Newsletter of the IFLA Document Delivery and Resource Sharing Section

November 2006

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A Note from the Chair

This issue of the newsletter marks a farewell to the traditional paper version as IFLA has now decided that Section newsletters can be published in electronic format only. However for those of our members who might experience difficulties in accessing the IFLA website and therefore unable to download we still provide the possibility to request a paper copy.
If you need a paper copy please do not hesitate to contact our Information Coordinator Ms Joan Stein, Carnegie Mellon University Libraries, Hunt Library, 4909 Frew Street, PITTSBURGH, PA 15213, United States, Tel. +(1)(412)2685826, Email: joan@andrew.cmu.edu

We hope that you are sympathetic to our efforts in reducing administrative costs for the organization.

Another busy year is lying ahead of us. In 2007 the Section will participate in the Durban Conference in August with an Open Programme focusing on "Using technology to improve Interlending and resource sharing services". The call for papers will soon go out and we hope that our members will be interested in submitting abstracts to the Standing Committee.

In October 2007 the National Library of Singapore will be hosting the 10th International IFLA Interlibrary Loan & Document Supply Conference "*Resource Sharing for the Future - Building Blocks to Success*". You will find a lot of information about this event already now at the conference website at http://www.nlbconference.com/ilds/

A call for bids to host the 11th ILDS Conference in 2009 has been distributed by the IFLA Headquarters with a 1 February 2007 deadline. If your library or association is interested in submitting a bid please take this opportunity to host colleagues from around the World.

Soon it will also be time for nominating candidates for the Document Delivery and Resource Sharing Standing Committee. We hope that our members will consider possible candidates and use the opportunity to submit nominations.

Kind regards,

Poul Erlandsen
Chair, IFLA Document Delivery and Resource Sharing Standing Committee

Minutes of the Mid-term SC Meeting in Rome

Present: Assunta Arte, Kim Baker, Poul Erlandsen (Chair), Teresa Rodriguez Gonzalez, Jacqueline Gillet, Betty Lowery, Debra McKern, Jindriska Pospisilova, Uwe Rosemann, Elisa Soares, Joan Stein, Penelope Street (Secretary).

Apologies: Daniel Mattes Durrett, Nadezhda Erokhina, Elmelinda Lara, Margarita Moreno, Carol Smale, Li Xiaoming

1. Approval of agenda

2. Approval of minutes of SC meetings in Oslo
    The minutes were approved.

3. Matters arising
    5) UR queried the translation of the Section brochure's into German.
    Action: JS to chase this up.
    9) Andrew Braid requires some instructions from IFLA re submitting his paper for publication.
    Action: PE will contact the editor of the IFLA Journal. Andrew will send his revised paper to PS for inclusion in the Section's newsletter.

4. Report of Co-ordinating Board meeting
    PE reported on the Professional Board Committee meeting held in The Hague.
    *   All Section reports accept one have been received and will be referred to the Review Committee. Findings to be reported at the next Professional Committee meeting. Edward Swanson will report back on our review.
    *   Edward Swanson had stated that there was nothing to report to the Professional Committee from our Division.
    *   The theme for the 2008 Quebec conference is *Libraries without borders: navigating towards a global understanding.*
    *   JS had received an email from Sophie Felfoldi re the translation of our strategic plan into other languages. She is unclear about the audience this is aimed at and thinks it is not necessary.
    Action: PE will contact Sophie to state that the SC consider this important and will continue with this policy since we represent the interests of librarians of those countries and the translations are for their benefit.

5. Financial report
    *   DMcK reported that the new account has been set up.
    *   PE had checked with IFLA HQ that it is okay to keep the account.
    *   The $1000 from the Estonian ILDS conference has been transferred into the account.
    *   The question of funding for future ILDS conferences was discussed. The $1000 amount may no longer be adequate and the committee may need to approach IFLA HQ for an additional amount. If Singapore had to generate an extra $1000 they may need to raise the registration fee.
    *   DMcK is to check the situation re our account. Currently it is a non-interest bearing one.

6. Seoul conference
    Open programme
    *   Theme is Best Practice in Document Delivery and Resource Sharing.
    *   3 papers were selected:
        *   *Did we get it right? Post evaluation of New Zealand's interloans best practice workshop (Janice Farrelly, Thelma Fisher)*
        *   *Transforming the document delivery and resource sharing engine (Cyril Oberlander)*

- *Benchmarking recommendation: trained staff, improved workflows, automation, what next! (Margarita Moreno)*
- There would be 4 papers in the 2 hour slot. The 4th paper would be by JS (PE to deliver).
- Discussion on translation of papers. 1st July is the deadline for translation.
- DMcK will be moderator for the programme session.

Action: PE to contact speakers and ask for them to send their papers as soon as possible so that there is time to organise translation. PE will complete forms and return to IFLA HQ.

Satellite
- PE reported that the web page advertising the event was up.
- PE outlined the programme for the event. The title is Resource Sharing, Reference and Collection Development in a Digital Age - a practical approach
- 5 papers were selected:
  - *A case studies describing local practice (Hisoon Song)*
  - *Current status and issues of electronic document delivery at KISTI (Suhyeon Yoo, Heeyoon Choi)*
  - *Brazilian initiatives in document delivery and resource sharing (Emir Jose Suaiden, Paulo Cesar Siqueira)*
  - *Interlibrary loan and open access: convergences and divergences (Kay Vyhnanek)*
  - *Opening Pandora's box: negotiating the intersection of document delivery and virtual reference service (Jo Kibbee)*
- There would be 6 papers. The 6th paper would be by PS.
- Speaker/titles of papers need to be submitted to IFLA HQ by 10th March. PE to email Pentti Vattulainen

7. Pre-planning for Durban conference
Open programme
- Theme would be *Technology as an enabler of access* (or similar)
- KB to send out a call for papers locally (Africa)
- 4 papers, 3 from within Africa and possibly 1 from outside the area. Focus will be on success stories and how problems have been overcome.
- Call for papers to go out in November and proposals examined at next February's meeting.

Satellite
- KB reported that a venue had been booked for the satellite event – Centre for the Book in Cape Town.
- KB raised the question of whether a satellite event was viable given the resources needed to organise it and ensure we could guarantee attendees. A decision would be needed by 1st March.

Action: PE to contact Pentti Vattulainen and Annsophie Oscarsson to ascertain their views on holding a satellite given funding issues. The viability of organising a satellite in Quebec 2008 would be discussed at the Seoul conference.

8. ILDS 10th conference - Singapore
- Conference will take place around October 2007. No firm date as yet.
- The venue will be the National Library of Singapore and a nearby hotel.
- It was stressed that close co-operation between the Section and the conference organisers was important (this feedback had come from the Tallinn conference organisers). It was noted that representative from Singapore had attended the Tallinn conference and would have gleaned information from it.
- Call for papers would be this autumn with proposals received by

January to be discussed at the February SC meeting.

- There was discussion on the conference theme. It was noted that Singapore, despite being technologically advanced, does not have a well developed ILL system and would be keen to receive input from other countries. It was decided that the theme would be Resource sharing for the future: building blocks to success.

Action: PE to suggest this theme to Singapore and offer any help they need. The conference sub-committee (DMD, JP, PE, CS, KB, AA) to work on developing material on conference preparation that can be used for future events.

9. Strategic plan
   - PE reported this had been approved by IFLA HQ without comments. The French and Italian versions are on the web and the Russian and Spanish versions have been sent to JS to pass on to Sophie Felfoldi for inclusion.
   - There was discussion about how far progress had been made on a draft letter to be sent to National Libraries. Once this has been completed, IFLA may be able to assist with address labels for National Libraries.

Action: ES will produce a Portuguese version, UR a German version. PE to contact IFLA HQ re address labels.

10. Model Handbook for ILL
    DMcK suggested that Committee members should work on individual chapters. PE suggested applying for project money from IFLA.
    Action: BL to send DMcK a list of chapters from the recently published UK ILL publication with a view to using this as a template. Committee will meet in Seoul to discuss allocation of chapters. Before this, DMcK, EL, BL, JG will work on

fleshing out the content for each chapter and will circulate this to the Committee prior to the meeting in Seoul.

11. IFLA Guidelines for Best practice in ILL
    - Will accept paper requests but electronic submission should be encouraged.
    - A general statement on payment should be included, making mention of the IFLA Voucher Scheme.
    - Estimated that 1000 copies would be needed with versions in several languages. This would be sourced locally.
    - Once completed, news should be circulated via all list-servs.

Action: BL will write an introduction and formulate text then circulate it to the Committee. JS will investigate printing.

12. Printed IFLA ILL request form
    PE reported that he had asked IFLA HQ if they are willing to take this over when BL retires. BL reported she had contacted Susan Schaepman who thinks it is a good idea to take this over sooner rather than later and will discuss the matter with her boss.
    Action: BL to contact SS.

13. IFLA Voucher Scheme report
    PE gave the final report for 2005 received from Susan Schaepman. 571 orders were fulfilled in 2005 and there has been an increase in sales of 7% with a predicted net surplus of 4813 euros. Since November 2005 reissued vouchers only are being used and the additional workload has led to an increase in her hours from 16 to 20. There is currently 668,000 euros in the bank with interest at 2.5% (14,321 euros). The possibility of investing some of the money is being considered.

Sara Gould had produced a leaflet on how to use the voucher and the possibility of a web version was discussed.
Action: PE to suggest credit card payment to IFLA HQ. SC to look at the IFLA Voucher website re accuracy of content and send comments to SS. BL to ask SG if she has a master copy of the leaflet.

14. Programme evaluation form
JS presented a draft evaluation form. Discussed and modified by SC. To be used at Seoul open programme and modified for use at the satellite.
Action: JS to amend form. PE to suggest its use at satellite event to Pentti Vattulainen and Annsophie Oscarsson.

15. ILL training programme for developing countries
KB presented a paper from Lars Leon. LL is keen to proceed with a pilot programme in Bulgaria and produce a survey. KB suggested that some IFLA content would need to be included if the programme is being done under the IFLA name. The SC gave agreement for a pilot programme to be done in its name subject to the following provisos being met:
- It should be a core model that can be used whatever the context
- Committee must have a say in contact and programme needs to have IFLA relevance.
- Costs must be minimal and the programme available to all areas.
- LL must provide the Committee with a draft survey along with an indication of budget and level of commitment from library schools
Action: SC to ask LL to produce a kit that will be the basis for a model to be used in the future. This will be reviewed by the SC.

16. Any Other Business
JS reported on feedback from US ILL Discussion Group re things they would like to see from the SC:
- Production of a web version of an international directory of national libraries with regulations given for each library.
- Development of WIKI – a central information sharing place with an international flavour.
- More advanced knowledge of which papers are being translated at IFLA conference.
- Guidelines for using trackable methods of shipping internationally.
Action: SC to look at Guidelines in Seoul with a view to any changes that might be required.

Mid-Term Business Meeting and evaluation of seminar
PE thanked AA for organising the meeting and seminar and asked for feedback on the latter. AA reported that it was valuable for colleagues who do not have the opportunity to attend international conferences since it is good to hear perspectives from other countries. The Committee also commented that it was valuable for them to find out more about the Italian system.
Action: AA will write a report of the seminar for the Section newsletter. ES to organise a similar seminar for Lisbon

Venue for Mid-Term Business Meeting 2007
ES has offered to host the meeting in Lisbon. Suggested dates 22nd–23rd February 2007.

The impact of e-resources on document delivery
Seminar in Rome – February 2006

Assunta Arte

During the successful mid-term business meeting, held in Rome on 23rd-24th February 2006, the Document Delivery and Resource Sharing Section, the National Research Council (CNR) of Potenza - Library Service - and the Libraries' Association - Lazio Section gathered together Italian researchers, librarians and experts coming from the rapidly developing research areas of "*the impact of e-resources on document delivery*". Thus, the main goal of this seminar on "T*he impact of e-resources on document delivery: an overview of the international library community*" was to analyse the international trends within the use of e-resources in document delivery services.

At the seminar about 100 colleagues from the Italian library community were present. The seminar was focused on the recent trends of the inter-library lending and document delivery in Italy; it has been very successful and the "Document Delivery and Resource Sharing" Section will use it as a model for similar future events in the countries hosting the next mid-winter meetings.

This event had been proposed by the Section's Italian member, Ms Assunta Arte, during the 2005 Mid-term meeting held in Prague and its realization has been possible thanks to the cooperation between CNR, Research Area of Potenza, Aib Lazio and University of Rome 3, Faculty of Science of Training. This cooperation was very successful; first of all because it involved a large number of participants and also because, even if addressed to an Italian audience, it has been able to give value to the contribution provided by the attendance of librarians from all over the world, making the international community aware of the fact that, also in

Italy, important projects are being carried on and, so, that we are doing a good job. In fact, the day following the seminar, during the Standing Committee meeting, we all soon perceived that everyone had taken advantage from the organization of a meeting for exchanging different experiences and initiatives and we understood the importance of activating communication integrated channels within an IFLA Section.

The seminar dealt with the issue of the document delivery systems in Italy, Germany and the United States. Having personally attended the seminar with a paper presenting the Italian library community to our foreign colleagues, I would like to remark how cooperation can be fruitful as a professional enrichment and as an occasion to get in touch with foreign colleagues for future collaborations. In fact, it has been possible to start a relationship between the organizers of the next NILDE workshop and the Section Standing Committee which will attend the round table with its German representative.

We were welcomed by the President of the AIB - Section Lazio – and by Luisa Marquardt, from the Faculty of Science of Training of the University Roma 3, which hosted the event.

The chairman, Poul Erlandsen, gave the opening paper on the "S*tructure of the Danish library system*" that highlighted how the lending activities (ILL) work within the academic and research libraries which, since 2001, are ruled by a government's law that utters: "*A state library or a library receiving funds by the government participates in the overall cooperation as for the interlibrary lending*". These libraries guarantee the free document supply service to the final users, usually their own students, professors, researchers and faculty or institute staff. Some of these libraries never ask for payment, while others ask for a payment only when their materials are borrowed by foreign libraries. The

main purpose of a *document delivery* service is to ensure citizens an immediate access, through the libraries, to the widest range of information resources. At the same time, a new collective web catalogue of the library resources has been launched under the name **www.library.dk**. This database includes the materials available in all the Danish libraries and allows any citizen to search and ask free for periodical materials - books, videos and CDs included.

The request is sent to the ILL Department of the chosen library where the staff can have an on-line access to the incoming applications' database. After having identified the user and the bibliographical data, the request carries the materials available in the national collective catalogue, thus librarians do what they usually do for the local user and look for the lending library. It is surprising how this service has led to an increase in the number of Document Delivery requests in the Danish Libraries. As for the public libraries, this number had a 75% increase in the period 2000-2003 and the overall number of transactions in Denmark reached about 2 million requests in 2004. For many libraries this has meant a huge increase in costs for staff and mail fares that cannot be recovered by further takings, so there is the problem of minimizing the costs to face such a demand.

Moreover, it has become obvious that a further development of this system will ask for an increase in the level of the staff's involvement, including both the user validation and the mediation of each request.

The speakers Uwe Rosemann - director of the German National Library of Science and Technology of Hannover, Germany -, Valentina Comba - person in charge at the University of Bologna and Member of the IFLA Reference and Information Services Section-, Silvana Mangiaracina - person in charge for the Library of CNR – Research Area of Bologna- and Cinzia Fortuzzi - director of the Library of the Department

for Treasury – Ministry of Economics and Finance – debated on the following topics:

- *Developments of the copyright law in Germany,*
- *Document Delivery and e-subscriptions: a case study from the NILDE network,*
- *The Open Access and the e-resources: their use by users and libraries,*
- *Essper: integration of bibliographical databases and document delivery.*

The German library system was explained by Uwe Rosemann, who started from a description of the different levels of *Subito's* and the publishers' activity in the field of copyright. Rosemann underlined the legal actions undertaken by the international publishers to *Subito* and to the German libraries. The first legal action was started by the publisher STM in 2002. In spring 2003, *Subito* has started a negotiation with STM's delegates. *Subito's* mental strategy in this process was the following: negotiation was meant to hinder the final clients in non-German-speaking countries (Germany, Austria, and Switzerland).

To sum up, what *Subito* and the publishers aim to do through their agreement is to incorporate e-products directly into *Subito's* services, with specific costs where applicable. That means that clients can choose to have an immediate access to a document already available in an electronic format or to have it in a PDF format within 72 hours. This aspect cannot be set if publishers think that *Subito* should take into account that there are some regional consortia for purchasing e-reviews and should incorporate in these consortia the price negotiation, too. *Subito* will do it by using the DRM system

In her presentation on the open access, **Valentina Comba** pointed up the growth of the phenomenon of the institutional archives as a new service for researchers and the implications and opportunities to share resources in libraries. The year

2004, Ms Comba said, was the year when the movement of open access had the greatest number of academic reviews on line; this means a great enrichment of the libraries' bibliographic assets. So, the people responsible for document delivery services can have enlarged resources at their disposal through the use of the Google searching network.

The most important Italian project for managing Document Delivery, NILDE (Network Inter-Library Document Exchange), was presented by Silvana Mangiaracina, who started from the story of NILDE and highlighted the growth of the network through the inter-institutional cooperation; she completed her presentation by talking about the electronic document delivery, mentioning the laws on copyright and patents for on-line subscriptions in Italy.

Cinzia Fortuzzi introduced the project ESPERR and its story and underlined the cooperation of the libraries involved as the strong point able to guarantee very high quality lending and document delivery services. She illustrated in detail the kinds of collaborations existing for the document delivery service: ACNP, SBN-ILL e NILDE. ESSPER gives the possibility to directly have access to the ACNP archive in order to certify in which one of the participating libraries the periodical where a user has found an interesting article can be found. The counting is regularly inserted in the ACNP database. The counting archive allows the entitled libraries to automatically transfer data to the SBN-ILL management system in order to allow the requests for sending the article. The use of the SBN-ILL system is free of charge both for the applying and for the sending library. Each library can ask for the payment of the service according to its own fees. Within the ESSPER Association, the standard conditions are applied. We have agreed with NILDE for using, directly from the identified bibliographic information, the service of document delivery request to the involved libraries. To use the Nilde

Service, both the applying and the receiving libraries must sign a subscription.

All these presentations have underlined that, in Europe, the situation is in a ferment, to coincide with the rising of new problems which are more and more connected to the possibilities to exchange documents in an electronic version, and to the presence of users who are more and more demanding and technologically sophisticated.

*The speakers **Joan Stein** - Head Access Services Senior Librarian, Carnegie Mellon University Libraries, Pittsburgh, United States - and **Penelope Street** - Sydney Jones Library, University of Liverpool/ Secretary of the IFLA Document Delivery and Resource Sharing Section - gave the following presentations: Best practices for lending and document delivery services and Ifla's initiatives concerning document delivery and resource sharing.*

According to our Ifla colleague, **Joan Stein,** there has been a change in the duties performed by the library's employees who, being expert keepers, play a primary role in the wide and boundless world of communication. Ms Stein, trying to identify the main best practices' activities by means of a more transversal survey, listed the following points:

- unquestioned culture of exchange and continued improvement;
- supporting an organization aiming at learning;
- questions concerning the supply of excellence models.

Thus, according to the study carried out by Ms Stein, we must look at other libraries which have already carried out studies and published results. In fact, she mentions some US studies carried out by the Association of Research Libraries, and others done in the Northern European Countries, in Australia and in New

Zealand. In the Association of Research Libraries' opinion, the following points are highly performing in the service of lending and document delivery:

- Maximizing the use of technology;
- Using one only communication system;
- Keeping an office managing the paper service.

Ifla carries out the service by taking into account the following questions:

- The lending and document delivery services should be an integral part of the services supplied by a library;
- The activities of the users' demands must not be limited;
- The final user must be involved in the applications as much as possible;
- The users' access to the collective catalogues must be guaranteed by means of request facilities;
- The new technology should be introduced in all the processes;
- The electronic copies should be sent, if possible;
- Expert suppliers should be selected;
- The service should be regularly fast.

I thought **Penelope Street**'s presentation was particularly interesting for the Italian public; she described the Ifla's role in the global market of *Resource Sharing* and examined the modalities through which the Document Delivery and Resource Sharing Section tries to achieve these goals.

Let me summarize the following items:

- The international nature of resource sharing;
- The development of new tools for resources;
- The access to full-texts of e-reviews;
- A change towards the immediate document delivery.

Which can thus be the winning strategy to create Document Delivery and Inter-library Lending Systems which can be valid on a national and international level?

The answer cannot be univocal but should make use of concepts such as: training (both for the personnel and the users), cooperation, a wider use of emerging technologies and a greater attention to the human factor.

Report from Australia

Margarita Moreno

Since the last report there have been a number of developments in the Australian Interlending environment. Firstly in March this year the National Libraries of Australia and New Zealand announced the launch of a new service which permits members of both Interlibrary Loan Networks to exchange ILL requests using the ISO ILL protocol.

The Trans Tasman Interlending service (**http://www.nla.gov.au/librariesaustralia/tepuna.html**) enables Libraries Australia Document Delivery and Te Puna Interloan members to seamlessly request and supply interlibrary loans to each other. This makes an additional 300 libraries available to Libraries Australia Document Delivery members, and brings the total number of libraries involved in ILL between the two countries to 900. In additional to increasing the number of libraries participating in the network this new service facilitates the easy payment of interlibrary loans. The Libraries Australia Document Delivery Payments Service manages the financial transactions between the supplying and requesting library and includes Te Puna Interloan members. The service works by crediting the supplying library for the amount of the charge imposed by the supplying library and debiting the requesting library for the amount of the charge imposed by the supplying library. At the end of the month the system summaries the transactions passes the information to the billing system and forwards a report of all

transactions between the library and other members of the payments scheme during the billing period.

Secondly the Australian Library community has endorsed the revision of the Interlibrary Loan Resource Sharing code (ILRS). The Australian Library and Information Association's Interlibrary Lending Expert Advisory Group (ALIA ILLEAG) co-ordinated the sector-wide consultation that has led to the revised ILRS Code to be launched formally at the Resource Sharing Consultation Forum. The new Code came into force on 1 July 2006. The new ILRS code reduces the agreed turnaround time for core requests to a maximum of 4 working days and simplifies the service levels to three: Core (4 day turnaround time), Rush (24 hours) and Express (2 hours). Changes were also made to the principles behind the code. For more information on the Australia Interlibrary Loan and Resource Sharing code visit **http://alia.org.au/interlibrary.lending/ilrs.code.html** The revised ILRS Code replaces the Code adopted by the library sector in 2001, with minor amendments in 2004.

Thirdly, in May 2006 the National Library of Australia hosted the Resource Sharing Consultation Forum which invited representatives of Library peak bodies to discuss resource sharing in Australia and explore opportunities for future development. The forum considered the impact of e-resources, contributing to union catalogues amongst other topics. One of the most interesting outcomes is the formation of a group to look at developing new models of resource sharing particularly in offering distributed interlibrary services to Australian users. The papers and recommendations of the forum will be available on the National Library website soon.

Satellite Meeting on Resource Sharing, Reference and Collection Development in a Digital Age – a Practical Approach.
Held in Seoul Korea from 16-18 August at the National Library for Children and Young Adults

Margerita Moreno and Pentti Vattulainen

The keynote speaker, the former president of the Korean Library Association, Dr Lee Doo Young challenged participants to consider the information gap not just in terms of technology or the lack thereof, but to include knowledge and culture in the equation.

The first session introduced the activities of the IFLA Acquisitions and Collection Section, in particular several of topics planned for inclusion in a new publication/manual on the selection, acquisition and management of electronic resources. The speakers then guided participants through some of the pitfalls. In summary the lessons learn include: negotiate hard – you may be surprised at what you can achieve; be vigilant with the licence agreement; be sure to include document delivery and monitor changes in content or conditions; develop expertise in managing/negotiating electronic resources; collect statistics such as Counter compliant statistics and possibly the most important of all ensure users know about the e-resources – just because a library has them doesn't mean users know about them or can use them successfully. The section concluded with the hope that some of the new search engines and portals will help provide better access to these publications.

The second session covered document delivery. Document delivery is also changing in this environment with technology providing easier, faster, better ways of delivering information to users however interlibrary loan policies and legislation isn't necessarily keeping up with these changes. The first presentation covered the role of the Standing

Some of the delegates attending the Satellite Meeting held in Seoul, August 2006

Committee on Document Delivery and Resource sharing and highlighted the activities of the committee, particularly in setting guidelines and explaining the voucher scheme. Participants learnt of the innovations at the Bucheon City libraries in providing interlibrary loans between the small and city libraries and the increase in usage of material and satisfaction of users. Next participants discovered the similarities between interlibrary loan and open access where we share some of the same issues in terms of electronic delivery and copyright. KISTI highlighted the benefits of using technology and negotiated access to delivery efficient, cost effective methods of delivering electronic documents to users in both the education and business sectors. Pandora's Box covers some of the issues and pitfalls in the change to virtual reference and the increasing need to be able to link to document delivery services. Reference librarians need to know more about document delivery and find easier ways to combine the two, users don't always know the internal processes of libraries nor should they need to, it's up to professional

in the information business sot make it easy for them to find the information and how to get it.

The third session began with a presentation of the IFLA Digital Reference Guidelines created by the Reference and Information Services Section. The guidelines covered ideas, suggestions and issues in setting digital reference services, ensuring they are centred on the user and their preferred methods of receiving information rather than what librarians or web designers think. A number of examples were given for example the Danish project that is setting up services for women from other cultures to provide them with information about the services available to them http://kvinde.finfo.dk/ or digital reference services at http://www.biblioteksvagten.dk/english/index.asp. The National Diet Library reported on the development of their reference database contributed to by over 400 libraries in the public, university and special library sectors. This database allows librarians to share responses to reference queries, user guides and other

information but it also allows for restricted access as well public access to the information. The paper on distributing bibliographic software through the university highlighted similar issues to those found in negotiating access to e-resources, namely, consider carefully the terms of the licence and how you distribute, monitor and manage access. The final paper discussed the issues in setting up chat reference services in Korea and reported on an experimental chat project and the lessons learnt. The project highlighted the importance of trialling and learning from the exercise and listed a number of recommendations for setting up a chat service in Korea.

The discussion session at the end of the meeting highlighted a number of other issues: In terms of international lending the issue of cost for postage was listed as one of the deterrents; people with disabilities often have difficulties in access e-resources and the group was asked to consider this issue. And finally the difficulties different cultures have in access information on the web and in e-resources with over 60% of the web in English for many this information is impossible to decipher.

The meeting was sponsored by the IFLA sections on Acquisition and Collection Development, Document Delivery and Resource Sharing and Reference and Information Services. The meeting was directed at practitioners primarily working in libraries in the region. This meeting was intended as a first in a series of training workshops giving the three sections the opportunity to disseminate information on the IFLA principles guidelines and best practice to practitioners in a particular region.

60 participants attended the meeting with more than half from Korea and the region and the rest from 17 countries all over the world. The facilities and arrangements were excellent, thanks to Library Director, Sook Hyeun Lee and her staff and the Chief Executive of the National Library of Korea Dr Kwon Kyung Sang. The hospitality shown by the hosts was outstanding and for all of the participants a marvellous introduction to Korea.

Open Session: Seoul conference

Our session is Sunday 20th August, 13.45-15.45.

The programme is entitled *Best Practice in Document Delivery and Resource Sharing.*
- IFLA Guidelines for Best Practice in Interlibrary Loan and Document Delivery
  POUL ERLANDSEN (National Library of Education, Copenhagen, Denmark)
- Benchmarking recommendation: trained staff, improved workflows, automation. What next!
  MARGERITA MORENO (National Library of Australia, Canberra, Australia)
- Did we get it right? Post evaluation of New Zealand's Interloans Best Practice Workshop
  JANICE FARRELLY (University of Canterbury, Christchurch, New Zealand), THELMA FISHER (University of Otago Library, Dunedin, New Zealand) and TED KURMANN (Wellington City Libraries, Wellington, New Zealand)
- Transforming the document delivery and resource sharing engine
  CYRIL OBERLANDER (University of Virginia, Charlottesville (VA), USA)

Links to the full text of these papers are available on the IFLA website at
http://www.ifla.org/IV/ifla72/Programme2006.htm

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IFLA Management & Marketing Section announces

5th IFLA International Marketing Award-2007 (sponsored by Sirsi Dynix)

The Award will honor organizations that have implemented creative, results-oriented marketing projects or campaigns.

The Award winner will receive airfare, lodging and registration for the 2007 IFLA General Conference and Council in Durban, South Africa, as well as a cash award of USD 1,000.

Full announcement and Application form will be made available on IFLANET shortly.

Last date for submitting applications: 30 November 2006

For previous years' award please visit:
http://www.ifla.org/VII/s34/index.htm

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