Newsletter of the IFLA Document Delivery and Resource Sharing Section

April 2007

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This newsletter is also available on IFLANet
http://www.ifla.org/VII/s15/index.htm#Newsletter

A Note from the Chair

The November 2006 issue marked the farewell to the traditional print version of this newsletter. The electronic version has been very well received and by going electronic IFLA is saving a lot of money that previously was spent on postage. However it is still possible for members of the Section to request a paper copy if you are unable to print one out from the web page and have it sent by ordinary mail. Please contact our Information Coordinator Ms. Joan Stein, Carnegie Mellon University Libraries, Hunt Library, 4909 Frew Street, Pittsburgh, PA 15213, USA – e-mail: **joan@andrew.cmu.edu** if you have problems accessing the electronic version.

This year's IFLA World Library and Information Congress, which will be held in Durban, South Africa, is approaching and I would like to remind you to register before 15 May if you want to take advantage of the special early bird rate. Please check out the details at the WLIC 2007 website **http://www.ifla.org/IV/ifla73/registration-en.htm**

The Document Delivery and Resource Sharing Section will host a program on "Using Technology to Improve Interlending and Resource Sharing Services". At the deadline for paper proposals we had received nearly thirty from around the world. Luckily we have been able to get a four hour time slot this year which made it possible to accept eight papers for presentation. The preliminary program looks like this:

Lifting the Curtain on Unfilled Interlibrary Loan Requests / Janet Teresa Zambri and Heidi Visser, South Africa

The New Secure Electronic Delivery Service of INIST / Jacqueline Gillet, France

The Perfect Match: Convergence of Technology and Resource Sharing / Lucina Fraser and Ophelia Cheung, Canada

Using Cutting-edge Technology for Innovative Global Resource Sharing: The Cases of Global Memory Net and World Heritage Digital Memory / Chingh-chih Chen, USA

The OCLC-AMICAL RESPOND Project: Leveraging WorldCat to Connect International American Universities / Jeff Hiroshi Gima and Arthur Smith, France and USA

In Search of a New Model: Library Resource Sharing in China – A Comparative Study / Tim Jiping Zhou and Elaine Xiaofen Dong, USA

ALIAS: A Full-Service Interlending Aid Connecting Users with Non-English Resources / Lynne Rudasill and Kit Condill, USA

Get It: Delivering Information to Users, When They Need It, How They Want It and Where They Want It / Dan Iddings, USA

Hope to see you there!

Poul Erlandsen
Chair, IFLA Document Delivery and Resource Sharing Committee

Minutes of SC Meetings in Seoul

First Meeting of the Standing Committee, Saturday 19th August 2006, Seoul, South Korea

Present: Kim Baker, Daniel Mattes Durrett, Poul Erlandsen (Chair), *Nadezhda Erokhina,* Jacqueline Gillet, Elmelinda Lara, Betty Lowery, Debra McKern, Margarita Moreno, Jindriska Pospisilova, Penelope Street (Secretary), Li Xiaoming

Apologies: Assunta Arte, Teresa Rodriguez Gonzalez, Uwe Rosemann, Carol Smale, Elisa Soares, Joan Stein

Observers: Maria Luisa Arenas (Chile), Janice Chia (Singapore), Lee Mei Chen (Singapore), Arlene Cohen (US), Sharon Karasmanis (Australia), Naomi Krym (Canada)

The meeting commenced with a presentation detailing arrangements for the 10th ILDS conference given by representatives of the Singapore organising committee.

1. Introductions

2. Approval of Agenda

3. Approval of Minutes
   The minutes were approved.

4. Chair's Report
   PE reported on the Professional Board Committee meeting and the Coordinating Board meeting:
   - Sections have requested written guidelines outlining the call for papers process. It was also suggested that a standard reply letter to send to rejected speakers should be produced for Sections to use.
   - The Norwegian Foundation for the Oslo Conference will be donating funds from that conference to provide travel grants for the next 3 conferences. There has been no offer to our Section/Division for this year.
   - Each Division can ask for one one-day registration for a speaker. Sections within our Division will need to compete for this.
   - Approx 17 proposals for satellite meetings to the Durban conference were approved. We will investigate the possibility of a satellite event for Quebec in 2008.
   - Almost all Sections had turned in their money to IFLA HQ and the funding for 2006 has been distributed. Money has not reached the Treasurer and is still in IFLA's bank account. Need to contact IFLA HQ and send receipts to them. Edward Swanson will seek clarification re the question of bank charges. We need to spend 825 euros (on admin-related matters) by Dec 2006.
   - Sections must now publish newsletters electronically with print available only on demand. A print version must be sent to IFLA.
   - A mechanism for receiving gifts is currently being formulated by IFLA.
   - Pre-registration for Seoul is at the same level as previous conferences.
   - The main concerns for the Durban conference are finding sponsorship money and the issue of security.
   - The Governing board have added Chinese as IFLA's 6th official language with effect from this conference and Arabic as the 7th official language starting with Durban.
   - Nomination process for SC's – election papers go out from IFLA HQ this autumn. PS and PE finish their 2nd term in Durban. AA, KB, EL, BL, JP finish their 1st term then (BL has expressed her intent not to stand again). Those wanting a 2nd term need to complete a nomination form and send it to IFLA HQ before January. There will be at least 5 vacancies.

5. Report from Co-ordinating Board
   - Names of SC members who do not attend meetings/send apologies and names of speakers who do not turn up for conference sessions must now be reported to IFLA HQ.
   - Re regional offices in the developing world – IFLA is keen to open one in Russia and one somewhere in the Arabic world.
   - SC members are encouraged to attend a special meeting to discuss the restructuring of IFLA Sections.

6. Financial Report
   - Need to get money back from Singapore conference. At present $43 is in the account.
   - PE and PS have a meeting with Sjoerd Koopman to discuss finances and the ILDS conference. Tallinn had signed a contract with IFLA to transfer 10% of the registration fee to IFLA: IFLA now want to make a contract for Singapore. As a Section, we need to obtain as much money as possible to give to conference organisers to "kick start" future conferences.

7. Information Co-ordinator's report
   PE presented a written report received from JS.
   - Section's web page has been updated.
   - German translation is still needed for the strategic plan. UR to be contacted re providing this.
   - New guidelines are up with translations available in various languages and a Russian translation due in October.
   - Brochure format of the guidelines is available in English only but other languages will follow.
   - Revised version of the Section's general brochure is also on the web now along with a new brochure for the IFLA voucher scheme.
   - JS reported 6 email enquiries via the *Ask an Expert* service.

8. Seoul Conference
   Satellite
   - 3 SC members attended along with 60-65 delegates.
   - Positive feedback re venue, facilities, availability of SI, social programme.
   - Papers will be available on IFLANET.
   - Officers of the 3 Sections will meet during the conference to evaluate the event and determine whether it is worth holding at future conferences e.g. Quebec.
   - It was noted that the Brazilian speaker did not turn up.

   Open Programme
   - Room will seat 280 delegates.
   - All presentations are in and speakers in attendance.
   - DMc will chair the session.
   - Evaluation forms will be handed out to delegates attending. BL will analyse these and report back to the 2nd SC meeting.
   - Numbers attending need to be counted for IFLA records.

   IFLA Booth
   - PE and PS will staff the booth.

   SC Dinner
   - Agreed for Thursday evening.

Second Meeting of the Standing Committee, Friday 25th August 2006, Seoul, South Korea

Present: Kim Baker, Daniel Mattes Durrett, Poul Erlandsen (Chair), *Nadezhda Erokhina,* Elmelinda Lara, Betty Lowery, Margarita Moreno, Jindriska Pospisilova, Penelope Street (Secretary), Li Xiaoming

Apologies: Assunta Arte, Jacqueline Gillet, Teresa Rodriguez Gonzalez, Debra McKern, Uwe Rosemann, Carol Smale, Elisa Soares, Joan Stein

Observers: Arlene Cohen (US), Cyril Oberlander (US)

9. Conference Report
Satellite
- All 3 SC's were happy with the overall outcome but planning and the flow of information was difficult. Better co-ordination with local organisers is needed for future events.

Open Programme
- 157 attendees. 19 evaluation forms received back. Most had heard about the event from the programme and either worked in docdel or saw it as an important area for development. There was specific mention of the guidelines. Overall the response was very positive. Suggestions for future topics to cover included international ILL/resource sharing.
- Cyril Oberlander's paper was the SC's selection for publication.

10. Strategic Plan
SC evaluated progress with the plan's goals.

- SC to draft a letter that could be sent out to National Libraries emphasising the importance of doing what is outlined in the guidelines i.e. that each country should provide information on their national website about what procedure to adopt when applying for requests abroad.
- Provide a template which states the minimum amount of information that each country should provide.
Action: BL, ES, EL, KB, MM, PE to work on this and report back to SC at mid-term business meeting

- ILL response codes are poorly used.
  Action: To be removed from web page
- Promote *Ask an Expert* service.
- Point 5.1 in the strategic plan will be discussed at Lisbon.

11. Section Newsletter
- This must now be produced in e-format only but there needs to be one central point where Section members can ask for a print version. It should be stressed to members that requests for print should only be in instances of inability to access e-format and not simply due to preference.
Action: Information Co-ordinator to be the contact point. PE to compose a letter informing members that the newsletter will now be available on IFLANET. Information also to be publicised via national listservs.
- One print version must also be supplied to IFLA HQ

12. Mid term Business meeting 2007/8
- We have received an invitation from the National Library of Portugal in Lisbon for 2007. Meeting will be 22nd and 23rd February.
- We will again host a seminar for local librarians. ES to suggest a topic.
- JG offered to host 2008 meeting.

13. IFLA's policy on illicit traffic of library materials
- PE, PS along with officers of Section on Rare Books and Manuscripts and Collection and Development met with Sjoerd Koopland and a member of the Antiquarian League of Booksellers. The situation is the result of an approach from a researcher in Germany reporting that a book stolen from the UK was discovered in Japan, who was subsequently not willing to discuss terms for its return. Researcher is suggesting action e.g. boycott of the library concerned.
- SK reported that IFLA is developing a code of ethics.
- Possibility of OCLC hosting a database where libraries could report books that are stolen was suggested. Susan Allen (Rare

Books and Manuscripts) to consult with OCLC re this.

14. Model Handbook for ILL
- EL presented paper she and DMc had worked on which outlined structure of the publication.
- BL reported she had sent DMc the structure of the UK ILL publication.
- Important to ensure contact is not too US based. Content is needed from Africa and Asia.
- Currency is a problem. Suggested that annual updates be posted on the Section's webpage. Need for translation was also discussed.
- Target audience is people new to ILL. It could also be used in conjunction with future ILL workshops.
- Publication needs to be affordable for the audience it is aimed at.

Action: DMc and EL will call on SC to write sections as required.

15. IFLA Guidelines for Best Practice in ILL
- Now on IFLA website and will be translated into the IFLA official languages.
- SC will disseminate information on the guidelines to their own communities.
- Copies will be sent to Susan Schaepman to send out with IFLA vouchers.

16. Printed IFLA ILL request form
- Print forms have now been transferred from BL to IFLA HQ.
- They will be sold at a cost of 2 full vouchers. Additional benefit will be to promote the IFLA voucher.
- A "start up" kit of vouchers and request forms will be sold at a special price.
- Orders are coming in steadily – a number from Scandinavia, Belgium, France, none specifically from the 3rd world.

- IFLA should report to the SC when stock is getting low

17. Mid-Term Business Meeting and evaluation of seminar
- Income from the voucher scheme is increasing and production expenses reducing so IFLA is starting to make more money. January–June 2006 period saw a net profit of 7,704 euros.
- 137 orders have been received in the 2nd quarter of 2006.
- Susan Schaepman's new title is IFLA Voucher Co-ordinator.

18. Revision of Principles and Guidelines
- SC will need to look at these before mid-term business meeting so that any suggestions for change can be made before the meeting.

Action: Principles and guidelines sub-committee (PE, PS, DMc, ES, JP) will work on preliminary suggestions and report to SC in Lisbon.

19. ILL training programme for developing countries
- KB gave an updates report on Bulgaria from LL. Structure of the programme, which will act as a pilot for future generic workshops, was outlined by LL.
- Will take place on 17th November at Sofia University. Anticipated costs are low as there is no registration fee and free translation.
- KB to thank LL on SC's behalf. LL will report back on result.
- The question of how to take this forward after Bulgaria and funding future events was discussed. It was noted that ALP is the only source of funding.

20. ILDS 10th Conference - Singapore
- PE reported on the outcome of the meeting held between PE/PS and Sjoerd Koopman and a local colleague from the Asia Office. Discussion focused on the contract signed between IFLA and Tallinn

in which 10% of registration fees went to IFLA.
- After Singapore, our SC will need to negotiate with IFLA re getting some of the contract money.
- Call for papers will go out soon and SC will look at abstracts in Feb. BL can suggest speaker to talk on BL Direct and Google if sub-committee decide to go in this direction.

Action: Conference sub-committee (DMD, PE, JP, JG, CS) to consider potential speakers to target.

21. Planning for Durban
- Theme to be *Technology as an enabler to access* or similar. Focus will be on local ILL environment and success stories.
- Reference Section is interested in a collaborative session focusing on skills necessary for the future. A possible idea is to have presentations and breakout sessions (depending on room size and time). Collaboration would give us a 4 hour time and we have until mid-November to discuss this with the other Sections.
- Timescale is call for papers in November with a January deadline. Abstracts to be reviewed in February.

Action: KB to discuss possible speakers from the region. SC to stick with original programme idea and see what happens re other Sections/collaboration.

22. Preplanning for Quebec
- Postponed for discussion at mid-term business meeting.

23. Rethinking Resource Sharing Initiative
- Cyril Oberlander spoke on the discussion paper which is aimed at breaking down many of the barriers facing institutions and making the ILL process easier. (Discussion was continued informally after the meeting ended).

24. Any Other Business
    No other business.

Country Report - Portugal
10as JORNADAS PORBASE/ILL workshop - Elisa Soares

"Cooperation in the ILL area: the best practices" was discussed in a workshop held in the afternoon of the 19th of May at the Portuguese BN. The presentations and the introductory texts are available online in Portuguese, in PDF and PowerPoint at **http://purl.pt/6393/1/workshop.html**

The invitation was issued to all types of libraries, whether or not they were a co-operative library belonging to the national bibliographic database PORBASE, who wished to contribute to document delivery and resource sharing efficiency. In total, 65 people attended. The text at the bottom includes a detailed document on best practices, IFLA documents, and the translation of the Section's project on ILL response codes. An evaluation was done and the following conclusions were drawn by the representative of the national library association, Isabel Andrade.

Conclusions
IFLA reinforces the concept of national responsibility concerning the Universal Availability of Publications in the case of international document delivery by recommending that its dynamics and organization should be implemented in each country by a national library or by any national library association. As the representative of the Portuguese National Library Association, I am charged with drawing some conclusions on this ILL workshop.

The reinforcement of UAP cannot be neglected in a society where the existence of economic, educational and cultural barriers concerning the access to information cannot be ignored, and Interlibrary Loan is a way to make accessible to all what only a few possess. The presentations in this ILL Workshop

could be divided in three main areas: application, cooperation and best practices.

The first group of presentations revealed what is already being done in Portuguese libraries – as was stated by the inspiring example of "Report of an experience with the Aleph ILL sub-system" – and what can be expected from them in a near future, as was argued by "Cooperation among libraries and codes: the best ILL practices". The idea that the traditional mission of libraries as intermediaries in the access to information in all its formats will continue to exist in the e-environment as a fundamental resource - because always to the user "that book is vital"- was referred by Isabel Leite.

The role of ILL as a warrant of social and cultural interests – because social development results from research and innovation – was included in the second subject in this workshop, cooperation. As reported by Mary Jackson (2003) in the 8th IFLA Interlending and Document Supply Conference (Canberra), and mentioned by Elisa Soares, the future of Interlending should be analysed in the light of ten general trends, to which library professionals must pay attention in order to be able to cooperate with quality, establishing formal and informal partnerships that may foster common interests.

The third area, the "best ILL practices", was the main theme of these "Jornadas". The challenge that was issued to the National Library Association (BAD) that I represent, and to all of us, is easy to achieve:

A. Subscribe and/or make suggestions to the text of "The best ILL practices"
B. To publish the ILL conditions in a common Directory that may function as an ILL portal concerning Portuguese libraries

The National Library Association that I am representing here commits itself to disclosing in its Web page the texts that

were included in this workshop and to collaborate with the National Library in the Portuguese ILL Directory. Because a common effort is always useful if one wishes to promote the visibility of legislative initiatives, we hope to obtain the necessary support in order to receive more suitable postal taxes concerning the circulation of documents.

Country Report – France Copyright law in France Jacqueline Gillet

The new French law on author's rights and related rights in the information society was promulgated on the 1st August 2006 (JO, 2006).

1. **What is the impact on document supply?**
   Exceptions: New exceptions were introduced for education and research, libraries, museums, public archives and disabled persons. Fair compensations have to be negotiated. The exception for education and research will come into force in 2009.
   Sanctions: Illegal action (for instance P2P, manipulation of DRM) will incur graduated sanctions that range from 38€ to 30,000€ or ten months in prison. The first application text on circumvention of technical protection measures was published December 30th, 2006 (JO, 2006).
   New authority: The law institutes an independent commission of mediation and regulation with legal and technical competence for DRM, interoperability and private copy.
   Private copy: The law guarantees the principle of reproduction for private use but leaves the decision on definition and application to the new authority.
   DRM: The law defines the technical measures of digital rights management that protect internet content.

2. **Secure Electronic Delivery**
   The new copyright law doesn't change the status of the French Copyright

Centre (CFC), which has no legal competency from the Ministry of Culture to license organisations for electronic copies of documents. Accordingly, document supply from publishers' files (pay-per-view) has to be negotiated directly with the rights-holders.

INIST, the Institute for Scientific and Technical Information, started in 2004 to negotiate with the most important publishers of digital journal collections and launched a new secure electronic document delivery service in early 2007. The French STI market leader with nearly 400,000 copies supplied in 2006, INIST has developed this new service to fit in with the needs of the French corporate R&D and business sector. To launch this new service and maintain its quality of service, INIST has modified its information system, supply procedures and pricing structure. The DRM is assured through the FileOpen software. (see **http://international.inist.fr/**).

Up to now, INIST has signed two types of agreements for nearly 2,000 titles: (a) pay-per-view licences that allow the delivery of individual items directly from the publishers' digital libraries, and (b) authorization of scan on demand from the rich INIST print holdings (19,700 serials of which 6,700 are currently purchased). The negotiations are continuing and we expect by the end of 2007 to have access to more than 6000 serials. Together with other STI centres, INIST is participating in discussions with STM publishers in order to define a level playing field for preservation and supply of scientific information and to enhance the bilateral licences (ICSTI).

3. **Improvement of the INIST Traditional Document Supply**

The principal objective of INIST is to supply each document requested whether it is part of the INIST holdings or not. In 2006, the overall satisfaction rate was 97%. In order to improve the quality of the supply service, INIST defined a triple strategy: improvement of the referencing of its catalogues and databases through Google and Google Scholar (cat.inist); optimisation of technical and organisational procedures (internal and external auditing), pricing structures, services on offer (bibliographic research service, multiple copies) and processing time; and the development of collaboration with other STI centres and libraries all over the world.

4. **Development of the French ILL Network**
The national academic union catalogue SUDOC, hosted by ABES at Montpellier, has coverage in 2007 of more than 1,000 academic and research libraries with more than 22 millions items (7.6 million different records). Following a 2006 audit on the French ILL network, ABES started a discussion with the libraries and INIST on how to improve the tools and functionalities of the network and the union catalogue.

5. **Open Access**
The provision of access to information is not only a commercial activity and the French academic community has started to merge its efforts to organize access to the scientific research literature in institutional archives. Based on the Berlin Declaration, French universities and public research organisations (CNRS, INSERM, INRIA, Pasteur Institute…) signed an agreement in October 2006 for the creation of a national STI repository hosted by the CNRS Centre for Direct Scientific Communication CCSD at Lyon.

The purpose of this memorandum of understanding is to define the

conditions of a coordinated approach of open archiving, especially through the joint development and steering of a shared platform for depositing pre- and post-publications. The partnership will operate through actions decided and monitored by a Strategic Committee and implemented by a Scientific and Technical Committee.

Up to now, HAL host nearly 40,000 articles from the French STI researchers.

Country Report – South Africa
Kim Baker

The 73rd IFLA World Library and Information Congress will be held in Durban, South Africa in August 2007, and we are very proud to be hosting this prestigious event. To give our resource sharing colleagues more background on the state of document delivery and resource sharing in South Africa, this country report has been prepared.

A brief history of Document Supply and Resource Sharing in South Africa
Since there has not been a country report on South Africa in some time, some attention will be given to outlining the historical background, in order to explain how we arrived at the current scenario.

In South Africa, we cannot talk about resource sharing without first overviewing the development of a joint union catalogue, and that means that a brief overview of the formation and development of the South African and Bibliographic Network (SABINET) is required.

SABINET was formed in 1983 and was initially funded fully by government through the Department of National Education. Many founding members, including the State Library, and University Libraries, all worked together on this national resource. After ten years,

SABINET became self-supporting through its member libraries. A critical aspect of SABINET's work was the formation of an online union catalogue.

This development is best explained from SABINET's website:

http://www.sabinet.co.za/cataloguing/cat_sacathist.html

"The South African and Bibliographic Network (SABINET) bought the WLN system from the Western Library Network in the US in 1983 to provide a central cataloguing service and to provide a central technology platform which could be used to identify and locate materials held in South African Libraries. As part of the system, the Western Library Network included the bibliographic records that were on their system.

All the WLN holdings were deleted from the database. There were approximately 3 million WLN bibliographic records, in USMARC, on the database. These records formed the core of the system and were used by the SABINET members to add holdings to and these records could also be exported to local systems if required. So began the process of adding the holdings for the South African libraries.

This process was mostly done online by members and the then State Library. (*The State Library in Pretoria merged with the South African Library in Cape Town in 1999 to form the National Library of South Africa.*) The State Library added a large number of holdings to create the JC (Joint Catalogue) and PISAL catalogues online as well as adding holdings on behalf of non-member libraries. There were a number of batch processes that took place as well.

To further enhance the number of records available for adding holdings to and for downloading, SABINET purchased and loaded records from the Library of Congress (LC) as well as the British National Bibliography (BNB). Some original cataloguing by the SABINET

member libraries also took place on the system. By this stage the central database contained in the region of 5 million bibliographic records and about 3 million holdings.

In March 1984 there were 13 members of SABINET.

When the system was migrated to the Erudite system, in the early 90's, it was decided to split the database into multiple parts. Firstly all the records were converted from USMARC to SAMARC before being loaded.

The first part contained only the bibliographic records from the WLN system that had had holdings attached. This was approximately 1.4 million of the 5 million records. At this point it was decided to call this part the "SACD" (South African Co-operative Database). The rest of the records were split into various other parts, the LC database (Library of Congress), the UK database (British National Bibliography), Whitakers database (Whitakers Books in Print) and the SANB.

New records that were received from the Library of Congress, etc, were then loaded into the respective parts and they were used as a source of copy cataloguing. If a member library could not find a bibliographic record on the "SACD" then the record could be located on one of the other "parts", eg the LC database, and then copied into "SACD", a holding was added and the record downloaded to the local system (where applicable). By this stage there was less original cataloguing being done on the system, but SABINET undertook a number of projects to add bibliographic records and holdings from individual member libraries using batch processes.

These batch processes, while adding the holdings of the South African libraries, provided challenges to maintaining the quality of the bibliographic records within "SACD". It had been decided at this

stage, by the SABINET Members committee, that it was more important to have a complete database rather than to have a high quality database.

During this period, the quality of the bibliographic records on the database was compromised by the batch loading. There were also records loaded from some other sources as well, including an Australian company called AMARC which was used by UCT for retrospective cataloguing projects.

In an effort to improve the quality mechanisms and procedures it was decided, in 1999, to move the cataloguing process to another platform. This was a combination of the Innovative Interface Inc. Innopac software to house the "SACat" (as the "SACD" was now known) and an agreement with OCLC to use WorldCat as a source of bibliographic records for copy cataloguing (as well as a platform for original cataloguing) when a record could not be found on SACat. At this stage all the records in SACat were converted from SAMARC to MARC21.

Also as part of this process approximately 1.3 million of the 2.8 million bibliographic records were matched against OCLC's WorldCat and where possible better quality WorldCat records were returned and loaded into the SACat. Also the authority headings were matched and upgraded at LTI. There were approximately 7 million holdings on the database by this stage.

Since then a number of clean-up projects have taken place. A number of institutions have reloaded all their holdings, a number of data fixes have taken place on the database and a de-duplication project has been undertaken to reduce the number of duplicate bibliographic records as well as the holdings.

SACat now contains in the region of 3.8 million bibliographic records from various sources and approximately 8 million

holdings. There are more than 200 libraries contributing to this service.

During this time, interlending in South Africa was coordinated centrally by the State Library, and the State Library's Southern African Interlending Scheme (SAIS) drove interlending in the Southern African region. SAIS had an Advisory Committee which advised members of SAIS on a number of policy issues, and recommended tariffs to the Board of the State Library for approval.

The State Library worked together with SABINET throughout this time in establishing a resource sharing infrastructure for Southern Africa.

A major development which changed the dynamics of interlending in South Africa occurred in November 1996, when SABINET, which had been up to this time a non-profit company, decided to form a for-profit subsidiary, SABINET Online, and the former SABINET effectively became a holding company for SABINET Online. Ten years on, in 2006, the original SABINET was dissolved, leaving only SABINET Online.

What had originally been a national cooperative has now become a private enterprise that owns the national resource of SACat, and drives the library field in South Africa by providing access to a range of products. Subscription to Ariel has to be done through SABINET Online, for example. SABINET Online has partnered with OCLC on a number of initiatives, one of which is to merge SACat with WorldCat.

In 2001, SABINET Online launched its ReQuest Interlending module, which libraries in the Southern African region subscribe to. The effect of this was the drastic reduction of the leading role of the National Library in interlending in South Africa, although the National Library continues to administer the membership of SAIS and provide annual updates of address lists. SABINET Online is thus positioned as the central driver of interlending and library developments in South Africa, interacting directly with libraries and consortia, while the National Library plays the minor role of administering SAIS (collecting annual membership subscriptions, maintaining address lists, selling some interlending stationery, and participating in a regional courier service in Gauteng).

The Southern African Interlending Scheme today
The SAIS membership database provides an overall picture of the number of active libraries per region and library type in South Africa today.

1. **Total number of SAIS member libraries in November 2006 - 610**
2. **Breakdown of SAIS member libraries by library type (eg tertiary, school, government, corporate, etc)**

Library Type:	
College	28
Government	115
Hospital	7
Legal	25
Museum	17
National	5
Public	43
Research	55
Special/Corporate	225
Technikon	16
University	74
TOTAL	610

3. **Breakdown of library members by province for South Africa, and country for those libraries in the Southern African region.**

Province:	
Gauteng	340
Eastern Cape	38
Northern Cape	5
Western Cape	81
Free State	19
KwaZulu Natal	50
Limpopo	17
Mpumalanga	25
North West	17

Outside South Africa:	
Botswana	4
Lesotho	1
Zimbabwe	3
Namibia	7
Swaziland	2
Tanzania	1

4. Number of member libraries who subscribe to SABINET Online's ReQuest module: 334

5. Number of member libraries who do not subscribe to SABINET Online's ReQuest module: 366

In terms of the current scenario with regard to interlending in Southern Africa, there are advantages and disadvantages of having interlending driven by a private company. The disadvantages include:

- Libraries are bound to use the interlending module chosen by SABINET Online, and cannot change to another system without losing the seamlessness of one system being used nationally and regionally.
- Policy issues and disputes over fines, lost material, unreturned items, and so on, have no place to go for resolution – the libraries involved have to resolve the matter themselves – some libraries blacklist, others do not.
- Governance and policy issues with regard to resource sharing are problematic.
- Libraries who cannot afford to subscribe to ReQuest are "left out of the loop" – it can be noted that approximately half of the SAIS members in the region subscribe to SAIS, but not to SABINET Online. For these libraries, the National Library still plays a role as a broker and a portal to SABINET Online's databases.

The advantages include:

- As a private company, SABINET Online is able to move and change at a much quicker pace, and remain competitive. Technological infrastructure is well developed, marketing capability is excellent.
- With half of the major libraries (and these include the major consortia such as GAELIC and CALICO) using the same interlending module, seamless transactions can occur, and payments are made via an IFM system which is far more efficient than the former State Library's coupon system (although quite a few libraries still purchase coupons from the National Library, and use these coupons to pay SABINET Online for their interlending transactions).

In conclusion, the Interlending scenario in Southern Africa has evolved into a fairly unique situation. SABINET Online has played an invaluable role in keeping interlending in Southern Africa apace with developments abroad. The next step forward is for a SAIS governing body to be formed, which will include representatives from SABINET Online, as well as all the major libraries and the smaller rural ones, so that librarians can ensure that future system developments match their needs. The National Library, as a national player interested in balancing all the needs of its SAIS members fairly, and having a not-for-profit focus, is the ideal driver for this governing body. This needs to be taken up at a national level to obtain the buy-in of the management of the SAIS member libraries, and a submission is being prepared.

Abstracts of Papers from the Seoul Open Programme

Papers from the Section's Conference Open Programme, entitled *Best Practice in Document Delivery and Resource Sharing* are all available online and can be found on the IFLA website at:

IFLA guidelines for best practices for interlibrary loan and document delivery (Joan E. Stein)

Abstract
In March of 2006, the IFLA Standing Committee on Document Delivery and Resource Sharing approved and released a new document to assist resource sharing departments world-wide with working to their highest potential. This new document contains the IFLA Guidelines for Best Practices for Interlibrary Loan and Document Delivery and it is the hope of the committee that libraries around the world will find it a useful resource as they seek to continuously improve their resource sharing operations. These guidelines are based on solid research that has been replicated in various countries and they are relevant and applicable to any library conducting interlibrary loan and document delivery services.

These Guidelines are divided into General Recommendations, Staff, Technology, Users, Recommendations for the Requesting Library, and Recommendations for the Supplying Library.

The next steps for the Committee are to disseminate and promote the use of the IFLA Guidelines for Best Practices for Interlibrary Loan and Document Delivery, advocating for and representing them, and educating our interlibrary loan colleagues on their use. We plan to spread the word and lead by practice. We invite you join us in this effort.

Benchmarking recommendation: trained staff, improved workflows, automation, what next! (Margarita Moreno)

Abstract
In 2001 the National Library of Australia participated in a Benchmarking Study of Australian interlibrary loan and document delivery services conducted by the National Resource Sharing Group. The study identified a number of key factors that maximised performance and made five recommendations: ensure staff are trained, improve work flows, report holdings on the union catalogue, explore cooperative agreements, and automate. Five years later, what has been achieved?

The National Library of Australia has main roles in resource sharing. Firstly, providing a national interlibrary loan and document delivery infrastructure supported by the Libraries Australia Service; secondly, as a major net lender offering document delivery and interlibrary loan services through the Library's Document Supply Service; and thirdly as a leader in the development of national interlibrary lending standards. Major changes have been achieved in all these areas over the last 5 years.

While this paper focuses on the changes in the Library's Document Supply Service over the last five years resulting from the Benchmarking Study, it will also touch on some of the developments the Library has undergone and will place these within the context of the Australian interlending environment. It also examines improvements made internally and externally to the Document Supply Service, with particular reference to the Copies Direct Service for end users and the automation of the interlending and document delivery functions. The paper evaluates progress to date against the benchmarking recommendations and considers future areas for exploration.

Did we get it right? Post evaluation of New Zealand's Interloans Best Practice Workshop (Janice Farrelly, Thelma Fisher)

Abstract

The need for well-trained and expert interlibrary loan (ILL) staff, and determination of what is Interlibrary Loan best practice have been recurring themes in ILL literature.

A national training course on ILL Best Practices was developed by the National Library of Australia as an outcome of the benchmarking study of Australian interlibrary loans and document delivery in late 2000. In July 2004, the National Library of New Zealand (NLNZ) and New Zealand's Joint Standing Committee on Interloan (JSCI) formed a cross-sectoral working party to develop a one day workshop for New Zealand based on the Australian course.

The main aims of the New Zealand workshop were to help ILL librarians to learn new, and strengthen existing, professional skills and to raise their awareness of new developments in services and technology. In addition the workshop was designed to assist libraries in improving their performance by following best practice. A comprehensive handbook was developed for participants to take back as a workplace resource. Participant views were sought at the workshop conclusion. A paper showcasing this workshop was presented at the 9th Interlending and Document Supply (ILDS) Conference in Estonia. One year on from the workshops, participant views were sought again. How did they measure themselves against the interloans best practices outlined in the workshop, then continue that self-assessment in their workplace?

This paper reports on how research findings were used to influence best practice, to what degree ILL librarians managed to implement change in areas such as management, staffing, workflows and automation, how useful the handbook was as an ILL resource, and what type of personal, professional and workplace upskilling was achieved.

Post evaluation of such a project can offer greater understanding of the long term value of such training and therefore be used to inspire other areas of librarianship to develop other best practice staff training initiatives.

Transforming the document delivery and resource sharing engine (Cyril Oberlander)

Abstract

In order to transform the Library's identity and role in the digital era, the dynamic engines for the Knowledge and Information Society require new collaborations and strategies, but at the heart of this transformation is replacing uncertainty with knowledge. The redefining of our profession fundamentally relies on developing the knowledge and skills of our employees, engaging in adopting emergent technology and web services, and advocating new functional partnerships that cross organizational divides within libraries, with outside organizations, and more importantly, with the knowledge and information society.

The paper and presentation explores the periphery of emerging technologies and roles for document delivery and resource sharing with a focus on sharing best practices for adaptative strategies using practical examples such as new training programs and methods to collaboratively explore and adopt emergent technologies and web services, and new partnerships.

Examples of emergent technologies and web services include: Voice over Internet Protocol (VoIP), mobile technologies, social networking software and services. Examples of new partnerships include collaborative strategies for resource sharing within libraries: acquisitions, digital libraries, reference, and with vendors. Examples of new training

programs include: ALA RUSA STARS Education Committee, training programs at the University of Virginia Libraries, and other resources.

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