Newsletter of the IFLA Document Delivery and Resource Sharing Section

October 2007

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Note from the Chair

This has been a busy year for the Standing Committee. We are delighted to welcome our new members to the Standing Committee, and will be introducing them to you in this issue. They bring a wealth of expertise with them, and we hope to put that expertise to good use in the next two years!

I am the new Chair of the Standing Committee for the period 2007 – 2009. I would like to thank our outgoing Chair, Poul Erlandson, for his sterling work in leading the Committee for the past few years. We will take forward the excellent foundations he laid, and carry them through into the next two years.

In this rapidly changing information environment, resource sharing continues to be relevant and critical in ensuring equitable access to information for all citizens of the world. The rapidly developing technologies can only enhance our service delivery, and for this reason, we will be aligning our strategic actions to embrace the possibilities that are on offer. There are developments in the pipeline at IFLA with regard to the IFLA Voucher Scheme, and we will be seeking your input on these developments – an article in this issue by Joan Stein, our Information Coordinator, explains the developments.

We will be sure to keep you informed of the upcoming activities and projects, including the 10th ILDS Conference being held in Singapore from 29 – 31 October 2007, our mid-term business meeting being held in Nancy, France in February 2008, as well as planning for a Satellite event in Boston, USA before the WLIC conference in Quebec, Canada in August 2008. Watch this space!

There is much work ahead of us, and we are looking forward to the exciting times ahead!

With kind regards,

Kim Baker
Chair: IFLA Document Delivery and Resource Sharing Standing Committee

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Introducing the new members of the Document Delivery and Resource Sharing Standing Committee:

Matt Goldner (USA)

Matt joined Online Computer Library Center (OCLC) in October 2004 and is currently the Executive Director, End User Services with responsibility for WorldCat.org, WorldCat Local and Social Network Services.

Prior to joining OCLC, Matt worked for Fretwell-Downing Informatics (FDI) for 4 years and Geac Computers for 7 years. In both companies he was involved with increasing levels of responsibility for product direction and creation. His final position at Geac was Global Product Manager for the Library Division and at FDI served as Executive Vice President for the US subsidiary.

Matt has a good foundation in this field starting with his work as a cataloguer at the BL Fisher Library in 1980. During this period, he was involved in the early days of automation – first using the OCLC cataloguing system, and later writing a grant to create the first COM-Cat for the BL Fisher Library. Matt continued his interest in automation for the library world working for Durham County Council and the Coastal Plain Regional Library - the latter receiving a Governor's Award for Technical Excellence in 1992.

Matt graduated with an MSLS from the University of Kentucky in 1978 and an MA Religion from Asbury Theological Seminary in 1980. He has been an active member of various NISO committees.

Rose Goodier (UK)

Rose Goodier is currently Head of Document Supply and Academic Liaison Librarian for English and American Studies at The University of Manchester in the UK.

A graduate in English, Rose obtained her postgraduate library qualifications at Manchester Metropolitan University. She commenced working at UMIST Library in 1979, initially working in the Cataloguing department. Over the years, Rose worked in a variety of roles at UMIST Library,

spending a couple of years on secondment as LAMDA Project Officer and also as an administrator for CALIM (The Consortium of Academic Libraries in Manchester). Rose had been Head of Document Delivery at UMIST for several years when the merger between UMIST and Manchester University occurred in 2004.

Following the merger, Rose was appointed to the post of Head of Document Supply at The John Rylands University Library. The library has one of the busiest university document supply departments in the UK and the service is run as a multisite operation. Rose took on the additional role of Academic Liaison Librarian for English and American Studies in July 2006.

As well as being Secretary to the IFLA Section for Resource Sharing and Document Delivery, Rose is currently Chair of FIL (The Forum for Interlending.) FIL is a UK-based organization which was originally founded in 1987 with the remit of providing a forum for the discussion of interlending and document supply policies and practices. The organization now has over 200 members, including some from overseas, and an annual conference is held in July of each year. FIL seeks to monitor international developments in the area of resource sharing, as well as to advance co-operation and practices in interlending. A regular newsletter is produced events are held on a regular basis and members are encouraged to participate in online discussion groups.

In her spare time, Rose loves to travel and enjoys meeting new people. She welcomes the fact that she has been given the opportunity to join the IFLA Community and looks forward to contributing to the work of the Section.

Mary Hollerich (USA)

Mary Hollerich is Head of the Collection Access Section at the National Library of Medicine (NLM) where she oversees the library's interlending and onsite access operations as well as development and technical support for DOCLINE, NLM's ILL request routing and referral system used by more than 3000 medical libraries in the U.S. and abroad. She has over twenty years' ILL experience at the University of Illinois Urbana-Champaign, University of Southern California and, most recently, Northwestern University. She is a very active member of the American Library Association, having served as chair of its Management and Operation of User Services Section (MOUSS) and was a founding member of the Sharing and Transforming Access to Resources Section (STARS), ALA's only section devoted to the full spectrum of resource sharing activities. Mary received her Master's degree in Library and Information Science and Bachelor's degree in Germanic Languages and Literature, both from the University of Illinois at Urbana-Champaign.

Robert Krall (USA)

Robert Krall is Director of Departmental Libraries, Resource Sharing and Delivery Services, overseeing resource sharing and patron-initiated borrowing services at the University of Pennsylvania Libraries. He serves as Project Manager for the BorrowDirect resource sharing partnership serving the faculty, staff, and students of seven research universities: Brown, Columbia, Cornell, Dartmouth, Penn, Princeton, and Yale. BorrowDirect enables scholars to search the virtual combined catalogs of the seven libraries and place requests for materials unavailable locally with minimal staff intervention. Last year, the service supplied 135,000 books and has grown steadily since the service was launched in late 1999.

Krall also oversees Penn's participation in two additional resource sharing initiatives. The Pennsylvania Academic Library Consortium's E-ZBorrow program offering book borrowing services to patrons of 60 academic libraries in Pennsylvania and surrounding states. Penn is a member of RAPID, administered by Colorado State University, which is a partnership of research libraries committed to providing quick access to journal literature through a streamlined web-based administrative system that provides one day turnaround service by lenders and electronic delivery of all articles.

He has been active for over 10 years in various access services and resource sharing groups, including the Ivy+ Access Services Symposium, American Library Association, Association of College and Research Libraries. He has promoted international resource sharing programs through his participation in the OCLC/RLG Programs Shared Resources Program (SHARES), where he has served on the Executive Committee and the International Resource Sharing Task Force.

Helén Sakrihei (Norway)

Helén Sakrihei is head of the Repository Library at the National Library of Norway. Helén has been working in the National Library of Norway since 1991. She has been head of the Conversion Office and head of the Monograph Office. At the Conversion Office she among other things worked with conversion of the Norwegian Union Catalogue and the National Library's catalogue of foreign literature. She also has been working with legal deposit issues, the planning of the ongoing digitization project in the National Library of Norway and on specifications for a new

library system for the National Library. Helén has been a member, and later head, of the Reference Group on Acquisition in the Norwegian library system Bibsys.

Robert A. Seal (USA)

Bob Seal is Dean of Libraries at Loyola University Chicago. Prior to coming to Loyola, he was Dean of the Library at Texas Christian University in Fort Worth, Texas, for more than 11 years. He has held other administrative positions at the University of Texas at El Paso, the University of Oklahoma, and the University of Virginia. He holds a masters degree in library science from the University of Denver and a bachelor's degree in astronomy from Northwestern University. He has been involved in international resources sharing since 1988 when he helped initiate a program of interlibrary loan between academic libraries in Mexico and the Southwestern United States. Bob has chaired ALA's International Relations Committee and its subcommittees on Mexico and Latin America and the Caribbean. He has presented papers on international resource sharing at conferences in Europe, Latin America, and China, and has written several articles on the importance of international resource sharing.

The Committee wishes to extend a warm thank you to our retiring members – Poul Erlandson, Penny Street and Betty Lowery, and we thank them for their sterling work over the years!

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IFLA VOUCHER SCHEME – YOUR INPUT NEEDED!

If you use and accept IFLA vouchers as payment for international interlibrary loans, the IFLA Standing Committee on Document Delivery & Resource Sharing requests your feedback on a potential change to the IFLA Voucher Scheme. Please read this message carefully and send us your comments no later than October 20, 2007.

The IFLA Governing Board is suggesting that future IFLA vouchers carry expiration dates of five years from the year of purchase. For example, vouchers purchased in 2009 would expire in 2014; vouchers purchased in 2010 would expire in 2015. These vouchers could be tracked via barcodes, which would allow IFLA to track them electronically rather than their current manual process. This change would relieve the Voucher Scheme Office of the liability of maintaining a large sum of money required to cover the potential return of all of these vouchers. Once the expiration date passes, the vouchers would become invalid for use and could not be exchanged for their cash value.

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The IFLA Standing Committee on Document Delivery & Resource Sharing needs to know if this proposed change would affect your participation in the IFLA Voucher Scheme. Specifically:

- **Would you find the need to track expiration dates of vouchers you purchased and vouchers you received as payment burdensome? If so, would it cause you to consider withdrawing from the Voucher Scheme?**

- **Would trying to use those vouchers with the earliest expiration date require extra work for your operation?**

- **Do you find that ease of use and lack of expiration dates are appealing features of the Voucher Scheme?**

- **In your opinion, would this proposed change make the Voucher Scheme more attractive or less attractive to you, or would it have no effect on your use of the Voucher Scheme?**

This proposal is still pending and will be influenced by the reaction of international interlibrary loan practitioners. We need to have your frank comments on this issue for inclusion in the Committee's report to the IFLA Governing Board. Your feedback does matter!

Please send your comments via email (or letter) to **Joan Stein, joan@andrew.cmu.edu**, by October 20, 2007.

Thank you for your willingness to provide us with your thoughts on this issue. We look forward to hearing from many of you and will be pleased to present your feedback to the IFLA Governing Board.

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IFLA Document Delivery and Resource Sharing Open Session in Durban, 20 August 2007

As per tradition, we have selected highlights from the Open Session in Durban. Jacqueline Gillet's paper was chosen as our best paper, and we publish her paper here in full, followed by two abstracts of other papers thatspoke really well to our topic.

The new secure electronic delivery service of INIST

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ABSTRACT

The Institute for Scientific and Technical Information (INIST) is a service unit of the French National Centre for Scientific Research (CNRS), operating under the administrative authority of the French Ministry for Research.
Its mission is to collect, analyse and disseminate the results of world research in science, technology and medicine as well as in the humanities, social sciences and economics.
INIST is committed to the new information and communication technologies and offers a full range of services for accessing scientific and technical information on the internet.

INIST leads the French scientific and technical document delivery market, with nearly 400 000 copies supplied in 2006, and has entirely overhauled its production line in order to improve its access services in 2007 and to take on the global resource-sharing market.
INIST has launched a new secure electronic delivery service with DRM and signed two types of agreements for nearly 2,000 titles: (a) pay-per-view licences allowing individual items to be delivered directly from the publishers' digital libraries, and (b) licences for scan-on-demand from its own wide-ranging print holdings (19,700 serial publications, including 6,700 current subscriptions).

Special attention is given to four specific aspects relating to the new service:

- The legal environment: the French Copyright Act and the French copyright agency's mandate.
- Licence contents: commercial conditions, rights and responsibilities
- Imports of XML metadata into the existing information system.
- Referencing in Google and Google Scholar and on-line ordering.

INTRODUCTION

INIST is a service unit of the French National Centre for Scientific Research (CNRS) and is in charge of collecting, indexing and disseminating the results of world research in science, technology and medicine as well as in the humanities, social sciences and economics.
INIST was created in 1988 by merging the two CNRS documentation centres. It is based in eastern France on the scientific and technological campus of Nancy[1].

From the outset, INIST was conceived as an information "factory": work is organised as a production line which is capable of handling huge volumes of data while satisfying customer demand for quality.
Along the production line, several added-value products are processed from each item. INIST offers the PASCAL database with its 16.9 million bibliographic records in science, technology and medicine since 1973 (STM) and FRANCIS with 2.8 million records in the social sciences, arts and humanities since 1973, as well as copies of documents requested (Lupovici, 1994).

ACQUISITIONS

INIST holdings are unique in France and cover the core international literature in science, technology, medicine, humanities

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[1] See historical section on the INIST website:
http://www.inist.fr/article30.html

and social sciences (Guichard, 1999) (Figure 1).

These holdings are made up of more than 19,700 serial publications (including 6,700 current subscriptions), 125,000 theses in science and technology, 115,000 conference proceedings, 75,000 reports and 13,000 monographs.

The documents are stored in both paper format (on 17 miles of shelving) and, for conservation purposes, in electronic format. Over 5 million articles have been digitised as image files (TIFF) since 1990.
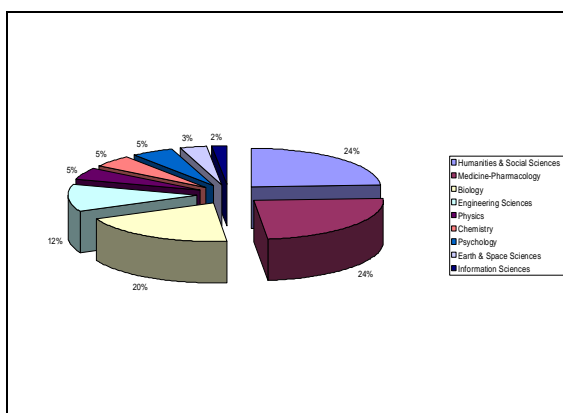

Figure 1 – INIST journal collections by broad subject field

DOCUMENT DELIVERY

INIST is the leading French supplier of document copies[2], covering 50% of the French market with 400 000 document copies delivered in 2006.

The document delivery service has four main goals:
- Delivery of all documents requested ("one-stop shop").
- Guaranteed fast and effective delivery.
- Customised and confidential services.
- A simple, transparent pricing system.

Since in-house print holdings cannot suffice to achieve these objectives, INIST

[2] See Document Delivery section on the INIST web site at: http://fournituredoc.inist.fr/

has therefore developed partnerships with a network of 200 libraries, not only in France with the university libraries and the *Bibliothèque nationale de France* (BnF), but also across the world with major document centres such as the British Library, CISTI or SUBITO, the German libraries network. These partnerships ensure high quality services with a 96% delivery rate.

In striving to achieve these goals, especially as regards customised services, INIST has developed a comprehensive range that today includes 7 different ordering methods (fax, document transfers through electronic networks and ordering from on-line catalogues), 5 delivery methods, 5 "premium services" and 2 methods of payment.

In 2006, 95% of all documents delivered were from serial publications, with the biomedical field predominating (Figure 2).
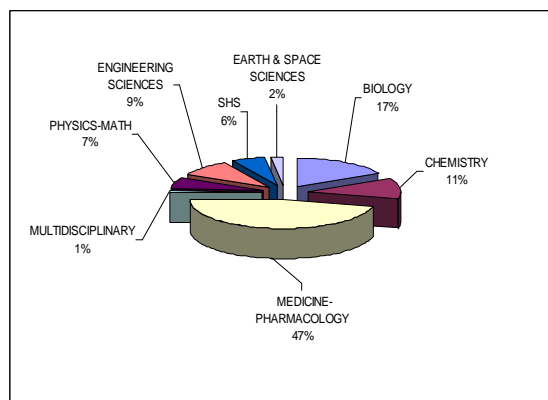

Figure 2 – Document delivery in 2006 by broad subject field

Deliveries of documents ordered electronically are automated and account for 95% of all document orders received (Figure 3).
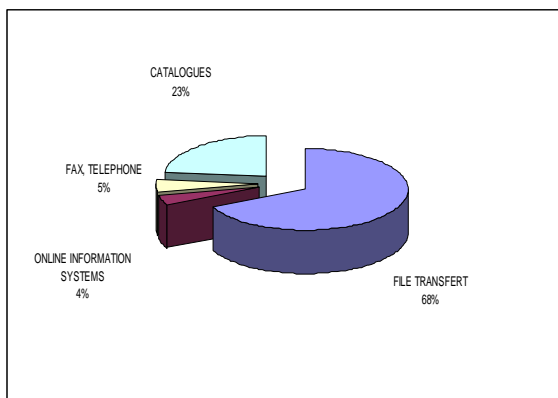
Figure 3 – Orders received in 2006 per ordering method

Orders are processed into the document chain in real time, located automatically in the holdings if the document is included in INIST collections or in the holdings of partner libraries, and delivered in accordance with the service requested (Figure 4).
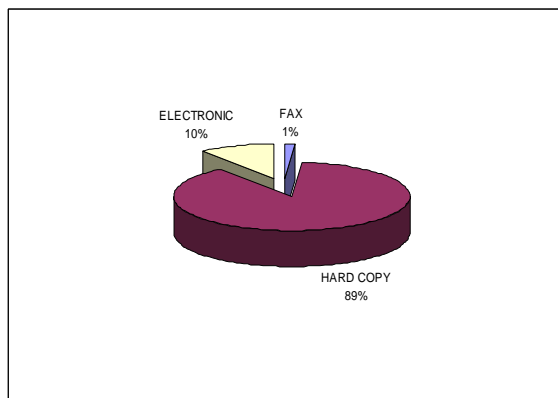

Figure 4 – Document delivery in 2006 per copy medium

CUSTOMERS

In the past, the CNRS document centres mainly supplied document copies to researchers working for the CNRS and other EPSTs[3].

In 2006, 46 % of our 6200 customers belonged to the private-sector.

The reason for this changing pattern lies simply in the fact that private-sector researchers are finding that INIST's "one-stop-shop" is delivering appropriate solutions to their demand for confidentiality, cost-effectiveness (outsourcing of documentation functions) and speedy delivery (24 – 48 hours turnaround time).

THE NEW SECURE ELECTRONIC DOCUMENT DELIVERY SERVICE

Internet use has profoundly changed relationships between end users and information (Taylor, 2007).

Researchers' demands have changed: they want easier ordering and payment methods, immediate document delivery in electronic formats without needing to travel to a library, and high quality document formats (PDF versus TIFF).

In order to meet these demands, INIST's has introduced new technologies into all its document processes. The strategy is twofold and involves:
- Improving the dissemination of information by using Google and Google Scholar and by developing on-line ordering and electronic payment methods,
- Offering document delivery direct to the desk-top in PDF format.

Disseminating information: the agreement with Google

INIST is already distributing on-line information through its PASCAL and FRANCIS bibliographic databases and its article@inist catalogue which can be

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[3] EPST: *Etablissement public à caractère scientifique et technologique* = Public scientific and technical institution

accessed through the INIST web site (Guichard, 1999).

But with the established ubiquity of Google and its ultra-simple search interface and associated programmes (Google Scholar and Google Book Search), Google use is now not only essential, but also fully in line with the changing behaviour of information users.

Using Google to access its products and services is an additional means of communication and a way of adding value to its document collections (e.g. through agreements between Google and the major American universities) and disseminating information.

The partnership between Google and INIST was set up in the same spirit, and INIST has become the first French STI centre using Google to add value to its document collections (Lecocq, 2007).

From the start of negotiations in 2005, discussions were aiming for an agreement between Google Scholar and INIST for products dedicated to CNRS researchers, the reason being that at INIST, information distribution and access to information does not only concern document delivery activities and the INIST data bases.

In the past 4 years, INIST has developed dedicated on-line portals[4] for the CNRS scientific community, giving access to electronic resources (serial publications and databases) negotiated in partnership with the COUPERIN[5] university consortium. Five thematic portals have been developed, in the Life Sciences, Humanities and Social Sciences, Chemistry, Sciences of the Universe and

Information Technology Sciences (Gunet, Goettmann, 2005).

INIST has a dual objective here: to enhance the value of its 16 million bibliographic records by making them more accessible, and to facilitate navigation for CNRS researchers using the dedicated thematic portals, thanks to Google Scholar's Library Links functions (Figure 5).

This system links the results of a Google Scholar search, the CNRS researcher and the electronic journals to which the researcher's laboratory subscribes. A link resolver hosted at INIST provides the links to the full text documents.

The value of Google lies in its ability to cite French-language references that are particularly relevant to the humanities and social sciences (6 million references).

In parallel with the Google Scholar developments, discussions and negotiations continued with a view to broadening the partnership, in order to obtain citations with the main Google engine and to introduce document ordering via a new electronic payment interface suited to document distribution all over the world.

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[4] See section on reserved scientific information portals on the INIST web site:
http://www.inist.fr/rubrique14.html
[5] The COUPERIN Consortium was founded in 1999. Its main goal is negotiate the best possible prices and conditions of sale for electronic journals:
http://www.couperin.org/

Figure 5 – Google Scholar and the CNRS
life sciences portal

Secure electronic delivery
This new service was launched in March
2007.

The Contractual Phase

Publishers:
The methodology was adopted as follows:
an initial analysis was made of demand
from our main private-sector customers,
followed by an analysis of supply from
publishers (catalogue scope) and
publishers who already had agreements for
PDF document delivery with other
document centres.

Business proposals
Thanks to our negotiations with 14
publishers, we are currently able to offer
2,000 journals altogether, in all fields.
Negotiations are continuing with other
publishers with a view to making articles
available from some 8,000 journals.

Contracts:

Contracting terms and conditions vary
with each publisher, but all contracts have
a number of clauses in common.

§ Business model

Two kinds of contracts are negotiated with
publishers, those authorising the
digitisation of documents from INIST print
holdings (scan on demand), and those
authorising downloads of articles from the
publisher's web site (Pay per View).
The preferred model for negotiations is the
PPV model, which broadens INIST's
initial document coverage (6,700 current
subscriptions) and allows us to separate it
from print acquisitions. Furthermore,
orders for articles that are available from a
publisher's platform can be processed and
handled more quickly than with on-
demand digitisation.
While some publishers propose their own
contracts, we work with others on the basis
of a standard contract drawn up at INIST
with the legal affairs department.

Whatever the model negotiated, document
supplies are subject to financial
compensation and dependent on the use of
copyright protection software (DRM).

§ Copyright fees

Fees either vary with each title or remain
identical for all titles from a given
publisher. Copyright fees may also vary
according to the customer type (academic
or private-sector).

§ Payment of copyright fees

Payment is scheduled quarterly, six-
monthly or yearly, depending on each
publisher. Sometimes, the schedule may
vary for a given title during the validity of
the contract, in which case INIST is
notified of the change from one to three
months in advance.

§ Statistics

Copyright fees are paid on the basis of
statistics supplied by INIST in accordance
with the same schedule as the payments

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themselves. These statistics relate the number of articles downloaded or digitised to the title and ISSN of each periodical. This statistical model is similar to that supplied each year to the French Copyright Agency (*Centre Français du droit de Copie*) for print copies.

Depending on publishers, further data may be added, such as article titles.

§ *Contract renewal*

Contracts are automatically renewed either annually or every two years.

§ *Metadata*

Obtaining metadata is essential in order to list journals citations negotiated on a PPV basis.

Most publishers agree to supply metadata, with the proviso that they should be used exclusively for on-line catalogue citations.

The Production Phase

§ *Metadata*

At present, the on-line article@inist catalogue citing titles available for document delivery is based on our print acquisitions. 300 issues are processed each day for incorporation into the library management system. Serial entries are then reformatted in XML and loaded into an internal bibliographic repository. Abstract cataloguing is outsourced and subsequently aligned with the serial entries in the bibliographic repository.

Abstracts are incorporated into article@inist five days after we receive them.

Producing these 800,000 bibliographic records requires some outsourcing (cataloguing of journal abstracts), a substantial budget and a dedicated internal structure, with 10 document specialists managing data and document flows, checking the quality of entries and integrating the information into the bibliographic repository (Schopfel, 2003).

The question arose as to how electronic journals available for secure electronic delivery, rather than acquired as print copies, should be cited in our catalogue.

We opted to project our production line and organisational structure into the digital environment by integrating publisher data.

The metadata are supplied in XML or SGML format, and then processed in accordance with a DTD exchange model[6] using XSL language, for incorporation into the bibliographic repository which is structured in an internal XML format.

In order to take our system into the electronic environment, our staff needed to acquire new skills.

The team of document specialists in charge of managing print acquisition workflows took on this new type of activity by developing new skills in XML format, XSL style sheets and programming techniques.

The training provided in the use of new resources and tools has helped to guarantee the system's efficiency (Stein, 2006).

§ *The process*

With a Google search, the INIST reference is located with the CAT.INIST heading, the name of the bibliographic reference server indexed by Google (Figure 6), and linked to the internally developed order form (Figure 7).

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[6] See description of DTD exchange on the INIST web site at:
http://www.inist.fr/rubrique53.html

Figure 6 – A Google search

Figure 7 – Display of the bibliographic record

The first step is to choose the payment method, i.e. bank card or deposit account in the case of registered users (Figure 8). Users paying with a bank card will need to enter the relevant details at the start of the process.

Figure 8 – Selecting the method of payment

The second step is to choose the delivery method from a scrolling menu.

If delivery is requested in secure PDF mode, the copyright fee (which varies with serial titles and publishers) is displayed in addition to the service charge (Figure 9).

After validation, payment is made through secure ATOS technology. Registered users, after entering their user login and password, go directly to Step 2 and receive an invoice for their order at the end of the month.

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Figure 9 – Selecting the service

Customers requesting PDF delivery receive an electronic message within 24 hours, stating the bibliographic references ordered and providing a link to the INIST document server (Figure 10).

The document is made available for 30 days, and will have been previously encrypted and parameterised with Fileopen software to enable printing once only and to prevent saving to user disks.
Users will need to have installed a Fileopen module on their desktop beforehand.
In the event of any difficulty with installing the Fileopen module or downloading the article requested, users may contact the INIST technical assistance team.
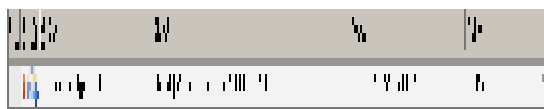Orders may also be tracked if required (Figure 11).

Figure 10 – E-mail received by the customer

Figure 11 – A tracking request

Prices
Pricing has long been a factor in user preferences for electronic ordering methods (networks, file transfers and catalogues) over fax, phone or postal orders. The large number of orders we now receive electronically has enabled us to set up an automated order processing system (Figure 3).
In 2007, INIST took this development a step further by setting a price of 10 € (a 20% reduction compared to 2006 prices) for orders placed from on-line catalogues (Google, article@inist). By encouraging electronic ordering, this new pricing policy is expected to help streamline costs and deadlines, since no prior processing is required for orders for bibliographic references from our own document

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holdings in line with IFLA recommendations (Stein, 2006).

Constraints

§ *Technical constraints*
  o ***DRM***

For most publishers, the use of a DRM is mandatory.

We have chosen Fileopen software to handle DRM, since it can be integrated into an existing chain and is already being used by other document centres such as CISTI and SUBITO.

Implementing the software in a document centre nevertheless calls for a team of IT specialists.

This DRM application has three modules: a data encryption module, a plug-in to be installed in the document reader (Adobe reader) and a rights server.

The principle is as follows:

Communication is established between the document server in which the article has been deposited in PDF format and encrypted with FileOpen, the rights server and the FileOpen plug-in installed on the user's desktop, in order to manage the display and one-off print of the document (Figure 12)

At INIST, documents are made available for 30 days and may be printed off once or twice (depending on contracts). They cannot be saved to use disks.
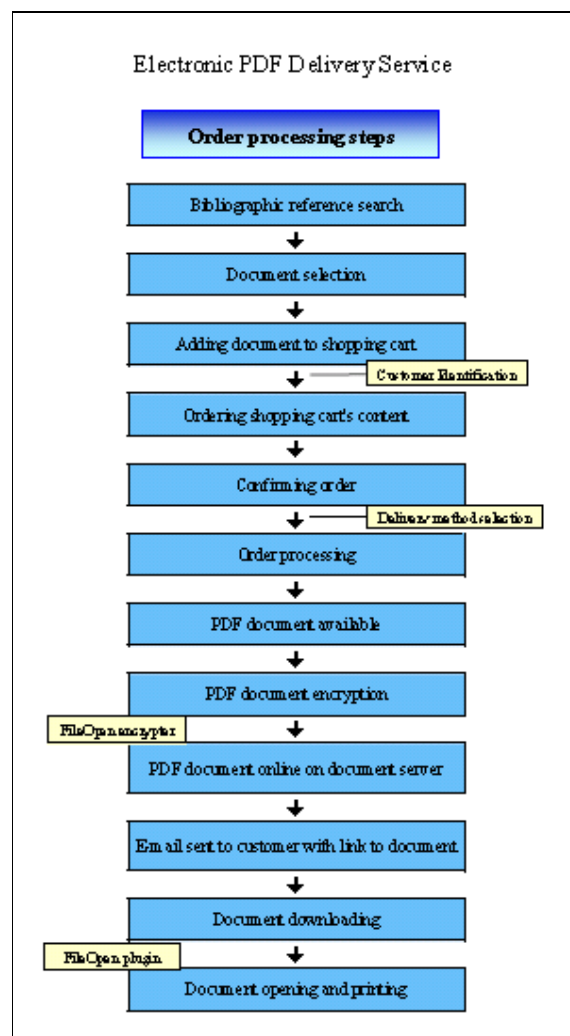

Figure 12 – The order processing chain.

  o ***Metadata***

Processing publishers' metadata is a task that requires a high level of technological skill and a great deal of verification.

Some publishers already supply their metadata to databases (e.g. Pubmed) in accordance with the DTD supplied by the National Library of Medicine (NLM), while others export metadata from their editorial chain. This means that metadata formats vary from one publisher to another. Sometimes, these metadata are still in SGML format and not always controlled with a DTD, which can result in extremely heterogeneous data.

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Reformatting and integrating these data flows is very time-consuming, and quality controls are essential after their incorporation into our document reference base.

§ *Legal constraints: Copyright*

Copyright fees for documents obtained in secure PDF format are rather high, at 25 euros on average.

This is much higher than the fixed-rate fee usually paid to the French Copyright Agency (CFC) and could initially slow the take-up rate for the service.

Copyright can vary from one title to another from the same publisher and from one publisher to another, according to customer type and to the document medium (print versus PDF). These parameters are all managed within a dedicated database that interfaces with the internal production line.

COPYRIGHT IN FRANCE

THE CFC

Since its accreditation by the Ministry of Culture in 1995, the CFC[7] has been the sole agency in France with the authority to issue licences for the reprographic reproduction of copyrighted works. The collective management of rights is mandatory.

The CFC establishes copyright fees, collects and distributes royalties and draws up agreements with its counterpart agencies abroad[8] (UK Copyright Licence Agency, US Copyright Clearance Center and VG Wort in Germany, for example). In 2006, the CFC paid out about 22.8 million euros in reprography rights to authors and publishers.

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[7] See CFC web site at:
http://www.cfcopies.com/V2/
[8] See IFRRO web site (International Federation of reproduction rights organisations) at:
http://www.ifrro.org/show.aspx?pageid=home

Although the CFC handles the rights in press reviews distributed over intranets for some publishers, it has no compulsory mandate to collect and manage copyright fees for electronic copies (Libman, 2002).

Transposal of the EUCD Directive and impact on document delivery

The French Act on Copyright and Related Rights in the Information Society (known as the DADVSI Act), which came into force on 1 August 2006, transposes EU Directive 2001/29/CE (OJ 2006), whose purpose is to adapt copyright regulations to new technological developments in the information society. The underlying principle of the directive was to harmonize copyright regulations across the EU (Schopfel, 2006).

Amendments made to French copyright legislation:

Penalties:
The main innovation in the new Copyright Act (DADVSI) relates to the "technical measures" (DRM) that are now widely used in distributing works in digital formats. The Act provides for legal protection of these technical processes, establishing a new penal offence covering any violation or circumvention of the rights in these processes (Gillet, 2007). Penalties range from 750 to 300,000 euros and 3 years of imprisonment, depending on the gravity of the offence.

DRM:
The Act sets out the concept of digital copyright management processes.

Interoperability:
The effect of the technical measures should not be to prevent effective implementation of interoperability. Interoperability is established as a principle or declaration of intent, but the Act does not make it mandatory.

Regulating authority:
The Act sets out the composition and functions of a new independent commission with powers over both technical (DRM) and legal aspects. This authority is responsible for ensuring that the implementation of the technical protective measures does not deprive beneficiaries of copyright exemptions.

Copies for private use:
The Act guarantees the principle of the right to copies for private use, but hands responsibility for establishing the conditions of its application to the new regulating authority.

Exemptions:

§ *Education, Research and Libraries*.
The Act introduces two non-mandatory exemptions into French law, which – unlike the UK – previously had none (Watkins, 2003).

Representation or reproduction for educational or research purposes are no longer subject to permission, but will still be linked to a fixed-rate fee in exchange. Such reproductions must be made for an audience principally made up of the pupils, students, teachers or researchers directly concerned.
This exemption will not be applicable until 2009. It was introduced as a result of consistent lobbying[9] by the Conference of University presidents and French library associations (Battisti, 2004).
A further clause introduced into the Act allows reproduction of a work for the purposes of preservation or in-situ consultation. The reproduction must be made by libraries that are accessible to the public, by museums or by archive departments, as long as there is no commercial purpose.

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[9] See inter-association web site for archives, libraries and documentation at: www.droitauteur.levillage.org

§ *Handicap*
Copies made for a handicapped person do not require permission provided that the reproduction is not made for any profitable purpose, and only insofar as copying is made necessary by the handicap in question.

Copyrighting
The Act sets out the framework for copyrighting contents distributed through the Internet, including software and databases.

Open Access
The government will be financing a platform for authors and artists wishing to distribute their works free of copyright.

Impact on document delivery
The rationale behind the new Copyright Act is to encourage users to negotiate and draw up contracts with rights-holders.
Until now, there has been no direct impact on the activities of French document providers (INIST, ABES and universities).
Under the current agreement between the CFC and the universities, the latter pay a fixed annual copyright fee per student.
Since 1995, INIST, which is governed by French law, has contracted an agreement with the CFC which allows reprographic reproductions of document copies (serial publications and books) in return for financial compensation, of which the amount is set each year by the CFC. INIST supplies exact statistics on the number of copies made per title, per publisher and per year.
In the case of secure electronic delivery, INIST cannot rely on the CFC and has negotiated permission and the amount of royalties directly with each publisher.
The exemption for research and education will not apply until 2009, and each institution will have to analyse the consequences of the new measure

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(renegotiation with the CFC? New form/rate of financial compensation?).

CONCLUSION

I have presented what we are doing, but where do we go from here? In a context of access to digital resources through major deals, institutional repositories, pay-per-view services from publishers and corporate vendors, talking about document supply may sometimes sounds like the Great unknown.

Turning the clock back is not an option. We need creativity, intelligence and boldness to adapt our services and products to the new technological and legal environment.
Today, requests from our customers focus on hard-to-find documents, niche serials and items belonging to the "long-tail" sector of the journal market. This implies more networking and resource sharing than in the past. And it also means forging sustainable partnerships with scientific publishers beyond their "level playing field". Our potential and our strength as a national centre lies in our integration within the scientific community and in providing a public service that should allow us to work on the long term, without the pressures of immediate profits and returns on investments.

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Jacqueline's paper is also available at the following URLs, in French:
http://www.ifla.org./IV/ifla73/papers/096-Gillet-fr.pdf

And English:
http://www.ifla.org./IV/ifla73/papers/096-Gillet-trans-en.pdf

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The Durban International Convention Centre

**The OCLC-AMICAL RESPOND project:
Leveraging WorldCat to connect international American universities**

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Abstract
AMICAL is a consortium of American-modelled, liberal arts-oriented universities in Central and Western Europe, North Africa, the Middle East, Central Asia, and Russia. AMICAL members – who share educational frameworks, use of the English language, and key elements of their institutional missions – are trying to collaborate on the development of their library and information services and their curricular resources. In partnership with OCLC, AMICAL is implementing a pilot project called RESPOND (Resource Sharing Project for Network Discovery) in order to make AMICAL libraries' holdings more visible to each other and to the world, to help them analyze their collections, and to increase their ability to fulfill ILL/DD requests using library resources worldwide. By partnering with OCLC and leveraging WorldCat and other existing infrastructure, RESPOND has been able to introduce a wide variety of related services in a relatively short time. The newness of all these services, as well as libraries' diversity of locations, languages, and professional practices, has introduced many challenges. Benefits will be measured over the coming year as libraries experiment with the integration of RESPOND services into their workflow, but indirect effects such as increased communication and general cooperation are already appearing.

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Jeff and Arthur's full paper is available at the following URL:

http://www.ifla.org./IV/ifla73/papers/096-Gima_Smith-en.pdf

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Durban's Golden Mile beachfront

ALIAS: A Full-Service Interlending Aid Connecting Users with Non-English Resources

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Materials in less-commonly taught languages present challenges to many libraries in the United States. These challenges are increased when users attempt to access these materials through interlibrary loan and document delivery. Access problems on the part of the institution include issues of understaffing at the borrowing and lending libraries, language expertise, and mismatched and incorrect citations. Bibliographic challenges include technological issues, improperly cataloged items, and transliteration of different scripts. The University Library of the University of Illinois at Urbana-Champaign has one of the richest collections of foreign language materials in the region and is dedicated to the dissemination of this material to a broad audience. As a response to these

issues, the Slavic Reference Service has teamed with the Center for Global Studies to develop and implement the All-Language Interlending Assistance Service.

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Lynne and Kit's full paper can be accessed at the following URL

http://www.ifla.org./IV/ifla73/papers/096-Rudasill_Condill-en.pdf

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The 10th ILDS (Interlending and Document Supply) Conference will be held in at the National Library of Singapore, in Singapore from the 29th – 31st October 2008.

The theme is: Resource Sharing for the Future: Building blocks to success, and promises to be very successful. We will report back on this Conference in our next newsletter.

For full details about the conference, consult the following URL:

http://www.nlbconference.com/ilds/about.htm

We hope to see you there!

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