



Newsletter of the IFLA Document Delivery and Resource Sharing Section

ISSN 1016-281X

April 2008

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Note from the Chair

As those of us in the southern hemisphere approach our autumn, and those of us in the northern hemisphere approach spring, much work has been done, and is being done by the Committee. The 10th IFLA Interlending and Document Supply (ILDS) Conference held in Singapore in October 2007 was a great success and a truly memorable experience. Our roving reporter, Margarita Moreno, reports on the conference in this issue. We held our mid-term business meeting in Nancy, France in February 2008, and Jacqueline Gillet of INIST was our gracious hostess. We include the minutes of that meeting in this issue as well as those of the previous meetings in Durban.

Upcoming events include a very exciting satellite to the IFLA conference in Quebec, hosted by our Committee in collaboration with the Acquisitions and Collections Management, and Reference and Information Services Sections. Poul Erlandson has been working tirelessly to coordinate this event, and it really promises to be a most worthwhile event to attend. The theme of the satellite is “Rethinking access to information: evolving perspectives on information content and delivery”.

We have selected our papers for our open session at the IFLA conference in Quebec, and as always, it was a difficult task to choose from so many excellent proposals. We have selected four papers from across the globe – Canada, Singapore, Austria and Uganda, covering some cutting edge aspects of document delivery and resource sharing. Preparations for the next ILDS conference being held in Hannover, Germany in 2009, have begun.

In this issue, we also bring you updates on the retirement of the British Library Vouchers, the Governing Boards’ Executive Committee response to the report prepared by the Committee on the IFLA Vouchers, and some OCLC news of developments of interest to practitioners in document delivery and resource sharing.



We hope to see you all at the satellite in Boston, and the IFLA conference in Quebec. You will be most welcome to come over and say hello to us, we would love to meet you.

With kind regards,

Kim Baker

Chair: IFLA Document Delivery and Resource Sharing Standing Committee

New Treasurer for the Document Delivery and Resource Sharing Section

Robert A. Seal (USA)



Following the departure of our previous Treasurer, Deb McKern, to the exotic climes of Brazil, the Committee found ourselves without a Treasurer rather suddenly, in January, 2008. We elected our new Treasurer at our mid-term business meeting in Nancy in February 2008, and we are delighted to welcome Robert (Bob) Seal as our new Treasurer.

IMPORTANT REMINDER – RETIREMENT OF THE BRITISH LIBRARY ISSUED VOUCHERS:

This is a reminder to return your British Library issued IFLA vouchers. The Governing Board has approved that vouchers issued by the British Library (BL) will be phased out during 2008.

ONLY vouchers issued by the British Library will be affected.

On the back of each voucher is an address. If the address says "IFLA Offices for UAP and International Lending, c/o The British Library" etc... then please return the voucher(s) to IFLA HQ for redemption or exchange.

Institutions sending back the old BL vouchers will have two choices.

1. To have their BL vouchers replaced by new IFLA Vouchers. (No added costs) Please use the **Voucher Exchange Form:** <http://www.ifla.org/VI/2/p1/exchange-fm.pdf>
2. To receive a redemption payment (normal handling fee of 12 euros per redemption) if you chose to redeem your BL vouchers please use the **IFLA redemption form:** <http://www.ifla.org/VI/2/p1/redempt-fm.pdf>

**The deadline for
redeeming/exchanging BL
issued vouchers will be
October 31st, 2008.**

Please email questions and comments to:
Susan.schaepman@ifla.org

With kind regards,
Susan

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(Picture credit: Kim Baker 2007)
The National Library of Singapore

**10th ILDS conference –
Resource Sharing for the
Future: Building Blocks to
Success held 29 -31
October 2008 at the
National Library of
Singapore.**

The 10th Interlending and Document Supply (ILLDS) Conference was hosted by the National Library Board (NLB) of Singapore at the recently commissioned (2005) sixteen storey building in downtown Singapore. It is an amazing

building in two sections with connections between them. Architecturally it is known as an intelligent building designed to respond to changing user demands and technology.

The building houses both the Central Lending Library in the basement level, and the Lee Kong Chian Reference Library on levels 7-13. The libraries have space to grow and some of the building space is rented to corporations and universities.

The main presentations of the conference were held in the Drama Centre Auditorium on the 3rd, 4th and 5th level of the building with the breakout session held elsewhere in the building. There were approximately 200 delegates from 33 countries.

The theme of the conference was “Resource sharing for the future, building blocks to success” and the papers presented certainly reflected the theme and showcased many innovative projects.



(Picture credit: Kim Baker 2007)
The main entrance to the NLS

The conference opened on 29th October, with an excellent keynote presentation by Mike McGrath titled “Our digital world and its impact on Document supply”. He spoke on a wide range of topics covering: the decline in document delivery, research that is showing low use between 27-55% of e-resources; changing library attitudes to the big deals, retrospective conversions enabling users to locate more material, mass digitization providing direct access to

material, slow uptake of E-books although this is beginning to change, the impact of open access on demand for material, etc. The paper also suggested that despite all of these changes “getting” is still an issue, End users still want material in Libraries, rights management, secure e-delivery and electronic signatures are all areas for future consideration.



(Picture credit: Margarita Moreno 2007)
Singapore by night

The second keynote speaker was Mat Pflieger from the British Library and he delivered a very interesting paper “Delivering access through partnerships”

The British Library (BL) is the national library of the UK and is one of four Legal Deposit Libraries in the UK. Its collection includes over 150 million items and has a £17 million acquisition budget. An overview of document delivery shows that 50% of all customers are non-UK and 80% of business is to commercial organizations (copyright paid). Over the last 5-7 years traditional document supply services have declined 11% per annum. From 4 million requests in 2000 to 1.8 million requests in

2007. The presentation then outlines some of the factors that have led to this decline, such as, universities adopting the big deals with publishers for electronic resource, the EU directive which impacted on commercial document delivery, publishes offer of pay-per view services, the development of Google scholar, digitization projects from publishers, eg Elsevier digitizing back issues and open access. The library believes requests will continue to decline and has planned for an 11% decline over the next 3 years. Into this mix is the changing user expectation. Researchers expect to be able to access content easily and use different search tools for discovery therefore library collections need to be more easily accessed. The British Library has been developing partnerships to deal with this changing environment and continues to offer services to users. Their three point strategy is to a) Develop existing service platforms (eg the development of British Library Direct (successor to Inside service) and the federated search tool with options for full-text access or purchase; b) Operate in new parts of the supply chain by extending document delivery services to material not held at the library and working with partners eg CISTI, publishers etc. and c) Identify partners such as Google Scholar, ETHOS (Electronic Thesis Online Service)

Several other presentations to highlight include:

“Effective and automated handling of End-User requests in Danish National Union Catalogue” by Anders-Henrik Peterson, which showcase the development of the Danish National Union catalogue and the different methods of access for resources sharing.

“Was Automation the Answer” by Margarita Moreno described the impact automation has had on the workflows. It outlines in practical terms some of the

workflows that have changed as a result of implementing the Relais system.



(Picture credit: Margarita Moreno 2007)
Botanical Gardens, Singapore

“When is a library not a library? When is ILDS not ILDS” by Ngain Let Choh discussed some of the innovative programs developed by the National Library Board of Singapore. Singapore is a high adopter of mobile and PC technology and the library has developed services such as Reference Point in response. Reference Point allows the user to send the query via SMS; the library researches the query and sends an SMS with a link to the response.

“Global Library service” by Cyril Oberlander, challenged Libraries to consider the changing technologies and move into the users spaces to meet their information needs, for example renting a video on behalf of patron rather than purchase for the collection, as a faster, cheaper option.

“Rethinking resource sharing” presented by Pat Stevens, highlighted the work of the Rethinking Resource Sharing group. The Group has developed a library manifesto, the “go getter” application and is also developing options for user needs and marketing resource sharing.

There were many other very interesting presentations such as: the NILDE project which is planning to use watermarks for copyright information in articles; Rapid ILL system started from a disaster in Colorado where storms damaged the collection and has developed in a very efficient document delivery system; OCUL which describes the implementation and support systems for the group, where four support staff support consortia of Canadian university libraries using the Virtual Document eXchange (VDX) software; the very interesting paper on Document Supply Services in Shanghai libraries with 57 partners using OCLC, BL and pay-per view; and a very interesting paper on Copyright which reported on the latest in copyright and Subito.



(Picture credit: Kim Baker 2007)
Raffles Hotel, Singapore

The papers were all very stimulating and the hospitality was excellent. The welcome reception was held in “The Pod” on the level sixteen observatory which offers brilliant views of the city skyline. Delegates were welcomed to the conference by the NLB CEO. Excellent finger food, tropical fruit juices and music provided by the library band was enjoyed by all.



(Picture credit: Margarita Moreno 2007)
Welcome reception in the Pod

The following evening delegates boarded the Hippo Express on our way to the Duck Tours. The Duck Tours are amphibious vehicles that took delegates for a tour around the colonial Civic District and then on waters to view the Merlion Park, the Esplanade and Clifford Pier, all set against the city skyline.



(Picture credit: Margarita Moreno 2007)
Duck tour of Singapore



(Picture credit: Roselle Jansen van Vuuren 2007)

On the final evening of the conference, delegates enjoyed an excellent meal and entertainment at the Malay Cultural Center

situated in the Istana Kampong Gelam, the original settlement for the Malay people in Singapore.



(Picture credit: Roselle Jansen van Vuuren 2007)

Cultural Dinner at the Malay Cultural Centre



(Picture credit: Roselle Jansen van Vuuren 2007)

The 10th ILDS conference was an outstanding success, an excellent opportunity for delegates to exchange professional and cultural information. For papers see:

<http://www.nlbconference.com/ilds/article1ist.asp>

Margarita Moreno
National Library of Australia

The 11th IFLA ILDS (Interlending and Document Supply) Conference will be held in Hannover, Germany from 20th - 22nd October 2009

Diarise these dates! The website for the conference can be found here:

<http://www.ilds2009.eu/en/home.html>

From the home page of the conference website:

“It is with great pleasure that the German National Library of Science and Technology (TIB), the German National Library of Medicine (ZB MED) and the German National Library of Economics (ZBW) jointly invite you to the 11th ILDS conference in Hannover.

The event will be taking place from 20 – 22 October, 2009, meaning that it will coincide with celebrations to mark the 50th anniversary of the TIB as the world’s largest library specializing in the fields of engineering, architecture, information technology, chemistry and physics. Together with the ZB MED and the ZBW, the TIB forms part of a prestigious group that includes the most important document suppliers in their respective fields on the European continent. The strategic alliance formed by these three libraries is known as Goportis.

The ILDS business has always been about a network of partners working together in the library and publishing arenas, rather than individual libraries working in isolation. It is abundantly clear that interactions with these and other partners, such as aggregators and subscription agencies, are of great strategic importance. It is therefore essential that libraries view document supply not as an isolated line of business, but instead as a key component of the overall process of library management. This process includes political and legal issues such as copyright and negotiations with right holders, as well as technical developments.

One of the aims of the Hannover conference will be to attempt to chronicle the full scope of ILDS and plot the direction in which it is heading. It will reveal and highlight both recent trends and foreseeable developments.

The 11th ILDS conference is collaboratively organised by the International Federation of Library Associations and Institutions (IFLA) and Goportis.

We look forward to welcoming you to Hannover in 2009.

Uwe Rosemann, Director of TIB
Ulrich Korwitz, Director of ZB MED
Horst Thomsen, Director of ZBW”



**Minutes of the First Meeting of the
IFLA Document Delivery and Resource
Sharing Standing Committee**

**Held at Durban ICC on Saturday, 18th
August 2007.**

Present: Kim Baker; Poul Erlandsen (Chair); Daniel Mattes Durrett; Nazdezhda Erokhina; Jacqueline Gillet; Rose Goodier; Matthew Goldner; Bob Krall; Elmelinda Lara; Betty Lowery; Debra McKern; Jindriska Pospisilova; Helen Sakhirei; Joan Stein; Penelope Street

Apologies: Assunta Arte; Mary Hollerich; Margarita Moreno; Uwe Rosemann; Carol Smale; Elisa Soares; Li Xiaoming

1. Approval of agenda

A new agenda item was added.

**2. Approval of the Minutes of the
Midwinter SC Meeting in Lisbon, 2007.**

The minutes of the Midwinter SC Meeting, which had taken place in Lisbon in February 2007, were approved by the Committee

3. Matters arising

It was agreed that all matters arising were already listed on the Agenda.

4. Elections of Officers

The following nominations were made and the members in question were duly elected to the Committee and its various sub-committees:

Officers:

Chair: Kim Baker

Secretary: Rose Goodier

Treasurer: Debra McKern

Information Coordinator: Joan Stein

Members of the Newsletter Sub-Committee:

Mary Hollerich; Kim Baker; Rose Goodier; Margarita Moreno

Members of the Principles and Guidelines Sub-Committee:

Debra McKern; Elisa Soares; Bob Seal; Joan Stein; Jacqueline Gillet; Jindriska Pospisilova

Members of the Strategic Planning Sub-Committee:

Kim Baker; Joan Stein; Elmelinda Lara; Mary Hollerich

Members of the Conference Planning Sub-Committee:

Kim Baker, Rose Goodier, Daniel Mattes Durrett; Assunta Arte; Jindriska Pospisilova; Jacqueline Gillet (*Poul Erlandsen to be co-opted onto the sub-committee for 2007-08 and Carol Smale's help to be requested for Canada*)

5. Chair's Report

- PE has asked for 80% of the money obtained through the contract between IFLA/National Library of Singapore to come to the SC. The situation will need to be reviewed in October. It was decided that the money would be used as seed money for future ILDS conferences.
- It was noted that there had been a bid from Germany for the 2009 ILDS Conference, and that this has now been accepted by the Professional Committee. A formal announcement will be made at the forthcoming Singapore Conference. It was agreed that a

bid from the USA for the 2011 ILDS would be welcome. A call for bids will go out in October 2008.

[Action: SC members from the USA should take this into account and work on the idea]

- It was agreed that next year's IFLA Conference in Quebec should include an open programme plus a satellite event. The deadline for submitting details of the satellite event would be November 2007. PE stated that he had corresponded with the Reference and Information Services, and Acquisitions and Collections Development sections, but, as yet, no decisions had been taken. The conference planning sub-committee would meet during IFLA in Durban to further discuss the matter, and would meet with the Chairs of the other Sections, and report back at the second SC meeting in Durban.
- It was noted that the Resource Sharing Manifesto had already been translated into French and Portuguese. Russian and German translations were hoped for in the near future.

6. Report of the Co-ordinating Board

- The Professional Committee has sent out a report reviewing the structure of IFLA. A hearing to discuss this will take place on Sunday, during the Conference, and the hearing is open to all SC members. The proposals include:
 - Restructuring of IFLA Divisions, from 6, to 3
 - Library types (eg national, public)

- Materials, functions and services (Doc Del, etc)
- Support for the profession (Copyright, FAIFE, etc).

SCs must have at least 50 paid up members, and a minimum of 10 SC members

- It was noted that there would be no IFLA Booth Schedule in Durban this year. The booth will be looked after by IFLA staff.
- The Committee was informed that there would be a launch of new IFLA publications on Wednesday, 22nd August, and that authors would be available at the event to answer questions.
- It was noted that this year's IFLA Conference has raised 700,000 euros through sponsorship.

7. Financial Report

- Nothing to report.

8. Report from the Information Co-ordinator

- There was some confusion over the criteria for requesting print format of the Newsletter. This has since been resolved.
- Ask an Expert: It was noted that some questions had been received and answered.
- The Portuguese translation of the Best Practices brochure had been sent to Sophie.
- The problems of updating the website and the inability of the Listserv to handle attachments were discussed.

[Action: JS will advertise *Ask an Expert* via the Listserv]

9. **Durban Conference**

- It was confirmed that the eight papers which had been selected in Lisbon will be presented at the SC's Open Programme. This will take place on the afternoon of Monday 20th August, and KB will be chairing the session.
- It was noted that the Singapore Conference organisers would be permitted three minutes at the beginning of the Open Programme to promote the ILDS Conference.
- Committee members were reminded that an audience head count would need to be taken, and that a paper for publication in the next issue of the IFLA Journal would need to be selected after the event.
- The issue of people presenting multiple, identical papers across different sessions was raised by the Chair of the CB as an area of concern.

10. **Follow up items from the Mid-term Lisbon Meeting**

- PE presented a paper and suggestions which had been sent from MM, detailing a range of ideas to put forward to IFLA.

[Action: The new SC will look at MM's recommendations and the possibility of taking them forward]

- There was a discussion on the development of e-vouchers and IFLA's plans for an expiry date on the IFLA vouchers. There was concern that this could mark the end of the voucher scheme per se.

The SC agreed that there was no problem regarding the first aspect – namely the retirement of the BL vouchers.

[Action: It was agreed that we should leave further discussion relating to the retirement of the IFLA voucher until the next SC Meeting which would be attended by Sjoerd Koopman]

- It was noted that the IFLA Vouchers scheme is now self-supporting, and that 20,000 euros profit will be expected for IFLA.
- The suggestion to accept credit cards had again been turned down by IFLA. KB will continue to lobby for its acceptance.

The meeting adjourned at this point.

Meeting of the second IFLA Document Delivery and Resource Sharing Standing Committee

Held at Durban ICC on Friday 24th August 2007.

Present: Kim Baker (Chair); Daniel Mattes Durrett; Jacqueline Gillet; Rose Goodier; Matt Goldner; Robert Krall; Elmelinda Lara; Betty Lowery; Debra McKern; Jindriska Pospisilova; Helen Sakhirei; Joan Stein; Penelope Street

Apologies : Assunta Arte; Poul Erlandson; Carol Smale; Uwe Rosemann; Li Xiaoming; Elisa Soares; Margarita Moreno and Mary Hollerich.

At the outset of the Meeting, Kim Baker gave an official of note thanks to Poul Erlandsen, the outgoing Committee Chair, and to Penny Street and Betty Lowery who were attending their final meeting prior to leaving the committee.

Pre-meeting discussion with Sjoerd Koopman

- Sjoerd Koopman distributed IFLA Voucher Scheme leaflets to those present at the meeting, and stated that he had already had some discussion with PE regarding the proposed changes to the scheme. PE had expressed some concerns about the proposed changes.
- It was noted that the IFLA Governing Board had asked the Executive Committee to propose that the old IFLA vouchers should be exchanged for new ones, and that an expiry date should appear on the new vouchers. It had been suggested that the expiry date should be five years from the date of issue.
- SK invited the Committee to send him a report, in a structured format, detailing our ideas and concerns regarding these proposals. This report should be submitted to SK by 1st November, 2007 at the latest.
- The Committee concurred that the replacement of the old vouchers with new ones was a good idea. However, there were general concerns about the introduction of an expiry date. It was agreed that committee members would consult with professional colleagues to obtain their opinions, with a view to preparing a report which would be submitted by the Committee to the Governing Board, via SK, by November 1st, 2007.
- BL mentioned that developed countries are currently the main purchasers of IFLA vouchers, and

that the popularity of the vouchers is largely due to the simplicity of the accounting procedures involved. If the administrative procedures were to become more complex, the popularity of the scheme would be expected to diminish accordingly.

- It was agreed that obtaining some data concerning the global use of IFLA vouchers would be very useful. RG was asked to contact Susan Schaepman at IFLA HQ to find out about general usage figures over the past few years.
- JS was asked to write a short summary of the situation as it stands and to canvass opinions from the broader Document Delivery and Resource Sharing community in order to obtain an overview.

[Action: RG to contact Susan Schaepman for figures; JS to ask for opinions; Report to be compiled by Committee members and presented by KB to SK by the beginning of November, 2007]

11. Durban Conference Reports

Report from IFLA Professional Structure Review Committee

- There had been some objections to the proposal for absorbing the IFLA Collections and Services Division into the Library Materials Section, as the latter Section was considered to be too large, and to have too wide a remit.
- Representatives from the smaller groups had also stated that they considered a minimum requirement of fifty members to be too high a number. It was

noted that the Governing Board, at their meeting held on Tuesday 21st August 2007, had subsequently approved that the minimum requirement for groups should be reduced to forty members, and that Collections and Services would be split into two sections, rather than the original proposal of one section.

Report from short Extraordinary Meeting of Coordinating Board

It was announced that Lynn Sipe (University of Southern California) has been elected Chair of the Collections and Services Coordinating Board Professional Committee. The new Secretary will be Ed King (British Library).

Report from IFLA Officers' Training session

- KB reported on the IFLA Officers' Training session. The new chair is Nancy Gwynn. Sections can submit a project funding proposition via the Committee chairs. It was agreed that the Model Handbook for ILL would be a project that could be funded. However, as the deadline is in October 2007, it is too late to submit a proposal this year – we can work on the book during 2008, then find out the costs of publishing, and be able to submit a proposal for project funding in October 2008.
- Monitoring of section membership was encouraged, with a view to encouraging new members to join. (We should include this in our new Strategic Plan).
- IFLA is currently reviewing the webpage content management

system and it is hoped that sections will soon be in a position to upload their own material directly, rather than having to contact Sophie as an intermediary. This work is in progress.

- PE is the section's LISTSERV administrator at the moment, but KB will be taking over as she is the new Committee Chair. It was agreed that one list is required purely for the use of committee members but that it would be good to have another listserv for our paid-up Section members, to communicate with them, and allow them to communicate with us.

[Action: KB to ask Sophie to change her to be the new list administrator for the DDILSC listserv, and to submit a request for a new listserv for communication to Section members]

Report on Open Session

The section's Open Session, which took place during the afternoon of Monday 20th August, proved very successful. Around 210 people attended the first half and about 100 attended the second half. It was agreed by the Committee that Jacqueline Gillet's paper was especially relevant and interesting, and that this should be selected to appear in the Newsletter, and also proposed for publication in the IFLA Journal. The abstracts of two other presentations – AMICAL and ALIAS – were also selected for publication in the forthcoming newsletter.

[Action: Rose to ensure that these papers are collected so that they can be published in the forthcoming Newsletter]

12. Strategic Plan

KB reported that she had met with JS and EL to discuss a way forward regarding the strategic plan. KB stated that she would

look at the existing strategic plan and draft a new for discussion by the other sub-committee members, including MH, before circulating it to the SC for comment. This would need to be done via e-mail. The Strategic Plans are due in November. It was noted that the current plan appears on the IFLA web page, and that JS would arrange for the new version to be loaded onto the web page following approval.

[Action: KB to draft a new strategic plan and take it to the subcommittee for fine-tuning, and then circulated to the SC members for final comment and approval. KB will send it to IFLA HQ and the Division Chair, JS will arrange for it to go on the web page]

13. Draft letter from MM

It was agreed that JS should make some alterations to the wording of the letter, which had been drafted by MM, in order to make it a little more concise. It should be circulated to the Committee by the end of September 2007. .

[Action: JS to reword the draft letter and circulate it to the Committee]

14. Section Newsletter

Contributions from all Committee members were welcomed. New members were asked to submit a short biography and a photograph for inclusion in the forthcoming newsletter. A selection of papers which were presented at the IFLA Conference would be included, as well as a short piece on the Singapore Conference. KB agreed to do the formatting and layout of the newsletter, and RG would gather content.

[Action: RG to contact all new committee members and collect biographies and photos, then to send them on to KB for adding to the Newsletter]

15. Mid Term Business Meeting 2008

JG has offered to host the mid term business meeting in Nancy in February 2008. New members were informed that they should present country reports at the mid term meeting. JG has offered to get in touch with other local libraries in Nancy, as well as INIST, and will also try to organize a visit to the National Library in Paris. The first day should involve a full day's meeting in Nancy and the following day will probably take the form of a visit to the Bibliothèque Nationale in Paris. Thursday 14th February and Friday 15th February 2008 were proposed and agreed upon as dates. JG will email committee members in advance to keep everyone informed, and she has also offered to compile a list of suitable hotels.

[Action: JG to host the 2008 mid term meeting in Nancy and let Committee members know about arrangements]

16. Model Handbook for Interlibrary Loan

- DMcK distributed a handout and explained that she had worked on the initial stages of the document with MH. She will be handing over the task of editing the handbook to MH, so now the Editors will be MH and EL.

Suggestions for possible contributors included: Mary Jackson (currently working for Autographics in Maryland), Roxanne Missingham (Australia) Gail Warner and Brenda Bailey Haynor. It was agreed that Mary Jackson should be asked to write a section on models. Ed Davidson (Sheffield, UK) was recommended as a possible contributor to the technology section.

Poul Erlandsen would be asked if he would be willing to contribute, and that MM could prepare a piece on sample forms. KB and JS, in their capacity as experienced administrators, could be asked to

prepare an administrative structure. JS was asked to prepare a model national ILL code which could ideally be submitted to the German ILDS, to be held in 2009. Chapters need to be written and case studies included as working examples. DMcK will produce a glossary and EL will write a bibliography.

The proposed assignment of authors thus is as follows: Introduction: MH and EL; Ch1 – Poul Erlandson; Ch2 - Mary Jackson; Ch 3 – EL; Ch 4 – MM; Ch5 (suggested Ed Davidson, Sheffield, UK; Ch 6 JS and KB. Appendices – Glossary – DM; Bibliography – EL; Model National ILL Code – JS; Sample forms – MM; Licensing agreements (samples) - UR.

[Action MH and EL to approach the proposed contributors and take the project forward]

17. Project plan for book

- MH and EL are responsible for organizing the book's content, and MM is responsible for project development. Once the book has been completed, the Committee will need to approach IFLA to see whether they are willing to publish it. IFLA has the right of first refusal. However, this is a definite IFLA project, and thus a project proposal on the correct forms, with costs for publication can be submitted by October 2008.
- It was proposed that funding should be sought at least a year before the ILDS Conference, which is due to take place in Germany in 2009.

- MG suggested that workflows could be drawn in order to delineate the concepts of interlending and borrowing. It was agreed that it would be helpful to have a general introduction explaining general concepts, as the book will be available to all readers, not merely specialists in the field. It was proposed that PE should be asked to write a general introduction and that DMcK and MH should proceed with discussions about making further plans.

[Action: this will be firmed up via e-mail and at the mid-term meeting in Nancy]

18. IFLA Voucher Scheme report

- A Voucher Programme report for the second quarter of 2007 was distributed to the Committee. There was a query about the definition of "interest Rabo vouchers" and it was agreed that we should ask Susan Schaeppman to define this term.
- The Committee agreed that more clarity and information should be made available in order to enable us to look into this issue more closely. It was agreed that a small subcommittee should be convened in order to look into the topic, including a feasibility study looking into the development of electronic vouchers. BK, JS and MG were suggested as members, with KB being an ex-officio member
- The remit of the subcommittee would be to prepare an explanation as to why there is an objection to an expiry date appearing on IFLA vouchers, to

look at the feasibility and design of electronic vouchers and to work out how best to promote the voucher scheme to developing countries.

- It was noted that the paucity of use of the IFLA voucher scheme in developing countries seemed to be partly due to a lack of awareness about the scheme and language barriers.
- BL was asked to look at how the scheme operated prior to the BL Office closure in 2003, and to send relevant information to BK.
- It was generally agreed that it made sense for the old BL vouchers to be officially retired. Committee members had no objection to IFLA proceeding with the replacement of old BL vouchers with new ones. Ex - officio member and former committee member, BL, would be acting as a consultant.

[Action: because of the urgency, the SC and subcommittee would round-robin in e-mail – Report will be compiled by subcommittee, after SC and wider ILL community have given inputs, and KB will send the report to SK by 1 November 2007]

19. Revision of Principles and Guidelines for International Lending and Document Delivery

- The following committee members have been elected to work on the Principles and Guidelines: JP, ES, DMcK, JS, BS and JG. It was noted that JG and DMcK had already met to discuss the way forward.
- It was agreed that the terminology used in the document should be examined and clarified. For

example, the term “suppliers” was deemed to be the most appropriate term, and “access” was a suitable term to use throughout.

The principles which have been drawn up so far are listed below:

- **National Responsibility**

It was suggested that it would be beneficial for national libraries to lend without charge to other national libraries, being a mechanism which would lead to increased access in an inexpensive way, and that a proposal of this sort might be made to the National Libraries Section. BL stated, however, that this would not be a simple procedure to introduce as the pricing structures are drawn up by the separate library management boards who may not view it as a viable proposition. It was stressed that many national libraries have to cover their costs. The idea could be included, however, as a recommendation (for example stating that “wherever possible this is a good idea”) without being set as a rule.

- **Name change**

It was agreed that the term “National Lending System” should be changed to “National Resource Sharing System” in order to more accurately reflect the purpose of the national systems. This term should be used throughout the document.

- **IFLANET**

It was agreed that people should be directed to the existing policy directory databases, rather than having to spell it all out on IFLANET. The OCLC Directory is freely available on the Web, being a name and address directory which is self updating. It gives the directory of policies, contact information and addresses. It was decided that some examples should be listed on IFLANET, as a central portal does not yet exist. It was agreed that the Committee should look into creating a portal as part of the strategic plan.

- **Response codes**

It was noted that these codes were not being used as much as they could be. It was noted that Lars Leon had started to work on it but that the work had not recently been taken forward. DMcK was asked to investigate the current situation. It was proposed that translation of the current ISO response codes should be looked into, as they are based on standard English phrases and may not make sense in other languages.

[Action: DMcK to investigate where this is up to]

- **Copyright**

It was recommended that we clarify the notion of “fair use” and “fair dealing”, as these phrases are not globally used. The terms are currently only used in selected areas, including Europe and South Africa.

- **Responsibility for loan material**

It was agreed that such matters as unmediated requests should be scrutinized. For example, how are materials shipped? Shipping guidelines should be included. It was noted that Mary Jackson had already prepared some guidelines and that these should be referred to.

- **IFFRO website**

A link to this website would be a good idea. This is a Reproduction Rights Organization and an excellent source of relevant documentation.

[Action: DMcK has been given the remit of updating this report. Members should make comments and contributions via email]

20. Singapore: ILDS Conference

- It was noted that, to date, seven committee members would be attending the forthcoming ILDS Conference in Singapore. Section Committee members have been asked to assist with chairing sessions.

- KB was asked to check with SK about clarifying the 80/20 split on funds.
- KB mentioned that a time for the Section Committee meeting in Singapore had not yet been set, and that she would let people know once it had been decided. JS was asked to forward any relevant information about Singapore to BK, as his name does not yet appear on the distribution list.

21. Planning for Quebec 2008 Conference

- It had been proposed that the Section should organize a pre-conference satellite event, to take place in Boston, USA, on August 6th and 7th.
- MG stated that he would ask for a general contribution to be made to the conference which would include some travel costs for speakers. It was agreed that some speakers from outside the USA who are involved in the process of rethinking Resource Sharing should be invited. Suggested speakers included Margarita Moreno, Poul Erlandsen and Michael Stevens, and it was agreed that other SC Committee Members should be encouraged to make a contribution to the program.
- Committee members were urged to look into booking their regional flights from Boston to Quebec earlier rather than later, owing to the likelihood of flights being fully booked out early, for IFLA.

Open session at Quebec

The theme of the Canadian conference will be: “Libraries without Borders: navigating towards global understanding”. It was thus

agreed that “Global Resource Sharing Across Borders” would be an appropriate heading for a section theme. The term “borders” could be interpreted broadly. The call for papers would go out around November 2007, along with a written description, which could be fine tuned via email discussions.

22. Pre-planning for 2009 Conference

Pre-planning discussions will take place at the mid-term meeting in Nancy next February. This is scheduled to take place on February 14th and 15th 2008.

23. Brisbane Conference

It had been announced at the Durban Closing Session that the venue for the 2010 IFLA Conference will be Brisbane, Australia.

Rose Goodier & Penelope Street. Oct 2007

Mid-term business meeting held in Nancy, France 14th – 15th February 2008

The Committee held its annual midterm business meeting at INIST in Nancy, France on 14th February 2008, and Jacqueline Gillet, Committee member, was the gracious hostess for this meeting. We were welcomed by Herbert Gruttmeier, Head of International Relations at INIST.

After lunch on the 14th, members were given a comprehensive tour of the Document Delivery operations at INIST. Of the 300 staff employed at INIST, 70 of them are employed in the Document Delivery section, which gives an idea of the scale of document delivery at INIST. INIST delivers documents in a well organized and managed manner, providing a most impressive service!



(Picture credit: Kim Baker 2008)

The Committee during the tour of INIST.

On the morning of the 15th, Committee members took the TVC to Paris, where Jacqueline had organised a tour of the Bibliothèque Nationale for us. It was a memorable and most informative day, and this was a highly productive, informative and culturally enriching session. Our grateful thanks to Jacqueline and INIST for hosting our 2008 mid-term business meeting!

Minutes of the IFLA Document Delivery and Resource Sharing Standing Committee Mid Term Business Meeting. **INIST, Nancy. 14th February 2008.**

Present: Kim Baker (Chair); Rose Goodier; Jacqueline Gillet; Elisa Soares; Bob Krall; Bob Seal; Uwe Rosemann; Joan Stein; Gabriella Holland

Apologies: Daniel Mattes Durrett; Nazdezhda Erokhina; Assunta Arte; Elmelinda Lara; Mary Hollerich; Jindriska Pospisilova; Margarita Moreno; Li Xiaoming; Helen Sakhirei; Carol Smale

1. Welcome Address

Herbert Gruttmeier, Head of International Relations at INIST, welcomed everybody

to the meeting. As current President of ICSTI, Herbert emphasized the closer bonds which are now being forged between ICSTI and IFLA. He informed the group that this would be the first time that an IFLA Committee had met at INIST and official thanks were given to Jacqueline Gillet for organizing and hosting the event.

2. Approval of the Minutes of the Previous Meeting

The Minutes of the previous meeting, held in Durban in August 2007, were approved as a true record by the Committee, subject to a couple of minor amendments.

3. Election of Officers

The Committee welcomed the news that Bob Seal had volunteered to take over the role of Treasurer, following Debra McKern's recent resignation from the Committee. Bob Seal was formally nominated as the new Committee Treasurer by Kim Baker and the motion was formally accepted by all present at the meeting.

KB will inform IFLA HQ about the transition of roles and will make arrangements to initiate the transfer. Debra McKern will be asked to ensure that the Bank account is transferred into Bob Seal's name. Official thanks were given to BS by KB on behalf of all the Committee.

4. Chair's Report

KB announced that the financial proceeds from the 2007 Singapore ILDS Conference will be split at a ratio of 80/20. 80% of the funds will be committed to the 2009 ILDS Conference and 20% of the funds will be kept by IFLA. Sjoerd Koopman has contacted Gene Tan for details of the final accounts for the Singapore Conference. Financial matters concerning the next ILDS Conference will be dealt with by IFLA HQ and the Hannover 2009 Hosting Committee.

The recent ILDS Conference in Singapore was perceived to have been a great success by all the Committee members who had attended. 210 delegates from 34 different countries had attended the conference. There had been a consistently high quality of papers presented and the venue had proved excellent. 30% of delegates had rated it as "outstanding" and a further 60% had rated it as "very good" on their evaluation forms. The publication of best papers will be arranged by Mike McGrath for inclusion in Emerald's *Interlending and Document Supply*.

KB announced that the IFLA Congress in 2011 will take place in Central America, in the Mexico region.

5. Report from IFLA Governing Board and Professional Committee Meetings

KB drew attention to the following points of information which had arisen at the last meeting of the IFLA Governing Board and Professional Committee:

- It was noted that from 2009 onwards, IFLA's administrative structure will be restructured, and two of the new divisions will be "Library Collections" and "Library Services". The Document Delivery and Resource Sharing Section has already been assigned to the "Library Collections" Division by IFLA's Governing Board. Poul Erlandson and KB had expressed the view to the CB, on behalf of the Section Committee, that Document Delivery should be regarded as part of the "Library Services" Division. Although the decision to assign the section to the Library Collections Division has now been finalised, it should be borne in mind that these changes are purely of an administrative nature, and will not prevent us

from cooperating (for example, co-planning Satellites) with other Sections in the Library Services Section in future..

- KB announced that the newly drawn up terms of office and the adoption of the new IFLA structure will be put into place in 2009.
- IFLA HQ is reviewing the management of administrative funds for the sections. One of the options was for HQ to hold all monetary funds in their central holding account, and Section Committees then request funding from IFLA's central account whenever administrative funds are required.
- All IFLA groups should endeavour to have conference papers for their open sessions translated into as many of the official IFLA languages as possible, as this was the UNESCO Year of Languages. It was noted that each group would be required to find their own translators who would be willing to undertake the task of translating reports into the various official IFLA languages.
- It was announced that an external consultant had recently been appointed in order to make some improvements to IFLAnet, and that Jennefer Nicholson has been appointed to be Peter Lor's successor as Secretary General of IFLA.
- It had been confirmed that a one million dollar grant from the Bill and Melinda Gates Foundation's Global Libraries initiative will be given to IFLA in order to support the organization's work to

strengthen awareness of the important role which libraries play in developing the information society.

- Committee members who will be attending the forthcoming IFLA Congress in Quebec were urged to book their hotel rooms well in advance, as the city promises to be very busy during 2008. There is no train or bus service from the Station into Quebec City Centre. Taxis are the main choice of transport, and it needs to be taken into account that there is a steep uphill walk from the main station into the city centre.
- The early member registration rate will remain the same as last year's rate. An extra 10% charge will be levied for non-members. The rates are set to increase next year for the 2009 Milan Conference, and the costs are expected to be higher.

6. Financial Report

It was noted that there is currently a sum of 649 U.S dollars held in the Section Committee's bank account.

7. Information Co-ordinator's report

Joan Stein, in her role as Information Co-ordinator, gave the following report to the Committee:

- Despite some recent difficulties with loading material on to IFLAnet, JS reported that the updated list of committee members and officers, along with several new documents and translations, had now been added to the website. It was not yet known who would be taking over as IFLA web officer, and

whether, in the future, committee members would be in a position to add their own material rather than having to liaise with an intermediary.

- Brochures and guidelines were identified as the next items to be loaded onto IFLAnet. It was agreed that it would be desirable to make Russian, French, Portuguese and German translations of the brochures, which would then require formatting before they could be loaded onto IFLAnet.

8. Strategic Plan

8.1 Model Handbook

KB gave an overview of the Section's Strategic Plan for the forthcoming year. It was agreed that the production of a Model Handbook should be the main focus during the next couple of years. The handbook will be aimed at an international readership and is expected to become a useful practical reference tool. A complete version of the Model Handbook should be ready to launch at the 2009 ILDS Conference in Hannover. IFLA will have the right to first refusal regarding publication of the Handbook.

It was noted that Deborah McKern had drawn up a table outlining the various aspects of the project and copies were distributed to committee members by KB. It was agreed that MH and KB should become co-editors of the Model Handbook, thus freeing up a little extra time for EL to dedicate to her new role as President of Trinidad's Library Association. It was agreed that KB should drive the project, whilst MH would be responsible for the content. An initial draft of the chapters should have been submitted in written format by August 2008.

Proposed contributors include Poul Erlandsen and Mary Jackson. UR stated that he would ask a lawyer colleague to submit a contribution on the topic of Copyright. JG volunteered to liaise with MM in order to write a section on management tools. Ed Davidson has yet to be contacted. BS offered to compile a Bibliography and BK volunteered to support MM and ED with their sections.

It was proposed that Facebook would provide an effective method of formatting collaborative work and encouraging internal discussion. The Section Committee exists as a closed group on Facebook, and this will enable members responsible for chapters to post items out as a discussion topic. It is simple to cut and paste text into Facebook and email prompts are an effective mechanism for people to find out about incoming Facebook messages. Committee members were urged to sign up on Facebook.

[Action: KB to talk to MH and EL. JS to fax a copy of the outline chart to MH. Deadline for draft copy: August 2008]

8.2 Principles and Guidelines Subcommittee

The Principles and Guidelines Subcommittee now consists of these members, following Deborah McKern's resignation: Jacqueline Gillet, Elisa Soares, Bob Seal and Jindriska Pospisilova. JG was nominated to be the project driver. The latest revision of the Principles and Guidelines will be a topic for discussion in Quebec. Facebook "discussion topics" can be used as an effective communication tool between group members.

8.3 Letter to National Libraries

This item has been outstanding for more than two years now, and it needed to be finalised as soon as possible. The letter or e-mail will go to various National Libraries urging them to include details of lending and borrowing procedures on their

web pages. Some National Libraries do not provide an English translation of their web pages, and this may discourage global users from reading them. This point should also be made.

JS was asked to complete the letter and circulate to the Committee via the listserve for final comment. The completed letter should be sent out only to National libraries which undertake interlending, so it was recommended that a check would need to be made prior to the letter being distributed.

It was noted that the World Cat registry provides access to a wealth of information, including the addresses of National Libraries, contacts, openURLs and fax information. Full policy details are not yet included but it is expected that global information policies will be added in the near future. It was agreed that it would be beneficial for the rules of National Libraries to be loaded on to the Registry.

8.4 Response codes

The Committee agreed that discussions on response codes should not be treated as a priority at the moment, but that the topic should be revisited at a later date.

8.5 Production of Glossary

It was proposed that Mary Hollerich should be asked to produce a glossary for the Model Handbook This should consist of a short list (about a page long) explaining various terms associated with the subject of Document Supply and Resource Sharing. ES volunteered to make some contributions to the list.

[Action: KB to contact MH on this matter]

8.6 IFLA Congress, Milan 2009

The Committee agreed that no satellite event should be organised in conjunction with the 2009 IFLA Milan Congress, as the ILDS Conference in Hannover is scheduled to take place only two months

afterwards. With increasingly shrinking travel budgets and escalating costs, potential delegates should not be placed in a position where they should have to choose between two functions. The ILDS is thus a priority. We can consider a satellite again the following year (2010), when there is no ILDS scheduled.

8.7 IFLA Congress and Satellite Event 2010

It was suggested that the Document Delivery and Resource Sharing Section could consider teaming up with another IFLA group, such as the Copyright and Other Legal Matters Section in order to organise a satellite event in 2010

8.8 ILDS Conference Information on IFLAnet

Details of the recent ILDS Conference in Singapore should now be moved to the *Past Conferences* section of the website, and a new entry for the ILDS in Hannover in 2009 should replace it in the “upcoming conferences section.”.

[Action: JS to liaise with the IFLA web editors to arrange for loading and rearranging of website text]

9. April 2008 Newsletter

It was agreed that the April 2008 Newsletter should include the following content:

The minutes of the Standing Committee meetings held in Durban, August 2007

The minutes of the Standing Committee meeting held in Nancy, February 2007

Margarita Moreno’s report from ILDS in Singapore

A piece about the forthcoming satellite event in Boston

A preview of Quebec

A piece about the WorldCat registry. [GH to liaise with RG about this]

A short promotional piece about the ILDS Conference in Hannover, 2009

[Action: RG to send above content to KB for formatting]

10. ListServ

KB announced that she intended to create a Listserv list later in the year. A moderator would, at that point, need to be appointed. The list should then become an ideal forum for future developments on an international level

[Action: KB to create list later in 2008]

11. South African Training Programme

It was noted that funding had been allocated by SABINET Online in South Africa, to the Library Association's Interlending Interest Group, to conduct a training programme for IL practitioners in all 9 provinces of South Africa, over a period of 3 years. KB is giving support and guidance to the Chair of the Interest Group, who will be coordinating the training, and will include some IFLA content, such as Best Practices, etc.

12. OCLC Update

12.1 WorldCat Registry

GH gave a report on the WorldCat Registry. All symbols, names, IP addresses, Open URL resolvers, links to catalogues, website links and catalogue links are listed on here. Detailed loan policies of libraries are listed in the Policy Directory, and global policies are about to be added in the near future. GH promised that OCLC would inform committee members with regard to loading global policy information in due course. Some national libraries, including The National Library of Canada, have already added global lending information. The Committee agreed that this would be a useful development which would encourage an increasing number of practitioners to refer to WorldCat.

12.2 Update on OCLC's extended fee management service to allow non-OCLC libraries to make electronic payments

GH stated that the use of IFM (Integrated fee management) is currently on the increase. IFM eliminates the need for invoices and provides a detailed online report of interlending activity.

As OCLC has bought PICA (previously Fretwell Downing), VDX has now become an OCLC product. An optional web service has been made available in order to enable UnityUK library customers to make use of IFM. IFM transactions can be dealt with using the web service and this system should be ready to commence by Spring 2008.

It was noted that Matt Goldner is currently investigating ways of connecting libraries with booksellers. An electronic voucher scheme and credit card transactions are being looked at. OCLC have stressed that they are keen to make financial transactions as easy as possible for their patrons.

13. Feedback from Executive Committee on IFLA Vouchers

KB reported from the IFLA Executive Committee. A report has been compiled which makes a series of recommendations regarding the IFLA voucher scheme. The Executive Committee agreed that:

- No expiry dates would be set for IFLA vouchers (as distinct from the old British Library vouchers, which are being phased out)
- We will proceed with developing electronic vouchers
- Care must be taken to ensure that IFLA remains in control of, and benefits financially from, electronic vouchers
- Contact must be made with OCLC about this

- Development of electronic vouchers must take place under the supervision of IFLA HQ
- The EC does not favour the suggestion that funds deriving from unredeemed BL vouchers should be used for a trust fund to enable practitioners to attend future ILDS conferences
- The EC will convey these responses to the SC

KB clarified with the Executive Committee that contact with OCLC would be made by IFLA and not by the Standing Committee.

14. 2008 Conference in Quebec

The first of the Document Delivery and Resource Sharing Section Committee meetings will take place in Quebec on Saturday 9th August 2008. Officers should ensure that they have arrived in Quebec by Friday 8th August 2008. Recommendations regarding accommodation in Quebec will be sent out in due course. The final day of the Conference will be Friday 15th August.

The Committee agreed that the Section's Quebec Session should take the form of a brief welcome, followed by four speakers and a question and answer session. Four proposals were selected from the submissions received following the call for papers, and the results were as follows:

- Musoke, Maria G.N. (University Librarian, Makerere University, Kampala, Uganda) "*Document Delivery Service as a strategy to increase access to information resources in remote Uganda*"
- Ireland, Michael (Director, CISTI Information Access and Delivery, National Research Council, Canada Institute for Scientific and Technical Information, Ottawa) "*New approaches to digital*

information delivery in the web environment at a large scientific, technical and medical document supply library".

- Ngian Lek Choh (Director, National Library, Singapore) "*Libraries without borders: Document Delivery, Singapore style.*"
- Gstrein, Sylvia (Project Manager and Co-ordinator of EU Project "Digitisation on Demand", University of Innsbruck Library) and Mühlberger, Günter (Head of Department for Digitisation and Digital Preservation, University of Innsbruck Library) "*eBooks on Demand – a European Network for digital document delivery*"

It was proposed that Carole Smale, as the Committee's Canadian representative, should be asked to chair the session. In the event of Carole being unable to chair the event, KB agreed to act as a "reserve chair".

[Action: KB to contact chair and speakers and to deal with the paperwork involved.]

15. Boston Satellite Event

Poul Erlandsen has been the main organizer of the Boston satellite and he has arranged the venue and speakers. Committee members who wish to attend should register themselves on an individual basis. There will be a tour and a social event on the first day (August 5th) and on the second day (August 6th) the morning's schedule will consist of Registration, Coffee and the Conference Opening. Lorcan Dempsey will deliver the Keynote Address from 10 am till 11 am, and his topic will be Recent Developments on Rethinking Resource Sharing. Brenda Hay Heiner and Gale Wenner will then do a presentation on the Interoperability

Landscape. After lunch, there will be a talk on the Montana Project, with details still to be announced, a talk by Poul Erlandsen on the Danish Home Delivery Service and a presentation of awards. Following tea and coffee it is hoped that there will be an Australian speaker, although details are still to be announced. Dinner will take place in the evening. On the third day (7th August) will consist of Acquisitions speakers and talks on Collections Development, with presentations from the Reference Section after lunch. The Conference is scheduled to finish on 7th August at 3.30 pm.

16. Mid term business Meeting

Bob Krall has offered to host next year's Mid Term Business Meeting in Philadelphia, USA. Next year's meeting will take place either on Thursday and Friday 19th/20th February 2009 or Thursday and Friday 26th/27th February 2009, the dates being dependant on the dates of the OCLC Members' Council. It was agreed that the format should consist of a meeting on the Thursday followed by a seminar on the Friday. Ideas for the seminar should be submitted during the Quebec Conference. The meeting dates will be confirmed in Quebec.

17. Preplanning for Milan Conference in 2009

The general theme of the IFLA Milan Conference will be "Libraries create futures building on cultural heritage", and preservation and access will be the key themes to develop. Committee members were urged to consider how document delivery will fit into this concept and to join in online discussions on the topic prior to the forthcoming conference in Quebec.

18. ILDS, Hannover 2009

The Hannover ILDS Conference is scheduled to take place on October 20th to 22nd 2009. UR suggested that the theme should be "Strategic alliances and partnerships in interlending and document

supply" and this suggestion was approved by the Committee. UR gave a report on the pre-planning of the conference which is taking place in conjunction with the German National Library of Science and Technology, the German National Library of Medicine and the German National Library of Economics. The event will take place at the Hannover Congress Centre in the centre of the city.

The web pages have been constructed, although they are not yet accessible online. The exhibitions will be organised in a similar way to the Singapore event. Potential exhibitors and sponsors can be discussed using the online discussion list.

It was anticipated that the Call for Papers will go out at the beginning of 2009, and KB agreed to check on this timescale.

Debates on speakers and exhibitors should continue by email discussion. The social programme will be arranged at a later date and the complete concept should have been finalised by the Section's February 2009 mid term meeting.

The following timescales were thus confirmed:

- Call for Papers for the Milan Congress to go out in November 2008
- Call for Papers for the ILDS Conference to take place in December 2008 and January 2009
- Final decision on Milan and Hannover speakers to be confirmed at the February 2009 mid term business meeting in Philadelphia.

19. Date and Place of Next Meeting

The next meeting of the IFLA Document Delivery and Resource Sharing Standing Committee will take place in Quebec on Saturday 9th August 2008. Further details will be announced at a later date.

Rose Goodier April 2008



Document Delivery and Resource Sharing Open Session at the IFLA conference in Quebec, August 2008 – papers to be presented:

Ireland, Michael (Director, CISTI Information Access and Delivery, National Research Council, Canada Institute for Scientific and Technical Information, Ottawa) *“New approaches to digital information delivery in the web environment at a large scientific, technical and medical document supply library”.*

Ngian Lek Choh (Director, National Library, Singapore) *“Libraries without borders: Document Delivery, Singapore style.”*

Musoke, Maria G.N. (University Librarian, Makerere University, Kampala, Uganda) *“Document Delivery Service as a strategy to increase access to information resources in remote Uganda”*

Gstrein, Sylvia (Project Manager and Co-ordinator of EU Project “Digitisation on Demand”, University of Innsbruck Library) and Mühlberger, Günter (Head of Department for Digitisation and Digital Preservation, University of Innsbruck Library) *“eBooks on Demand – a European Network for digital document delivery.”*



Announcement of satellite conference:

Rethinking access to information: evolving perspectives on information content and delivery

A satellite conference hosted by:

- IFLA Document Delivery and Resource Sharing section
- IFLA Acquisition and Collection Development Section
- IFLA Reference and Information Services section

**5 – 7 August 2008
Boston Public Library
Boston, MA, USA**

Join us for this exciting satellite event which will showcase cutting edge developments in the Rethinking initiative!

M ore details, and the conference website will be posted via IFLA-L.

Outcome of the recent survey on the IFLA Voucher scheme

Many thanks to those of you who participated in our survey last year, on the issue of expiry dates for the IFLA Vouchers. The Committee compiled a report and sent it to IFLA HQ in November 2007. The matter was discussed at the Governing Board's meeting in December 2007, and we were informed in February 2008 that IFLA had agreed that **there would be NO expiry dates on future vouchers**. Good news indeed! Further developments and refinements of the IFLA Voucher scheme will be undertaken by IFLA HQ.

OCLC WorldCat Registry

OCLC's WorldCat Registry, <http://worldcat.org/registry/institutions> is a central Web location where staff at libraries worldwide manage the data they provide to library service providers through a single, comprehensive Web-accessible profile. Registry profiles support sharing of critical information about libraries and help provide global Web visibility for library collections and services.

A library is defined by much more than its collection. Increasingly as important as metadata about resources owned by libraries is metadata about libraries themselves – their electronic services, relationships to other libraries, staff contacts and other pertinent data that inform the processes and systems that support library operations. Maintenance of this data for interaction with numerous library service providers is often a time-consuming task that takes time away from public-facing services. The [WorldCat Registry](http://worldcat.org/registry/institutions) lets staff

efficiently manage and disseminate up-to-date information from a single location on a secure Web platform.

A free Registry profile is a place where library staff store data and share it with fellow consortium members, technology vendors, electronic content or service providers, funding agencies, OCLC and other bodies. The Registry profile includes information such as:

- Institution type
- Identifying codes issued by industry organizations
- Physical and electronic locations
- Consortial memberships
- Main and branch institution data
- Web-based services such as online catalog and OpenURL
- Budgetary and service statistics
- Administrative contacts

This information has been pre-populated for OCLC member libraries. New profiles can be easily established for libraries not already represented.

The Registry offers a basic search by institution name. Advanced search options include: geographic location, institution type, OCLC symbol, and other industry-wide identifiers.

To learn more about the WorldCat Registry or link to the Registry site to try it for yourself, visit

<http://www.oclc.org/registry/institutions/>

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