called *Keyword Index to Serial Titles* (KIST). Other serials catalogues which the British Library Document Supply Centre produces are the *Boston Spa Serials* on CD-ROM and *Current Serials Received*. The later is an annual list of significant serials in all subject fields held at the British Library Document Supply Centre and the British Library, Science Reference and Information Service (SRIS).

Apart from serials catalogues, British Library Document Supply Centre also publishes the *British union catalogue of Orchestral sets, Index of conference proceedings, British Reports, Translations and Theses, British Union of catalogue of books printed before 1801*, Regional union catalogues and combined Regional location lists.

There are also several union catalogues in Britain which cover local institutions. Examples of these are the *Union list of periodicals in libraries in the Brighton area* , others cover small specialised areas, the example of this is the *Glasgow list of medical periodicals*.

Union catalogues of books are maintained by libraries within local authorities indicating the holdings and their locations. For example all libraries in Leicestershire County libraries are listed in the union catalogue for that county with the bibliographical details of the books they hold.

The widespread use of computerized techniques for storage and retrieval of bibliographic data has had considerable influences on interlibrary lending services in most developed countries. For example in Britain, most library institutions are using CD-ROM and online databases for storage and retrieval

of information. Online networks have also been introduced in libraries. These include Automated Request Transmission by Telephone (ARTTel); Consortium of University Research Libraries (CURL); Lancaster Interloans System software package; LIBERTAS; URICA and VISCOUNT.

The Consortium of University Research Libraries is a machine readable bibliographic database consisting records of holdings from university libraries of Cambridge, Edinburgh, Glasgow, Leeds, London, Manchester and Oxford. The database host is at Manchester Computer Centre and is accessible to member libraries. Arrangements are being made to extent the service to other universities in the United Kingdom via the Joint Academic Network (34).

JANET is the United Kingdom library network linking universities, polytechnics, research councils and British Library Document Supply Centre. Although limited to academic institutions, JANET network is being used by other non academic institutions which have links with academic institutions in terms of research or interlibrary loan services. The network has facilities to access other computer networks worldwide.

LIBERTAS was developed by the SWALCAP Library Services for use by the Universities of Bristol, Exeter and University College,Cardiff.

The system extended its use to other academic libraries like the University London and Leicester which are outside the region. It is also being used by public and special libraries in the United Kingdom and the continental Europe as well. It offers a wide range of integrated online interfaces to bibliographic databases, including online public access cataloguing and authority control, circulation control and interlibrary loan.

URICA is an integrated library system with modules for acquisition, cataloguing, circulation and periodical control. It was introduced in the United

Kingdom in 1983, since then it has been adapted by a wide range of libraries for in house functions as well as for networks.

The other network which has become popular in interlibrary lending services is the Automated Request Transmission by Telephone (ARTTel). It is the main example of automated system in the United Kingdom used for transmitting interlibrary loan requests apart from JANET E-m-Mail, Fax and telex. It is accessible via packet switching data networks. The British Library Document Supply Centre prefer loan request transmitted through ARTTel. As a result of this most libraries have links to the system.

Apart from online databases, CD-ROM databases are heavily used in most libraries in the United Kingdom such as the Pilkington Library at Loughborough University, Bromley Central Library, Newcastle upon Tyne Central Library, Broadgreen Hospital Medical Library and Liverpool Medical Institute library.

2.5 TRANSPORT SCHEMES

Libraries in Britain have traditionally depended on the post for interlibrary loans. However, with the increasing volume of interlibrary loans, vans have been found better alternative because they are generally more economical and faster than postal services.

Interlibrary transport schemes were introduced in Britain in the early 1970's. Their purpose was to supplement the postal service which was found expensive for bulky items. The early schemes were introduced as pilot schemes between the then British Library Lending Division and individual Regional Library Systems.

The first pilot scheme was set up by the Yorkshire and Humberside Joint Library Services Committee in 1974(35). A second scheme was started in

London in 1977 also funded and partly managed by the British Library Lending Division.

Experience gained from these pilot schemes motivated the British Library to set up a Study Group to examine the possibility of establishing more transport schemes (36). The Study Group recommended that:

(a)   Transport schemes should be organised to carry interlibrary loans and photocopies from the British Library Lending Division, regional and inter-regional libraries.

(b)   Each scheme should consist of a van distribution system linked by rail or road to the British Library Lending Division.

Following these recommendations several transport schemes were established and by 1978 all Regional Library Schemes in Britain except the National Library of Scotland Lending Services had set up transport schemes in their regions. The way these schemes operate varies. For example the Yorkshire and Humberside Joint Library Service and Northern Regional Library System use their own transport to collect and deliver items to the BLDSC. LASER, East Midland and West Midlands use National carrier to Leeds British Rail station for despatch to depots at London, Leicester and Birmingham respectively. It is from these depots that van drivers of regional transport schemes sort their consignments for delivery to respective libraries. Consignments for North Western Regional Library Scheme are delivered directly by the Manchester based carrier.

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CHAPTER 3

A SURVEY OF INTERLIBRARY LENDING SERVICES IN BRITAIN

Questionnaires (Appendix 1) were sent to 150 public, academic and special libraries in Britain regardless of their size (Appendix 2). Out of these, 101 responded giving a response rate of 67% (see table 4).

Two public libraries returned their questionnaires uncompleted. One library said that it could not complete the questionnaire because County policy does not allow staff to answer questionnaires received from outside institutions (Appendix 3). The other one wanted a fee of £ 10.00 before it would answer the questionnaire (Appendix 4).

Table 4: Distribution of questionnaires and responses

LIBRARY TYPE	QUESTIONNAIRES		% RESPONSE
	MAILED	RETURNED	
Public	63	46	73%
Academic	40	22	55%
Special	47	33	70%
TOTAL	150	101	67%

3.0   DATA ANALYSIS

3.1   PARTICIPATION IN INTERLIBRARY LENDING SERVICES

Out of the 101 libraries which replied to questionnaires, only one library indicated that it does not participate in interlibrary lending services. The reason given was that it is a small private library in the "special" library group and does not have sufficient material to lend out.

3.1.1 Items borrowed on interlibrary loan *(Question 4 a)*

A total of 370,881 items were borrowed by the 101 libraries. Of these, 184,258 were borrowed by the academic, 150,988 by public and 35,635 by special libraries in the sample.

Within the special library category, libraries in research institutions borrowed 19,719, Government departments 11,096, commerce and industry 3,605 and learned societies 1,215. So it appears that libraries in research institutes borrow more than other types of special libraries. This may be because of diversified information required to meet the needs of research activities from parent institutions. Since such information may not be found in one institution, special library have to borrow from other sources.

On average, academic libraries borrowed most (8375 items per library), as compared to 3282 and 1080 items per public and special library respectively (see Figure 1 - Page 58).

Of all libraries covered in the survey, the highest borrower was an academic library (Sheffield University). It borrowed 35,000 items as compared to the highest individual public (Lancashire county library) and special libraries (Central Public Health Library) which borrowed 14,524 and 2,500   items

respectively. Sheffield University is located not far from BLDSC where it can get access very easily.

The volume of items borrowed by special libraries in the survey is much less than that of other types of libraries. This is because of the size of those that responded to the question. For example, of the 33 special libraries that responded 15 were small industrial and commercial libraries which depended much on internal information. They therefore borrow less from other libraries.

Figure 1: Average number of items borrowed per library

3.1.2 Items lent to other institutions (*Question 4 b)*

A total of 148,692 items were lent out in 1992-93. Academic libraries lent average 2,388 items per library, public and special lent average 1,975 items and 160 items per library (see figure 2 - Page 60). Within the special library group, government departments lent out more items than other types.

One academic library (Anglia Polytechnic)lent out nothing, as compared 30,000 items lent by Sheffield University library in the same category. For special libraries, the lowest number of items lent was 5 (by the Economic and Social Research Council) and the highest 2,000 by the National Radiological Protection Board. The variations in the volume of lending given above seems to be determined by the quality and quantity of stock held by individual libraries in each category.

The large amount of research and courses being taken in academic institutions must have contributed to higher demand for material on inter-library loan. An earlier survey carried out by White (1) says that universities have research students and staff whose research and dissertations demand information from various sources. To meet these demands they have to borrow from other institutions.

Figure 2: Average number of items lent per library

3.2 LIBRARIES USING THE BLDSC FOR INTERLIBRARY LENDING SERVICES (*Question 2)*

All but one of the respondents said that they use the British Library Document Supply Centre for their interlibrary loan requests. The exception was the special library mentioned in the section 3.1.

3.2.1 Problems encountered with interlibrary lending requests from BLDSC *(Question 2a)*

Libraries were asked if they had experienced any problems with the British Library Document Supply Centre regarding interlibrary lending. 75 libraries said that they had interlibrary lending problems with the BLDSC.

The problems reported were:

(i)   Long waiting times for some items which are in very high demand (32 libraries: 30% of public libraries, 41% of the academic and 27% of the special libraries).

(ii)   Inability of BLDSC to quickly check on the progress of specific loan requests and report back to the requesting library (24 libraries : 26% of the public, 21% of the special and 23% of the academic libraries). This depends on the number of staff available to work on requests and also the level of demand.

(iii)   The inadequate BLDSC acquisitions policy for non technical material. For example, BLDSC does not acquire systematically some foreign language monographs, fiction, play sets and vocal sets. (18 libraries : 28% of the public, 14% of the academic and 6% of the special libraries).

(iv)   Loan period of 3 weeks given by the BLDSC is considered inadequate (11 libraries : 20% of the public, 3% of the special and 5% of academic libraries).

(v)   9% of special libraries and 2% of public library said that occasionally wrong parcels are supplied from BLDSC because they are labelled wrongly.

(vi)   20% of public and 6% of special libraries said that BLDSC depends on back up libraries which occasionally fail to supply material in time. Back up libraries only accept requests sent from Boston Spa and not direct requests from other libraries. Since there is no limit for requests sent to individual back up libraries there are times when speed of response is affected   if requests are many.

(vii)   Occasional connection problems via Automated Request Transmission by Telephone (ARTTel). This problem was mentioned by 7% public libraries and 3% special library.

(viii) High expenses on BLDSC forms, photocopies and replacement cost for lost items. This was reported by 7% of public   libraries.

3.2.2 Cost effectiveness of the BLDSC *(Question 2b)*

Libraries were asked to say what had been their experience with its cost and effectiveness.

74 libraries said that they find BLDSC service cost effective. The comments were:

(a) . BLDSC has a wide range of material from which it can satisfy most of the requests. It is therefore very efficient.

(b) 22 public libraries, 14 academic and 3 special libraries (2 from research institutes and 1 from a government department) said that BLDSC is good for searching for alternative locations for items not in stock and also providing locations.

(c) 24 public libraries, 12 academic and 7 special libraries (all from Government departments) said that BLDSC has become cost oriented and its charges are too high, but 4 public, 7 academic and 7 special libraries (5 from research institutes and 2 from government) said that the cost is fair.

(d) 7 academic 7 special and 5 public libraries said that BLDSC provides excellent service in science and technology and its photocopying facilities are faster than regional libraries. The strength of BLDSC's collection of science and technology material is due to its acquisition policy which aims at material in most demand of which science and technology form a part. This is reflected in the high volume of journals, report literature, theses and conference papers in its collection.

3.3 REGIONAL/SUBJECT SPECIALISED SCHEME *(Question 3)*

Libraries were asked whether they use any regional or subject-based arrangements for interlibrary lending between libraries apart from the British Library.

Eighty libraries indicated that they use regional and/or subject specialised schemes. Out of these 45 were public libraries, 23 special and 12 academic libraries. So nearly all the public libraries surveyed use these schemes for interlibrary loans, compared to 70% of the special libraries and just half of the academic libraries surveyed (see table 5).

Table 5 : Libraries using Regional or Subject Specialised Schemes

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	45 (98%)	23 (82%)	12 (55%)	80
N0	1 (2%)	5 (18%)	10 (45%)	16
TOTAL	46	28	22	96

The proportion of libraries using different regional schemes is shown in table 6

Table 6: Proportion of libraries using different Regional Library Schemes.

REGION SCHEME	PUBLIC	ACADEMIC	SPECIAL	TOTAL
London & South East	8	5	18	31
South Western	7	7	3	14
East Midlands	3	3	4	10
North Western	7	1	-	8
Yorkshire and Humberside	5	2	2	8
West Midands	6	1	-	7
National Library of Scotland	2	3	2	7
National Library of Wales	5	-	-	5
Northern	1	-	-	1

It is interesting to note that the London and South East Region has the highest number of users in each category of library. The main reason is that LASER's membership is not confined to libraries in the region, it covers libraries in other regions as well. Secondly, the highest number of special libraries use LASER provide services to Government departments, industrial and commercial and professional associations and institutions, most of which are located in the region.

3.3.1 Other libraries used for interlibrary lending *(Question 3a)*

Libraries were asked to say what libraries they use for interlibrary lending apart from the regional library system and the British Library Document Supply Centre.

Over half of the special libraries (9 from research institutions, 5 from commerce and industry and 3 learned and professional societies) use Government Department libraries.

2 special libraries (1 research and 1 learned society library) and 1 academic library use Medical Research Council Libraries.

2 academic and 1 special (learned society) library use the British Medical Association.

1 public library and 2 special libraries (commerce and industry) use the Sheffield Interchange Organisation (SINTO).

2 public libraries and 1 special library said that they use the Anglian Libraries Information Exchange Scheme.

2 special libraries (both from research institutes) use the Wiltshire Libraries in Cooperation (WILCO).

1 special (research) and 1 academic libraries said that they use the Coventry and District Information Group.

1 special library (learned society) uses the Association of Scottish Health Sciences Libraries.

1 academic library uses HATRICS.

3.3.2 Problems in Regional and Subject Specialisation Schemes
(Question 3b)

Libraries were asked to indicate the kind of interlibrary lending problems they have experienced with regional or subject specialisation schemes.

Libraries mentioned :

(i)   the complications of interlibrary loan requests from some libraries which have adopted the BLDSC system of using two forms for dissertations (35% of the public libraries, 18% of the special and 9% of academic).

(ii)   some libraries are unwilling to lend certain material such as journals, reports, theses, foreign and government publications which may be expensive and irreplaceable. Since some documents are unpublished, most libraries fear to lend them just incase they get lost. Other libraries especially academic and special do not like keeping their documents away for more than a day because of demand from their own users. The only way such material can be made available to other libraries is by supplying them with photocopies (7% of the public, 3% of the special and 9% of the academic libraries).

(iii)   Items take a week longer to arrive than from BLDSC due to shortage of staff to process the requests promptly. Method of delivery was also cited as the cause of the delay. For example items delivered by post may take more than a day to be received than when delivered by transport van. Some regional transport schemes also cause delay in cases where there are not enough vans for daily deliveries (39% of the public libraries, 23% of the academic and 9% of the special libraries).

(iv)   County libraries no longer have sufficient funds to purchase books for on the subjects of their specialization (13% of the public and 12% of the

special libraries). It was also noted that public libraries in an effort to keep going, cut down on less popular items and their archival role is seen as less urgent.

(v)   Items get lost in transit (22% of the public libraries).

(vi)   regional location lists are not updated regularly leading to many fruitless requests (11%of the public, 8% of the academic and 4% of the special libraries).

(vii)   lack of access to computerised locations (2% public library).

3.3.3 Cost-effectiveness of regional/Subject specialised schemes (Question 3 c)

Libraries were asked to say their experience of the cost and effectiveness they had when using regional or subject based arrangements for interlibrary lending.

40 libraries (21 public, 14 special (7 from research institutes, 5 government departments and 2 learned societies) and 5 academic) said that responses from regional or subject specialised schemes are quicker and the cost is less than with the BLDSC. For example, some libraries provide photocopies at half cost of the BLDSC.

18 libraries (10 public, 4 academic and 4 special (research))said that regional library schemes have very limited stock to meet most demands and are less effective.

Effectiveness of regional or subject specialized schemes depends on the effectiveness of member libraries. For example if member libraries have

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adequate stock and are willing to lend to others then the interlibrary lending service can be effective. So effectiveness varies from one region to another.

3.4 USE OF CATALOGUES FOR INTERLIBRARY LENDING REQUESTS (Question 6)

For interlibrary lending requests libraries were asked whether they use catalogues or lists which covered regional libraries, national libraries or libraries with a special subject collection.

3.4.1 Catalogues covering regional libraries (Question 6 a)

50 libraries said that they use catalogues covering regional libraries. 38 (76%) of these were public libraries. Among the 14 academic libraries who responded to this question, only 4 (28%) use a regional library catalogue. Of the 21 special libraries who responded, 8 (38%) use them (see table 7).

Table 7: Catalogues covering regional libraries

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	38 (83%)	8 (38%)	4 (29%)	50
NO	8 (17%)	13 (62%)	10 (71%)	31
TOTAL	46	21	14	81

The regional catalogues mentioned in the survey were:-
(i)   ISBN lists (25 public and 3 academic)

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(ii)   LASER union catalogue of periodicals (11 public and 3 academic)

(iii)   Provincial Joint Fiction Reserve (7 public libraries)

(iv)   Regional catalogues of play sets (5 public libraries)

(v)   BNB number location list (3 public libraries)

(vi)   2 public and 1 academic libraries said that they use Union list of vocal
         scores

(vii)   Scottish Gaelic union catalogue (3 public libraries)

(vii)   Union list of Welsh periodicals (2 public libraries)

(ix)   National Library of Scotland union list of libraries (1 public and 1
         academic libraries).

Overall, public libraries are the major users of regional catalogues such as ISBN
lists and BNB lists for books, which are the most popular material in public
libraries.

3.4.2 Catalogues covering national libraries *(Question 6 b)*

Libraries were asked whether they use a catalogue or list which covers national
libraries for interlibrary lending requests (see table 8).

Table 8: Libraries using National Catalogues

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	25 (60%)	10 (48%)	10 (62.5%)	45
NO	17 (40%)	11 (52%)	6 (37.5%)	34
TOTAL	42	21	16	79

60% of the 42 public libraries who answered this question use catalogues
covering national libraries. Half of the special libraries who answered (21) said
that they use national catalogues and (63%) of the 16 academic libraries who

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answered the question also said that they do this. Special libraries make less use of national catalogues than public and academic libraries.

The following catalogues covering libraries at the national level were mentioned:-

(i)   LASER-VISCOUNT database. (21 public libraries) This could be because LASER-VISCOUNT database started as a pilot project in Regional Library Bureaux Which are located in public libraries. Because of this, it attracted the attention of more public libraries. The other factor is that most public libraries in the United Kingdom contribute their catalogue entries to VISCOUNT. This makes it necessary for them to use it to identify locations for material held by other public libraries in the country.

(ii)   *Guide to libraries and information units in government departments and other organisations* published by the British Library (8 special libraries) (3).

This guide is popular among special libraries because of its coverage of libraries and information services in government departments and similar agencies. It also provides information regarding subject coverage of material and their availability.

(iii)   British Union Catalogue of Books (BUCOB) (4 public libraries and one academic)

(iv)   *Libraries in the United Kingdom and the Republic of Ireland* published by the Library Association in London (1 public library) (4).

(v)   British Union Catalogue of Orchestral Sets (BUCOS) (One academic library).

3.4.3 Catalogues covering libraries with a special subject collection (Question 6c)

Libraries were asked to indicate whether they used a catalogue or list covering libraries with a special subject collection. 55% Public libraries, 65% special and 47% academic libraries said that they use (see table 9).

So, more special libraries use lists of libraries by subject. This is because these catalogues list libraries by subjects which are of interest to them.

Table 9: Libraries using Special subject catalogues and lists

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	22 (55%)	15 (65%)	8 (47%)	45
NO	18 (45%)	8 (35%)	9 (53%)	35
TOTAL	40	23	17	80

(i)   *Aslib directory* (5) (3 academic libraries, 2 special libraries and 1 public library)

(ii)   *British Medical Association periodical list* (2 academic Libraries and 1 special library (learned society)).

(iii)   *Medical Research Council union list* (1 academic and 1 special library)

(iv)   *HATRICS directory* (one academic library)

(v)   *Scottish Agricultural library union list* (1 special library).

3.5 CONTRIBUTION TO CATALOGUE ENTRIES *(Question 7)*

Libraries were asked to indicate whether they contribute entries to a catalogue or list of material used as a source list for interlibrary loan. Those that contribute were asked to mention the type of catalogues or lists to which they contribute.

Most of the public libraries who responded (91%) said that they contributed entries to catalogues as compared to 65% of academic libraries (see tables 10 and 11). The special libraries who did so contributed mostly to subject guides to libraries, not union catalogues.

Table 10: Contribution to catalogue entries

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	39 (91%)	11 (38%)	13 (65%)	63
NO	4 (9%)	18 (62%)	7 (35%)	29
TOTAL	43	29	20	92

Table 11: Catalogues and contributing libraries

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
BLCMP	6	-	3	9
ISBN lists	7	-	2	9
Provincial Joint Fiction Reserve	9	-	-	-
LASER-VISCOUNT	8	-	-	8
Welsh Regional Library System	7	-	-	7
National Library of Scotland Union List	3	1	-	4
Guide to libraries & information units	-	4	-	4
South Western Regional Library	3	1	-	4
Medical Research Council Union catalogue	-	-	2	2
British Union Catalogue of Scores	-	-	1	1
HATRICS Directory	-	-	1	1
BLDSC union catalogue	-	-	1	1

It is interesting to note that the Provincial Joint Fiction Reserve, LASER-VISCOUNT, BLCMP, ISBN lists and Welsh Regional Library System are better contributed to than other catalogues in the above list. The contributors are mostly public libraries who also contribute more·to regional library catalogues than academic and special libraries.

Entries made in union catalogues, directories, guides and other lists of material used as source lists for interlibrary lending are obtained from individual libraries.

3.6   USE OF ONLINE SYSTEMS FOR INTERLIBRARY LOANS
-   *(Question 8)*

Libraries were asked to indicate whether they use online to identify holding libraries or to transmit interlibrary loan requests.

(a)   Identification of library holdings online *(Question 8 a)*
47% of   libraries who answered this question   said that they use online services to identify library holdings (see table 12).

Table 12: Identification of library holdings online

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
NO	26 (59%)	4 (13%)	15 (68%)	45
YES	18 (41%)	26 (87%)	7 (32%)	51
TOTAL	44	30	22	96

This was 68% of the academic libraries, 59% of the public libraries and only 13% of the special libraries.

(b)   Online for transmitting requests (Question 8 b).

46% of libraries said they use online service to transmit interlibrary loan requests (see table 13).

Table 13: Online for transmitting requests

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	23 (51%)	8 (27%)	13 (62%)	44
NO	22 (49%)	22 (73%)	8 (38%)	52
TOTAL	45	30	21	96

This was 62% of the academic libraries, 51% of the public and 27% of the special libraries. So special libraries use online systems to transmit interlibrary loan requests, but not so much to identify documents and locations. It may be that subject guides to libraries which special libraries use are not available online. It seems academic libraries use online systems more than other types of libraries.

Table 14 lists online systems used by sample libraries in the survey.

Table 14: Online systems used for interlibrary lending

ONLINE SYSTEMS	ACADEMIC	PUBLIC	SPECIAL	TOTAL
ARTTEL	12 (57%)	5 (11%)	5 (17%)	22
VISCOUNT	-	21 (47%)	-	21
BLCMP	4 (19%)	7 (16%)	-	11
JANET	7 (33%)	-	3 (10%)	10
LANCASTER INT. LOAN	4 (19%)	4 (9%)	-	8
BLAISE	2 (10%)	4 (9%)	-	6
LIBERTAS	3 (14%)	-	2 (7%)	5

Both ARTTel and JANET online systems connect and transmit messages between cooperating libraries. BLAISE, BLCMP, LANCASTER, LIBERTAS and VISCOUNT are used for both transmitting messages and house- keeping processes such as acquisition, cataloguing, circulation and interlibrary loans.

It is, however, interesting to note that VISCOUNT is used mainly by public libraries. This is because VISCOUNT database is made up of entries mostly from public libraries. For example records for Joint Fiction Reserve and the BNB records.

ARTTel is used mostly by academic libraries because of their interaction via JANET.

3.7 Use of technology in other ways related to interlibrary lending (Question 9)

Libraries were asked whether they use technology in any other way in connection with interlibrary loan. .

50 of the 89 libraries who responded said that they use technology in other ways in connection with interlibrary lending (see table 15).

Table 15: Technology for interlibrary lending

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	26 (68%)	10 (33%)	14 (67%)	50
NO	12 (32%)	20 (67%)	7 (33%)	39
TOTAL	38	30	21	89

Public libraries and academic libraries make more use of technology for other interlibrary lending purposes than special libraries. This could be because of their major participation in interlibrary lending activities.

Libraries also use computer packages for keeping interlibrary lending records (such as requests received from or send to other libraries), producing overdue notices and for compiling interlibrary loan statistics.

3.8   DOCUMENT DELIVERY

3.8.1   Method of receipt or delivery of items *(Question 4 c)*

Libraries were asked to indicate how they receive or send out items to other libraries. 101 libraries answered this question (see table 16).

78 libraries (77%) said that they send or receive their items by post.
73 libraries (72%) said that they use regional library transport van, but more than half of these were public libraries.

6 libraries (59%) said that they use fax for sending messages or requests to other libraries, more than half of these were special libraries (all research libraries). No public library admitted to using fax. So research libraries use fax maybe because it is faster than mail.

Table 16: Method of delivery of interlibrary lending items

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
POST	34 (44%)	27 (35%)	17 (21%)	78
VAN	40 (55%)	18 (25%)	15 (20%)	73
FAX	-	4 (33%)	2 (33)	6

It is interesting to note that 55% of the libraries who use regional library transport schemes are public compared to 25% and 20% special and academic libraries. Regional transport schemes are operated by councils who are also responsible for public library services. It is therefore necessary for public libraries to use transport schemes to minimise cost.

Many libraries do not use fax because it is expensive , although it is fast for urgent messages and document delivery.

3.8.2 Problems encountered with receipt or delivery of items *(Question 4 d)*

Twenty three libraries indicated that they have problems with the delivery of interlibrary material or transmission of interlibrary loan requests. This was about a quarter of the libraries in each primary category (see table 17).

Table 17: Problems with delivery of interlibrary material

PROBLEM	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	11 (24%)	6 (19%)	6 (27%)	23
NO	35 (76%)	25 (81%)	16 (73%)	76
TOTAL	46	22	22	99

Problems mentioned are:-

1.   Occasional delays by both post service or transport vans

2.   Occasional loss of items in post and those delivered by vans

3.   Delivery of wrong items

4.   Occasional poor packaging and inadequately addressed parcels are exposed to damage and loss in transit.

5.   Expenses incurred by posting heavy items and items which need to be delivered by first class or registered mail.

6.   There are times when libraries send very large parcels which can not fit into containers used by British Rail link to some of the receiving schemes. Such items have to be send by other means which are usually expensive.

The most common problem mentioned was the occasional delay to deliver items by post and transport scheme vans. However, the former is beyond the control of interlibrary lending since it is a general public service provided by an independent institution.

3.9   General problems encountered *(Questions 10 and 11)*

Libraries were asked to say what they felt were the major problems with interlibrary lending in the United Kingdom, and from the point of view of their own library.

(i)   20 (9 public, 7 academic and 4 special) libraries said that lack of funding is a limiting factor for staffing and acquisition of materials to support interlibrary lending .

(ii)   15 (11 public, 1 academic and 3 special) libraries said that expenses on BLDSC forms, photocopies and replacement for lost items are high. This is likely to curtail demand.

(iii)   15 (7 public, 3 academic and 5 special) libraries said that there is lack of adequate cooperation between libraries mainly in the area of actual lending of items. Some academic and special libraries are reluctant to give access to any of their   stock.

(iv)   8 (6 public and 2 special (research)) libraries said that there are delays in reporting back on monograph requests and inability to check up on specific queries.

(v)   8 (3 public, 5 academic) libraries said that there is no national catalogue for books and journals. This means that libraries have to use several location lists to be able to identify library holdings instead of using one comprehensive list ;

(vi)   6 (5 public and 1 academic) libraries said that development. of separate networks such as JANET and VISCOUNT has raised problems in inter-lending since there are no provision for users of either system to interact online.

(vii)   5 (3 academic, 1 public and 1 special (research)) libraries said that some items which are in very high demand are waited for long due to lack of adequate copies;

(viii)   4 public libraries said that locations for holding libraries are not updated regularly. This leads to many unidentified holdings.

(ix)   4 (3 public and 1 academic) libraries said that some materials being requested may not be available   locally.

(x)   3 (2 public and 1 academic) libraries said that although technological advances have created opportunities for general awareness of what has been published, they have increased interlibrary lending requests.

(xi)   1 academic library said that materials in heavy demand have made the BLDSC limit the loan period to three weeks. This is too short a time considering an inadequate transport system in some regions to collect items.

(xii)   1 public library said that lack of computer facilities in some libraries
        affect their full participation in interlibrary lending. There are disparities
        between computerised libraries, networks and traditional paper based
        system which make access to bibliographic database difficult.

(xiii) 1 public library said that the abandonment of the National Subject
        Specialization Scheme and some selective buying policies of the
        regional library systems have made interlibrary lending less effective.
Cooperative acquisition of material under subject coverage scheme was
considered necessary to enable libraries to acquire material in their allocation
subject area.

3.10   CHARGES FOR INTERLIBRARY LENDING *(Question 5)*

Libraries were asked to say whether they charge for interlibrary lending
services.

45 (47%) out of 95 libraries which responded to this question said that they
charge for interlibrary lending services (see table 18). 54% of the special
library charged. 48% of public libraries and only 38% of academic libraries
said that they charge for interlibrary lending services.

Table 18: Libraries charging for interlibrary lending services

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	22 (48%)	15 (54%)	8 (38%)	45
NO	24 (52%)	13 (46%)	13 (62%)	50
TOTAL	46	28	21	95

3.10.1 Full charges on interlibrary loans *(Question 5 b)*

Libraries were further asked whether they charge interlibrary loans at full cost. Less than half of the respondents replied to this question (47 of the 101 libraries).

No public library admitted to charging full amount on interlibrary loans (see Table 19).

Table 19: Full charges on inter-library lending

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	-	5	3	8
NO	28	7	4	39
TOTAL	28	12	7	47

3.10.2 Partial charges on interlibrary loans *(Question 5c)*

Of the (29 out of 46) public libraries who answered the question about partial charges on interlibrary loans, 16 admitted that they recover part of the cost from clients (see table 20). Eleven of the 12 special libraries (from research institutes) who answered recover part of the cost.

Table 20: Partial charges

	PUBLIC	SPECIAL	ACADEMIC	TOTAL
YES	16	11	5	32
NO	13	1	2	16
TOTAL	29	12	7	48

3.11   Summary and conclusions

Interlibrary lending is considered by British libraries as an important library service through which libraries can borrow material from each other. However, the extent to which this has been achieved is reflected by the following findings:

3.11.1   Items borrowed on interlibrary loans

Although all types of libraries get material on interlibrary loan, it appears that on average academic libraries borrow more than other types of libraries. The difference in borrowing is also noted among the special library group where research libraries borrow more than those in commerce and industry, government departments and learned societies;

3.11.2   Items lent to other institutions

Academic libraries are highest lenders and special libraries seem to be the lowest. Within the special libraries, government department libraries lent more.

3.11.3   Cost effectiveness of BLDSC

British Library Document Supply Centre is said to provide a cost effective interlibrary lending service especially in science and technology. This is due to the comprehensiveness of its stock and ability to offer alternative locations for items it does not have. Its photo copying services is considered to be faster than that provided by regional libraries.

3.11.4   Regional and Subject Specialised schemes

Regional and subject specialised schemes are used by all types of libraries, although public libraries seem to be major users of regional schemes. The importance of regional schemes is that they coordinate activities of interlibrary lending such as union catalogues, transport scheme vans and joint acquisition of special material such as Joint Fiction Reserve and foreign language material. Responses from regional or subject specialised schemes were said to be quicker and the cost less than with the BLDSC.

3.11.5   Other types of libraries used for interlibrary lending

These include Government department libraries, Research Association, libraries, and other cooperative schemes, like Sheffield Interchange Organisation (SINTO), Anglian Libraries Information Exchange Scheme and Wiltshire Libraries in Cooperation (WILCO). These types of libraries are mostly used by special libraries.

3.11.6   Sort of catalogues used for interlibrary lending

The types of catalogues which are used for interlibrary lending are those covering national, regional and subject specialised libraries and their holdings. These include union catalogues, directories, guides and indexes. Public libraries make most use of regional catalogues ISBN lists and BNB number location lists. Special libraries make less use of National catalogues, but most use of subject guides to libraries.

3.11.7 Online services for interlibrary lending

With the advent of computers in libraries, some libraries are using online systems for identifying library holdings and for transmitting requests. Academic libraries use online systems more than other types of libraries.

3.11.8 Use of computer packages

Apart from online systems, libraries use computers for keeping interlibrary lending records, for producing overdue notices and compiling statistics.

3.11.9 Document delivery

Delivery of items for interlibrary loans is by using postal services, regional transport schemes and fax. Both post and transport schemes are popular means of document delivery. The public libraries in the survey were heavy users of both post and regional transport schemes. The special libraries made much more use of fax than the other libraries.

3.11.10 Charging for interlibrary lending services

Some libraries levy charges on the provision of interlibrary lending services either to recover part of the cost or full cost. The cost recovery however varies between types of libraries.

3.11.11 Main problems with interlibrary lending

It appears that different types of libraries experience different types of problems with interlibrary lending. The most common ones are:-

-   lack of funding which affect staffing and acquisition of material to support interlibrary lending services;

-   unwillingness of some libraries to lend certain types of materials;

-   inability to report back on requests and to check on specific queries;

-   long waiting time for items which are in high demand;

-   incomprehensive and out of date union catalogues and location lists;

-   high expenses on BLDSC forms and photocopies;

-   delays by postal services or transport vans.

Although British libraries experience some problems in providing interlibrary lending services, it is gratifying to note that through a well organised library system the service has been successful. However, more cooperation is required in the area of compiling union catalogues. Libraries should attempt to provide the entries of their acquired material for the purpose of updating catalogues and location lists. They should also be prompt in responding to requests made to them.

Since interlibrary lending depends on the availability of material to be lend, it is necessary that libraries are allocated sufficient funds to stock their collection to meet interlibrary loan needs.

Interlibrary lending, whether manual or computer assisted is an expensive service. Transmitting interlibrary loan requests or delivery of requested items is costly in terms of labour, postage and stationery. So some libraries decide to charge for services so that they can meet administrative expenses. However, charging for interlibrary lending service is a crucial issue which has to be considered seriously. It is possible that whatever form of charges can depress interlibrary loan requests.

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CHAPTER 4

INTERLIBRARY LENDING IN KENYA: THE INFRASTRUCTURE AND PROBLEMS

4.1 INFRASTRUCTURE

The provision of interlibrary lending services in Kenya, as in Britain, has been influenced by a number of environmental factors. The principal ones considered in this chapter are transport and communications, post, telecommunications and new technology and library set up.

4.1.1 Transport and communication

Transport and communication systems in Kenya are fairly well developed. For example areas like the coast region, the highlands and lake region have highly diversified road network which range from modern multi-lane tarmac highways to forest trails. According to the estimates, the road network in the country covers more than 150,600 Km (1). However, most rural areas are still under developed and have earth roads which are impassable during rainy season. Apart from road transport there are also rail and air links between major towns in the country.

All transport is at times irregular and slow. The air links are expensive as well. The fact that they are slow, irregular and expensive affects the provision of interlibrary lending which requires economical and speedy delivery of items.

4.1.2 Posts and Telecommunications

There has been a remarkable expansion of both postal and telecommunication services which are provided by the Kenya Post and Telecommunication Corporation.

The postal system is fairly well distributed in most parts of the country especially in urban areas. The latest statistics show that there are more than 2,000 post offices in the country (2). Services provided by the post and telecommunication include the general mail service, telex, fax and telephone services. The Expedited Mail Service for mail and parcel known as 'EMS Speed Post' was introduced recently for delivery of urgent letters and parcels to major towns in the country.

As with post offices, Kenya has telecommunication facilities which are mainly concentrated in the large towns. Some small towns and rural areas which are inaccessible by ordinary telephone are connected to the national telephone network by radio. Even so, telecommunications services in Kenya are not reliable because of inadequate and erratic electrical supplies.

The most recent development in Kenya is the Kenya Packet Switching Public Data Network, commonly known as KENPAC. KENPAC enables computer to computer communications within Kenya and internationally. The network has nodes in Nairobi, Mombasa, Nyeri, Nakuru and Kisumu. It also provides access to most international Public Data Networks such as the International Packet Switching Services (IPSS) in the United Kingdom.

4.1.3 New technology

New technology has generally been recognised as the most acceptable means for efficient and effective exploitation of information. The most popular technologies found in most libraries are computers and reprographic equipment.

Although a number of international and multi national companies engaged in the computer business have been established in Kenya since 1961, the rate of procurement has been very slow. For example by 1981 Kenya had only 127 mainframe computers. This number increased to 1800 in 1985 (3). Out of these, 1000 were micro computers.

Although most institutions in the private sector have tried to computerize their services, it must be admitted that libraries and information centres are still far from automation. The only libraries that could claim to be automated although not fully are those attached to international organisations. This is because decision makers and planners from local institutions feel that automating library services is an expensive affair which does not need top priority.

However, most large libraries such as the University of Nairobi, Kenyatta University, Moi University, Egerton and the Kenya National Library Services have started automating some of their services. The problems these libraries have is that they do not consult each other when acquiring their computers. This haphazard procurement has resulted in lack of computer compatibility, which has made it difficult for libraries to share bibliographic data.

4.1.4 Library and Information Services

(a) Public libraries

These are libraries which are funded by tax-payers money and their use is therefore not restricted. In this category is the Kenya National Library Service, MacMillan Library and some foreign mission libraries.

(i) Kenya National Library Services

The Kenya National Library Services is a statutory organization constituted by an Act of Parliament in 1965(4). The Act was revised in 1984 giving the Board the following functions:

a. to promote establish, equip, manage, maintain and develop libraries in Kenya;

b. to plan and coordinate library, documentation and related services in Kenya;

c. to carry out and encourage research in the development of library and related services;

d. to acquire books produced in Kenya and such other materials and sources of knowledge necessary for a comprehensive national library.

The Kenya National Library Service Board was established with an idea that it was to serve as an 'apex' and 'hub' of all library services in the country, especially for planning and coordination. However, this aim has not been achieved because of the different library policies and regulations under which individual libraries in the country operate. This makes it difficult for the Kenya National Library Services to impose its powers on libraries which already have their own rules to follow.

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With grants from government, the Board has been able to establish 15 area and district libraries in Eldoret, Embu, Garissa, Kakamega, Karbarnet, Kericho, Kisii, Kisumu, Meru, Mombasa, Nakuru, Nyeri, Thika, Wundanyi and Nairobi. The purpose of these area and district libraries is to serve as satellite libraries in meeting the community needs regarding education, information, research and cultural development. These libraries are administered centrally from the Kenya National Library Services Headquarters in Nairobi.

One major service which the Kenya National Library Service provides and which is directly related to this study is library service to institutions. This is operated from the Headquarters in Nairobi to institutions such as schools and community centres which do not have adequate library facilities. This kind of arrangement has enabled small libraries to borrow material to meet the needs of their users. However this service has been temporarily suspended due to inadequate funds to purchase extra books to meet the needs of its users.

Kenya National Library Service has a National Reference and Bibliographic Department. The Department collects national imprints and produces the *Kenya National Bibliography* (5) and the *Kenyan Periodicals Directory* (6). These bibliographies are distributed to other libraries in and outside the country.

The department has direct links with local printers and publishers who, by the Books and Newspapers Act (7), are supposed to deposit to Kenya National Library Services two copies of their new publications.

The Kenya National Library has at the moment an inadequate budget. The Board requires an attractive budget to enable it to stock all its libraries with required books. All the 15 branch libraries and the Headquarters of the Kenya National Library Services currently have about 600,000 volumes of books and subscribes to 120 current periodicals annually (8). These include the special

collection of Kenyan material housed at the National Reference and Bibliographic Department of the Kenya National Library Services (HQ).

Despite the large stock it has, it has not been possible for the Kenya National Library Service to participate fully in interlibrary lending services.

(ii) Nairobi City Commission Libraries

The Nairobi City Commission, formerly called Nairobi City Council, runs a public library service for the city residents through the MacMillan Library which is its main library situated in the city centre. It also has two libraries situated in residential areas at Kaloleni and Eastlands. It is of interest to note here that whereas local authorities in Britain operate more than a total of 5000 public libraries, in Kenya it is only the Nairobi City Commission's three libraries that are run by Local Government.

The total book stock for MacMillan library and its two branch libraries is about 160,000 books, 5,500 bound periodicals, newspapers and government publications. It receives about 200 current periodicals (9).

MacMillan library is said to be the richest library in the country for its rare material on Africa (10). The Africana collection is intensively and extensively used, mostly by students and researchers.

Accessions lists of materials added to stock are compiled quarterly and distributed to other libraries in the country. Some institutions overseas interested in African material normally request the accessions lists.

However, like most public libraries all over the world, Nairobi City Commission libraries have problems in updating their stock. There have been frequent cuts of both recurrent and development budgets since 1974. Because of this financial constraint, City Commission libraries now depend mostly on donations from local and overseas institutions to stock their libraries. Some of

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the donated books are outdated, and unsuitable for the changing school curricula.

Low budget has also caused a major problem for the library in employing the right number of qualified staff. For example at present the library has a workforce of 2 professional librarians, 10 para-professional staff with a few non para-professionals. As a result the two branch libraries and the cataloguing and acquisition departments are headed by para-professionals. Lack of adequate professionally qualified staff in the right sections has resulted in poor services.

Because of its limited stock the library lends its material to a few selected libraries in and around Nairobi. This does not include the Africana material and periodicals which are restricted for internal use. However copies of these are supplied to requesting libraries.

(iii) Foreign Mission Libraries

Examples of foreign libraries are the British Council library and the American Library.

British Council Library

The British Council operates library services in the three major towns of Nairobi, Mombasa and Kisumu. Borrowing of books, periodicals and cassettes is restricted only to registered membership on subscription.

The British Council Library has total book stock of 40,000 volumes and subscribes to 260 current periodicals (11). British Council libraries in Kenya normally borrow from each other. They also lend their material to other libraries, but under special arrangements.

The British Council Libraries operate with 12 library staff. Of these only 5 are professionally trained.

The American Library

The United States Information Service runs a public library service in Nairobi which is entirely funded by the United States Government.

The American Library has a collection of over 10,000 books and 127 periodical titles mainly American (12). The library is meant to disseminate the American ideas, methods and ways of life. The subjects covered include: education, social sciences, history, biography, literature, science and technology, and fiction by American authors.

Special services such as selected distribution of accessions lists, selected dissemination of information, interlibrary loans and photocopying are offered free on request.

The library is being manned by one professional, two para-professional and two non-professional staff.

(b) Academic libraries

The Kenyan academic libraries selected for this study are those serving universities and polytechnics. These libraries are meant to serve students, the teaching staff and research workers within their parent institutions. The stock collection in these libraries is based on the type of courses or research activities in which institutions are involved.

In Kenya today there are four national universities and three polytechnics. Each of these has its own library.

(i) University of Nairobi Library

The University of Nairobi until three years ago organised its faculties and institutes into various colleges each with its own library. The library system comprise the main library and eight college libraries namely, the Institute of Adult Studies, Institute of African Studies, Institute of Development Studies, College of Agriculture and Veterinary Sciences, College of Biological and Physical Sciences, College of Architecture and Engineering, Population and Research Institute, and College of Health Sciences.

Library stock

The total collection at the university's main library and eight college libraries is approximately 400,000 volumes of books and bound periodicals. The libraries subscribe to over 3,200 current periodical titles annually (13). This collection is centred on information for research and teaching at the university.

The main library maintains a special collection of material on East Africa. This comprise monographs, research reports, theses and dissertations, government publications, local newspapers and journals.

The University of Nairobi is one of the legal depository libraries in Kenya. It is therefore entitled to receive free copies of books published or printed in Kenya and first issues of newspapers and journals as provided for in the Books and Newspapers Act (14). It is also a depository for the United Nations and the World Bank publications which now form a large part of its special collection.

The main library has a master card catalogue which is a union catalogue representing the stock holdings for all the university libraries. Cataloguing of library material is done centrally, and duplicate copies of catalogue cards are distributed from the main library to its college and institute libraries to be interfiled in their own catalogues.

The library also compiles accession lists for all materials acquired. These lists are widely distributed to other libraries in and outside the country. The library also publishes the *Periodicals in Eastern African libraries: a union list (15)*. The union list shows the holdings of major libraries in all East African countries. Even so, it is not being up dated regularly due to problems of gathering entries from other libraries, lack of staff and money to compile and publish it.

The University of Nairobi, like most libraries in Kenya operate interlibrary lending with other institutions informally. It is also designated as Kenya's National Centre for International Interlibrary Lending (16). This is because of its large stock and the reprographic facilities it provides from all its college and institute libraries.

The University of Nairobi Library has the highest number of professional staff in the country. It currently has 44 professional librarians and 85 para-professionals (17). This is because it is one of the oldest libraries and has a well established staff training programme and offers attractive terms and conditions of employment. This has assisted it to attract and retain most of its staff.

(ii) Kenyatta University Library

Kenyatta University was set up by an Act of parliament in 1985 (18). Kenyatta University Library specialises in arts, education and science subjects. The library holds over 160,000 books, and subscribes to 1,500 periodical titles (19).

The library has 119 staff, of whom 15 are professional librarians and 13 para-professional staff and 91 comprise secretaries, clerks, library attendants and messengers (20).

Like other universities, Kenyatta University has a collection of theses and research reports. It is the only university which collects Braille materials (books and maps) for the blind in Kenya. The library compiles and publishes accessions lists and various bibliographies of material it holds. Examples of these bibliographies are the *Periodicals holding lists*, *Directory on research* and *Education in Kenya Index*.

Kenyatta University library cooperates informally with other libraries in providing interlibrary loans.

(iii) Moi University Library

Moi University is the second national university after the University of Nairobi, established in 1984. Although its emphasis is on science and technology, it offers courses on social, economic and cultural subjects as well.

Moi University Library's functions include (21):-
(i) provision of reading and reference facilities to students, the teaching staff and other university employees;
(ii) to provide loan facilities of library materials;

(iii) to assist students and teaching staff in identifying reading materials for research and/or academic programmes;

(iv) to provide current awareness and SDI services to user communities;

(v) to provide photocopying facilities for serial articles and other materials required by Faculty members, students and researchers.

The library has the following departments which are relevant for this study: Acquisition, Bibliographic, National Collection, Readers Services, Periodicals and Reprographic departments.

Because the university receives a limited grant from government, the library has managed to stock only 50,000 volumes. Some of these are donations from individual persons and institutions. It subscribes to 450 periodicals (22).

Comparing the number of students at the university (about 10,000) with the book stock, it could be concluded that there is need for improvement. Extra funds are required to purchase more books and periodicals to support the increasing number of courses, most of which require up to date journals.

The library currently has 132 employees. Out of these 18 are professional librarians and 22 para-professionals. Although Moi University library has less professional staff than the University of Nairobi, it does have a training programme which is likely to give it properly trained manpower.

(iv) Egerton University library

Egerton University became a full university offering degrees in agriculture and related courses in 1987 (23). Previously, it was a diploma College of Agriculture and Animal Sciences. Its main objective and function is to provide directly or in collaboration with other institutions of higher learning facilities for

university education in agricultural engineering and animal science. It also provides facilities for teaching and research.

Egerton University library supports the study, teaching and research programmes of the university.

Library stock

The library has over 35,000 books and periodicals (24). These are mainly on agriculture and animal husbandry. It also stocks some 'grey' literature such as research reports, topographical and soil maps, government publications, theses and dissertations.

Interlibrary cooperation

Egerton University, like most libraries in the country, cooperates with other libraries through interlending and exchange of accession lists. The library also compiles and publishes annual catalogues called *University catalogue* and *College catalogue*. These two catalogues are distributed to other agriculture libraries and information centres in the country.

Egerton University borrows most of its materials from the University of Nairobi, the Department of Agriculture Library in the Ministry of Agriculture (HQ) in Nairobi, Kenya Agricultural Documentation Centre (KADOC), Kenya Agricultural Research Institute (KARI) and Moi University library.

(v) Polytechnic Libraries

There are three national polytechnics in Kenya offering vocational and technical courses. These are the Eldoret Polytechnic, Kenya Polytechnic and Mombasa Polytechnic. Libraries attached to these colleges collect and process

material for use by the staff and students. These cover science and technology, arts and humanity subjects.

The Kenya Polytechnic library which is the largest of the polytechnics has over 45,000 volumes and 20 periodical titles. Its special collections are official government publications, standards and specifications, and students project reports (25).

Polytechnic libraries just like other libraries in the country, lend materials to other libraries informerly. They also distribute accessions lists although this is not done regularly because of inadequate funds to acquire material and produce lists promptly.

(c) Special libraries

These are the oldest libraries in the country found mostly in Government departments, state corporations, commerce and industry and international organisations.

(i) The Kenya National Archives

This was established in 1965 under the Public Archives Act(26). The Public Archives Act was latter amended to give the Kenya National Archives the power to set up a National Documentation and Information Retrieval Service.

It's main objective is to coordinate the acquisition and preservation and dissemination of reports and other publications through other documentation centres in the country. Government ministries, local authorities and state corporations are all required by law to deposit with the Kenya National Archives two copies of publications from their department or organisations, whether in hard copies or microfilm.

The National Documentation and Information Retrieval Service in return is supposed to publish and circulate accessions lists of reports and documents acquired within six months to all major libraries and information centres in the public service within the country.

The Kenya National Archives is also a depository library under the Books and Newspapers Act (27). It has also over the years acquired a wealth of invaluable official publications and documents from various government departments even before the Books and Newspapers Act came in force. Kenya National Archives has stock of over 1 million items which include 36,000 volumes of books and bound periodicals; 9,000 government monographs; over 600 annual reports; 20,000 African material and 30 current periodical titles (28). Materials held at the Kenya National Archives are listed in monthly accession lists, indexes and guides to public records.

Most of these documents apart from those meant for archival purposes are accessible to government officers and researchers either through the Kenya National Archives Documentation Centre or through interlibrary loans. The Kenya National archives lend most of its material to University and government department libraries.

(i) The High Court of Kenya

The High Court of Kenya Library system comprises the headquarters library in Nairobi, the Court of Appeal library and branch libraries in all the major towns in Kenya. The branches at Mombasa, Nakuru, Kisumu, Nyeri and Eldoret are moderately equipped with standard textbooks, practitioners books, law reports from all East African countries, British law reports, Indian law reports and law journals.

Since Judicial Department libraries are geared to meet the needs of legal community, their membership is restricted only to a legal clientele namely

Judges of the High Court of Kenya and Court of Appeal, Magistrates, State Counsels, officers of the Judicial Department and full paid up advocates of the High Court of Kenya.

Research fellows and students are allowed to use these library facilities after obtaining permission from the Attorney General.

(iii) Ministry of Agriculture

The Ministry of Agriculture library is the largest of all government libraries with 100 branch libraries in all provinces and districts throughout the country (29).The Ministry of Agriculture (Headquarters) library in Nairobi has a collection of 30,000 books and bound periodicals; and 380 periodical titles are received (30). This collection is mainly on field crops, animal husbandry and related subjects in science and technology.

The library allows research workers, extension workers, planners, administrators, lecturers and students of agriculture to use its facilities. It also has an informal inter-lending programme with other institutions. The most notable beneficiaries from this service are the University of Nairobi, Egerton University, Jomo Kenyatta University College of Agriculture and Technology and some parastatal institutions within the agricultural sector.

The library compiles quarterly accessions lists, selective monthly indexes to core journals and the monthly agricultural bulletin which it distributes to individual users and library institutions.

Kenya Agricultural Documentation Centre (KADOC)

Besides the Ministry of Agriculture Library there is also the Kenya Agricultural Documentation Centre (KADOC) which was set up in 1980 with the assistance from Food and Agricultural Organisation and the United Kingdom. KADOC is the Kenya input centre to the International Information System for the Science and Technology (AGRIS). Its function is to collect, organize, store and disseminate information contained in 'grey literature'. KADOC utilizes the services of its Agricultural Officers and technical staff who pay frequent visits to institutions and collect these documents.

It is estimated that about 3,000 documents and 300 current periodicals have been collected , processed as bound copies and microfiche. Due to the flimsy format of most unpublished literature, they are usually microfilmed and original copies are preserved for security purposes.

To assist the dissemination of information, KADOC publishes *Kenya Agricultural Abstracts* and distributes them to other institutions in and outside the country. Documents listed in these abstracts are usually distributed to individuals and institutions on request.

(iv) National Council for Science and Technology

The National Council for Science and Technology came into being after the government realization that there was lack of adequate information on research projects in the field of science and technology. The Council was established in 1977 under the Science and Technology Act (31) as a Government statutory body charged with the following responsibilities:

(a)   to determine priorities for scientific and technological activities;

(b)   to advise on a national information policy;

(c)   to advise on organizational arrangements for scientific activities including the setting up of the research councils, research committees and research establishments.

To be able to carry out the above functions, the Council required an established machinery through which it could continually collect, process, store and disseminate scientific and technical information. It is because of this need that the Council established an information and documentation centre under the name Kenya National Scientific Information Documentation and Communication Centre (KENSIDOC).

KENSIDOC collects all types of scientific and technological information generated in Kenya or outside but of relevance to Kenya's development. It has established a computer bibliographic database to facilitate the rapid retrieval and dissemination of scientific and technological information to relevant research institutions. KENSIDOC publishes lists of research reports in the *Scientific information service bulletin.* This journal contains some titles of research documents deposited in the library. This together with accession lists are distributed to other libraries.

Otike (32) views the establishment of KENSIDOC as an opening to the formation of a national information policy which has been lacking in the country. It is felt that once KENSIDOC gains full support and compliance from the government, then there will be no reason for it not to become a national coordinating centre for interlending scientific and technological material.

This would place it on the right footing because the National Council for Science and Technology is already a depository for theses and research reports on scientific and technological information in Kenya. Apart from depository copies which are received from individual researchers and research institutions, KENSIDOC buys most of the documents related to science and technology. Its collection is over 700 items and 100 current periodical titles.

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Staffing is a major problem with KENSIDOC. The library does not have a qualified librarian át the moment.

(v) Kenya Agricultural Research Institute (KARI)

The collapse of the East African Community in 1977 brought together the services of the East African Agricultural Forestry Research Organization (EAAFRO) and the East African Veterinary Research Organization (EAVRO) under the present Kenya Agricultural Research Institute at Muguga near Nairobi (33).

The Institute is mandated to carry out research on food and cash crops, and livestock production in Kenya. It has so far national, regional, and sub regional centres scattered throughout the country. Its services are extended to all research and academic centres in the country.

The Kenya Agricultural Research Institute library is considered to be one of the largest research libraries in the country because of the large collection it inherited from the former East African Agricultural Forestry Research Organization and the East African Veterinary Research Organization. It also receives generous funding from the government, and this has helped it to purchase more publications.

The current stock collection is about 150,000 volumes of books including bound periodicals and 520 current periodical titles (34). Its special collection consist of dissertations, agricultural surveys, maps, and pamphlets. Both general and special collections are mainly on animal husbandry, veterinary medicine, forestry and field crops.

Kenya Agricultural Research Institute produces the *East African agricultural and forestry journal* (quarterly) and the *Record research: annual report*. It also

compiles accession lists which it distributes to other libraries. The library cooperates with other libraries especially those involved in agriculture and forestry. These include Moi University, University of Nairobi, KADOC and Egerton.

Large as it is however, the library has only one professional librarian and three para-professionals.

(vi) Kenya Medical Research Institute (KEMRI) Library

KEMRI is one of the five institutes which were set up under the Science and Technology (Amendment) Act of 1979 (35). Its responsibility includes:

(a)   to carry out research in the field of bio-medical sciences;

(b)   to co-ordinate with other organizations and institutions of higher learning in training programmes and on matters relevant to research;

(c)   to liaise with other research bodies within and outside Kenya carrying out similar research;

(d)   to disseminate research findings.

Research findings and documents are reported in *KEMRI news* which is distributed to staff and other research and medical libraries in the country. The library has over 800 books; and 20 current periodicals covering public health, epidemiology, nutrition, virology and dentistry. Its special collection includes unpublished reports, theses and dissertations of fellows and associate researchers. The World Health Organization publications form part of the special collection.

KEMRI library operates an informal interlibrary lending service with libraries specialising in medical sciences. These include the Faculty of Health Sciences at Moi University and Faculty of Medicine (University of Nairobi) KEMRI has two professional librarians and a few non professional.

(vii) Kenya Industrial Research and Development Institute Library

The Science and Technology (Amendment) Act (36) stipulated KIRDI's functions to include the following:-

(a)   identify and develop appropriate process and product technologies to suit the limited local and export potential;

(b)   to act as consultants to industry in the provision of information and technological services and if necessary commercialize the relevant research findings.

The institute conducts research in industrial and allied technology including engineering, commodity technologies, mining and power resources. Its programmes are geared towards contribution to the national development efforts.

The library supports these programmes by collecting and processing industrial research, science and technological information from various industries for the use of research staff.

The library has over 13,700 books, and 66 current periodicals covering ceramic technology, food technology, engineering and chemistry.

(viii) District Information and Documentation Centres (DIDCs)

The District Information and Documentation Centres are government reference and resource centres which were established by the Ministry of Planning and National Development in conjunction with the Office of the President in 1987 (37). As the name implies, they are established in districts where they provide development information to the District Planning Units under the District Focus for Rural Development.

Types of materials collected include the following:-

(a)   Development plans on districts, provinces, and national;

(b)   Serials and periodicals on districts

(c)   Research reports

(d)   Abstracts and indexes ; standard reference works

(e)   Maps and audio-visual materials

(f)   Statistical surveys

(g)   Reports on progress of development projects in respective districts.

Since the procurement of material in the District Information and Documentation Centre is not covered by depository law, the collection is made through the following methods:

(i)   Personal visits to government departments, private and voluntary organizations;

(ii)   Receive Government Publications through the Rural Services Coordination and Training Unit from the Ministry headquarters.

(iii)   Gifts and donations from individual persons and institutions.

District Information and Documentation Centres also borrow documents from other libraries such as the Kenya National Archives, Kenya National Library Services and National Council for Science and Technology.

The DIDCs have problems of staff at the moment. This is because they do not offer adequate remuneration to attract or retain qualified staff. They train staff for the job but after qualifying the staff resign to join where they are paid more.

(ix) International Centre of Insect Physiology (ICIPE) Library

ICIPE is the largest research and development institute in the tropics that is largely concerned with management of insect pests. Its core research programmes concern crop pests, livestock ticks, locusts and medical vectors.

ICIPE attaches great concern to the use of current and retrospective information. It is because of this that it established a library to enhance and facilitate research by providing an effective information service to researchers, trainees and ICIPE staff. It also cooperates with other organisations for maximum utilization of research results. The library has a collection of more than 3,000 books; 125 current periodicals and 6,000 back issues covering subjects like entomology, chemistry, biochemistry, physiology, pest management and natural sciences.

The library also specializes on the collection of UN materials especially those on FAO which has proved useful to both local and international researchers.

Apart from its own staff, the library also serves students and researchers from other institutions. It also provides interlibrary loans to other institutions.

(x) International Laboratory for Research on Animal Diseases (ILRAD)

The main objectives of the International Laboratory for Research on Animal Diseases is to assist in the development of effective control measures for internationally important animal diseases through research and training programmes. The ILRAD Library serves staff from the parent institution and researchers from other institutions.

It has book stock of over 3000 volumes, 195 current periodicals covering animal production, parasitology, pathology, natural sciences and biochemistry. Apart from books and periodicals, there are also theses, directories on veterinary medicine used in the field research. The library distributes its accessions lists to other institutions. It also operates interlibrary lending programme with other research institutes, government departments and universities in Kenya.

4.2 Manpower Planning and Development

Interlibrary lending services require a sufficient number of well qualified staff to run its operations such as bibliographical searches, verification of bibliographic data of requests made or received, and ability to contribute to policy decisions regarding the provision of the service. This calls for thorough knowledge of using catalogues, directories, indexes and subject guides. Knowledge of using computers and any other type of technology such as reprography is necessary where such technology exist.

Manpower means human resources available to the country's economy. This includes men and women who are already in employment or are available for employment if mobilized appropriately (38), whereas development implies the process by which capabilities of manpower resources are improved through education and training.

The effectiveness of the libraries and information services outlined in the previous sections depends entirely on the quality of human resources available to perform certain functions. Professor Odhiambo (39) emphasized this by stating that the quality of library or information services in any country is determined by the quality and quantity of available practitioners.

Under the current staffing position in Kenya, there is shortage of qualified library and information workers in the country. This is exemplified by the a large number of libraries such as those in government departments and the Nairobi City Commission which are using untrained staff to hold positions which are supposed to be for professional staff. The shortage of manpower in libraries has been confirmed by manpower surveys carried out by the Kenya Library Association in 1974 (40) and 1982 (41) and a survey by Moi University in 1988 (42).

Although the position seem to have slightly improved from the time the last manpower survey was carried out most libraries especially those in private sector and governments, are still being manned by staff who are not professionally qualified. The demand for qualified staff has remained high because of establishment of libraries and information centres attached to new institutions such as international organizations and research institutes.

It is gratifying to note that there are two training institutions offering courses on library and information sciences. These are Kenya Polytechnic, offering certificate and diploma courses and Moi University which is offering undergraduate library and information courses.

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Due to high demands for admission on library courses at undergraduate level and lack of postgraduate training, most institutions train their staff abroad.

4.3 Interlibrary lending service

Although interlibrary lending has been practised in Kenya for many years, it has never been formalised to the standard of that taking place in British libraries or in any other developed nations. This is because there is no national interlending policy or an organized system to cooperate and coordinate the interlibrary lending services.

As a result of this, most libraries in the country interlend documents through informal arrangements with no coordination or standard procedure. This practice has been found inappropriate since libraries are not compelled to lend material to other libraries.

The interlending demand is also low because libraries are never sure whether they would be supplied with documents they require from other libraries. All they have to do is just to try to ask if they can be lent.

Some libraries consider lending material to other libraries as a favour. In view of this, some libraries in Kenya opt to cooperate only with those that are able to reciprocate. Reciprocity is common amongst libraries with similar subject coverage like those attached to research or academic institutions. Others lend material to libraries which have responsible staff who can return borrowed items as per agreement.

4.3.1 Handling Requests

Since interlibrary lending in Kenya is done informally, there are no standard loan application forms similar to those administered by the British Document Supply Centre. Libraries apply for interlibrary loans through personal visit to the library, letter, fax or telephone.

Lack of a prescribed application form poses problems because requests are unlikely to have complete bibliographic information. To return requests which have incomplete information to borrowing libraries causes some delays.

Materials lent or borrowed are delivered by post, courier services, or collected in person depending on distance or the cost involved. The lending library pays the postage for sending materials and the borrowing library pays for return postage. There have been no problems with this arrangement, but with the current inflation, libraries are likely to devise other methods of payment for document delivery. For example borrowing libraries would be forced to meet full cost for delivery.

4.3.2 Location tools

The use of bibliographic tools in Kenyan libraries to identify libraries and their holdings has not been well developed compared with British libraries. Lack of these kind of facilities has made it difficult for libraries to operate interlibrary lending services adequately. It has not been possible to know what other libraries have unless one uses accessions lists or catalogues of individual libraries.

The main bibliographical sources that are currently used are accession lists, National union list, national bibliography, and subject guides.

(i) Accessions lists

These are compiled almost by every library based on the latest material added to stock. The lists are distributed to other libraries for general awareness of the availability of publications. Most libraries use them as location tools when requesting material on interlibrary loan.

Since libraries do not receive books regularly, accessions lists are not compiled regularly.

(ii) National union list

There has been no concerted effort to compile a National Union Catalogue in Kenya. The only union catalogue that ever existed in the country was the *Periodicals in Eastern African libraries: a union list,* published by the West Virginia University in United States in 1965. This was taken over by the University of Nairobi in 1975 but has not been revised since. The union list covers holdings of most libraries in East Africa. It provides information about the borrowing, photocopying and microfilming facilities available in respective libraries.

An attempt is being made by the University of Nairobi to revise the union list under a new title the *Union list of periodicals in Kenya.* It is expected that when it is published it will be the most vital tool for interlending.

Other catalogues which are being used as union catalogues are those of the University of Nairobi and Moi University. They have master catalogues in their main libraries which hold records of material held in the college and faculty libraries.
Since they are not published catalogues, to gain access to them one has to travel to places where they are located.

(iii) National Bibliography

The Kenya National Bibliography is the only national bibliography in Kenya covering the Kenyan imprints received at the Kenya National Library Services. These include monographs, annual reports, research reports, government publications, conference proceedings, newspapers and audio-visual material.

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It can only be used for locating material held at the Kenya National Library Services. It is also used as a selection tool by other libraries interested in purchasing material published in the country since it provides addresses of publishers.

The other bibliography compiled by Kenya National Library Services is the *Kenyan Periodicals directory.* This directory lists only first issues of periodicals.

These bibliographies are supposed to be compiled annually, but due to lack of finance and qualified staff they are not being compiled regularly. In fact last issue of the *Kenya National Bibliography* was compiled in 1986.

(iv) Subject Guide

The most popular subject guide covering material held in libraries in Kenya is *A Subject guide to information sources in Kenya* published in 1984 by Kenya Library Association. The guide lists all libraries, archives, information and documentation centres in Kenya in one alphabetical sequence by the preferred name of institutions. Branch libraries or departments of large institutions are listed under the main institution.

Under each entry there is information regarding subjects of material which the library specialises in and the types of service available to outside users. This includes interlending and reprographic services.

Entries to a specific subject can be located by referring to the subject index which include both entry numbers and page numbers in the guide.

4.4 Problems affecting interlibrary lending

There are several problems in Kenya that hinder library cooperation and hence interlibrary lending. These are lack of adequate resources, limited funds, restriction of materials, transport and communications, lack of reprographic services and lack of bibliographical tools.

4.4.1 Lack of adequate resources

The main problem affecting the provision of interlibrary lending services in Kenya is lack of adequate resources such as books and periodicals, reprographic equipments and qualified manpower.

All libraries are poorly stocked with books and periodicals. Lack of such facilities have made libraries reluctant to participate in interlibrary lending. If they lend their material to other libraries they might not have anything for their own immediate clients.

4.4.2 Limited funds

It has been observed from the budgets of government and private institutions that libraries are not allocated adequate funds to support the services they are supposed to offer. It has therefore become difficult for them to operate certain services like interlibrary lending.

Interlibrary lending is an expensive service which requires adequate funds in order to operate properly: funds to purchase books, subscribe to periodicals and pay for telephone bills, postal services and transportation of library material.

There is also a problem of foreign exchange. Because of the strict foreign exchange regulations libraries in the country are not able to acquire material from other countries if foreign exchange is required.

Libraries in Kenya pay no attention to items like postage or telephone bills in their budgets. For example, Inoti laments that administrators have never come to understand why a library has to ask for money to photocopy journal articles from other libraries (43).

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4.4.3 Restrictions of materials

Most libraries in Kenya have special materials such as rare collections, Kenyan or East African collections, reports and theses. These materials may not be available locally or may be very expensive to acquire. Although they are important documents for interlending, their lack of security makes them restricted to certain group of users.

The situation is made worse because most libraries do not have photocopying facilities.

4.4.4 Transport and Communication

Most libraries in Kenya are situated in and around Nairobi. Communication between libraries located in other parts of the country is usually a problem especially if one has to use the public transport which is often unreliable.

Kenya unlike Britain does not have transport schemes organised specifically for interlibrary services. Individual libraries such as those of universities, Kenya National Library Services, Kenya National Archives and some private organizations use their own vehicles to collect or deliver library items from or

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to other libraries. The problem with this kind of arrangement is that such transport only covers libraries within a small geographical area to minimise cost on fuel.

Collection or delivery of items from distant libraries is usually done by using public transport or courier services. Public transport in Kenya is not reliable because of the long distances covered. This usually delays the delivery of urgent items.

The fastest means is the courier service which was introduced recently. The only problem with courier service is that it only operates in large towns. This means that libraries in remote parts of Kenya cannot use it. Also it is very expensive compared with public transport like buses or rail.

At times libraries use the postal service which is also slow and expensive for sending items like books. Security of items send by post is not guaranteed. Occasionally items get lost in transit. However, some libraries send their items by registered mail which is safer.

4.4.5 Lack of reprographic services

In cases where a library is not ready to lend the original document because of security or has limited copies, supplying photocopies could be used as an alternative. Reprographic facilities are not available in most libraries in Kenya. It is only large libraries like universities and some special libraries that have managed to acquire some photocopiers. Some of these libraries do not service the equipments regularly, so they do not function. Commercial firms have good facilities but the photocopying charges are usually exorbitant.

Lack of reprographic facilities in Kenyan libraries make it impossible to lend certain documents. For example libraries may not be willing to lend material

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of which they have few copies or are difficult to replace in case of loss or damage.

4.4.6 Lack of bibliographic control

The success of interlibrary lending depends on the presence of comprehensive and up to date bibliographic tools. Although some bibliographies were introduced in Kenya to be used as location tools, they are not comprehensive and up date. So most of interlibrary loan requests are based on speculations.

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CHAPTER 5

THE EFFECTS OF LEGAL PROVISIONS ON INTERLIBRARY LOAN

The provision of interlibrary lending services creates the need for interdependence amongst libraries of all types. The interdependence is based on the notion that no single library can be self sufficient to meet the requirements of all its readers. Even the British Library Document Supply Centre, despite its large and comprehensive collections, depends on regional and back up libraries to meet some requests channelled to it.

Although there is need for interlibrary lending to enable libraries to gain access to a wide range of material held in other libraries, lack of cooperation and coordination mechanisms pose problems. These problems emanate from the way libraries are set up and managed. For example, libraries in both Kenya and Britain were set up at different times, and operate under different legislations and regulations. Their aims and objectives are also different. These cause a great deal of variations in the way they are funded and administered to an extent that hamper their coordination and cooperation.

It is in view of this that this study suggests a national information policy for Kenya as a unifying legislation which would provide a general plan of action and strategies. Such legislation helps to set up administrative orders or instructions regulating the establishment and operation of library and information services.

Incidentally, there is no comprehensive national information policy in Kenya. What exist are sectoral laws, regulations and guidelines which are applicable to different libraries in the country. These have had adverse effects on the provision of interlibrary lending service, since each library has its own regulations and guidelines to follow. Although British libraries also have

sectoral laws and regulations, the presence of a national libraries policy and regional library policies formed by consultation between the three different types of library have helped to coordinate and cooperate libraries in the provision of interlibrary lending service. Britain has also a consultative body (Library and Information Cooperation Council) which anyone can attend. The main objective of Library and information Cooperation Council is to improve and coordinate national acquisition, retention and access policies which include interlibrary lending.

An attempt was made by the Kenya Government to incorporate a National Information Policy in the Development Plan for 1989-1993 (1). It was proposed that during the development plan period, a feasibility study of the existing libraries and information services was to take place with a view to developing a clearly articulated national information policy. The Development Plan also proposed the expansion and coordination of the already existing library and information services in the country.

It is however disappointing that the Development Plan period ended in June 1993 with no attempt to implement this proposal which would have formed a major step towards the establishment of a National Information Policy.

5.1 Existing library legislations

The current laws that are in operation in Kenya libraries relevant to this study are the Kenya National Library Service Board Act (2), Books and Newspapers Act (3), Copyright Act, 1956 (4). These can be categorised into three areas namely public library legislations, depository laws and copyright.

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5.2 Public library legislations

Both Britain and Kenya have library legislations governing the establishment and promotion of public library services. British public libraries are governed by the Public Libraries and Museums Act 1964 (5) while in Kenya it is the Kenya National Library Service Board Act (6). The latter has provisions for public library services as well as National library services.

The common features of these Acts are that both of them advocate:

(i)   to establish the machinery for improvements and collaboration in the provision of public library services;

(ii)   to plan and coordinate library, documentation and related services;

(iii)   to advise the government, local authorities and other public bodies on all matters relating to library, documentation and related services;

(iv)   to carry out and encourage research in the development of library and related services.

As regards collaboration in the provision of services, the Public Libraries and Museums Act in the United Kingdom emphasises the need for proper provision and discharge of a nation-wide system of interlibrary cooperation.

For example, section 3 of the Public Libraries and Museums Act (7) provides the Secretary of State the power to set up regional councils to promote interlibrary cooperation in England and Wales. It also states that the Secretary of State after consulting with library authorities within the region shall make a scheme for each library region providing:-

(a)   for the constitution, incorporation and functioning of a library council for the region consisting of persons representing each of those authorities and having a duty to make and supervise the working of arrangements for facilitating the cooperation of those authorities with one another and with other bodies within or outside the region having functions in relation to libraries; and

(b)   for the observance by each of those authorities of any requirements made by the library council, including requirements as to the payment by the authority of contributions towards expenses of the council, and containing such other provisions directed to the promotion of interlibrary cooperation within and outside the region as may appear to the Secretary of State.

Although the Kenya National Library Service Board Act has a section on coordination of library services, its stipulations are not as explicit as that of the Public Libraries and Museums Act (UK). For example it does not state how the coordination of library services is to be implemented and by whom. As a result of this, most libraries do not want to loose the autonomy of providing their own services. The Board has also not been able to set up standing committees to identify and implement priority areas in line with the national development strategies. In order for the Kenya National Library Services to play a full role in formulating the National Information Policies, the sectoral laws should not allow action in the way they do at the moment as this is likely to interfere with the Board's powers. For example, it has been difficult to coordinate the provision of interlibrary lending service because each library operates under different rules and regulations without a unifying legislation.

5.3 Legal Deposit Laws

The objectives of legal deposit laws are:

(i)   collection and conservation of all materials published in the country;

(ii)   entries for an authoritative national bibliography;

(iii)   statistical surveys of the country's publishing output;

(iv)   completion of library stock (in depository libraries).

In order to achieve the above objectives, legal deposit should be enforced by law which specifies the depositors; depository institutions; and the number of copies required to be deposited. The Act should also state the time limit for deposition.

To ensure that these functions are carried out, statutory obligations are imposed on printers and/or publishers to deposit prescribed number of copies to designated libraries.

In the case of the United Kingdom the Copyright Act provides for copies to be deposited with the British Library and on demand to five other major libraries, namely Cambridge University, Oxford University, National Library of Scotland, National Library of Wales and Trinity College Dublin (8).

In Kenya the Books and Newspapers Act (9) is a legal deposit law which compels publishers and printers in Kenya to deposit two copies of new books to the Director, Kenya National Library Services and three copies of new books and two copies of every newspaper to the Registrar of Books and Newspapers.

Books deposited to the Registrar are distributed to the University of Nairobi and Kenya National Archives.

Although this Act is seen as a legal deposit tool to enable depository libraries to build their national collections and compile the Kenya National Bibliography, some problems exist in the legislation.

Whereas one of the objectives of the legal deposit is to collect and preserve material produced in the country, it has been observed that the Books and Newspapers Act does not provide room for comprehensive deposit. The law seems to be concerned with printed material only. Non printed and unpublished material such as research reports, annual reports, theses and dissertations and audio-visual are excluded from being deposited and yet these are the type of material that contain valuable information on social, cultural and political situations of the country.

The Act also exempts the depositing of material published by Government departments or their agents. This decision is thought to be a major weakness because government departments and parastatals are major publishers in Kenya. Omitting them from the list of depository publishers and printers means limiting the amount of publications to be collected and this creates gaps in the national collection.

5.4 Public Archives and Documentation Service Act (Kenya)

This Act was passed by Parliament in 1967 (10) and implemented in 1990 (11). Its objective is to establish the Kenya National Archives and Documentation Service and to provide preservation of public archives and public records for connected purposes. Under this Act, the Director, Kenya National Archives cooperate with other institutions in the following ways:

(i)   Permanent Secretaries in Ministries or heads of government departments and chief executives of state corporations and local authorities are supposed to supply to the Director Kenya National

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Archives two copies of any published or generally circulated documents or reports whether in hard copy or microfilm;

(ii)   The Government Printer or its authorized agent shall supply the Kenya National Archives two copies of every publication produced by them;

(iii)   The Kenya National Archives shall in return publish and circulate to all major libraries information and documentation centres an accession list of reports and documents it acquires;

(iv)   Where documentation centres do not exist in Government Ministries, departments or para-statal organisations, the service shall initiate appropriate measures for the establishment and development of such centres.

(V)   The service shall through the documentation centres, coordinate the acquisition and preservation of reports and other generally circulated documents in the public service.

5.5 Copyright Acts

The Copyright Act is another important legislation affecting the distribution of literary works in libraries. Lending of copyright material such as books, gramophone records, cassettes, films and video tapes in their original form is in no way restricted by the copyright law. What the law tries to protect is reproduction of an author's work without express permission from the author.

The Copyright law in Kenya was first enacted in 1966 (12). Section 4 of the Act states that the duration of the copyright is up to 50 years after the death of the copyright owner. The same duration applies to the British Copyright Act

(13). It also states that infringement of the Act is deemed to occur only when work is copied without licence from the copyright owner.

However, an implication of copyright is that libraries are usually strict in making photocopies of material which is copyrighted. This inhibits the reproduction and distribution of material which may be in limited supply. As a result interlibrary lending or supplying of photocopies of documents requested on inter library loans is made difficult.

Attempts to seek permission for copying from authors of some documents can be costly and time consuming because authors may be out of the country or have no contact address.

Although the Copyright law in Kenya was a pure model of the British copyright by virtue of Kenya being a former British colony, no attempt has been made by Kenyans to revise it according to recent social, educational, scientific and technological developments. The British Copyright law itself has been revised several times to meet these changes. For example, the current Copyright Act has in its stipulations special exemptions for material which are photocopied for the purposes of research or private study, criticism, or review (14). Libraries and archives are among the exempted institutions, where photocopies can be made, so long as they take reasonable steps to tell users of their equipment what their copyright obligations are; in particular that:-

(a)   the user may make a copy only for the purpose of research or private study;

(b)   only one copy is supplied; and that

(c)   no more than one article contained in any one publication may be copied.

(d)   copies of entire works may only be made if written permission is obtained from the copyright owner.

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CHAPTER 6

SUMMARY AND RECOMMENDATIONS

Although interlibrary lending has been practised for many years , it has become a major activity in British libraries only in the last three decades. This is as a result of the increased volume of published literature, the increasing demand for information as well as poor funding which have made it impossible for any one library to acquire material to meet all the needs of its users.

Lack of self-sufficiency amongst libraries has made it necessary for libraries to devise methods of borrowing from each other. In Britain, library authorities, influential persons, scholars, researchers, professional associations and institutions realized the need for interdependence many years ago and cooperative schemes evolved. At present there are nine regional library schemes and several subject specialised schemes operating as voluntary cooperatives.

The basic requirements for an effective interlibrary lending service are a well organized library and information system, adequate collections of documents, bibliographical tools to identify and locate library material, transport and communications. Lack of any of these elements may render the interlibrary lending system inadequate.

Below are the recommendations which would make easier interlibrary lending in Kenya.

6.1 Infrastructure of library and information system

The British library infrastructure has the British Library as the hub of library services in the country. At regional level are the nine regional library schemes and local and subject specialised cooperative schemes. These schemes are based on their area of subject specialization, library type or geographical area of their location. The advantage of these cooperative schemes is that they enable libraries to share resources through interlibrary loans, production of union lists or bibliographies and acquisition of materials.

Considering the economy, efficiency and effectiveness of British library schemes, this study recommends that:

1.   Plans should be made by the library authorities in Kenya to establish cooperative schemes so that libraries can maximize the use of the scarce resources. This calls for restructuring the existing library services to form networks which can provide interlibrary lending services rapidly and efficiently.

2.   A regional network should incorporate all types of library in the respective districts of Kenya. Coordination should be done by the Kenya National Library Services which currently has branch libraries in most districts in the country.

3.   There is also the need for subject specialised schemes in Kenya to foster interlibrary lending. These should be formed to cater for the needs of research institutes, libraries in commerce and industry, learned and professional societies and government departments. The Kenya National Scientific Information Documentation Centre (KENSIDOC) which specialises in scientific and technological material could be an appropriate body to coordinate subject specialised schemes.

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4.   Designated regional library bureaux located at the Kenya National Library area libraries and subject specialised schemes in respective regions should be responsible for the following:

   (i)   serve as clearing houses for loan requests which they receive from member libraries.

   (ii) survey the existing libraries and information services in their area with a view of compiling regional or special library directories.

   (iii) coordinate the compiling of union list of periodicals and catalogues to meet the regional needs.

To implement the above, it is recommended that:

5.   A legislation to be passed by parliament so that an independent body can be designated as a National Coordinating Centre (see figure 3 - Pages 141-142). Its functions should include the coordination of activities provided by regional library bureaux and subject specialised schemes; and to liaise with the government and other appropriate bodies regarding the funding of library services.

Figure 3: Proposed Library and Information Infrastructure - KENYA

Kenya is divided into 41 administrative districts. For the purpose of library provision, these districts are grouped into 14 regions each with one area library.

△ —·—·— : regional network, coordinated by the Kenya National Library Board

KENSIDOC — — — : subject specialised schemes coordinated by Kenya National Scientific Information Documentation Centre

NATIONAL COORDINATION CENTRE ➤ : coordination of regional library bureaux and subject specialised schemes. Regional library bureaux are located at Kenya National Library branch libraries

6.2 Location tools

The effectiveness of interlibrary lending services depends partly on knowing where to get the required document. This is made easier by using library catalogues, accession lists, subject guides, indexes and directories.

British libraries have a variety of bibliographies and directories for locating material in other libraries, including ISBN locations lists, the British National Bibliography number list, and directories of public, academic, government libraries as well as a subject directory to special libraries.

However, the situation in Kenya libraries is pathetic. The few bibliographical sources that exist in the country are out of date and not comprehensive. The main ones include accession lists compiled by respective libraries; the *Directory of libraries in Kenya* published in 1977 by Gazelle Books; *Periodicals in Eastern African libraries: a union list* published by the University of Nairobi in 1975; *Subject guide to information sources in Kenya* published in 1984 by the Kenya Library Association; *Kenyan Periodicals directory 1984-85* published by the Kenya National Library Services and *the Kenya National Bibliography* also published by Kenya National Library Services. Although these bibliographies and directories are used frequently to locate material in various libraries, none of them except the Kenya National Bibliography has been revised since they were first published, and they do not cover the holdings of recently established libraries. The limitation of accession lists is that they cannot be of much use for looking up sources of known publications and cannot be used as subject guide.

In view of this, it is recommended that:

1.   Efforts should be made by the Kenya National Library Services and the Kenya National Scientific & Documentation Centre to update all catalogues, directories, subject guides and indexes and extend them

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to cover the holdings of new libraries and information centres in the country.

2.   Efforts should be made to produce a retrospective and current National Union Catalogue of books to cover all libraries. This should be the responsibility of Kenya National Library Services.

3.   Since there are several libraries in the country serving government departments and their agents, there is need to have a directory or subject guide specifically for these libraries.

4.   Libraries in Kenya should compile special catalogues to cover their material in braille, audio visual material and national collection materials especially materials on Kenya.

6.3 Ways to improve interlibrary lending

Interlibrary lending in Kenya is carried out informally and among few libraries. It is not possible for Kenya to have an interlibrary lending system of the same calibre as Britain, because it involves huge amount of money for each library to acquire material which are normally in high demand and the development of an infrastructure. It is necessary for each library to acquire material to meet the basic needs of its users. This would increase the availability of material and it also reduces the burden on some libraries which are heavy lenders. However, an effective and efficient interlibrary lending service is needed to help libraries meet the needs of their users, so deliberate planning and coordination involving an organisational framework would be appropriate.

It is recommended that:

1. There is need to establish standard procedures to guide libraries in the activities related to interlibrary lending.

2. Interlibrary lending services should be formalised so that participating libraries can be committed to all the activities that require their contribution. This should include lending of material to member libraries and submitting catalogue entries to regional bureaux to update union lists.

3. Since interlibrary lending service involves some expenses on stationery and postage, libraries should agree on suitable methods of recovering expenditure which is recovered by charges on interlibrary loans. Borrowing libraries should either send pre-paid postage or arrange to refund postal or delivery charges to the lending libraries.

4. Since there is shortage of finance and material which limit the range and nature of services that can be provided, there is need for libraries to solicit for more funds to purchase more library material to meet the basic needs of their own users. Special libraries like the Kenya National Scientific Documentation Centre, Kenya Agricultural Documentation Centre should be persuaded to acquire comprehensively material in their areas of specialisation.

6.4 Transport schemes

Most libraries in Britain depend on regional transport schemes to deliver interlibrary loan material. This has been found to be a more cost effective method of delivery (faster and cheaper) than the traditional postal system. Hence it would be appropriate for libraries in Kenya to introduce transport

schemes since this would be faster than using the slow public transport to deliver items.

Transport schemes in Kenya could be organised by regions in the way the British transport scheme is organised. Under this arrangement, they can conveniently be coordinated by the Area and District libraries of the Kenya National Library Services which are located all over the country.

It is · recommended that:

1.   Regional transport schemes should be organised in such way that there are enough vans to cover libraries on daily basis.

2.   Precautions should be taken to make sure that materials are packaged and labelled properly.

3.   The drivers of transport scheme vans should ensure that items are delivered to the right destinations.

4.   Since a regional transport scheme would be part of the cooperative activities offered by regional library systems, it should be supported by all libraries in the region by   subscription. Ministries and institutions responsible for these libraries should support the schemes by providing sufficient funds for maintenance. This arrangement would enable both small and large libraries to use the transport scheme regularly.

6.5 Postal services

As well as   transport schemes, British libraries use the Post Office for delivering parcels and packages. Although the postal service is the main alternative to transport schemes, most of its users criticize it for being slow

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and expensive especially for heavy items. It is also expensive to send items by first class or registered mails.

As for Kenya where a postal service is still serves large geographical area, improvement on physical facilities is required. It is recommended that:

(i)   The Kenya Post and Telecommunications should increase the number of post offices so that items can be delivered or collected from the nearest service points.

(ii)   For urgent parcels, which are delivered by the Expedited Mail Service (EMS Speed post), the post office should take them direct to the required destination rather than via the nearest post office.

6.6 Fax Services

The other alternative method of delivery is by fax. Although fax is being used by some libraries for urgent communication because it is faster than mail, it is very expensive as compared to mail. For example it would cost 18 pence to send a page document by second class mail within the United Kingdom, the same document would cost £ 1.50 if send by fax.

Because of expenses involved, fax appears to be unpopular in libraries which operate on meagre funds. Although some libraries, especially those from the commercial and industrial sector, use fax for transmission of urgent messages and delivery of photocopies, this is restricted to very urgent and special cases.

Although universities and some special libraries in Kenya have access to fax facilities installed for the use of parent institutions, their use is limited to transmitting urgent messages only.

Considering the expenses and the limited number of libraries that can afford to use fax, it is not viable for all libraries in Kenya to use it for interlibrary lending purpose.

6.7 Manpower planning and development

Availability of adequate qualified staff is likely to influence the level and quality of library service. Some libraries in Kenya operate their services with very few staff, most of them with no formal training in library work. Formal training would increase the quality of library services, including interlibrary lending service.

In order to improve on the provision of library services in Kenya, it is recommended that:

1.   Libraries and information centres should deploy an adequate number of staff.

2.   Libraries and professional associations should provide formal and informal training sessions regarding interlibrary lending services.

6.8 Use of Technology in interlibrary lending

Most libraries in Britain use online systems for interlibrary lending for identifying documents and for transmitting requests. Online systems in common use include Automated Request Transmission by Telephone (ARTTel), Viewdata and Interlibrary System Communications Network (VISCOUNT), BLCMP, Joint Academic Networks and BLAISE.

Because of the variety of online systems available in Britain, it is common to find libraries using different systems depending on their needs. This creates lack of compatibility and interactions among users.

It is recommended that :

1.   Efforts should be made by library authorities not to acquire computers or to use online systems which are not compatible (or   cannot allow interaction) with other users.

2.   Libraries in Kenya which are thinking of automating their services require a long term development plan which will ensure that they can be linked together into a nationwide information network.

3.   Libraries and information centres should be encouraged to acquire one or more computers for information collection, storage and retrieval.

4.   Not many libraries in Kenya have reprographic equipment. This hinders them from providing photocopies when requested. It is recommended

that libraries should acquire the equipment necessary for document reproduction.

6.9 Formulating a National Information Policy for Kenya

The problems of establishing a formal interlibrary lending service in Kenya is associated with the absence of a National Information Policy, which would provide guidelines in areas like manpower planning and development and new technology. It is clear that unless and until there is a national information policy in Kenya, very little advance will be made in interlibrary lending.

It is therefore recommended that:

1. The National information policy must be endorsed at the highest possible level if it is to be effectively implemented. It must be based on the National development plans involving politicians, administrators, planners, librarians and information scientists.

2. It should be the responsibility of the Kenyan government to establish machinery to support all libraries and information services in the country for the purpose of proper coordination and cooperation. This could be done by respective ministries through the Central government.

3. The coordination of libraries and information centres should involve a formal organized sharing and execution of responsibilities with maximum effectiveness and economy.

4. Considering the importance of government documents, it is necessary for more institutions to be designated as depository libraries. The Books and Newspapers Act should be revised so that all present legal depository libraries are to receive government publications and all

institutions exempted from the Books and Newspapers Act should now be required to deposit their publications.

5.   Considering the importance of photocopies in interlibrary lending, it is recommended that the copyright Act should be revised so that libraries can be allowed to make copies for interlibrary lending.

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APPENDIX 1

<div style="text-align: right">

Department of Information and
  Library Studies,
Loughborough University of
Technology,
LOUGHBOROUGH,
LEICESTERSHIRE LE11 3TU
15-6-1993

</div>

Dear/Madam,

I am a postgraduate student at Loughborough University of Technology, currently researching on issues relating to interlibrary lending services in Britain and Kenya as part of my Master's degree programme.
After consulting with my supervisor, your library has been identified to be among libraries to be covered by my survey.
I would be very grateful if you would be so kind as to spare a little of your precious time to complete the attached questinnare and have it returned to me by 30th JUN 1993. The information you provide will be treated in strict confidence.

I thank you in advance for your assistance.

Yours faithfully,

Patrick G. Wanyama

QUESTIONNAIRE ON CURRENT INTERLIBRARY LENDING SERVICES IN SELECTED LIBRARIES IN THE UNITED KINGDOM

<u>INSTRUCTIONS FOR COMPLETING THE QUESTIONNAIRE</u>
1.Where comments are specifically sought, please do not be inhibited by space provided. If necessary attach a separate sheet.
2.Where statistics are asked for please base your answer on the latest figures.

Please complete and return this questionnaire by 30th May 1993.
To: Patrick G.Wanyama,
Department of Information and Library Studies,
Loughborough University of Technology,
Loughborough,
Leicestershire, LE11 3TU

1. Name of library --

Type of library --
2. Do you use the British Library Document Supply service? YES/NO
If so:
(a) What problems have you experienced with it?

(b) What has been your experience of its cost and effectiveness?

3.Do you use any regional or subject-based arrangements for interlibrary lending between libraries, apart from the British Library? YES/NO
If so:
(a) What libraries?

(b) What problems have you experienced with this interlibrary lending route?

(c) What has been your experience of it's cost and effectiveness?

----

4. If your library participates in interlibrary lending services
   (including the British Library Services):
(a) How many items does it receive in a year?----------------
(b) How many items does it supply in a year?----------------
(c) How does your library receive or send out the items?

(d) Are there any problems with receipt of material on loan, or its
    transmission to other libraries? YES/NO   .
If so, what are they?--

5.Does your library charge for interlibrary lending services?
  YES/NO
  If so:
(a) For what services does it charge?----------------------------------
----

(b) Do the charges fully recover costs? YES/NO
(c) Do the charges partially recover costs?YES/NO
6. For interlibrary lending requests do you use a catalogue or list
which covers:
 (a) Regional libraries? YES/NO
 (b) National libraries? YES/NO
 (c) Libraries with special subject collection? YES/NO
     If so, what catalogue or list do you use?--------------------
----
----
7. Do you contribute to a catalogue or list of materials used as a
   source list for interlibrary loan? YES/NO
   If so, what list?--

----
    8. Do you use online systems for:
    (a) Identifying holding libraries? YES/NO
    (b) Transmitting interlibrary requests?YES/NO
    If so, what online system do you use and why? ----------------
    ----

    9.Do you use technology in any other way in connection with
    interlibrary loans?   YES/NO
     If so,
    (a)What kind of technology do you use?-----------------------
    ----

    -------------------(b) For what purpose?-----------------------
    ----

    ----

10. What do you feel are the major problems with interlibrary
lending in the United Kingdom?-------------------------------
----

11.What do you feel are the major problems from the point of
view of your own library?-------------------------------------
----

APPENDIX 2

LIST OF SELECTED BRITISH LIBRARIES

PUBLIC LIBRARIES

1. Aberystwyth. Public Library, Corporation Street, Aberystwyth, Dyfed SY23 2BU

2. Avon Central Library, College Green, Bristol BS1 5TL

3. Banbury Library, Marlborough Road, Banbury OX16 8DF

4. Barry Area Library, Kings Square,Barry, South Glamorgan CF6 6RW

5. Batley Library, Market Place, Batley WF17 5DA

6. Bedford Central Library, Harpur Street,Bedford MK40 1PG

7. Billericay Library, High Street, Billerycay CM12 9AB

8. Birmingham Central Library, Chamberlain Square, Birmingham B33 HQ

9. Birtley Library, Birtley, Gateshead, Tyne and Wear

10. Blaenau Gwent Area Library, Bethcar Street, Ebbw Vale, Gwent NP3 6HS

11. Central Library, Prince's Way, Bradford, West Yorkshire BD1 1NN

12. Brecon Area Library, Ship Street, Brecon LD3 9AE

13. The Brian O'Malley Central Library and Arts Centre, Walker Place, Rotherham, South Yorkshire S65 1JH

14. Bridgwater Library, Bridgwater, Somerset TA6 3LF

15. Buckinghamshire County Library, Walton Street, Aylesbury, Bucks HP20 1UU

16. Calderdale Central Library, Northgate, Halifax,
    West Yorkshire HX1 1UN
17. Carmarthen, Public Library, St Peter's Street,
Carmathen, Dyfed SA31 1LN
18. Colwyn Bay Library, Woodlands Road West, Colwyn Bay,
    Clwyd LL29 7DH
19. Cumbria County Library, Arroyo Block, The
    Castle,Carlisle CA3 8XF
20. Derbyshire Central Library, The Wardwick, Derbyshire
    DE1 1HF
21. Devon Lbrary Services, Barley House, Isleworth Road,
    Exeter, Devon EX4 1RQ
22. Doncaster Central Library, Waterdale, Doncaster, South
    YORKS DN1 3JE
23. Durham Branch Library, South Street,
    Durham City DH1 4QS
24. Edinburgh Central Library, George IV Bridge,
    Edinburgh EH1 1EG
25. Gateshead Central Library, Prince Consort Road,
    Gateshead, Tyne and Wear NE8 4LN
26. Glasgow City Libraries HQ, The Mitchell Library, North
    Street, Glasgow G3 7DN
27. Gloucester Library, Brunswick Road, Gloucester GL1 1HT
28. Gosforth Library, Regent Farm Road, Gosforth,
    Newcastle upon Tyne NE3 1JN
29. Gwynedd Library HQ, County Offices, Caernarfon,
    Gwynedd LL55 1SH
30. Hampshire County Library HQ, 81 North Walls,

Winchester, Hampshire SO23 8BY

31. Hereford County Library HQ, County Hall, Spetchley Road, Worcester WR5 2NP

32. Humberside Central Library, Albion Street, Kingston Upon Hull HU1 3TF

33. Kent County Library HQ, Springfield, Maidstone, Kent ME14 2LH

34. Kirklees Central Library, Princes Alexandra Walk, Huddersfield, West York HD1 2SN

35. Lancashire County Library, 143 Corporation Street, Preston, PR1 2UQ

36. Lansdowne Library, Meyrick Road, Bournemouth, Dorset BH1 3DJ

37. Leeds Central Library, Municipal Buildings, Calverley Street,Leeds LS1 3AB

38. Leicestershire Central Libraries, Thames Tower,99 Burle Way, Leicester LE1 3T 3DZ

39. Lincoln Central Library, Free School Lane, Lincoln, Lincolnshire LN2 1EZ

40. Liverpool Central Libraries, William Brown Street, Liverpool L3 8EW

41. Longsight Library, 519 Stockport Road, Manchester M12 4NE

42. Lord Luis Library, Orchard Street,Newport, Isle of Wight PO30 1LL

43. Mid Glamorgan County Library HQ, Coed Parc, Park Street, Bridgend, Mid Glamorgan CF31 4BA

44. Northamptonshire Central Library, Abington Street,

Northampton, Northants NN1 2BA

45. Nottinghamshire County Library, Angel Row,
    Nottingham NG1 6HP

46. Powyss County Library Service, Ship Street,
    Brecon LD3 9AE

47. Reading Library, Abbey Square, Reading, Berks RG1 3BQ

48. Regent Circus, Swindon, Wilts SN1 1 QG

49. St.Pancras Library, 100 Euston Road, London NW1 2AJ

50. Sheffield Central Library, Surrey Street,
    Sheffield S1 1XZ

51. South Glamorgan Central Library, St. David's Link,
    Frederick Street, Cardiff CF1 4DT

52. South Tyneside Central Library, Prince George Square,
    South Shields, Tyne and Wear NE33 2PE

53. Sunderland Central library, Borough Road,
    Sunderland SR1 1PP

54. Surrey County Hall Library HQ, West Street, Dorking ,
    Surrey RH4 1DE

55. Truro Library, Union Place, Truro TR1 1EP

56. Wakefield Library, Balne Lane, Wakefield, West
    Yorkshire WF2 ODQ

57. Warwick Library, Barrack Street, Warwick CV34 4TH

58. Washington Town Centre Library, Independince Square,
    Washington, Tyne and Wear NE38 7RZ

59. Watford Library, Hempstead Road, Watford,Herts WD1 3EU

60. West Glamorgan County Library HQ, West Glamorgan
    House, 12 Orchard Street, Swansea SA1 5AZ

61. West Sussex Library Services Adminstration Centre,

Tower Street, Chichester, West Sussex PO19 1QJ

62. Wombwell Branch Library, Station Road, Wombwell, Barnsley, South Yorkshire S73 0BA

63. Worcester City Library, Forest Street, Worcester, WR1 1DT

ACADEMIC LIBRARIES

1. Aberdeen University, Queen Mother Library, Meston Walk, Aberdeen AB9 2UE

2. Anglia Polytechnic University Library, East Road, Cambridge CB1 1PT

3. Birmingham University Library, Edgbaston, Birmingham B15 2TT

4. Bristol University Library, Tyndall Avenue, Bristol BS8 1TJ

5. British Library of Political and Economic Science, London School of Economics and Political Science, 10 Portugal Street, London WC2A 2HD

6. Cambridge University Library, West Cambridge CB3 9DR

7. City of London Polytechnic, Library, Calcutta House, Old Castle Street, London E1 7NT

8. City University, Library, Northampton Square, London EC1V 0HB

9. Cranfield Institute of Technology, Library, Bell Street, Dundee DD1 4HN

10. East Anglia University Library, Norwich, Norfolk NR4 7TJ

11. East London University, Library, Longbridge Road,

Dagenham, Essex RM8 2AS

12. Edinburgh University Library, George Square, Edinburgh
    EH8 9LJ

13. Exeter University Library, Stocker Road, Exeter EX4
    4PT

14. Glasgow University Library, Hillhead Street, Glasgow
    G12 8QE

15. Imperial College of Science, Technology, and Medicine
    London University, South Kensington, London SW7 2AZ

16. The John Rylands University Library of Manchester,
    Oxford Road, Manchester M13 9PP

17. Leicester University , University Library, PO Box248,
    University Road, Leicester, LE1 9 QD

18. Liverpool John Moores University, Library, Trueman
    Street Building, 15-21 Webster Street,
    Liverpool L3 2ET

19. Liverpool University, University Library, PO Box123,
    Liverpool L69 3DA

20. London University, Senate House, Malet Street,
    London WC1E 7HU

21. Loughborough University of Technology,Pilkington
    Library, Loughborough, Leics LE11 3TU

22. Newcastle Upon Tyne University, Robinson Library,
    Newcastle upon Tyne NE2 4HQ

23. North London University, Library, Holloway Road,
    London N7 8DB

24. Paisley University Library, High Street, Paisley PA1
    2BE

25. Plymouth University, Library, Broad Street, Oxford OX1 3BG

26. Queen Margaret College, Library, Clerwood Terrace, Edinburgh EH12 8ST

27. Scottish College of Textiles, Martindale Library, Netherdale, Galashiels TD1 3HF

28. Sheffield City Polytechnic, Library Pond Street, Sheffield S1 1WB

29. Sheffield University Library, Western Bank, Sheffield S10 2TN

30. South Bank University, London Road, London SE1 0AA

31. Southampton University, Hartley Library, Highfield, Southampton SO9 5NH

32. Strathclyde University,Andersonian Library, Curran Building, 101 St.James Road, Glasgow G4 0NS

33. Thames Valley University, Library, Ealing Campus, St. Mary's Road Ealing, London W5 5RF

34. University College of Swansea, Library, Singleton Park, Swansea SA2 8PP

35. University College of Wales, Aberystwyth, The Hugh Owen Library Penglais, Aberystwyth, Dyfed SY23 £DZ

36. Warwick University Library, Gibbet Hill Road, Coventry, Warwickshire CV4 7AL

37. Westminister University, New Cavendish Street Library, 115 Cavendish Street, London W1M 8JS

38. West of England at Bristol University, Library, Colharbour Lane, Bristol BS16 1QY

39. Wolverhampton University, Robert Scott Library, St.

Peter's Square, Wolverhampton WV1 1RH

40. York University, J.B. Morrell Library, Heslington,

York YO1 5DD

SPECIAL LIBRARIES

1. Aslib, The Association for Information Management,
    Information House, 20-24 Old Street, London EC1V 9AP

2. Association of Commonwealth Universities, Reference
    Library, 36 Gordon Square, London WC1H 0PF

3. Association of the British Pharmaceutical Industry, 12
    Whitehall, London SW1A 2DY

4. Biological Engineering Society, Royal College of
    Surgeons, Lincoln's Inn Fields, London WC2A 3PN

5. BMT Fluid Mechanics LTD. Orlando House, 1 Waldegrave
    Road, Teddington, Middlesex TW11 8LZ

6. British Dental Association, Robert and Lilian Library,
    64 Wimple Street, London W1M 8A1

7. British Geological Survey, London Information Office,
    Geological Museaum, Exhibition Road, London SW7 2DE

8. British Institute of Management, Management
    Information Centre, Management House, Cottingham Road,
    Corby, Northants NN17 1TT

9. British Technological Group, 101 Newington Causeway,
    London SE1 6BU

10. BT Research Laboratory, Ministry of Agriculture,
    Fisheries and Food, London Road, Slough SL3 7HJ

11. Cancer Research Campaign, Cambridge House, 6-10
    Cambridge Terrace, London NW1 4JL

12. Central Veterinary Laboratory, Ministry of
    Agriculture, Fisheries and Food, New Haw, Weybridge,
    Surrey KT1 5 3NB

13. Chartered Institute of Management Accountants, 63
    Portland Place, London W1N 4AB

14. Civil Service College, Sunningdale Park, Ascot,
    Berkshire SL5 0QE

15. Chemical Research Centre, John Squire Medical Library,
    Watford Road, Harrow, Middlesex HA1 3UJ

16. Confederation of British Industry, 103 New Oxford
    Street, London WC1A 1DU

17. Construction Industry Training Board, Resource Centre,
    Bircham Newton, King's Lynn, Norfolk PE31 6RH

18. Department of Education and Science, Library,
    Sanctuary Buildings, Great Smith Street,
     London SW1P 3BT

19. Department of Health and Social Security, Library,
    Hannibal House, Elephant Castle, London SE1 6TE

20. Department of Trade and Industry, Library and
    Information Centre, 123 Victoria Street,
    London SW1E 6RB.

21. Economic and Social Research Council, Polaris House,
    North Star Avenue, Swindon SN2 1UJ

22. Employment Department Library and Information Service
    Steel House' Tothill Street, London Sw1H 9NF

23. Health and Safety Executive, Information Services,
    Broad Lane, Sheffield S3 7HQ

24. House of Commons, Department of Library, Westminister
    London SW1A 0AA

25. Imperial Cancer Research Fund, Library, PO Box 123,
    Lincoln's Inn Fields, London WC2A 3PX

26. Institute for Cultural Research, PO BOX 13, Tunbridge Wells

27. Institute of Chartered Accountants in England and Wales, Chartered Accountant Hall, MoregateHall, London EC2P 2BJ

28. Institute of Hydrology, Maclean Building, Crowmarsh Gifford, Wallingford, Oxfordshire OX10 8BB

29. Institute of Terrestial Ecology, Grange- over- Sands, Cumbria LA11 6JU

30. Institution of Royal Engineers, RE Library, Brompton Barracks, Chatham, Kent ME4 4UG

31. International Research Institute, Library, Kingston Lane, Uxbridge, Middlesex UB8 3PJ

32. Laboratory of the Government Chemist, Queen's Road, Teddington, Middlesex TW11 0LY

33. Macaulay Land Use Resaerch Institute, Craigiebucker, Aberdeen AB9 2OJ

34. National Radiological Protection Board, Chilton Oxfordshire OX11 0RD

35. National Institute for Medical Research, Mill Hill, London NW7 1AA

36. National Meteorological Library, London Road, Bracknell Berks RG12 2SZ

37. Natural Resources Institute (Foreign and Commonwealth Office,Overseas Development Adminstration) Central Avenue, Chatham Maritime, Kent ME4 4TB

38. Police Staff College, Library, Bramshill House, Hartely Wintney, Near Basingtoke, Hampshire RG27 0JW

39. Prison Service College, Love Lane, Wakenfield, West Yorkshire WF2 9AQ

40. Public Health Laboratory Service, Library, 61 Colindale Avenue, London NW9 5HT

41. Public Records Office, Chancery Lane, London WC2A 1LR

42. Royal Society, 6 Carlton House Terrace, London SW1Y 5AG

43. Royal Town Planning Institute, Library, 26 Portland Place, London W1N 4BE

44. Scottish Office, Library, New St. Andrew's House, St. James Centre, Edinburgh EH1 3TG

45. State Veterinary Service, Central Laboratory Library, New Haw, Weybridge, Surrey KT15 3NB

46. Treasury and Cabinet Office Library, Treasury Chambers, Parliament Street, London SW1P 3AG

47. Zoological Society of London, Library, Regent's Park, London NW1 4RY.

County Librarian
R A Kirk BA ALA

Library
Administration Centre
Tower Street
Chichester West Sussex
PO19 1QJ
Telephone (0243) 752001

**west
sussex
county
council**

If calling ask for   My reference   Your reference

Mrs Houghton   SIH/wjr   .   .   8 June 1993

Dear Mr Wanyama

Thank you very much for your letter dated 2 June regarding your research on
issues relating to interlending services in Britain and Kenya. I am sorry to
have to inform you that West Sussex County Library Service does not, as a
matter of policy, reply to surveys being carried out by organisations and I am
sorry that I cannot help you in this instance.

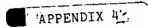Yours sincerely

COUNTY LIBRARIAN

Mr P G Wanyama
Department of Information &
  Library Studies
Loughborough University of Technology
LOUGHBOROUGH
Leics
LE11 3TU

Fax No. Chichester (0243) 752014   Telex No. 86279 CHILIB G
If the direct line number quoted is unobtainable, telephone the County Hall Exchange for assistance, (0243) 752014
777100

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Somerset Library Administration
Mount Street
Bridgwater TA6 3ES

Roger Stoakley FLA
County Librarian

Telephone Bridgwater (0278) 451201

Somerset County Council

Fax Bridgwater (0278) 452787

please ask for	extension
my reference	your reference

RJS/PD/M.99

17th June 1993.

Dear Mr. Wanyama,

Thank you for your letter dated 7th June 1993 (received yesterday)
enclosing a questionnaire for completion.

I am writing to inform you that in common with other library authorities
in the South West, we are now requesting a £10.00 fee for responding to
questionnaires which are sent to us.   Perhaps you would be kind enough
to let me know whether you would be prepared to pay for the information
you require from your questionnaire, before I involve staff time in
completing it.

Yours sincerely,

County Librarian

Mr. P.G. Wanyama,
Dept. of Information and Library Studies,
Loughborough University of Technology,
Loughborough,
Leicestershire, LE11 3TU.