



# Newsletter of the IFLA Document Delivery and Interlending Section

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*This Newsletter is also available on IFLA Net <http://www.ifla.org/VII/s15/index.htm>*

## Some Reminiscences on the Buenos Aires Conference



### **Country Report – Denmark** **Poul Erlandsen** **Head, Document Access Services** **National Library of Education** **Copenhagen, Denmark**

In 2000 a new Library Act came into effect in Denmark and it states that “through participation in the general interlibrary loan service the public libraries must endeavour to provide the users with such material as the library itself does not possess” and also that “payment ... cannot be levelled at the user”.

Regarding the ILL activities within the academic and research library sector the Act states that: “A government library or a library which receives subsidy from the government ... participates in the libraries’ general interlibrary loan co-operation.” These libraries may charge the end user for

ILL services but normally own students, staff and faculty are not being charged. Some do not charge at all while others only charge when the requested material is being delivered from a foreign library.

As a follow up to the new Library Act a new set of principles and guidelines for the interlibrary loan activities in Danish libraries was agreed upon and published in 2001. The main purpose of offering an interlibrary loan service is here stated to be “to ensure that a citizen without any unnecessary delay through libraries has access to the widest range of information resources. Libraries should therefore through the use of modern information technology contribute to accomplish that this is done as effectively as possible both regarding the use of resources, turnaround time and fill rate.”

At the same time a new web based national union catalogue of library resources was launched under the name library.dk. This database combines the holdings of all Danish libraries and allows any citizen to search and request circulating materials including books, videos, CDs etc. free of charge using a five step procedure:

1. The user performs a search and selects and item.
2. The user is prompted to choose a pick up library (if the database identifies that the material requested is being held by the pick up library itself the user is being transferred to the local database of that particular library to place the request there.
3. The user is being prompted for identification (level of information needed about the user is defined by the local policies of the chosen pick up library)
4. The user confirms the request.
5. The system displays a receipt.

The request goes to the ILL Dept. of the chosen pick up library where staff members can access a web based database of incoming requests. Besides identification of the user and the bibliographical information the request also carries the holdings from the national union catalogue so all the staff member has to do will normally be to check that the user is known in the local system and then choose a lending library. The holdings are presented in regional groupings for the public libraries whereas academic and research libraries normally have set up their own preferred display of holdings. The system does so far not allow unmediated requesting.

Not surprisingly this service has meant a dramatic increase in the number of ILL requests sent between Danish libraries. Within the public libraries the numbers has gone up by 75,5% during the period 2000

– 2003 and in total the number of ILL transactions in Denmark reached approx. 2 mill. in 2004.

This has for most libraries meant a huge increase in costs for staff and postage which has not been recovered by extra funding so a heavy demand for ways to minimize these costs soon arose.

In January 2003 a new national transportation system for library materials – called the Library Express - was in place. The government is funding that all public libraries have courier transport two days a week and if more frequent transport is needed this can be provided but paid out of the library's own budget. All other libraries can join the service and are being charged a per item fee of 0,45 Euro. Books are been sent without any packaging at all and this saves a lot of time in the mailroom.

It has now also become obvious that the system needs further development that eventually will reduce the level of staff involvement both regarding the validation of users but also the mediation of each request.

### **Different needs and different speeds: ILL services in Portuguese libraries and the changing environment of DS & I.**

**Elisa Soares**

**Biblioteca Nacional, Lisbon**

In 1986 with the creation PORBASE - the Portuguese national bibliographic database – the Biblioteca Nacional moved from a solitary to a collaborative position with regard to the practice of sharing its catalogue and acquisition resources. This practice was followed by a growing number of Portuguese libraries, today numbering 150. By 1991 the BN was offering an inter-library loan service within its Reference area and in 1997 a

separate ILL unit was created. By acknowledging the extent of ILL practices, the availability of a “national collection” to the co-operative libraries widened naturally to include all Portuguese and foreign libraries, due to national and international responsibilities.

Since then, and in the context of the changing environment of DS&I, some of the co-operative libraries have developed their own ILL services according to the users’ needs and to the different speeds imposed by the respective economic and technological situation. The availability of all OPACs through Internet increased the number of possible locations and the need to proceed according to international ILL procedures.

Some university co-operative libraries began to grow very fast and today they allow the research and retrieval of a great variety of e-resources, as the majority of university libraries throughout the world do: thousands of e-journals made available by the most important vendors, Databases, Proceedings, the Web of Science, catalogues, newspapers and many others.

The few co-operative public libraries are also undergoing major, but smaller changes under the guidance of the Portuguese Institute of the Book and the Libraries. The Open Archives Initiative is also active in Portugal, speeding the access to scientific publishing, and the University of Minho took the leadership and is publishing its RepositoriUM<sup>1</sup> on the Web.

In order to satisfy the bibliographic needs of more demanding users, namely researchers, wherever they are, the co-ordination of ILL services among Portuguese libraries becomes a mission, in a country with no special background on co-operation.

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<sup>1</sup> Available at <http://https://repositorium.sdum.uminho.pt/index.jsp>

At the BN, the project “ei”, available at <http://www.bn.pt/ei/> tried to make a contribution to the ILL users’ satisfaction by promoting some interactivity among all the interested libraries by asking their directors to comment on 8 graphs that resulted from a significant survey. The survey occurred from mid-July to mid-September 2003. An inquiry and a text were sent to 320 libraries, from which 122 replied, only half of them being co-operative libraries. The text stated the need for standards in an ILL scene where the ILL Protocol could be implemented, and the intention to publish on a website the rules of all existing ILL services.

The distribution by type showed that 52% of them belonged to the Higher Education sector, 40% were public libraries, and 8% were specialized from the public or private sectors. In addition, 45% of the whole - 55 libraries - belonged to some library network and the other 55%-67 libraries - did not.

Among the libraries that belonged to some library network, 56% co-operated in the PORBASE, 37% belonged to university networks, and 4% belonged to public library networks.

Some of the conclusions of the survey are summarised below:

1. From the 67 libraries not belonging to some library network, 87% of them - 58 libraries approximately - stated the intention or the desire to become involved in library networks, while 13% admitted that they would not be integrated in such networks.
2. From the initial 122 libraries, 75% of them - about 92 libraries – practice ILL and 25 % do not.
3. Concerning the 92 libraries that practice ILL:
  - a) 73 % do not have any ILL rules, while 27% do so;

- b) 55% do it at national level only, 4% at international level only, and 41% at both levels;
  - c) 56% charge for ILL transactions, and 44% do it free of charge;
  - d) *63 libraries approximately find it would be convenient to develop a payment system at a national level*
4. *Weather or not they practice ILL, 87% of the libraries (107 libraries) are interested in doing so in a co-ordinated way.*

From the technological point of view, there have been some recent developments in the managing of PORBASE that will facilitate the integration of the bibliographic records from the co-operative libraries, and the consequent updating of the shared catalogue. Moving forward in that direction, we hope that an ILL application will be added to the different technical functionalities of PORBASE. Improving the sharing of cataloguing will make the national bibliographic database richer, and ILL will benefit from it.

To develop that functionality is nothing new in a library network. What is more difficult to achieve is to connect different ILL systems. But the utopia may become a reality: the technological situation that Mary Jackson has described, in which each library can be self-sufficient and able to share documents with another library using a different system provided it integrates the ISO ILL Protocol and interoperability, is achieved according to the recommendations of the ILL Protocol Implementators Group.

If we take into account the international library environment mentioned by Maurice Line<sup>2</sup>, even if there is some unpredictability concerning the users' bibliographic needs, some features are

<sup>2</sup> Line, Maurice – Opinion paper: Is national planning for acquisitions and document supply still valid? *Interlending & Document Supply*,

becoming increasingly important, such as speed and costs of access.

*Aiming not only at co-operative libraries, we are planning to develop a dialogue with all the interested libraries, within which a national code and common procedures will be discussed, as well as common interests, such as national costs, copyright, the use of the same fax and email, the same online forms, and the publishing of each library's rules and ILL costs.*

In a broader context, where the internationalisation of the IT infra structures is taking place, all these transitions between ILL forms, codes, standards and systems are achieving "the dream of Mary Jackson".

At the above survey, at least 36 libraries declared to own a system that can or may develop an ILL application integrating the ISO ILL Protocol. Therefore the dialogue will probably proceed between services and ILL IT.

## **Minutes of SC Meetings in Buenos Aires**

### **Meeting 1**

Sunday, 22nd August, 2004  
8:30-11:20 am  
Buenos Aires

### **SC Members Attending:**

Kim Baker, Johnny Carlsson, Teresa Chapa, Kanigar Chollampe, Poul Erlandsen (Chair), Elmelinda Lara, Lars Leon, Betty Lowery, Daniel Mattes Durrett, Debra McKern, Jindriska Pospisilova, Torill Redse, Teresa Rodriguez Gonzalez, Carol Smale, Penelope Street (Secretary)

**Absent:** Assunta Arte, Hans Martin Fagerli, Matay, Uwe Rosemann.

**Guests:** Arlene Cohen (Guam), Lone Knakkegaard (Denmark), Jaesum Lee (Korea), Eun-Bong Park (Korea), Alice Ramohlola (S. Africa), Elisa Soares (Portugal).

1. *Introductions*

PE welcomed guests to the meeting.

2. *Approval of Agenda*

Agenda was approved.

3. *Approval of minutes of SC Meeting in Madrid, 2004*

Minutes were approved.

4. *Chair's report - PE*

Poul reported on the Co-ordinating Board meeting he and myself had attended the previous day.

- IFLA is holding a lottery: all Sections have received two books of tickets to sell.
- Title of the 2006 conference was announced as being *Libraries: Dynamic Engines for the Knowledge and Information Society*.
- All Section members were asked to encourage IFLA membership amongst colleagues.
- The President-elect will be holding a brainstorming session. All delegates encouraged to attend.
- 17 satellite sessions had been approved by IFLA for Oslo. IFLA will not approve this many in the future and if a Section wants a session, it must be included in their strategic plan.
- 2,780 delegates had pre-registered as of August. Majority from Argentina, second highest number from US. 122 countries represented.
- Financial report must be submitted to the chair of the CB by October.
- Brief report of Section's activities must be handed in to CB by end of

conference for CB's report to IFLA on Divisional activities.

- IFLA is to review all Sections by 2007. The aim is to reduce the overall number of Sections. Our Section has 185 members and is one of the largest! One Section in each Division will be reviewed first: Serials has volunteered to be the "guinea pig" for our Division. The criteria for review will include qualitative data – number of publications, attendance figures at conference sessions as well as questions concerning promotion, overall achievements.
- 15 members attended the midwinter business meeting held in Madrid. The meeting was very successful and will be a permanent fixture.

5. *Report from the Information Coordinator – CS*

Changes to the website are in progress: members' list has been updated and the newsletter posted. CS announced she would be stepping down due to pressure of work.

6. *Financial report – LL*

\$821 balance. The money is for administrative purposes only and will be used to reimburse PE for newsletter postage costs incurred.

7. *Election of new Information Coordinator*

Teresa Chapa was elected. PE thanked CS for her contributions over the past years.

8. *Buenos Aires Conference*

a. *Open Session*

Daniel Mattes Durrett will chair the session, taking place on Wednesday at 8.30 at the Sheraton Hotel. The session is entitled *Interlending and document delivery services in support of distance education programs - perspectives*

from the southern cone and comprises 3 papers. All are available on IFLANET <http://www.ifla.org/IV/ifla70/prog04.htm>. PE thanked Daniel for putting the program together.

b. *Translations*

Papers, introduction and discussion will take place in Spanish with Spanish-speaking committee members available to assist. We had hoped for simultaneous translation but IFLA could only afford to finance a certain number of sessions and we had been unlucky in not being selected. TC has produced English abstracts and DMD will make copies: if there is no funding from IFLA to cover this cost, Section funds will be used.

c. *IFLA Booth*

We need to staff the IFLA Booth 4.00-5.00pm on Tuesday. TC, DM, PE volunteered. Suggested that it would be better to have poster sessions for Sections to promote themselves rather than the IFLA Booth as people don't really visit to see individual Sections.

d. *SC dinner*

Dinner and tango show was agreed for Monday night.

9 *Business Meeting – February 2004: Status of activities*

- a. *Cost as a barrier to access – KB*  
Kim Baker (South Africa) tabled a paper, as this is an area that she feels is of concern for developing countries. IFLA promotes equal access to all but economics don't allow for this given that individual institutions usually need to recover costs incurred in the interlending process and this, given currency variations, often disadvantages developing countries who, arguably, most need the resources.

PE referred to report on Surbito: publishers stance is that it is illegal and a charge must be introduced since it is a question of copyright fees and, although lower rates apply in Germany, this is not so outside hence Surbito is acting illegally.

Idea of selling IFLA vouchers at lower price to developing countries – raises issue of the definition of a “developing country.” Suggested that a small taskforce undertake a feasibility study to identify the issues involved.

**Action: KB, DMD, JP, DM will meet and report back.**

b. *Comparison of IFLA response codes/ISO numbering – LL*

Reported that ISO have agreed to include more responses so many of the IFLA codes will appear in the next edition.

**Action: LL to compare IFLA response code numbers to ISO numbers and amend ours to match ISO.**

**Meeting 2**

Saturday, 28th August, 2004

8:30-11:20am

Buenos Aires

**SC Members Attending:**

Kim Baker, Johnny Carlsson, Teresa Chapa, Poul Erlandsen (Chair), Elmelinda Lara, Lars Leon, Betty Lowery, Daniel Mattes Durrett, Debra McKern, Jindriska Pospisilova, Torill Redse, Teresa Rodriguez Gonzalez, Carol Smale, Penelope Street (Secretary)

**Absent:** Assunta Arte, Kanigar Chollampe, Hans Martin Fagerli, Matay, Uwe Rosemann

**Guests:** Gabriele Donner (Austria), Alice Ramohlola (S Africa), Elisa Soares

(Portugal), Edward Swanson (IFLA Division 5 Chair)

Edward Swanson gave a vote of thanks to everyone for his or her work in organising the programme.

9. *Business Meeting – February 2004: Status of activities*

c. *IFLA Principles and Guidelines for International Lending*

**Action: Subcommittee will look at document and IFLA Model Code with a view to merging both.**

**Recommendations to be sent to the listserv for comment.**

d. *Promotion and dissemination of guidelines for lending materials to the blind and visually impaired – CS*

Reported that no response had been received from the Section for Libraries to the Blind.

**Action: CS will contact them again and report back.**

e. *Training workshops for ILL practitioners – Kim Baker/Lars Leon*

Raised as an agenda item at the Mid Winter business Meeting – there is considerable committee interest in pursuing this but we need to decide what focus to take. Poul had spoken with IFLA HQ – past workshops (by the Office for International Lending/IFLA Universal Access to Publications Core Programme) had been successful and they hoped the Section would continue this activity. The problem is one of funding – no longer available from UNESCO, suggested that OCLC might be a possible sponsor!

- Approach OCLC and talk to them about their global resource-sharing program. They may consider giving funding to develop training sessions.

- Make training the focal point of the ILDS conference – this would fit in with the Estonian theme. Consider asking the organising committee to consider asking for papers on this theme.

- Possible pre-conference event looking at practical issues (since papers tend to deal with more theoretical issues) for Seoul 2006. This would be aimed at the local Asian community not IFLA delegates as the focus should be practitioners. We would need to include this in our strategic plan for 2006/7 if we decide to do this.

**Action: KB/LL to continue exploring this issue and what we as a Section might do. PE to discuss with OCLC when he meets them later this year.**

f. *Future of printed IFLA ILL request form – BL, CS, LL*

- Develop a standardised structured free text email template.
- Interim between paper form and a true electronic form.
- Email fields to be the same as on printed form for consistency.
- Alternative to printed form, a faster way of sending than traditional post.
- To be hosted by IFLA with links from the Voucher Scheme page.
- BL still willing to sell printed form and have supplies for a couple of years.

**Action: BL, CS, LL will continue to work on developing this.**

g. *IFLA Voucher Scheme*

Suggested that IFLA HQ should accept UNESCO coupons as payment for vouchers however coupons are only available in

developing areas and are subject to limitation controls by UNESCO re amount and usage.

**Action: BL to ask Sara Gould if links with UNESCO coupon had been considered in the past.**

- h. Report from Susan Schaepman*  
Taken over by IFLA HQ May 2003. 30,000 vouchers sold since then (208,000 Euros). Surcharge and handling charge introduced for non-IFLA members – no complaints received. Susan was unable to attend in person but hopes to be able to attend in Oslo.

#### 10. Subcommittees

PE invited anyone who was interest to join any of the subcommittees.

- a. Principles and Guidelines*  
(Members: PE, PS, DMc, TC)
- b. Conference Programs* (Members: DMD, PE, LL, TR, JP)  
Conference Planning Sub-committee will work on program for Oslo conference and matter will be discussed further at Mid-Winter business Meeting.

**Action: subcommittee**

- c. Newsletter* (Members: PS, PE)  
Publication of newsletter should be announced on ILL listserv.
- d. Strategic Plan* (Members: Needs new members)  
Strategic Plan Sub-committee – Poul Erlandson, Teresa Chapa, Kim Baker volunteered. Will send draft to listserv for comments/ contributions and put on Mid-Winter business Meeting agenda for discussion.

**Action: subcommittee**

#### 11 9th ILDS Conference 2005 Talinn, Estonia

PE welcomed Estonian conference organisers who attended to present ILDS conference plans to committee.

- Web page to go live in September.

- Call for papers to be issued at Nordic conference in September.
- New leaflets will be published listing topics covered by conference.
- Official IFLA mailing list to be used also US/Nordic listservs.
- Two hotels have been selected, others are available if this is not enough.
- Social programme is organised.
- There are possible sponsors but suggestions were welcomed.
- Themes are: history of interlending; ILL/docdel: luxury or necessity; local involvement; electronic services (service provides v users); international guidelines for ILL and their relevance; copyright.
- Papers in English: Estonia can handle Russian, German, French translations.
- PE to distribute list of topics to committee for input/comments once received from Estonia.

PE thanked the delegation for attending the meeting and presenting the programme.

#### 12. Revision of Section brochures

Brochures could not be found on website, Sophie will check her files, PE has printed versions but we do not hold the electronic version. CS could get the brochure retyped if needed.

DMc, EL, JP will prepare a draft for discussion at the Mid-Winter business meeting. PE mentioned the need to have more of our publications translated into main IFLA languages since this is one of the criteria Sections will be reviewed on. ES has done a translation into Portuguese of the ILL Guidelines/Model International Code.

**Action: DMc, EL, JP to produce draft. SF to check files.**

13. *Report on Section's BA Conference programs – DMD*

- DMD reported session had been very successful with 185 attendees and very lively discussion (considering the lack of translation available).
- PE outlined procedure for getting a translation service and will check the feasibility of putting English abstracts on web.
- Best paper was selected for inclusion in IFLA Journal. DMD will get in touch with IFLA re this.
- English abstracts of all three papers will go in the newsletter.

PE thanked TC for producing the abstracts and DMD for preparing/chairing the session.

14. *Complete planning for Oslo 2005*

PE announced the meeting timetable for Oslo:

- CB1 – Fri 12<sup>th</sup> Aug
- SC1 – Sat 13<sup>th</sup> Aug
- SC2 – Fri 19<sup>th</sup> Aug

JC outlined the topic he'd suggested for the Section's program – *the interlending of electronic documents/documents produced in electronic format and the problems associated* e.g. copyright, supply format (print or email?). Suggested that programme should include speakers from companies providing this service. PE mentioned the possibility of linking with another Section, DMC will approach Winston Tabb (Copyright) re this. Conference sub-committee will work on this using listserv to brainstorm and report back at the Mid-Winter business Meeting.  
**Action: Subcommittee. DMC to liaise with WT.**

15. *Advance planning for Seoul 2006 and Durban 2007*

Idea of a training session as a satellite event at Seoul focusing on local ILL environment (see 9e).

**Action; PS to email Korean guest from first committee meeting and see if Korea may be interested in hosting a training workshop.**

16. *Revision of "Model Handbook for Interlending and Copying", 1988 – DMC, EL*

Reported that it is written at a very basic level aimed at starting an ILL service/paraprofessional level. It could be used as a tool in conjunction with training sessions. IFLA are in favour of a new edition and it might be possible to produce an IFLA/UNESCO model handbook for interlending. BL reported that the Forum for Interlending and Information Delivery (FIL) were planning to produce a book on interlending and that this might provide useful ideas.

**Action: DMC/EL will continue looking at it and report back. BL to send outline of FIL book proposal to PE.**

17. *Report from meeting for Information Coordinators - TC*

Everything submitted to IFLA must have logo on it. TC will let IFLA know when the paper for inclusion in the IFLA Journal has been selected. DMD will contact TC when permission has been received.

**Action: DMD, TC.**

18. *Election procedure for new SC members 2005*

There are a number of members ending their first term at Oslo. PE reminded everyone that if they want to serve a second term they must complete and send in nomination papers on time.

Election procedure outlined: papers go out to all Section members in Oct and they can nominate 1 person. Postal

ballot held if there are more nominations than seats and results will be known before Oslo. Officers for 2005-7 periods are elected at Oslo conference.

- Hans Martin and Torrill Redse will not seek re-election.
- AT Matay (Ghana) has not attended two meetings and will be dismissed from the committee.
- There are 19 members on the committee and 3 vacancies.

19. *Election of Coordinating Board chairs*  
**Action: PE/PS to discuss.**

20. *Could the Section benefit from a name change?*  
Item postponed.

21. *Midwinter Business Meeting 2005 – time and place*  
Prague. Date in February to be decided.  
**Action: PE.**

22. *Other business*  
No other business.

## **Abstracts of Papers from the Open Programme**

### **Public Libraries (Bibliotecas Populares): Interlibrary Lending Hubs. An Experience Related** **María Norma Prevosti de Fabio**

Grass-roots libraries in Argentina constitute a particular type of library. They are non-governmental organizations (NGO's) formed by community initiative. Currently in Argentina there are approximately 2000 functioning grass-roots libraries. The Library Program of the Department of Humanities and Social Sciences of the National University of Misiones Argentina (Universidad Nacional de Misiones) in collaboration with the Misiones Federation of Public Libraries (Federación Misionera de Bibliotecas

Populares) has specified a project "Public Library Hubs." By means of this project, the grass-roots libraries of the Misiones Province organized an interlibrary lending service for students of Library Science. The project consists of the following:

**1.** Lending service of general and technical bibliographic material (cataloguing rules, classification tables, general books on technical operations, reference works, etc.) and **2.** Access to library technical equipment (computers, printers, scanners, etc.) used to send and receive coursework as well as to learn Internet searching, etc.

Furthermore, these services, essential for the development of Distance Education Library Science programs, allowed for the improvement in the level of professionals in grass-roots libraries.

### **Online Librarian Services and University Distance Education in Argentina: Access to Information and Education** **Gustavo Liberatore**

This paper represents a report studying the situation of online Librarian services in Distance Education programs of Argentine public universities. The objective of the study was to evaluate the development of these services and the degree to which online Librarian services are integrated with the Distance Education programs. The study was carried out within the web environment using an analysis of the Distance Education web-interfaces. The study shows that Distance Education in Argentine public universities has an important development and that many of the projects underway make full use of the Internet as an interactive space for these educational services. However, the study also shows a notable absence of Librarian services as necessary and indispensable actors in the planning of a Distance Education offering. In many of the cases

studied, Librarian services and Distance Education offerings in the virtual environment function as parallel worlds without connection. This situation constitutes a challenge for the field of professional Librarians from the point of view of integration into these new modes of education, beginning with the design of products and services adjusted to the needs of this environment.

**Nurture and Development of Upper-Level Library Technicians for Public and School Libraries at the Universidad la República de Santiago de Chile: Distance Education Model**  
**Elfriede Herbstaedt Yañez, Ines Lira Bianchi, Isabel Gomez Gormaz and Guillermo Toro Araneda**

The School of Library Science (*Bibliotecología*) at the Universidad La República de Santiago de Chile has undertaken the challenge of training upper-level Library Technicians for school and public libraries by means of Distance Education. This academic project, which originated as an answer to the real and concrete necessity of Chile, constitutes a pilot experience in the field of Chilean Librarianship. The project was designed to train Library Technicians rather than Librarians based on experiences in other countries that have shown a need for Technicians who perform distinct functions from Librarians. In addition, the course of study is directed at adults who work in libraries and who require training in routine, daily operations. Given the socio-demographic characteristics and particular geography of Chile, professional training of librarians is concentrated in the central region of the country, while school and public libraries are located in all parts of the country, including very remote regions. The personnel that work in these libraries need to be qualified and even more require a continuous, systematic training that qualifies them to

professionally fulfil their duties. Distance Education offers an alternative means of training for people who would otherwise not be able to obtain a professional degree. The following institutions form the principal scope of the project: 368 public libraries affiliated with the Directorship of Libraries, Archives and Museums (Dirección de Bibliotecas, Archivos y Museos - DIBAM); other independent libraries of DIBAM; 8,814 primary education establishments and 1,400 secondary education establishments. The project revealed a greater than expected demand for Distance Education. In large part, the expectations of participants were satisfactorily met. In general students demonstrated a high level of professionalism and interest in continuing their training. As well, the three years of the experience saw a great advance in communication owing to better access to information technology, which facilitates the process of Distance Education.

**The Committee at their 2004 mid-winter Business Meeting in Madrid**



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