# Newsletter of the IFLA Document Delivery and Interlending Section

## July 2004

Table of Contents

*This Newsletter is also available on IFLA Net www.ifla.org*

## A note from the Chair

Dear colleagues,
Since the previous issue of this newsletter the Standing Committee has met for a two day session at the National Library of Spain in Madrid. The meeting which was held in February was the first of it's kind and proved very successful. It was a great opportunity for the twelve Standing Committee members who where able to attend to give presentations on current ILL trends in their respective countries and to go into more depth than normally allowed during traditional SC meetings with very limited time.
You will find the minutes of the meeting as well as some of the country reports in this issue. More will follow.
We hope that Midwinter Meetings like the Madrid meeting will be held on a regular basis in the future.

The World Library and Information Congress: 70th IFLA General Conference and Council in Buenos Aires is fast approaching. The Document Delivery and Interlending Section's Open Session is scheduled for Wednesday 28 August 8.30-10.30. Three papers presented by South American colleagues will focus on "Interlending and Document Delivery Services in Support of Distance Education Programs – Perspectives from the Southern Cone". We are looking forward to a very important and most interesting conference in Buenos Aires and hope to meet many of our members there!

**Poul Erlandsen**
**Chair**

\*\*\*

## Correction to *Carol Smale reports from Canada* published in the January 2004 newsletter

*This article was originally published missing important information regarding the role of the NLM (National Library of Medicine) and*

*CISTI (Canada Institute of Scientific and Technical Information) in the DOCLINE resource sharing activity. This has now been amended and the article re-published in full here. The editors would like to apologise for this omission.*

Beginning in 1994, the Canadian Health Libraries Association/Association des bibliothèques de la santé du Canada (CHLA/ABSC) took a leadership role in the implementation of DOCLINE in Canada after a trial conducted among health sciences libraries in British Columbia. DOCLINE is the U.S. National Library of Medicine's automated ILL system that serves libraries in the U.S., Canada and Mexico. CISTI (Canada Institute of Scientific and Technical Information) acts as NLM's representative in Canada and coordinates the participation of Canadian libraries in DOCLINE. DOCLINE is a primary resource sharing tool among Canadian health libraries and CISTI is the largest lender in this network. Now there are 302 libraries in Canada using DOCLINE, with DOCLINE users in every province. Canada is the first country outside the United States to implement DOCLINE. The implementation of DOCLINE in Canada has vastly improved resource sharing among its participants, and has provided a platform to support end users via LOANSOME DOC. There are currently 89 Canadian libraries particular note, DOCLINE is a cooperative model that allows both smaller and larger institutions to share according to their capabilities. 105 of Canada's participating DOCLINE libraries are also participating in FREESHARE, a cooperative commitment to provide free Interlibrary Loans to other FREESHARE institutions. Participating libraries have also remarked upon the substantial improvement in ILL turnaround time with some transactions completed in less than two hours.

Smaller and unaffiliated libraries have particularly benefited from FREESHARE

# Minutes of the Mid-Winter Meeting: Document Delivery and Interlending Section
*Madrid, Spain, 19-20 February 2004*

*Attendees*:

*Present:* Assunta Arte, Teresa Chapa, Poul Erlandsen (Chair), Teresa Rodriguez Gonzalez, Elmelinda Lara, Lars Leon, Betty Lowery, Debra McKern, Jindriska Pospisilova, Torill Redse, Carol Smale, Penelope Street (Secretary).

*Apologies:* Kim Baker, Johnny Carlsson, Kanigar Chollampe, Daniel Mattes Durrett, Hans Martin Fagerli, Uwe Rosemann

1.  *Introductions*
    Poul welcomed new committee members not at the IFLA conference in Berlin.

2.  *Approval of Agenda*
    Approval of minutes from Berlin was added as item 2a.

    2a. *Minutes of Standing Committee meetings in Berlin*
    These were approved.

3.  *Presentation of new trends and developments in ILL by SC members*
    Presentations would be split over 2 days:

    **Day 1.** Spain, Bulgaria, Czech Republic, Denmark, Italy, Germany.
    **Day 2.** Canada, Norway, Trinidad & Tobago, UK, US.

    One issue arising from the reports was copyright.

    **Action:** Contact the Copyright Section to express concern over variations/
    complexity of ILL/Docdel situation and the European Copyright Directive: DM to talk with Winston Tapp re organising a joint program for Oslo with the Copyright Section.

4.  *Future of printed IFLA ILL Request Form*
    CS presented a document entitled *"Automating the IFLA ILL Form"* which outlined various options. There was recognition that some people still don't have access to the Internet. BL reported that 106 packs had been sold over the last year and 700 packs remain. This represents about 5 years supply and BL is happy to continue to sell these.

    **Action:** BL/CS to ask IFLA HQ if they would be willing to host an electronic form. LL, BL, CS will work on the design of a form and present it at the BA conference. BL to look into the need for text format in line with the Disability Awareness Act in the UK.

    It was commented that much of the information on the Section's website is out of date.

    **Action:** CS to contact Sophie about making changes asap.

5.  *IFLA Principles and Guidelines for International Interlending and Document Delivery - revision?*
    It was agreed that the statement "or on other forms authorised by IFLA" in 4.3 and all of 4.5 be removed. 7.3 should be retained as it stands.

    **Action:** The new sub-committee (Poul, Penny, Debra, Teresa [US]) would look at the document and send recommendations to the listserv. The IFLA Governing Board must accept any new version.

6.  *IFLA Model National Interlibrary Loan Code*
    **Action:** The sub-committee would look at this along with the Principles and guidelines and make recommendations.

7.  *IFLA Voucher Scheme*
    IFLA HQ has been managing this. Ideas have been suggested to improve the scheme: selling supplies to associations that are IFLA members who would then act as local agents, this would reduce bank charges and make vouchers more accessible; payment by credit card.

    **Action:** PE to look at feasibility of putting an expiry date on the vouchers. BL to inform committee of any relevant developments at the BL.  Committee to look at Paypal website to see how it could be adapted to our needs.

    Possible sponsors for voucher scheme?

    **Action:** To contact KB and ask her to prepare a report for BA conference.  To look into UNESCO sponsorship of libraries in Bangladesh to receive items from Australia and to find out the criteria for UNESCO sponsorship.  To look into UNESCO coupons - who are they supporting and who is using them. To thank Susan Schaepman for doing an excellent job with the vouchers.  All - PE

8.  *Evaluation of Interlibrary Loan Response Codes*
    Last revised 6/12/2001.  These are not well used - lack of publicity? Should they be merged with the request forms? Where possible, IFLA codes should be changed to match ISO codes and other IFLA codes that are felt to be important should be added.

    **Action:** LL will look at how the IFLA codes can be changed to fit in with ISO response codes.

9.  *Guidelines for sending ILL requests by e-mail*
    Sara Gould reported that the Guidelines had never been approved by IFLA.

    **Action:** The Principles and Guidelines sub-committee would look at the feasibility of merging both sets of guidelines (email and fax).  If this is successful, the result will be sent to IFLA for approval.  BL to speak with SG to find out why one set of guidelines was approved and the other set.

10. *Revision of Section brochures*
    Important source of publicity.  Money is available to print new brochures and there is no problem with translations. Mention of goals will be removed as this is too limiting.

    **Action:** DM and EL will revise the text and send it to the Committee to look at. Will also check with IFLA re printing costs.

11. *Evaluation of bids to host the 9th IFLA ILDS Conference*
    5 bids have been received: India, Russia, Estonia, Uruguay, S. Korea and the Committee must pass its recommendation onto IFLA HQ who will make a decision next month.  A checklist for selection needs to be developed.  The main criteria must be the level of local help available: can bidders professionally organise a conference and do they have ILL/Docdel expertise?  The committee is unable to put much time into organisation and any conference organised must be on a complete cost recovery basis.

    **Action:** BL to contact Sara Gould to see if she has a conference checklist for planning/who chooses the conference theme.  Conference sub-committee to develop a conference manual and to approach Tom *(Australia) to see if they

4

have anything to pass on to the organising committee.
Recommendation of this committee that Estonia be the venue with S. Korea as reserve.
*Note:* Sub-committee comprises Daniel, Poul, Lars, Torill, Jindriska.

12. *Revision of Graham Cornish: Model Handbook for Interlending and Copying, 1991. IFLA/UAP publications*
This will now be out of date and might be a project we could get IFLA funding for. Need to establish if a revision is necessary.

    **Action:** DM, EL and BL to look at the publication to ascertain whether it is useful and who it is aimed at. PS to put on agenda for BA conference.

13. *Promotion and dissemination of guidelines for lending material to the blind and visually impaired*
The committee were approached, come years ago, by the Section for Libraries to the Blind who wanted to develop guidelines for lending material.

    **Action:** CS to contact chair of the Section to see if they are still interested in pursuing this.

14. *Training workshops for ILL practitioners in developing countries*
This task was previously undertaken by OAP. Problems of taking this on would be those of funding and time. DM suggested sponsorship and a mentoring program: someone from a developing country would come and work with someone in a developed one. There would inevitably be differing training needs and a varying level of training required.

    **Action:** LL to contact KB. LL and KB will assess the situation and report back at BA conference. AA to investigate the possibility of getting EU funding for a training project.

15. *Promotion of Section's "Ask an expert" service*
    **Action:** CS to forward questions to the listserv for the committee to respond. Replies to be copied to CS so that she can monitor the situation. PS to promote the service in the next newsletter.

16. *Section newsletter*
Electronic newsletter had been discussed in the past but it was felt that it was easier to continue to send all out by post rather than having to maintain a list of email addresses ourselves (IFLA would not be able to do this for us).

    **Action:** $900 in our account will go to Poul's institution to reimburse them for some of the postage costs incurred in distributing the newsletter. Printed newsletter will be retained.

17. *Finalise planning for Buenos Aires 2004*
DMD was not present to give a report but had emailed PS to say that he had so far been unable to find speakers for the Section's program.

    **Action:** PE to contact DMD to find out what has been done and to check what has been put on the papers submitted to IFLA re title/topic. TC, EL, TRG volunteered to assist DMD in finding speakers/planning the program.

18. *Advance planning for Oslo 2005*
TR is liaison officer for Division 5.

    **Action:** PE to inform JC at BA conference that he can start developing a program/organising speakers for the Section's program which will be the interlending of electronic resources.

19. *Any Other Business*
There was no other business.

20.   *Adjournment*
PE thanked everyone for attending and TRG for organising everything.

*\*\*\**

# Document Delivery in Spain

## Teresa Rodriguez, National Library of Span

I am in charge of the interlibrary loan and document delivery in the National Library of Spain and I would like to give you an overview of the Spanish library system.

The country has a population of 40 million inhabitants. With the arrival of democracy Spain became a decentralized country. It was divided into 17 regions, known as autonomous communities. Most State institutions were transferred from the State to them. Spanish library organization was shaped by this decentralized structure and most regions have their own library act.

According to their administrative dependence libraries are classified:

A)   51 State public libraries, depending on the Ministry of Education. They are the best equipped. They support interlibrary lending services.
B)   172 public libraries depending on the regional authorities. Most of them have their own library legal regulation (the Biblioteca Regional de Madrid belongs to this group).
C)   3740 public libraries, depending on local authorities. Many of them are poorly equipped due to very low budgets.

In all 3 groups, library use is free, including interlibrary loan however some of them charge for copying and other special services. Although interlibrary loans have increased 53% in the last 15 years, Spain has an average of 0.20 loans per person per year, well below most of the countries of European Community.

D)   58 general academic libraries, depending on the universities. They have a high degree of cooperation, with a very nimble and flexible service of interlibrary loan and document delivery, supported by a union catalogue connected to the ILL system.

I will now focus on the National Library, which has different characteristics due to it being the largest Library in Spain and, although it depends on Ministry of Education, it has its own library act.

The holdings contain:

5.000.000 books
150.000 magazines and newspapers
20.000 electronic resources
1.000.000 microfiche
65.000 manuscripts
3.000 incunabula
273.000 rare books
200.000 drawings, engravings and photographs
150.000 maps and plans
225.000 scores
50.000 video recordings
500.000 sound recordings
150.000 ephemera

Three librarians and four assistants form the ILL service. All the processes are carried out by this section - from the first moment that a request is received, to the mailing tasks, up to the financial management. The service works both as a borrowing and a lending library but is mainly a supplying library. We are in charge of loan and reproduction requests from institutions (a Reproduction Service exists but it only deals with individuals). Reproduction includes not only photocopies but also the scanning of documents, microfilms, slides and photographs. Requests may be presented in any written form (by mail, fax or e-mail), although the standard IFLA request forms are preferred.

The loan service is very restrictive. Actually, the National Library must be considered as the last resort library at the national level. We do not lend original works to: private libraries or those of restricted use, elementary or secondary school libraries, libraries within the city of Madrid and, in general, to those institutions which the National Library's loan service deems unable to guarantee the safety of the loaned works.

So, which works may be lent? Original copies of the following: any monograph published in Spain as of 1958 (the year of the Legal Deposit Law was enacted) which is found to be in good condition and of which the library has more than one copy. The library does not lend serial publications; reference works; manuscripts; non-library material or any work whose loan could prove detrimental to its conservation. We have a very wide policy concerning reproductions although they must, of course, respect copyright laws and must be for investigative purposes and we supply more reproductions than loans with, more or less, the same average internally as abroad.

Last year we processed over 6000 requests, with an average of success rate of 78 %.

The reproductions are mainly of rare books and manuscripts, and, to a lesser extent, articles, proceedings, maps, engravings and scores. You might think that the amount of requests is very low but you have to realize that reproduction management of this kind of material use to be delicate and takes much more time than photocopying from serials. Also, we very often receive incorrect or incomplete references: we then have to find out, by consulting bibliographic sources, what they really want. In addition, not all the holdings are available on line. For instance the holdings of microfilm of rare books and manuscripts are not included in the database and, because of this, we need to go to the department that holds the items, locate call numbers and consult manual files. Requests that cannot be fulfilled take up an important

share of our job. We never reply, as far as possible, "the library does not hold this item". We look for it in both Spanish and international catalogues and we reply with complete bibliographic and practical information about how to get the item requested.

Another important part of our job is the financial management. Pre-payment is necessary for foreign libraries and we only admit IFLA vouchers as a way of payment. I have to say that we have been very successful concerning this matter. In the year 2000, 30% of foreign libraries paid us with IFLA vouchers. The argument of the rest of the libraries was that their financial departments did not use vouchers. Three years later 95% of foreign libraries use vouchers and we have conceded where the remaining 5% are concerned. Requests from them are forwarded to the Reproduction Service. In the case of Spanish academic libraries, our major clients, we do not ask for pre-payment and spend many hours trying to get them to pay!

Following the subject of payments, I would like to add that the application of the European Community directive on intellectual property rights in Spain, has plunged the Spanish librarians into a polemic against the application of a tax per loan in public libraries. Of course, the users would not pay this tax, but the problem is what is going to happen with the already short budget of libraries. The application of this tax should be supported by the increase of investment in library resources, but the present Spanish government is not very sensitive about this matter.

\*\*\*

# Experiences of Research Libraries at Italian National Research Council: the evolution of Document Delivery Service

Assunta Arte

Director of Library Service, Consiglio Nazionale delle Ricerche Area di Ricerca di Potenza Tito Scalo, Potenza Italy

## INTRODUCTION

In 1999, at the 6th International Conference on Interlending and Document Supply held in Pretoria (South Africa), I discussed a paper about document delivery concerning a small scientific library of Italian National Research Council. At that time, I described the process of Web-Opac searching reference tools for holding libraries, scanning journal articles and sending them via e-mail or by fax. I emphasized that prompt delivery, responsive customer service and co-operation among libraries were the most important factors in serving and keeping our researchers.

By 1999, having worked in the field for 4 years, I saw a lot of changes in the ways documents were identified, located or obtained. Although we used expedited delivery services such as overnight mail and fax, we basically were still technologically challenged, compared to our information broker colleagues who pulled reams of data off remote databases and now had access to some full text journal and newspaper articles online in PDF format.

The biggest change that I saw in the four-year period between 1999 and 2003 was in the evolution of the role of the special librarian from a supply side to a demand side mentality and in the evolution of systems to exchange documents. The librarian of the 1990s had become a technician, a trainer and a consultant, while keeping up with a plethora of new databases, an increasing number of periodicals and sources of print information

and new developments in hardware and software technologies. The "rude" systems such as mail or fax had changed in Web-Based Delivery Systems.

## Background

Research Libraries of Italian National Research Council (Fig. 1) are structures with experience and challenges in the area of interlending and document supply that have relevance for both internal and external users. They have a very long tradition of joining forces to provide the best possible service for the citizens of the country. Over the years co-operation between the public and the Research Libraries has been operating on several levels, the best known and most successful up till now being the interlibrary loan functions.

*Fig. 1 Distribution of Research Libraries at Italian National Research Council*



Different internet-based Document Delivery Service have been developed at the moment in Italy. Some Library Services of Italian National Research Council have recently implemented web-based document delivery system. These implementations have given university libraries the opportunity to make

improvements to the service offered to their clients.

**Web-based Document Delivery Systems in Italy**

Considering that traditionally Document Delivery within Research Libraries has always been a free service for scientists: we can illustrate two different kind of document delivery systems:

1. a peer to peer system that means an interface "client" with fees paid to connect to the server "repository" of the request documents;
2. an open system in which scientific documents are stored on a "web server" and you can access them through a common browser that allows to navigate in Internet.

Research Libraries of Italian National Research Council seek prestige by building web-based document delivery systems to support the research of their institutes: this is illustrated by the development of type 2 (open system) into two projects: NILDE and IDS.

**NILDE (Network Inter-Library Document Exchange** http://nilde.bo.cnr.it**)**

NILDE, started at beginning of 2000 and tested during 2002, has been developed at the Research Area of Bologna Central Library in order to:

- take advantage of new Internet technologies
- promote cooperation among CNR and Italian university libraries
- reduce DDS management costs
- achieve short turnaround times in satisfying DD requests

It is now being experimentally used by:

➢ more than 400 Italian scientific libraries, as requesting libraries;

➢ and by 150 libraries which take advantage of all its functionality, mainly as articles providers;
➢ the number of articles worked out at about 30,000 during the testing period (2002/2003).

It has now dynamical linking from the Italian National ACNP Catalogue http://acnp.cib.unibo.it/cgi-ser/start/it/cnr/fp.html

Nilde allows a library:
➢ to send requests to a specific lending library;
➢ manage all the received requests;
➢ send requested documents via Internet, fax or surface mail;
➢ to archive all transactions, in order to report comparative performances (statistics);
➢ get accounting reports, based on a "reciprocity" policy established among libraries which agree to cooperate.

IDS (Internet Delivery Systems - http://www.ge.cnr.it/SDS/ids), which started at beginning of 2001, has been developed at the Research Area of Gonova Library and involves three scientific partners, strategically distributed on the national territory (Fig. 2)

➢ the Research Area of Genoa (in the north)
➢ the Research Area of Roma 1 – Montelibretti (in the centre)
➢ the Research Area of Potenza (in the south)

The aim of IDS is to analyse different factors of a web-based document delivery system:

➢ Requesting and delivery times;
➢ Costs;
➢ Document quality;
➢ Cooperation between libraries.

IDS offers the opportunity of accessing information residing at remote sites and offers benefits as much to libraries on small budgets as to those where this is pre-eminent. The most remarkable change offered by IDS is probably tied to the reorganization of a library. Reorganization in this case imply many things, from dividing or consolidating functions to implementing an entirely new model (e.g. from a single-individual library model to a cooperation library model whit self-managing teams).

At present, the Library and the Document Delivery services, in these Research Areas (Genova, Roma and Potenza) are already able to offer the scientific community more than 8,000 journals in fields such as agronomy and agricultural sciences, archaeology, biology, chemistry, physics, mathematics, computer sciences, and engineering. Such journals are also searchable using a gateway (at the address http://www.ge.cnr.it/SDS/Aree), from and to the appropriate OPACs. This gateway consists of a series of Web interfaces, structured using Claris Home Page and aiming to search a database via FileMaker Pro®. The size of the database (more than 8,000 scientific journals) and its scale of use (an average of 180–200 daily accesses) are by themselves enough to justify the existence of the IDS and its aims, i.e. structuring of an electronic service to automate the different stages related to the production, registration and filing of a digital document.

**CONCLUSION**

Since 1999 notable changes have occurred in every aspect of document delivery in Italian Research Libraries. Identifying, locating and procuring copies of articles is no longer a hit-

or-miss exercise involving manual reference sources and runners stationed in libraries throughout the country. Using sophisticated tools such as OPACS and the Internet, document delivery specialists can be more precise in locating sources.

Despite the limits that Italian copyright regulations impose, a document delivery service is commonly and successfully used in all public Libraries, especially in those dedicated to science. However, a large number of Libraries do not offer the scientific community a rapid and high-quality service. Very often such Libraries send documents by mail in order to preserve the quality of the original document or even via fax to accelerate the service, not taking into account the loss of quality that occurs.

\*\*\*

**Document Delivery and Interlibrary Loan Services in the Czech Republic**

Jindriska Pospisilova, National Library of the Czech Republic

In accordance with the Public Libraries Act, No. 257/2001 on Libraries and Terms of Operating Public Libraries and Information Services, public library and information services involve:

a. making available materials from a given library collection, or, through inter-services, from a collection of another library;
b. providing bibliographic, reference and subject information in person and through other means of communication and literature searches;
c. mediating information from external sources, especially information concerning public administration on state, regional and local level;
d. facilitating access, through telecommunication channels, to external

information sources to which the library has a free access;

Libraries are obliged to provide inter-library lending and information services free of charge. The lending library may ask for reimbursement incurred while processing requested material, i.e. photocopying and/or cost of postage.

Primary sources for locating materials are union catalogues built at regional, institutional or system-wide level. Users have access to both sources – to Czech libraries databases and union catalogues on the internet or via portals. Access to online resources is limited by license agreements (registered users only), e.g: Uniform Information Gateway - uniform and easy access to various information sources including full texts and document files – based on properties SW tools MetaLib a SFX http://www.jib.cz

Portals of periodicals accessible in the electronic version

- STM (Science-Technology-Medicine) – easy access to all information sources available through license agreements – e.g. EBSCO, ProQuest 5000 International, OCLC FirstSearch Service
  http://www.portalstm.cz

- EZB – Electronic Journals Library - account of consortium of the Czech Republic or account of the National Library of the Czech Republic
  http://ezb.nkp.cz

Document Delivery Service (DDS)
Czech libraries provide DDS since 1997.

The list of present projects:

Cooperative projects:

- VPK (Virtual Polytechnic Library – State Technical Library in Prague)
  http://www.vpk.cz

- ePK (Pedagogical Digital Library – National Pedagogical Library of J.A. Komensky, Prague)
  http://www.epk.cz

Institutional projects:

- DoDo (Document Delivery Service of the National Library of the Czech Rep.)
  http://doc.nkp.cz

For academic staff and students

- DDS – Czech Technical University in Prague
  http://edd.cvut.cz/edd/
- DDS – University of Economics, Prague
  http://ciks.vse.cz/CIKS/English/default.asp
- DDS – Technical University, Ostrava
  http://knihovna.vsb.cz/eodd/index.html

For libraries only

- DDS – Research Library in Hradec Králové

National Library of the Czech Republic, as a national centre on inter-library services, has prepared a detailed list of union catalogues, libraries providing international ILL, and ILL legislative provisions that should help our partner libraries abroad to orient their users interested in materials either issued in the Czech Republic or deposited in its libraries. National Library published Czech national bibliography on CD-ROM, records since 1900 are available via internet (http://aip.nkp.cz) or via OCLC union catalogue WorldCat too.

\*\*\*

# Introducing SED: Secure Electronic Delivery from the British Library

Peter Robinson
Account Manager, Academic Sector
The British Library

**What is Secure Electronic Delivery (SED)?**
SED is an innovative new document delivery option from the British Library. It offers secure electronic delivery either to the intermediary or the end-user. The difference between SED and other forms of electronic delivery is that no email attachment is involved. Instead, an email with an embedded hyperlink enables the recipient to open the document in a completely secure manner. When this link is opened, the document can be printed once (or twice, if the first attempt at printing fails). The document can be viewed on screen for up to three years for a Copyright Fee Paid transaction, from the date of the email.

**Why did we develop SED?**
A secure form of electronic delivery has for some time been top of the list of technical developments customers have sought from us. We responded to this challenge with a service that fully meets the requirements of the publishers in document security. In addition it cuts down delivery times - particularly valuable for our overseas customers. SED is therefore an easy way for electronic documents to be delivered directly to the end-user's desk top.

**How was SED developed?**
We consulted Elsevier in early 2002 to ensure that they were included in discussions on any new electronic delivery service we developed. Compliance with the new UK Copyright Law (which came into force on 31st October 2003) was then and remains central to every service we deliver. Our close working relationship with the Copyright Licensing Agency – as well as with the world's leading publishers – is testament to this. The goal was to work towards an industry-standard system.

The Adobe® Content Server and Adobe eBook Reader® systems were chosen to deliver the service. These permit the encryption of existing PDF files in real time and allow a variety of security levels to be set. Other features include:

- All articles scanned - not photocopied - with flat-bed scanners, offering superb digital image definition
- Limited time for access to articles delivered under Library Privilege/Fair Dealing terms in the UK (fourteen days)
- Extended period of access for Copyright Fee Paid transactions anywhere in the world (three years)
- Printing set to one copy only (if printing fails, it will permit the print operation again)
- Annotations, highlighted text, notes etc. can be added to the electronic version (not visible when printed)
- Speech conversion for the visually impaired.
- Big email attachments can overload inboxes, but SED does not use attachments. The pdf format of the article downloaded from the link in the email is far more secure than a tiff or other file formats which can be forwarded to any number of end-users, thus infringing copyright.

Trials started in October 2003 with around twelve major commercial customers. These showed that we had built a robust system capable of handling large numbers of transactions without difficulty. The system is scaleable and can easily accommodate increasing volumes of business. We wanted to satisfy the publishers that the revenue they receive from subscriptions would not be compromised, and with SED we achieved this aim.

**Issues for those wanting to use SED**
After SED was launched, most of the problems users encountered were associated with downloading Adobe 6.0. Usually this

was because they did not follow the instructions on our website, which takes the user through four simple stages.  There were also some problems with the software itself but the new version (6.0.1) includes significant enhancements and bug fixes.  It is recommended that this is downloaded as it will uninstall and overwrite 6.0.

Because Adobe software is essential in order to use SED, not everyone who wants to take advantage of it can do so.  The main reasons given by institutions were:

1. Earlier version of Adobe used; no plans to upgrade
2. Library system software does not support SED transactions; no date for new version or not in development plan
3. Firewalls or other security measures prevent some incoming emails
4. Not resourced to provide the necessary user education.

There is little we can do to address the first point, as that is in the hands of the institution.  For the second, we work closely with library systems suppliers and can advise which ILL modules support SED.  For firewalls etc we can work with organisations so that security issues are not compromised.  User education is perhaps the most complex to address; it is dealt with later in this article.

**Communication to our customers**
Our intention is always to give customers as much notice as possible of service developments so that they can be ready for them, so we originally announced that we were going to introduce SED in an article in our July 2003 Customer Update.  We then supplied full information including system requirements in the November 2003 issue, by providing the Adobe weblink:
http://www.adobe.com/products/acrobat/acrrsystemreqs.html and our own webpage:
http://www.bl.uk/sed  This states that Windows 98 2nd edition is compatible with SED and earlier versions are not.  For downloading Adobe Reader 6.0.1 full details

have also been available on our webpage at:
http://www.bl.uk/sed#download

With any new service, there will be some who take advantage of it right away and some who can't, for whatever reason.  With SED, we could not wait until all our users were ready to adopt it.  If we did, we would lag behind instead of innovating and developing the services that our users demand.  What we did however was announce the service as soon as we could before its release.

**Promoting SED**
During May 2004 we ran a promotional campaign to intermediaries and end-users by including an advertisement for SED with every hard copy supplied (I can't use the term 'photocopy' any more, as all articles are now scanned).  This insert went to all customers requiring hard copy articles.  We did this to include end-users in the UK academic community from whom we receive requests.  These are academic staff and postgraduate students who come to us direct because, for whatever reason, they are unable to obtain the articles they require via their own ILL service.  They are willing to pay for the item themselves, plus the copyright fee, because they require the item for their research and it is the only way they are able to obtain it.

**User education – pros and cons**
Some users have commented that they now incur paper costs by printing documents that they would otherwise have received in hard copy format.  The most important thing to remember about SED is that it is just another delivery option - no-one has to use SED if it is inconvenient for either the end-user or the intermediary.  Electronic delivery has been asked for, so we have provided it; if the cost of printing the document is an issue, then we suggest you continue with mail delivery.

We keep detailed statistics on SED usage and from them it is encouraging to see that the number of end-users receiving delivery via ADD Address (Alternative Delivery Address) is rapidly increasing.  ADD Address enables

the intermediary to choose a delivery address other than their own – usually that of the end-user.  If there is the possibility that the UK end-users will be away during the 14-day Library Privilege/Fair Dealing period, then hard copy (now arriving by mail in most cases the next day) should be used instead.  Alternatively of course, having the email sent to the ILL librarian instead of the end-user will enable the former to print the SED document on behalf of the end-user.

As stated earlier, the 14-day period for accessing documents requested under Library Privilege/Fair Dealing terms within the UK was a very persuasive argument in favour of SED for publishers, who need to protect their sources of revenue.  Now that we have their permission, it enables us to scan much more material than ever before without infringing copyright.

We developed SED in response to customers urging us to offer e-delivery to the end-user.  Of course, an unmediated library privilege service for the end-user is the goal, but until a secure authentication system with e-signatures is developed, no-one is confident enough to offer this.  The Oxford University project is apparently the most likely to deliver, but this will not be until sometime next year.  At the present time, hand-written copyright declarations still have to be kept for six years plus the current year in case they are required for inspection.

Today, when free at point of access, full-text on screen research material is an expectation if not a right for end-users, I would argue for extending the choice by two more options – SED or postal delivery from the British Library.  How many students or researchers genuinely require instant delivery of articles, when the British Library can provide access to 263,400 journal titles, 33,000 of which are received upon subscription and over 20,000 of those available via our current awareness service **Inside?**  In most cases document delivery is within two days, and the material

available not limited to the number of e-journals the institution can afford.

**Feedback**
The British Library takes the views of all its customers seriously.  We strive to be as inclusive as possible, which is why we announced our intention to offer SED last July.  Although most questions are dealt with on our website, Customer Services staff can advise on all issues relating to SED.  Some messages posted on email discussion lists have led to misunderstandings about what the service does or does not do, which can be confusing or off-putting for those unfamiliar with SED.  We at the BL are best placed to answer questions and explode any myths, so do please ask us first!

A full list of answers to FAQs are on our webpage:
http://www.bl.uk/sed#note

If this does not address your needs, contact Customer Services:
dsc-customer-services@bl.uk
Tel: 01937 546060

**Finally…**
SED now comprises around 9% of our output.  This is a remarkable take-up for a service that has only been running since 1$^{st}$ December 2003.  I am currently seeking comments from libraries which use SED heavily, to see if they can provide insights about successful technical implementation and offer any advice on user-education.  If you would like to contribute, please contact:

Peter Robinson
Account Manager
The British Library
Boston Spa
Wetherby
West Yorkshire
LS23 7BQ
Tel: + 44 (0) 1937 546606
Fax: + 44 (0) 1937 546544
Email: peter.robinson@bl.uk
Web: www.bl.uk

## Members Reports: Lars Leon – US

Resource sharing librarians attended a variety of events at the American Library Association (ALA) Annual Conference in Orlando. Some of the most important issues continue to be working to maintain the ability to provide articles via interlibrary loan for licensed content. In addition, we are monitoring what types of changes are being sought by some legislatures to copyright law and how that would impact our ability to share our resources. One of the most exciting aspects of the conference for resource sharing librarians were final discussions related to the development of a new section with a focus on resource sharing.

The ALA Reference and User Services Association have created a new section called the Sharing and Transforming Access to Resources Section (STARS). The purpose of this section is to bring together librarians and library staff involved with interlibrary loan, document delivery, remote circulation, access services, cooperative reference, cooperative collection development, remote storage, and other shared library services as well as publishers, producers, and suppliers of products and services which support resource sharing activities. This section includes a variety of committees including an International Interlibrary Loan Committee. See http://www.ala.org/STARSmainTemplate.cfm?Section=STARS for more information.

*** 

## Open Session Buenos Aires

Please join us for our open session, which is being held on:
Wednesday 25th August, 8.30am.

Interlending and Document Delivery
*Program Title:* Interlending and Document Delivery Services in Support of Distance Education Programs: Perspectives from the Southern Cone

*Speaker's Name:* Isabel Gomez Garmaz
*Position:* Professor, School of Library Science
*Institution:* Universidad La Republica
*City and Country:* Santiago, Chile
*Language:* Spanish
*Title of paper:* Gestacion de la carrera de tecnico nivel superior para biblioteca escolar y publica: modalidad educación a distancia. (Formation of the program for superior grade technicians for school and public libraries: distance education modality.)

*Speaker's Name:* Maria Norma Prevosti
*Position:* Director, Library Science Program
*Institution:* Universidad Nacional de Misiones
*City and Country:* Posadas, Argentina
*Language:* Spanish
*Title of paper:* Bibliotecas populares: Nodos de prestamo interbibliotecario. Relato de una experiencia. (Public libraries: nodes for interlibrary loan. The story of an experience.)

*Name:* Gustavo Liberatore
*Position:* Director, Department of Documentation
*Institution:* Universidad Nacional de Mar del Plata
*City and Country:* Mar del Plata, Argentina
*Language:* Spanish
*Title of paper:* Los servicios bibliotecarios en linea y la formacion universitaria a distancia en la Argentina: Acceso a información y formación. (On line library services and university studies at a distance in Argentina: Access to information and university studies.)
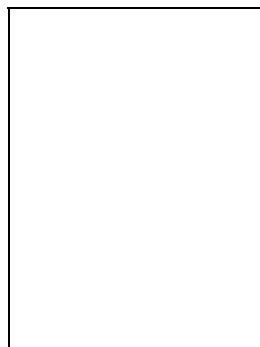
## Standing Committee Meetings
## Buenos Aires – Proposed Agenda

Buenos Aires, Sunday, 22nd August and Saturday, 28th August 2004

Standing Committee 1
8.30-11.20, Sunday, 22nd August
- Introduction
- Approval of agenda
- Approval of minutes of SC Meeting in Madrid, 2004
- Chairs' report – Poul Erlandsen
- Report from the Information Co-ordinator – Carol Smale
- Financial report – Lars Leon
- Election of new Information Coordinator
- Buenos Aires Conference
  - Open Session, Wednesday, 25th August, 8.30
  - Translations of Open Session papers
  - IFLA Booth, Tuesday 24th August, 4-5pm
  - SC dinner
- Business meeting – February 2005: Status of activities
- Cost as a barrier to access – Kim Baker
- Report on training workshops for ILL practitioners – Lars Leon/Kim Baker
- Comparison of IFLA response codes/ISO numbering – Lars Leon
- Future of printed IFLA ILL Request Form
- IFLA Voucher Scheme
- Subcommittees
- Plans for Oslo 2005/Seoul 2006
- 9th ILDS Conference 2005 in Estonia
- Revision of section brochures
- Other business

Standing Committee 2
8.30-11.20, Saturday, 28th August
- Report on Section's Buenos Aires Conference programme
- Complete planning for Oslo 2005
- Advance planning for Seoul 2006
- Election procedure for the SC

- Revision of "Model Handbook for Interlending and Copying", 1991
- Revision of Section brochures
- Other business

***

## 9th Interlending and Document Supply International Conference

The 9th IFLA Interlending and Document Supply International Conference will take place in Tallinn, Estonia from 20 to 23 September 2005 under the theme **"Making Library Collections Accessible Locally and Worldwide"**.  The conference venue will be the Conference Centre of the National Library of Estonia.  The National Library also acts as a parliamentary library, offering a wide range of professional information services.  Along with the conference programme the attendees will be able to visit Estonian libraries and enjoy a diverse social programme.  The Call for Papers and the subtopics of the conference will be available at the conference website at www.nlib.ee/ilds in September 2004.  The website will also offer all new updates concerning the conference as well as background information on Tallinn and Estonia.

Tallinn is the capital of the Republic of Estonia.  The old town of Tallinn is among the best preserved medieval European towns and is included in the UNESCO World Heritage List.  Tallinn has good connections with Europe, one can arrive by air (direct flights from 20 European cities), by sea, by train or by bus.

Additional information: ilds@nlib.ee

Welcome to the 9th ILDS Conference!

Tiiu Valm
Head of the Organising Committee
Director General of the National Library of Estonia

***

## Ask an Expert Service

Do you have a question about document delivery and/or interlending?  Now you can ask an expert!  Send your question to the Information Co-ordinator  ( carol.smale@lac-bac.gc.ca ) for the Section on Document Delivery and Interlending, who will either reply directly or refer your question to an appropriate person for response.  While the service is intended particularly for questions related to IFLA documents and services, questions related to international document delivery and interlending will also be welcome.

<p style="text-align:center">***</p>

## Standing Committee Members

Ms Assunta Arte
Standing Committee Member of IFLA
DOCDEL Section
Via Santa Loja - Zona Industriale
I-85050 TITO SCALO (PZ)
Italy
Tel. +(39)(0971)427253
Fax +(39)(0971)427222
Email: arte@area.pz.cnr.it

Ms Kim Baker
Standing Committee Member of IFLA
DOCDEL Section
National Library of South Africa
139 Vermeulen Street
0002 PRETORIA
South Africa
Tel. +(27)(12)3218931x154
Fax +(27)(12)3255984
Email: kim.baker@nlsa.ac.za

Johnny Carlsson
Standing Committee Member of IFLA
DOCDEL Section
Karolinska Institute Library
PO Box 200
SE-17177 STOCKHOLM
Sweden
Tel. +46 8 52484040
Fax +46 8 52484320

Email: johnny.carlsson@kib.ki.se

Ms Teresa Chapa
Standing Committee Member of IFLA
DOCDEL Section
University of North Carolina at Chapel Hill
CB# 3918, Davis Library
CHAPEL HILL, NC 27514-8890
United States
Tel. +(1)(919)9623948
Fax +(1)(919)9624450
Email: tchapa@unc.edu

Ms Kanigar Chollampe
Standing Committee Member of IFLA
DOCDEL Section
Library and Information Center, Mahidoll University
Phutthomonthon 4 Salaya
NAKORNPATHOM 37170
Thailand
Tel. +(66)(2)4419741
Fax +(66)(2)4419580
Email: likel@mahidoll.ac.th

Poul Erlandsen
Chair of IFLA DOCDEL Section
National Library of Education
P O Box 840, 2400 NV
COPENHAGEN
Denmark
Tel. +(45)88889306
Fax +(45)88889392
Email: poer@dpu.dk

Hans Martin Fagerli
Standing Committee Member of IFLA
DOCDEL Section
Oslo University College
Postboks 4, St. Olavs Plass
N-0130 OSLO
Norway
Tel. +(47)22452878
Fax +(47)22452835
Email: hansmartin.fagerli@adm.hio.no

Ms Elmelinda Lara
Standing Committee Member of IFLA
DOCDEL Section
The University of the West Indies

c/o The Main Library
ST AUGISTINE, TRINDAD
Trinidad and Tobago
Tel. +(868)(662)2002
Fax +(868)(662)9238
Email: elara@library.uwi.tt

Lars Leon
Treasurer of IFLA DOCDEL Section
University of Kansas Libraries, Retrieval
Services
1425 Jayhawk Blvd. Room 210 L
LAWRENCE, KS 66045
United States
Tel. +(1)(785)8643073
Fax +(1)(785)8643855
Email: lleon@ku.edu

Ms Betty Lowery
Standing Committee Member of IFLA
DOCDEL Section
The British Library
BOSTON SPA, Wetherby, West Yorkshire
LS23 7BQ
United Kingdom
Tel. +(44)(1937)546339
Fax +(44)(1937)546333
Email: betty.lowery@bl.uk

A K Martey
Standing Committee Member of IFLA
DOCDEL Section
University of Ghana, Balme Library
P O Box 24
LEEGONG, ACCRA
Ghana
Tel. +(233)(21)767303
Fax +(233)(21)500306
Email: kmartey@libr.ug.edu.gh

Daniel Mattes Durrett
Standing Committee Member of IFLA
DOCDEL Section
Universidad Anahuac, Direccion de
Biblioteca
Apartado Postal 10844
MEXICO CITY 11000
Mexico
Tel. +(52)(5)3288036

Fax +(52)(5)3288070
Email: dmattes@anahuac.mx

Ms Debra McKern
Standing Committee Member of IFLA
DOCDEL Section
Library of Congress
406 10th Street, SE
WASHINGTON, DC 20003
United States
Tel. +(1)(202)7079156
Fax +(1)(202)7076269
Email: dmck@loc.gov

Ms Jindriska Pospisilova
Standing Committee Member of IFLA
DOCDEL Section
National Library of the Czech Republic
Klementinum 190, CZ-11001 PRAHA
Czech Republic
Tel. +(420)(221)663252
Fax +(420)(221)663121
Email: jindriska.pospisilova@nkp.cz

Ms Torill Redse
Standing Committee Member of IFLA
DOCDEL Section
Norwegian Archive, Library and Museum
Authority
P O Box 8145 Dep.
0030 OSLO
Norway
Tel. +(47)23117500/43
Fax +(47)23117501
Email: torill.redse@abm-utvikling.no

Ms Teresa Rodriguez Gonzalez
Standing Committee Member of IFLA
DOCDEL Section
Biblioteca Nacional
Paseo de Recoletos, 20
28071 MADRID
Spain
Tel. +(34)(91)5807899
Fax +(34)(91)5807881
Email: rodrigueztrg@bne.es

Uwe Rosemann
Standing Committee Member of IFLA
DOCDEL Section

Universitätsbibliothek Hannover und
Technische Informationsbibliothek
Welfengarten 1B
30169 HANNOVER
Germany
Tel. +(49)(511)7622531
Fax +(49)(511)7622686
Email: uwe.rosemann@tib.uni-hannover.de

Ms Carol Smale
Information Coordinator of IFLA DOCDEL
Section
National Library of Canada
395 Wellington Street
OTTAWA, Ontario K1A ON4
Canada
Tel. +(1)(613)9921752
Fax +(1)(613)9964424
Email: carol.smale@lac-bac.gc.ca

Ms Penelope Street
Secretary/Editor of IFLA DOCDEL Section
Sydney Jones Library, University of
Liverpool
P O Box 123
LIVERPOOL  Merseyside, L69 3DA
United Kingdom
Tel. +(44)(151)7942688
Fax +(44)(151)7942681
Email: pstreet@liverpool.ac.uk