



Newsletter of the IFLA Document Delivery and Resource Sharing Section

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Note from the Chair



Remarkably, the 2008 IFLA WLIC has been and gone. There are more scientific bases for our shared experience that time is indeed, speeding up, but we notice it in our daily lives with events occurring at a rapid pace. We have barely concluded one event, and the next is almost upon us!

We were very happy with all of our speakers at the Open Session for IFLA 2008, and thank them very much for their excellent insights which have enlightened many colleagues around the world. We feature one of these papers, and provide the abstracts and URLs for the other three. Each paper highlighted innovative developments in document delivery and resource sharing, and we gained insight into four different continental perspectives – Canada, Uganda, Europe, and Asia.

The ***"Rethinking Access to Information: Evolving Perspectives on Information Content and Delivery"*** satellite in Boston, USA, was a great success, and Rose Goodier reports on the event in this edition of our newsletter. Our grateful thanks go to Poul Erlandson and the Boston Public Library who worked so hard to make the event informative, challenging, enlightening and enjoyable, as well as to the sponsors of this event. More about the satellite for those that were unable to attend can be found here: <http://www.bcr.org/rethinkingaccess/>

We are busy preparing for our Open Session for the ILFA WLIC conference in Milan, Italy, being held in August 2009, and much work is going into preparations for the 11th ILDS Conference to be held in Hannover, Germany, in October, later that year. Both promise to be very exciting and stimulating events, both taking place in beautiful countries and settings. We are looking very forward to these events, which will create further opportunities to explore the fascinating field of Document Delivery and Resource Sharing, and how it is still very relevant in the evolving knowledge economy. We will be hard at work again, with paper selection, planning and project updates at our mid-term business meeting which will be held in Hannover, Germany 19 – 20 February 2009. Our grateful appreciation goes to Uwe Rosemann who will be hosting our mid-term meeting at TIB.

With kind regards,

Kim Baker

Chair: IFLA Document Delivery and Resource Sharing Standing Committee

The Document Delivery and Resource Sharing Standing Committee, and especially the Chair, wish to extend a warm thank you and note of great appreciation to our translators, who provided translations of the IFLA 2008 papers in the following languages as follows:

Chinese: **Margarita Moreno (National Library of Australia)** arranged for her colleagues, **Wan Wong** and now retired colleague **CP Tang** to assist us with translations into Chinese;

Spanish: **Elisa Soares (National Library of Portugal)** assisted in translating herself, together with her colleagues, **Teresa Rodriguez Gonzalez and Susana Carrasco;**

French: **Michael Ireland (CISTI)** provided a French translation of his own paper, and **Jacqueline Gillet (INIST)** kindly arranged for the other papers to be translated into French;

German: **Günter Mühlberger** provided a translation from German into English of his and Sylvia Gstrein's paper.

This was truly a labour of love, and we highly appreciate this valuable contribution to making our work more accessible to our members, globally.

Featured conference paper:

We were very happy with all of our papers and speakers in Quebec, who provided an excellent global overview, from Canada, Singapore, Uganda and Austria. All of the papers really spoke to our theme, so it was difficult to choose which one we would feature. We decided that given the really arduous challenges faced to deliver information to remote areas, we would feature Dr Musoke's paper, which outlines an excellent model of a hybrid blend between traditional document delivery methods combined with technology driven methods.



DOCUMENT DELIVERY SERVICES ENHANCE ACCESS TO INFORMATION RESOURCES IN REMOTE UGANDA

By

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ABSTRACT *proved document delivery service has played an important role in resource sharing, which has led to increased access and usage of information resources in Uganda. In the past, Makerere University Library (Mulib) users were discouraged by lack of full text articles. Mulib then changed a strategy and put Document Delivery Service (DDS) as an integral part of the electronic resources budget and information literacy activity plan. A DDS form was designed and put on the Mulib website for users who have Internet access; while print copies are distributed to eligible users and institutions/librarians. For the medical/health professionals, an additional print copy is included in the periodical Health Information Digest, which is distributed to rural health units/institutions. This paper presents two types of DDS. The first type is from international sources through collaborations/partnerships with Makerere University to benefit Makerere University*

community; while the second type is within Uganda - from Makerere University to benefit rural institutions and practitioners/extension workers. Depending on the situation, documents are repackaged from electronic into print format and delivered to rural areas by either post or fax. Where ICT facilities permit, electronic documents are delivered by e-mail and/ or in the case of health workers, by using personal digital assistants (PDAs) in a project supported by Makerere University Faculty of Medicine, Uganda Chartered Healthnet and Satelife. Mulib also conducts rural outreach sessions in mainly Universities, health units and paramedical training schools to introduce these units to global information resources and how they can be tapped. The paper outlines these activities and highlights the contribution of DDS as a practical strategy that has enhanced access to information resources by academics, researchers and practitioners.

1. INTRODUCTION

Uganda is situated at the Equator in the Eastern part of Africa. It is a landlocked country; the nearest port, Mombasa, being over one thousand miles away in neighbouring Kenya. This contributes to the high cost of reading materials and bandwidth; hence making document delivery a key option.

Makerere University was established in Uganda in 1922, making it one of the oldest public Universities in Africa. In 1958, an Act of Uganda's Parliament made Makerere University Library one of Uganda's legal deposit units. In 1972, Makerere University Library became the National Reference Library in addition to its primary role of serving the highest academic institution in the region.

Makerere University Library (Mulib) comprises of the Main Library and eight branch libraries. Two of the branch libraries are located off campus, and they are: Albert Cook Medical Library serving the College of Medicine, and Makerere University Agricultural Research Institute Library serving the Agricultural farm and institute; while the rest are located at the Main Makerere University campus, and they are: Education, Makerere Institute of Social Research, Institute of Adult and Continuing Education, Veterinary Medicine, Social Sciences, and the East African School of Library and Information Science branch libraries.

Mulib has continued to play a leading role in Uganda, and in 2001 when Ugandan institutions started subscribing to electronic journals, Mulib became Uganda's National coordinator for electronic resources (e-resources). Among other things, Mulib has the responsibility of mobilising other academic and research institutions in sustaining the subscription of e-resources, and it monitors and evaluates the usage of e-resources at country level. Furthermore, Mulib conducts information literacy and practical training sessions for librarians, academics and researchers in the use of global and local information resources.

One of the issues highlighted in the evaluation of e-resources usage was that users were discouraged by lack of full-text articles. Mulib then changed the strategy by putting Document Delivery Service (DDS) as part of the electronic resources activity plan and budget. The e-resources are paid for jointly to benefit Universities and research institutions in Uganda (country access). The DDS was then advertised, a

form was put on Mulib website, DDS became an integral part of the information literacy sessions, and a librarian and one assistant were assigned the duty of DDS.

Furthermore, the Albert Cook Medical Librarians conducted rural outreach information literacy sessions in six districts and 564 rural health workers were trained on how the global knowledge base can be accessed, as well as sharing the resources available at the Medical library. Document delivery (DD) request forms were distributed during the training sessions. In addition, a DD form is included in the periodical Digest that is distributed to health units in Uganda. As a result, DD requests started being made by rural health workers who had never made such requests before (Musoke, 2006).

To address the Information and Communication Technology (ICT) infrastructural challenges in rural Uganda, Makerere University Faculty of Medicine, Uganda Chartered Healthnet (UCH) and Satellife (of USA) started a Uganda Health Information Network (UHIN) pilot project in September 2003. The project aims to improve health workers' access to accurate and timely information for informed clinical and managerial decision making leading to improved quality of health service delivery, among other things. The project has successfully built a wireless network using handheld computers/Personal Digital Assistants (PDAs), wireless access points, and the GSM/GPRS telecommunications network for two-way communication and data exchange in Rakai, Lyantonde, Mbale, Bududa and Manfwa pilot districts. The pilot project has proved the viability and cost-effectiveness of integrating PDAs, wireless access points (initially, WideRay Jacks, but now Africa Access Point from South Africa) and cellular telephone into a network capable of supporting information delivery in low-resource environments. Building on the initial accomplishments, UHIN expanded to encompass 150 health workers from health units in the pilot districts by March 2006.

This paper focuses on mainly two types of DD, namely, across borders from international sources to Makerere University on the one hand; and from Makerere University resources to other academic, research and health institutions in Uganda, on the other hand. The documents are delivered in either print or electronic formats depending on the ICT infrastructure and/or the choice made by the requesting institution/individual. Makerere University is also involved in commercial DD services, e.g. from The British Library (print) and Subito (electronic) where it pays annually for the service. The commercial DDS, however, will not be discussed in this paper. The paper focuses on the non-commercial DD activities to highlight how a University, which traditionally served its students and staff, has transcended its boundaries by extending service to other academic, research and health institutions in Uganda.

Given the ever-increasing volume and cost of published works, and yet Uganda is faced with limited ICT infrastructure compounded by the high cost of bandwidth, resource sharing and particularly DDS is more needed now than ever before.

2. DOCUMENT DELIVERY AND RESOURCE SHARING REMAIN ON THE AGENDA

To some Ugandan scholars and practitioners, information is available but not accessible; while to others, information is neither available nor accessible. Hence, although there is need to produce more information relevant to African scholars and practitioners, the first challenge is to ensure that the already available information can be accessed. Resource sharing by document delivery goes a long way to provide a solution to this problem.

In the recent past, there has been a global rapid growth of published works and improved methods of information processing and retrieval resulting from developments in technology. These advances have resulted in faster and better methods of accessing information in the developed world. However, in the developing countries, frustration resulting from limited information access continues as the cost of technological infrastructure and bandwidth remain prohibitive. Hence, resource sharing is one of the best available options.

It is therefore not surprising that networking and resource sharing have remained on the librarians' international 'agenda' for a long time. In the 1970s, these topics were course units in most Library and Information Science (LIS) programmes. Library cooperation to foster resource sharing is a concept that has been frequently cited in LIS literature (Kaul, 1999; Kaul, 2001). Furthermore, the benefits of collaboration, consortia, networks and peer support have been emphasized in LIS literature for a long time. Most of the success stories reported by African Librarians (Wanyama, 2002; Demilew (2001), Gelaw (1998) Musoke (2007)) revolve around collaboration and networking within institutions to lobby policy makers, within the country to form consortia and share the subscription of e-resources, implement document delivery service and other resource sharing measures, build capacity and get professional support. The actual and potential of networking, cooperation and resource sharing in modifying the functions of acquiring, storing and disseminating information and knowledge to support teaching, learning, research and professional practice, therefore, need to be reported, discussed and best practices shared.

3. DOCUMENT DELIVERY SERVICES (DDS) AT DIFFERENT LEVELS AND IN DIFFERENT FORMATS

A dedicated DDS has played an important role in increasing access to information resources both at Makerere University and other institutions and professionals in Uganda who make requests for documents from Makerere University Library (Mulib). When users get access to journal abstracts, they request for DDS of full text journal articles. Full text journal articles, therefore, form part of the bulk of document requests handled by Mulib. As more full text online journals are accessed by Mulib, document delivery requests from abroad have tended to reduce.

The cost of bandwidth has remained too high for many Ugandan institutions to afford. This means that such institutions are not able to access online resources. The African Virtual Universities Consortium is one of the strategies that may assist African Universities to buy relatively cheaper bandwidth in future. Currently, Ugandan institutions benefit from sharing the meagre resources among themselves and from collaborations with international institutions.

Given the fact that Mulib is one the oldest library in the region, as well as being a national legal deposit unit, it has a rich collection of local materials and research works (published and unpublished works available in different forms: theses and dissertations, research articles, Government and Non-Government reports, conference and workshop reports/ proceedings, periodicals, newspapers, the first books and other publications, photographs and other archival materials). These materials are relevant sources of information for research, teaching, etc and have attracted the majority of international requests for DDS. At national level, the local materials and full text journal articles have the highest demand for DDS. The local materials are either photocopied and sent by post, fax or they are scanned and sent as e-mail attachments.

3.1 Documents from international sources through cross-border collaboration or partnerships with Mulib

Currently, Mulib handles both the Electronic Document Delivery Services (EDDS) and the non electronic DDS from four major institutions after thorough checking of the subscribed databases and finding out that the required articles/documents are not available. Two of the sources serve the Medical school library users. The EDDS sources are: University of Tennessee (USA), University of Bergen (Norway), Case Western Reserve University (USA) and Kent-Surrey-Sussex (UK) (the last two are exclusively for medical library users).

The non-commercial DDS is provided through partnerships with other Universities. That type of DDS is important as it strengthens the collaboration between the University libraries and it is one of the strategies for sustaining DDS (Musoke & Kinengyere, 2008). Examples of non commercial cross-border EDDS are:

i. Makerere University Library and the University of Tennessee Library: In a Memorandum of Cooperation set up by Mulib and the University of Tennessee Library (UTL), Knoxville, USA in May 2002 and renewed in March 2007, it was agreed to develop and support Mulib's EDDS. The services between UTL and Mulib are governed by the IFLA International Lending and Document Delivery: Principles and Guidelines for Procedures (<http://www.ifla.org/VI/2/p3/ildd.htm>) and mutually agreed upon revision to the IFLA guidelines. The service was launched in September 2002. A separate e-mail account was established for the service (eddsutmul@mulib.mak.ac.ug). However, due to e-mail quota limitations, a yahoo e-mail was opened (makerereedds@yahoo.com) after which Mulib staff used web tools, UTL's Catalogue, and the system created to place and track orders (<http://jethro.lib.utk.edu/makerere.html>). In June 2003, the library stopped using Prospero software for picking documents from UTL and started getting articles as email attachments via the UTL's Ariel email feature, which was a faster method. The use of e-mail indicated the modernisation of DDS. Between September 2002 and September 2005, four hundred and fourteen (414) articles had been requested for and received. There was a remarkable increase in 2006, when 222 articles were requested for and received compared to only 79 articles received in 2005. In 2007, there were 189 article requests made by Makerere.

ii. Makerere University Library and the University of Bergen: In October 2001, Mulib and the University of Bergen Library (UoBL) signed a memorandum of understanding in which both libraries identified areas of collaboration. One of the objectives of the collaboration was to facilitate Inter Library Lending (ILL) between UoBL Science library and Mulib following a framework of International guidelines of ILL. This facilitated access to the UoBL through the online database "BIBSYS". Mulib then got registered as an official user of UoBL and was given an account to freely access the library holdings through BIBSYS. Since January 2002, there have been information literacy sessions focusing on e-resources, and Mulib users get introduced to the BIBYS database. This has been specifically for academic staff in the science-based departments. On average, forty requests for DDS are received from one science department in a year. The documents are delivered from the UoBL by fax. On the other hand, Mulib receives, on average, five requests for Mulib local collection materials, which are scanned and sent as e-mail attachments to UoB. The collaboration with UoBL expanded in 2005 to include a digitization project for Mulib local materials to increase their access.

iii. Makerere University Albert Cook Medical Library and Case Western Reserve University (USA), and Kent, Surrey and Sussex (KSS) Health Authority (UK): Albert Cook Medical library serves over one thousand medical students and academic staff. It also extends a service to health workers in Uganda.

At the Medical library, the majority of the DDS requests are from graduate students and academic staff. The requests range from 800 – 1500 annually. The Medical Library gets most of the documents from Case Western Reserve University (CWRU) Library initially supported by the Fogarty Foundation. The electronic DDS started in 1994 when the requests were sent by e-mail to CWRU Library and the articles faxed to Albert Cook Medical library. When faxing became too expensive, the documents were sent to Uganda by post, which was taking between 10-20 days. This was too long, and a solution to the 'snail' postage method had to be found. From October 2004 to-date, a modification to the slow method was to receive the articles by e-mail. However, this also became problematic due to the fact that e-mail accounts have limited space/quota. A database was then designed by CWRU Library located at <http://129.22.120.23/Illiad/illiad.dll> with username and password, and this is a fast method as the library can get the articles within a day or two only.

KSS Document supply service is limited in the number of documents because most times, the needed documents are not found on the Union list of Serials (showing the holdings in the KSS Library Network). Otherwise, the service has a dedicated fax machine and the KSS partners meet the cost of faxing articles. The medical library sends the requests by e-mail.

The above shows a range of document delivery possibilities created by collaborative arrangements with Universities in the developed world. These arrangements are critical to resource sharing and need to be supported.

3.2 Document Delivery as an outreach service within Uganda

Academic institutions such as Universities have been criticized and referred to as 'Ivory towers', which concentrate on knowledge creation through research and

capacity building through training, with hardly any support to the immediate community needs or the wider society. To address this concern, Makerere University extended its mission to include outreach. Although the University Library would ordinarily serve its primary users – the university students and staff- Makerere University Library has been involved in document delivery as an outreach service aimed at sharing resources to enhance access to information by other Universities, Research institutions and Health units in Uganda.

Mulib has conducted training in the twelve registered public and private Universities, as well as the major research institutions such as Virus Research institute and National Fisheries Research Institute. Mulib supplies print and electronic documents to other Universities. An example of print documents supplied in the past three years indicates generally that the number is decreasing as Table 1 shows. The decrease in the number of document requests is due to the increased full text journal articles accessible to the Universities and the slowly improving ICT infrastructure in the Universities. The number of articles/documents, however, is rather misleading because once supplied, the lecturers reproduce/photocopy documents for their students. This means that although one article may be supplied from Makerere to a University, hundreds of students get copies of this article. The student population in all the registered universities has been growing steadily over the years.

Table 1: Print documents supplied to some Ugandan Universities by Mulib in the last 3 years

Institution	Documents supplied per year		
	2005	2006	2007
Gulu Univ (North) - public	26	15	11
Mbarara Univ of Sc & Technology (West) - public	29	20	15
Uganda Christian Univ Mukono (Central) - private	21	11	10
Uganda Martyrs Univ (Central) - private	17	16	12
Total	93	62	48

Furthermore, as pointed out in the introduction, the medical librarians conducted rural outreach training sessions in six districts and continues to distribute a periodical information Digest with a DD request form. This has stimulated interest in DDS that has enhanced access to information resources. The table below gives an example of the documents supplied, the mode of supply, etc. The abstracts are sent to those who request for literature searches on specific topics. They then request for selected full text articles from the abstracts.

Table 2: Document requests to and deliveries from Albert Cook Medical library by upcountry health workers either after the rural outreach or using the Information Digest form (2004- 2007)

YEAR	TYPE OF LITERATURE	NO. OF DOCs.	MODE OF REQUEST	MODE OF DELIVERY	SOURCE OF INFO. FOR DOC. REQUEST	RECIPIENT
2004	Abstracts	10	E-mail	E-mail	Ug. Health Info. Digest form	Kabale Hospital
-do-	Full Articles	4	Telephone	Post (EMS)	Forms given during outreach	Jinja Hospital
-do-	Abstracts	15	Posted form	Post (EMS)	Ug. Health Info. Digest form	Buluba Hospital Nursing Students
-do-	Full Articles	5	Posted form	Post (EMS)	Forms given during outreach	Buluba Hospital Nursing Students
-do-	Full Articles	6	Posted form	Post	Ug. Health Info. Digest form	Diocesan Health Coordinator Jinja
2005	Abstracts	98	Telephone	Post (EMS)	Ug. Health Info. Digest form	Bugiri Hospital Doctors
-do-	Full Articles	31	Telephone	Picked by requester	Ug. Health Info. Digest form	Bugiri Hospital Doctors
-do-	Full Articles	6	Telephone	Post	Ug. Health Info. Digest form	Bugiri Hospital Doctors
-do-	Full Articles	2	Form brought by hand	Picked by requester	Knew of the service during Postgraduate course	St. Luke's Dispensary (Arua)
-do-	Full Articles	5	Telephone	Post	Ug. Health Info. Digest form	Lira Hospital (Dr.)
-do-		60	E-mail	Picked by requester	Ug. Health Info. Digest form	Lecturers, Mbarara Univ of Science and Technology
2006	Abstracts	45	Telephone	- Post	Ug. Health Info. Digest form	Bugiri Hospital Doctors
	Full Articles	65	E-mail	- Picked by requester	Ug. Health Info. Digest form	Bugiri Hospital Doctors
		40	Telephone	-do-		
		52	E-mail	-do-		
2007 (Jan-Oct)	Full articles	12	Telephone Posted form	Picked by colleague	Former student Ug Health info Digest form	Kabale hospital pharmacist; Gulu Ug Peoples Defence Forces Doctors

3.3 Other DD Services

Related to the above, are the Uganda Health Information Network (UHIN) electronic DDS using PDAs and implemented by the Makerere University Faculty of Medicine, Uganda Chartered Healthnet (UCH) and Satelife as pointed out in the introduction (section 1); and the DDS to students with visual impairment.

3.3.1 Electronic DDS using PDAs

One of the specific objectives of UHIN project is to support health workers in pilot districts to improve the quality of healthcare by providing them with relevant health information on prevention, diagnosis, treatment and general patient care related to major health problems of the districts. The project has continually delivered relevant and timely Continuing Professional Development (CPD) materials on topical issues selected by the district health service team in consultation with the Ministry of Health (MOH). The project has so far provided the following:

- a) 150 PDAs complete with recharging cables and expansion cards distributed to 150 health workers in Rakai, Mbale, Manafwa, Lyantonde and Bududa districts.
- b) 70 solar chargers distributed to PDA users without access to Uganda electricity power supply.
- c) Training of 150 health workers in the use of PDAs for data collection and transmission, and accessing content delivered through the network.
- d) Training of 5 technical personnel from pilot districts (one from each district core team) to train new PDA users, troubleshoot the network, and use data tools such as MS Access.

The local content has been handled by the Uganda Chartered Healthnet staff, while the international content is handled by Satelife. Local sources of content include African medical/health journals and credible sources recognised by the Uganda Ministry of Health. In addition, local newspapers/print media was delivered on a daily basis. International content, on the other hand, has been selected from peer-reviewed medical journals with a greater focus on Africa-related or Uganda-specific content. The table below shows an example of regular content delivery.

Table 3: Example of regular delivery of documents from June 2006 to May 2007

Date	Documents delivered
June – July, 2006	Updated content on diarrhoea, pneumonia, and malaria.
August, 2006	New content on dental health, eye health, and female genital mutilation.
September 2006	New content on River blindness, epilepsy, fetal alcohol syndrome, and hydrocephaly.
October, 2006	New content on burn care, diabetes, HIV/AIDS, and parasitic infections.
November 2006	New content on parasitic infections, and HIV/AIDS.
December 2006	New content on HIV/AIDS, and malaria.
January 2007	Repeat content on diarrhoea, pneumonia and malaria
February 2007	New content on skin diseases, HIV/AIDS; repeat content on pneumonia, diarrhoea and malaria.
March 2007	New content on diarrhoea, pneumonia and malaria.
April 2007	Repeat content on diarrhoea, pneumonia and diarrhoea, HIV/AIDS, skin diseases, and reproductive health.
May 2007	Recap all the diseases and provide updated content.

The above table shows, among other things, that emphasis was put on diarrhoea, pneumonia and malaria because these topics were identified by health workers as

major health problems at that time, making it necessary to provide more information for better management of the diseases. Content was delivered on Mondays, Wednesdays and Fridays respectively, and this was supplemented by daily deliveries of news from local print media (some health workers can not afford to buy daily newspapers and yet they contain important health information). Updated content includes important information not provided in the previous deliveries and new developments e.g. the DDT public hearing which health workers needed to know. Some PDA users also reported content loss (loss of 'libraries' created on the PDAs). The repeat deliveries were made to replace the lost content.

In summary, the process of document delivery involves the following: electronic content/documents are selected from global and local sources by Uganda Chartered Healthnet and Satelife. The content is then repackaged in either PDF or html format and uploaded onto a server at Makerere University Faculty of Medicine. The documents are then delivered onto a portable Wireless Access Point (initially Jacks, but now African Access Point) located/deployed in district hospitals and health sub-districts (health centre VI). Health workers with PDAs then go to the Access Point and download the content onto their PDAs, use the content, share it and may repackage it further and share it with colleagues or health workers in lower units.

Collaborative networks for facilitating experience sharing and problem solving in relation to the use of PDAs have been established in pilot districts. In Rakai district (Southern Uganda), for example, there were two PDA user clubs at the time of writing this paper—one in Kalisozi hospital, and the other at Rakai hospital. Each club has over 20 members from nearby health centres. Members of the PDA user group meet twice a week to discuss content received in that week, and see how best to apply it for their daily practices, and reformatting/repackaging the content in a way suitable to lower level health workers with whom the content is further delivered and shared.

A PDA content user survey findings of March 2007 indicated, among other things, that most health workers acknowledged the commendable improvement in access to current literature/content. The literature/content received had updated their knowledge and consequently improved their day-to-day management of patients. Seventy-two (72%) of the health workers reported that the delivery of content three times a week (Monday, Wednesday and Friday) with daily deliveries of local newspapers was adequate and should continue.

However, health workers reported that more local articles should be delivered. Furthermore, the survey pointed out that content deliveries were affected by inconsistent electricity supply to power the Wireless access points. There is, therefore, need to find a long lasting solution to the powering of Access points.

3.3.2 DDS to the visually impaired University students

Through affirmative action, Ugandan public Universities admit students with disabilities forming about 1% of the students' population. One of the challenges has been to extend DDS to this category of Library users. Mulib recently acquired equipment (embosser) to enhance its DDS to this category of users.

4. CONCLUSION

The paper has highlighted the various DD activities undertaken by Makerere University Library and a successful electronic DDS using PDAs by health workers in rural Uganda. A range of document delivery possibilities created by collaborative arrangements with Universities in the developed world has also been presented. Although the Universities in developing countries have less to exchange, it is hoped that other University librarians in the developed world who read this paper would be inspired to take on similar arrangements with universities in developing countries in the spirit of 'Libraries without borders'.

Indeed DDS remains an important strategy to enhance access and use of information resources. In Uganda, DDS has steadily been growing. As scholars, researchers and practitioners get access to more full text online journals, the demand for full text journal documents may gradually reduce in institutions with a reliable Internet access. However, given the current high cost of bandwidth and other ICT infrastructural challenges in Uganda, many academic and research institutions may not easily access online resources. Document supply services will, therefore, remain a key strategy in ensuring access to information resources. Hence, cooperation and resource sharing are likely to remain on the global LIS agenda for sometime. In Uganda, the DDS will continue to be advertised to maximize its benefits.

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Webbed at:

<http://www.ifla.org/IV/ifla74/papers/074-Musoke-en.pdf>



eBooks on Demand – a European Network for digital document

delivery by Silvia Gstrein, Günter Mühlberger

Abstract:

European libraries host millions of books published from 1500 to 1900. Due to their age and value, however, access to those treasures is often limited to experts or people actually working in places of textual preservation. Also cross-border interlibrary loan tends to be quite restricted, e.g. most libraries do not lend books published before the second half of the 19th century, let alone earlier, via ILL. Even if some major digitisation projects have been underway in recent years, many of them do only cover world languages like English and so do not provide adequate solutions for Europe with its variety of different countries, enormous diversity of languages, alphabets and cultures.

Since October 2006 fourteen libraries from nine European countries have been working together in a pan-European network to overcome the limitations of traditional document delivery by offering their public domain holdings for digitisation on demand.¹ Using this service makes it possible to order copyright-free books as eBooks via the common European library catalogues for a certain fee. The respective library then makes a digital copy of the requested book, turns it into a professional PDF file to be further processed by the user. Books digitised in this way will then be incorporated into the online repositories of the participating libraries – thus made accessible to everybody on the internet and also

safely stored for preservation purposes.

The network is organised around a central service hosted by the University Library of Innsbruck (Austria) providing a web based software which allows all the participating libraries to receive and manage their respective orders. Using this software each library creates professional PDF-files including automatic text recognition and also handles electronic payment.

So far hundreds of books have been digitised and delivered to users all over Europe and the world. Reactions have mainly been positive and encouraging - using this service some users for the first time were able to get access to a particular book or edition.

The proposed paper will consist of two parts. First, we will look at the background and scope of the European eBooks on Demand Network. We will explicitly discuss the challenges and benefits of this cross-border cooperation. Secondly, we will also consider in which way this particular document delivery service contributes to overcome old borders, physical as well as mental, by making accessible to everyone the vast bulk of precious rare books from various European libraries from Portugal to Estonia. Finally, what role can historical books of manifold regional denomination play in shaping a new cultural image of Europe – highlighting the long tradition of cultural interchange in various aspects of human life and thought.

Full paper webbed at:

http://www.ifla.org/IV/ifla74/papers/074-Gstrein_Muhlberger-trans-en.pdf

¹ <http://books2ebooks.eu>

New Approaches to Digital Information Delivery in the Web Environment at a large scientific, technical and medical document supply library

Michael Ireland, Director, Information Access and Delivery
National Research Council Canada
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In 2007, NRC-CISTI introduced two new resource-sharing services oriented to the web environment, Pay-Per-Article and eBook Loans. This paper describes the new digital landscape facing library resource-sharing and how NRC-CISTI, as a document supplier, has responded to this shifting paradigm with new services.

The paper describes the digital web landscape from the perspective of the user, as well as emerging players in information dissemination, such as big publishers and web entities such as Google. It discusses how users, who would have been served by traditional library resource-sharing services, can now find a wealth of information resources, some free, some paid for on the web. The challenge for library resource-sharing is to find new ways to serve their users "where they are". Libraries have not been standing still. There have been many new initiatives in this regard from different organizations ranging from the British Library, with its BL Direct Service on Google Scholar, to an initiative sponsored by the Rethinking Resource Sharing Initiative in the United States that proposes a way for users to place interlibrary loan requests for materials they find on the web through the Get It! button.

In this light, NRC-CISTI has introduced Pay-Per-Article and eBook Loan Services, which allow both libraries and their users to obtain full-text electronic articles and books through convenient web access without having to be a registered client. While NRC-CISTI continues to offer access to its print journal and book collections, users have demonstrated a clear preference for point-click-download access to electronic materials. Both new services are described from the perspective of the user. Other related NRC-CISTI developments are described as they fit into the new digital model for information delivery to libraries and users.

These new services underscore the new ideas emerging in the library community to improve access to scholarly literature in the digital environment.

Conclusions are drawn, at the end, about the challenges facing document suppliers such as NRC-CISTI and library resource-sharing, in general, as the digital format grows in importance relative to, and in some domains such as science overshadows, print—in terms of user preference. A call is made for investment in new ways of thinking and working in the digital environment.

Full paper webbed at:
<http://www.ifla.org/IV/ifla74/papers/074-Ireland-en.pdf>



Libraries without Borders: Content Delivery, Singapore Style

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For 2 years now, the National Library of Singapore (NLS) has been prototyping new ways of delivering content to its users. This is to make it easier for users to get their hands on the content once they identify the ones that they need.

The process of helping the users find what they want begins with knowing how the user searches for the information that he needs. If the user is able to identify and search for the materials himself, then the library will provide the delivery options at the very place where the user does his search. If the content that the user has found is a digital copy, then the user is welcome to download the article where rights have been obtained. If the user comes to the librarian for assistance, the librarian will compile a list of resources and send it to the user, with options of delivery.

This paper describes the three approaches used by the NLS to prototype ways to bring content out to the internet spaces as we realize that many users are using search engines such as Google and Yahoo to do their initial searches.

Full paper webbed at:
http://www.ifla.org/IV/ifla74/papers/074-Wah_Choh-en.pdf



**Call for papers: IFLA Document Delivery and Resource Sharing Section
75th World Library and Information Congress, Milan, Italy, 23 - 27 August 2009**

Session theme: **The Interlending, Document Delivery and Resource Sharing tradition: evolving with the changing knowledge economy.**

The IFLA Document Delivery and Resource Sharing Section invites librarians and other interested parties working in the field of Interlibrary Loan, Document Delivery and Resource Sharing to submit proposals for papers in the 2-hour open session in Milan.

We invite papers that explore, but are not necessarily limited to:

- The tradition of Interlending, Document Delivery and Resource Sharing – historical overviews tracing the origins and evolution, and considering the declining requests globally (with the notable exception of the United States – any research into the reasons for this is especially of interest);
- Moving away from tradition - the evolving Rethinking Resource Sharing Initiative – case studies of practical implementation of, for example, the Get IT! Button, home delivery and other initiatives;
- The impact of digital format publishing (including the increasing number of born digitals) and contract, licensing and digital copyright issues, on traditional Document Delivery and Resource Sharing. Case studies with models for solving these challenges are of special interest.

Please send a detailed abstract (1 page or at least 300 words) of the proposed paper (which must not have been published elsewhere) and relevant biographical information of the author(s)/presenter(s) by 31 January 2009 by email to:

Kim Baker

Chair: Document Delivery and Resource Sharing Standing Committee

E-mail: kbaker.nlsa@gmail.com

Please use the header "Milan - proposal - (title of proposed paper)" in the subject line of your e-mail, as proposals are also being received for the ILDS in Hannover, so a clear distinction is needed that the proposed paper is for the Milan open session.

The abstracts will be reviewed by members of the Document Delivery and Resource Sharing Section's Standing Committee at their mid-term business meeting in February 2009. Authors of successful proposals will be notified towards the end of February 2009. Full papers will be due by 15 May 2009. Papers should be no longer than 20 pages and 15-20 minutes will be allowed for a summary delivery of the paper during the Section's open programme in Milan.

Please note that the expenses of attending the Milan conference (including travel, expenses and conference fee) will be the responsibility of the author(s)/presenter(s) of accepted papers, and at least one of the presenters/authors must be present for the programme.

Re-thinking Access to Information: Evolving Perspectives on Information Content and Delivery, IFLA Satellite Conference, held in Boston on August 5th – 7th, 2008.

The IFLA Satellite Conference entitled “Re-thinking Access to Information: Evolving Perspectives on Information Content and Delivery” was held at Boston Public Library from August 5th to 7th, 2008. The event was jointly organized by the IFLA Sections on Document Delivery and Resource Sharing, Acquisition and Collection Development and Reference and Information Services.

The Conference began on Tuesday evening, with a tour of Boston Public Library, followed by a food and drinks reception.



Picture credit: Rose Goodier

Tour of the Boston Public Library

The Document Delivery and Resource Sharing Section had planned the first day's session which took place on Wednesday 6th August. The conference started off with a stimulating keynote address by Lorcan Dempsey, Vice President and Chief Strategist of OCLC. The presentation considered how library services might be developed to match users' experience of the Web, and included some thoughts concerning likely future directions. PC users increasingly value convenience and relevance when they undertake online searching. Librarians face the challenge of integrating diverse technologies to provide well-seamed websites which enable their users to experience smoother and more effective searching experiences. Synchronization of systems is an increasingly important issue.

Brenda Bailey-Hainer, President and CEO at the Bibliographical Center for Research, Aurora, Colorado, then presented us with an overview of the concept of “Rethinking Resource Sharing”, a phenomenon which could be said to have formally started in 2005, with the publication of a Manifesto. The basic message seems to be

that the environment in which libraries operate is changing dramatically and the challenges subsequently faced by document supply practitioners are inevitably many and varied. Challenges include how to draw attention to our services via Web 2 technology and recognizing how, in general, user expectations have changed. It is clear that today's users are demanding well-connected, seamless services, easier ways of finding information and more user-centric service options.

Gail Wanner, Resource Sharing Market Manager at Sirsi-Dynix, gave a presentation on rethinking interoperability, introducing the newly developed "Get It" button, a technological development which promises to deliver quick and easy access to information and which should work within any library management system.

Detailed accounts of innovative resource sharing activities in such diverse regions as Montana, Denmark, and Southern Australia were presented. Ken Adams talked about the Montana shared catalogue and home delivery project. He described how the project staff overcame initial difficulties with providing effective courier services in this large and diverse American State with its widespread and sparsely populated rural areas. He also described how the project staff coped admirably with some major changes to their workflow in order to deliver what has now turned out to be a very popular and successful service.

Poul Erlandsen's presentation, entitled "Books to your Doorstep", was an uplifting account of the Danish home delivery service which started out in 1999 with the production of a web-based National union Catalogue, and which was further developed with the introduction of a new Library Act in 2000. The full service began in 2004 and it has proved to be immensely successful. It is a decentralized service, available to all Danish citizens. Books are delivered to people's homes or workplaces, whichever they prefer, renewals are possible and free returns can be made using the "Library Express" service.



Photo credit: Rose Goodier

Delegates at the Boston Satellite

Sharon Karasmanis (La Trobe University, Australia) gave us yet another perspective on developments in Resource Sharing services. "Information Australia" provides access to Australian print and e-resources via the National Library of Australia. There is a single federated search environment and a web portal, with a "getting" option for clients, is available 24/7. Simplified "getting" mechanisms are a priority and service providers are increasingly keen to facilitate computer users to "trip over" a library in their online searches for information. "Libraries Australia" is a national resource sharing service which combines multiple catalogues for simultaneous searching. Enhanced requesting is a result of these developments. Users can gain easy access to online content; Pay-per-view services are available for the delivery of full-text articles in E-Library; Copies Direct is another available service and local and international booksellers are becoming increasingly involved. The Libraries Australia Document Delivery services are powered by OCLC's VDX technology, which has the advantage of being ISO ILL Compliant, and is used to manage all the supply and request functions between Australian libraries. A national electronic document store has been set up, as well as a national payments gateway.

We welcomed Anne Beaubien, Director of Michigan University Library, who talked about the Rethinking Resource Sharing Initiative. This was set up earlier in 2008 with a remit of awarding prizes to libraries which have introduced creative new ways of delivering their resource sharing services. One of the prize winners was Leslie Sierra's team, based at NCSU Libraries, Raleigh, North Carolina. Leslie talked about NCLive, which is a gateway to the combined electronic resources of libraries in the state of North Carolina. The e-resources have been made easily available to the residents of North Carolina, and it includes an extensive media collection which has proved extremely popular. The gateway, which has been developed with the intention of "keeping things simple", has been very well-used in North Carolina since its inception.

On the second day, the morning's session was organized by the Acquisition and Collection Development Section. Topics discussed included the challenges of digital rights management, the development of open access and thoughts on how to seamlessly deliver content to the researcher. The session also included presentations on resource sharing activities at CARLI (The Consortium of Academic Libraries in Illinois) and at York University, Ontario.

The final session had been planned by the Reference and Information Services Section. Themes were many and varied and included designing participatory systems for libraries, the challenges of providing reference services for a new generation of internet savvy users, and a wealth of ideas on how libraries might become more open to new technologies and change in general.

The conference ended with a thought provoking address on the topic of next-generation library technologies by Steven Abrams, Vice President of Sirsi/Dynix.

131 delegates attended the conference, with about 75% of attendees coming from North America. However, we also welcomed delegates from much further afield, including Australia, India, Nepal and the Ivory Coast. Thanks go to all our speakers and sponsors, OCLC, Emerald and Relais, to Poul Erlandsen for co-ordinating the

event, and to the staff of Boston Public Library for their hospitality and provision of such an imposing venue.

Rose Goodier. Secretary to the IFLA Section on Document Delivery and Resource Sharing. 11th August 2008.



Picture credit: Rose Goodier

Courtyard at the Boston Public Library

Note from the Chair. We highly recommend a visit to the conference website to view the presentations given at this important Satellite event:

<http://www.bcr.org/rethinkingaccess/>





ILDS 2009: Call for Papers

Strategic Alliances and Partnerships in Interlending and Document Supply

11th Interlending and Document Supply Conference in

Germany / Hannover: 20 – 22 October 2009

Participants are invited and welcome to submit papers for presentation during the ILDS conference 2009.

Conference papers should reflect the conference theme:

Strategic Alliances and Partnerships in Interlending and Document Supply

Topics of interest include:

1) Cooperation in document supply and interlending

This Topic includes examples

- of national collaborations which could serve as role models
- fields of interlibrary lending and document supply worth copying, which would also work in other library and information environments

2) National and international experiences in resource sharing

Going beyond the limits of classical document delivery and interlending, the main focus lies on examples of virtual resource sharing.

Subjects of discussion are virtual libraries, portals and collaborative resource enrichment (e.g. tagging, web 2.0)

3) Open Access activities

The worldwide kick-off for Open Access was the “Budapest Open Access Initiative” in 2001. What was achieved since then? This topic tries to give a state-of-the-art and forward looking report on Open Access projects (national, international, subject-related, business models, role of publishers, economic aspects)

4) Rights & Distribution / Licensing / Economic aspects

Investigations of regulations on the working fields of libraries, e.g. how have the national adoptions of copy right reforms affected the workplace and opened the options for the development of new library policies and services?

Case reports of Libraries, Library Associations etc, are welcome

5) Future Directions / The Future of... + panel (with of 5-8 persons)

Collection of propositions and research papers surveying the future landscape of libraries and information centres

Proposals

Proposals for papers need to be submitted for approval by the ILDS 2009 Organising Committee and the Standing Committee of the IFLA Document Delivery and Resource Sharing Section.

As the conference language will be English all proposals, abstracts and presentations must be adapted in English.

As time management in a conference is one of the most important issues please do not exceed a time-limit of 20 minutes for your presentation. You will get 10 minutes of discussion time with your audience (altogether 30 minutes).

The proposals should include the following details:

Author's name

Institution (with address, telephone, fax and e-mail)

Biographical sketch

Title of paper

Abstract (between 150-250 words)

Technical support required (e.g. computer / slide / overhead projection)

Please e-mail all proposals to the chair of the section: kbaker.nlsa@gmail.com

Subject of e-mail should be: "proposals for paper - <title of paper>

Paper Submission

All accepted papers must be presented at the conference in English language by at least one of their authors.

All papers must be original contributions, i.e. not have been previously published or currently under review for publication elsewhere

All accepted papers will be peer-reviewed by the program committee and IFLA Section Standing Committee and published electronically in the conference proceedings.

Please e-mail all submissions to the chair of the section: kbaker.nlsa@gmail.com

Subject of e-mail should be: "proposals for paper - <title of paper>

The minimum length of papers is 3 pages and the maximum length is 21 pages
Papers must be sent in full-text in .pdf or .doc formats

Please note that the expenses of attending the ILDS Conference 2009 (including travel, hotel, daily expenses and conference fee) will be the responsibility of the author(s) or presenter(s) of accepted papers, and at least one of the author(s) or presenter(s) must attend the conference to present the paper.

Poster Sessions

An alternative approach for the presentation of projects, services etc. is available for conference participants. An area on the conference premises has been designated for the presentation of information regarding projects or activities of interest to the ILDS involved librarians. Presentations could include posters, leaflets (etc.).

Deadlines and important dates to note

Deadline proposals for papers / posters	6 February 2009
Notification of acceptance of paper / poster	27 March 2009
Submission of completed paper by approved speakers	31 July 2009



**Minutes of the IFLA Document Delivery
and Resource Sharing Standing
Committee Meeting. Quebec, 9th
August 2008.**

Present: Kim Baker (via Skype); Rose Goodier; Bob Seal; Joan Stein; Jindriska Pospisilova; Uwe Rosemann; Erokhina Nazedna; Elmelinda Lara; Bob Krall; Daniel Mattes Durrett; Paula Kelsall (observer); Poul Erlandsen (observer); Lynn Sipe

Apologies: Elisa Soares; Jacqueline Gillet; Mary Hollerich; Helen Sakhirei; Margarita Moreno; Li Xiaoming; Assunta Arte

1. Introduction and welcome

Lynn Sipe welcomed Section Committee members to the Meeting. Kim Baker had not been able to attend the Quebec conference despite booking early, paying for everything early, and applying for a Visa early, owing to the Canadian High Commission in South Africa requesting additional documentation, which it was impossible to obtain in time, and thus Kim could not obtain a Visa for Canada. It was the first time this had ever happened to her, but apparently others had also been affected. IFLA HQ knew about it, and Kim had been liaising with the Secretary General, Prof Peter Lor, and HQ staff, all of whom had been very supportive, and very disappointed at the approach of the Canadian embassies and commissions. Even last minute intervention did not help. Kim had asked Lynn to facilitate the beginning of the meeting. IFLA HQ and the conference organizers had very kindly arranged for Skype to be set up, so that Kim could at least participate in the SC meetings virtually. Lynn asked the Committee to elect a Chair for the SC meetings. KB was duly asked, and she agreed to chair the meeting remotely, via Skype. LS then left the Meeting, having formally arranged for KB to chair it.

2. Approval of the Minutes of the Previous Meeting

The Minutes of the previous meeting, held in Nancy in February 2008, were approved as a correct record by the Committee.

3. Chair's Report

KB announced that nominations for new Section Committee members will need to have been submitted by February 2009. Only if the number of nominations were to exceed the number of available places would an election need to take place.

RG reported on the Co-ordinating Board meeting, which had taken place in Quebec on August 8th 2008. The following points had been noted:

- After the Milan 2009 Conference, IFLA's new organizational structure will be introduced, and Leadership Forums will replace the current Co-ordinating Boards from that point onwards.
- It was noted as a matter of concern that over twenty delegates to this year's Conference had been denied visas into Canada, KB being one of them.
- Satellite conferences for Milan 2009 were discussed, and it was reported that eighteen events had already been proposed.
- Each Section Committee will need to inform Lynn Sipe which paper from this year's Open Session should be selected for publication on IFLAnet.
- The President-Elect will be holding a brainstorming session on Tuesday 12th August at 8.30 am. A representative from each Section Committee should attend, and the theme to be addressed will be "Libraries driving access to knowledge"

[JS agreed to attend this session as a representative of the Section Committee]

- A Working Group has been set up to address the issue of administrative funds. Only a small part of the money is currently used, and, if it does not get used, the money goes back to central IFLA funds. Suggestions for spending this money include: Printing and distributing newsletters; Speakers' travelling costs; Small gifts for speakers; Contributions towards mid-term meetings. It must not be used for self-hospitality. The amount which had this year been allocated to the DDRSSC was 815 euros.
- Statutes will be recommended to IFLA Council on Thursday 14th August for approval, following a previous ballot vote.
- Each Section presented a report on the year's activities to the Co-ordinating Board. Satellites for this year's Conference had been held by The Document Delivery and Resource Sharing Section, the Acquisition and Collections Management Section and the Reference and Information Services section (jointly); The Government Information and Official Publications Section had also organised a satellite conference in Montreal. The Newspapers Section had held a mid-term conference in Singapore, and 140 people had attended. Martin Kesselmann stated that the Reference and Information Services Section are currently undertaking a project entitled "How you say Reference" and that country co-ordinators would be needed.

4. Financial Report

Bob Seal reported that he had successfully completed the transfer of the Section's bank account from Debra McKern, the outgoing Committee Treasurer. There are now 582 euros in the Section account, plus 815 euros of IFLA funds. If the IFLA funds are not spent by December 2008, they will go back into IFLA's central funds.

It was noted that, if administrative funds are needed, the Section is required to spend the money first and then claim it back from IFLA subsequently. It was confirmed that the Skype connection had been paid for out of general IFLA funds, so this did not affect the amount of money held in the Section's account.

Funding for the printing of the Principles and Guidelines publication will be provided out of next year's budget.

PE mentioned that 1000 US dollars should also be added to the account, as the Singapore ILDS conference organizers had paid for PE to visit Singapore prior to the conference. This amount had been paid back to IFLA, but should now be claimed back from IFLA's central funds to the Section funds. KB queried this, as she did not recall anything about this arrangement – the available funds from the ILDS had been ring-fenced to support IL practitioners from developing countries to attend the ILDS – it was hoped that 3 people could be financially assisted to attend. KB asked if JS could attend the meeting with Sjoerd and Uwe on her behalf, to clarify the matter.

5. Information Co-ordinator's report

JS reported that she had made significant updates to the website and had added links and content. The website now reflects our current membership. JS asked for a description of the Model ILL Handbook so that this can also be loaded onto the Web. Mary and Margarita, as co-editors, should supply Joan with the content, and copy KB for information.

Action: MH and MM to supply Joan with a description of the Model handbook project, and copy KB.

JS stated that six questions had been submitted to the "Ask an Expert" feature on the website over the past few months. Most of these queries were on the topic of IFLA vouchers, and JS had explained the procedures to the enquirers. There had also been a query from Japan asking for bibliographic and location information. JS stated that, if the committee wished to develop the "Ask an Expert" facility, then this should be added as an agenda item for future meetings. KB pointed out that this was already on the Strategic Plan as an area to be developed further.

6. Quebec Conference

KB asked members, in her absence, if a Committee member would volunteer to chair the Section's forthcoming Open Session. JS volunteered to Chair the session. UR was scheduled to give a brief overview of the ILDS in Hannover in the first 5 minutes. BS, JP and BK volunteered to carry out a head count at the Open Session.

JS offered to book a table at Apsara restaurant on Wednesday, 13th August at 8 pm for the Section Committee's dinner.

7. Planning for ILDS, Hannover 2009

UR announced that he had prepared a short PowerPoint presentation on the topic of the ILDS Conference, which is due to take place from October 20th to 22nd, 2009. The venue will be the Hannover Conference Centre, and about two hundred delegates are expected to attend. The conference will be hosted by three libraries, and the steering group consists of the three library directors, assisted by Nicole Petri.

Decisions need to be made regarding a programme outline, a framework for the sessions and social events. It was noted that the Frankfurt Book Fair might tie in well with the ILDS conference, and thus

had become an option for a pre-conference activity for delegates.

Plans for marketing activities, poster lists and press releases are all ongoing. ILDS will be publicized at IFLA Milan and other conferences. Major libraries should be contacted and the conference should be publicized on a number of significant websites. Direct mailings should also go out to Library Associations. The ILDS Hannover website has been set up already and funding from sponsorship packages will be sought. Conference fees will be planned on a similar model to ILDS Canberra, held in 2003.

UR reported that he had arranged a meeting with Sjoerd Koopman on Wednesday 13th August to discuss how best to deal with any profit made from the ILDS Conference. The models previously used for ILDS conferences in Tallinn and Singapore will be looked at. The Singapore ILDS profits were split 80/20 between the Section and IFLA's central funds. **[JS also to attend this meeting, at KB's request, to clarify the US1000 seed money issue.]**

KB stated that after discussion and agreement with Sjoerd, 6500 euros had been made available for granting support for practitioners in developing countries to attend the ILDS Conference. However, if we had to refund US\$1000 seed money, this amount would be reduced. Uwe had the expectation of receiving US\$ 1000 as seed money for the ILDS.

PE announced that he had been liaising with the Rethinking Resource Sharing Steering Committee, proposing that an event on this subject, with particular regard to European perspectives, might be planned as a Satellite in conjunction with the ILDS Conference in Hannover. The Committee concurred that it would be best to address such topics at the Hannover Conference itself, rather than to plan a satellite event. As well as giving European perspectives, it was suggested that a US speaker should also be invited to talk on Rethinking Resource Sharing

Uwe circulated the draft Call for papers for the SC to give input on. Topics proposed for the Call for Papers included:

- Co-operation in document supply and interlending (including interlending between countries)
- The national and international experience in Resource Sharing
- Future directions

It was agreed that each two – hour session should take up a morning or afternoon, and that it would be a good idea for a discussion panel to be arranged at the end of the final session.

The Committee would still decide whether there should be just one keynote address for the whole conference, or whether there should be a keynote speaker for each session. A representative from the Max Planck Society and/or Michael Stephens (Indiana) were recommended as possible keynote speakers. Other ideas for the ILDS Conference included poster sessions and “affinity groups”.

PE reported that the organization of the Rethinking Resource Sharing Satellite in Boston had been the result of a successful collaboration between three different IFLA Sections: The Document Delivery and Resource Sharing Section, the Acquisition and Collection Management Section and the Reference and Information Section. He suggested that future ILDS Conferences might benefit from being planned by all three Sections and the Committee agreed to discuss this proposal at the next meeting.

[Action: UR to send out a draft Call for Papers to KB for sending out to IFLA-L, and various listserves. KB to send out the final version of the Call for Papers in October 2008. At that point, UR should also send a shortened version to JS to load onto the website. Proposals and submissions should all have been received by the end of January 2009.]

8. Report back from the Boston Satellite

BK, RG and PE reported back from the Boston Satellite event which had taken place during the previous week at Boston Public Library. The conference title had been ***Rethinking Access to Information: Evolving Perspectives on Information Content and Delivery***. 131 delegates had attended, many of them local. Around 70% of attendees were North American, but there were also delegates from the Indian Subcontinent, The Ivory Coast, Europe and Australia.

The conference had included a good selection of thought-provoking presentations on both days. Although the event had been organized by three different IFLA sections, many common themes were apparent. Strategic thought and practical operational details were discussed in equal measure.

The venue had proved to be very attractive, although the acoustics had been somewhat problematic. Despite this, verbal feedback from delegates was generally favourable. An evaluation form will be loaded onto the web.

PE stated that re-thinking resource sharing is currently an issue being talked about in Australia. Should a similar type of Satellite be planned for the Brisbane 2010 IFLA Conference, it was likely to be well attended. It was agreed that this was worthy of consideration and should be discussed further at a later date.

Three members of the Document Delivery and Resource Sharing Committee had attended the event: Bob Krall, Jindriska Pospisilova and Rose Goodier.

It was noted that BCR has promised to maintain the website and that JS will provide a link to the Conference’s URL on the Section website.

9. Open Listserve

KB reported that she had delayed setting up an Open Listserv for general discussion, accessible to Section members worldwide, as IFLA had been migrating to a new system. There are often subscription requests to the SC's closed listserv, so there clearly is a need. KB will wait till all the migration issues at IFLA are resolved, and then request that an open listserv be set up.

10. October 2008 Newsletter

The October newsletter will include one paper from the Quebec open session, 3 abstracts, a Reportback on the Boston Satellite, Call for papers for both Milan and the ILDS, and the minutes from the Quebec SC meetings.

[Action: RG to send material for Newsletter to KB]

11. Date and time of next meeting

The next Section Committee Meeting will take place at 8.30 am on Friday, 15th August, 2008.

Minutes of the Document Delivery and Resource Sharing Standing Committee. Quebec, 15th August 2008.

Present: Kim Baker (via Skype); Jacqueline Gillet; Mary Hollerich; Bob Krall; Rose Goodier; Li Xiaoming; Daniel Mattes Durrett; Elmelinda Lara; Erokhina Nazedna; Jindriska Pospisilova

Apologies: Bob Seal; Joan Stein; Elisa Soares; Margarita Moreno; Uwe Rosemann; Assunta Arte; Helen Sakhirei

1. Introduction and welcome

KB, chairing the meeting via Skype, welcomed all attendees.

2. Conference overview

2.1 Open Session

The Committee agreed unanimously that the presentations at the Open Session had all been of excellent quality, and that the session had benefited from having four very different approaches addressed. Two hundred people had attended, despite the fact that simultaneous interpretation facilities had not been available at the session.

2.2 Section Newsletter selection

The Committee decided that the full text of the paper on Ugandan interlending should be published in the forthcoming Section Newsletter. Details as follows:

Maria G.N Musoke: Document Delivery services enhance access to information resources in remote Uganda.

Abstracts of the other three presentations will also be published in the Newsletter.

2.3 IFLA Journal Selection

It was agreed that the Austrian paper should be published in the IFLA Journal, as it was considered to be relevant to a wider readership. The details:

Gunter Mühlberger and Silvia Gstrein: eBooks on Demand (EOD): A European Digitisation Service.

2.4 Thanks to translators

KB officially thanked all the translators for their considerable efforts. Those who assisted us:

Chinese: Margarita Moreno (National Library of Australia) arranged for her colleagues, **Wan Wong** and now retired

colleague **CP Tang** to assist us with translations into Chinese;

Spanish: Elisa Soares (National Library of Portugal) assisted in translating herself, together with her colleagues, **Teresa Rodriguez Gonzalez and Susana Carrasco**;

French: Michael Ireland (CISTI) provided a French translation of his own paper, and **Jacqueline Gillet (INIST)** kindly arranged for the other papers to be translated into French;

German: Günter Mühlberger provided a translation from German into English of his and Sylvia Gstrein's paper.

3. ILDS 2009

3.1 Report back from meeting with Sjoerd Koopman

It was confirmed that, during the week, UR and JS had met with SK during the Quebec Conference to discuss financial matters concerning ILDS 2009. As JS and UR have been unable to attend this meeting, they will be asked to report back to the Committee via email. **[Action: KB to ask JS and UR to report back on their discussions]**

3.2 ILDS 2011

PE had suggested at the earlier meeting, that it might be a good idea to plan a joint "Access to Information Conference" (as opposed to an ILDS conference) in 2011. He had suggested that such an event might be organized together with the Collection and Acquisition Section and the Reference and Information Section. After some discussion, the Committee

decided that, for the time being, it would be best to retain the current planning structure, keeping a clear focus on interlending and resource sharing issues. There was concern that once the unique identity was lost, it would not be able to be recovered again. However, speakers on topics such as Collections Management, Reference Services and Special Collections would be welcomed at ILDS.

MH suggested that ILDS Conference web casts might be made available, with a lower level registration fee being charged for internet-only attendees. The Committee agreed that this concept was worthy of future consideration.

KB noted that, in the near future, she would be follow up with Sjoerd Koopman to send out a Call for Bids to host the 12th ILDS conference in 2011. **[Action: KB to liaise with SK]**

It was confirmed that the 2011 IFLA Congress will take place in San Juan, Puerto Rico.

4. Planning for Milan

The title for the Milan Conference will be "Libraries create futures building on cultural heritage". It was agreed that the Section should hold a single session, and that a model similar to the one used in Quebec should be adopted.

The Committee suggested the following broad topics as possible themes:

- Building new alliances over mutual knowledge
- Alliances with publishers and copyright organizations

- Using document delivery heritage to move into the future
- A presentation on Medical Information (discussing the barriers that new procedures, such as licence agreements, are throwing up with regard to document supply)

KB stated that the Milan theme will require more thought before a final Call for Papers is sent out. She urged Committee members to exchange ideas via the Section's email distribution list with a view to drawing up a Call for Papers to be sent out in October 2008.

[Action: Committee members to exchange ideas via email, KB to finalise the Call for papers and send out in October]

5. Satellite for 2010 Brisbane IFLA Conference

KB reported that she had explored the idea of an Australian satellite with MM, but that MM had indicated that a Canberra Satellite would probably not be viable. PE had spoken to Sharon Karasmanis (La Trobe University) and Sharon Howells (University of Newcastle, Australia) who had kindly expressed a willingness to look into organizing a Brisbane Satellite. The Committee agreed that Sydney would be an ideal location, being the gateway to Australia for many international flights.

[Action: KB to follow up with MM, Sharon Karasmanis and Sharon Howells with a view to them co-ordinating a Sydney Satellite event]

6. Mid-term Meeting

It was agreed that the mid-term meeting in February 2009 should take place in Hannover. It was suggested

that video-conferencing facilities might be made available for those Committee members who are unable to attend in person. The mid-term meeting will be held for one day only, with a tour of the TIB proposed for the following morning. The date of the mid-term meeting will be 19th/20th February 2009.

[Action: KB to confirm with UR, and to check whether Skype, a web cam, or other videoconferencing facilities could be made available.]

7. Model Handbook

MH reported on the ongoing production of the Model Handbook. MM and MH have been teleconferencing to discuss progress, and they have proposed that the Handbook should be published in 2010. The outline of the book has been approved and authors have been identified for each chapter. MH needs to check up on points of U.S Federal Copyright law before being able to commit to full authorship. She may need to be listed as a co-author or co-editor. **[Action: MH and MM]**

MH asked if an IFLA Style Manual existed. KB agreed to ask IFLA HQ about this, and suggested that other style manuals could be referred to if necessary. It also needs to be confirmed whether the final product will be an IFLA publication, (IFLA have the right of first refusal) or whether to consider other options - take the form of a print-only publication, or whether it will also be available electronically. **[Action: KB to liaise with Sjoerd Koopman]**

It was agreed that the launch of the Model Handbook should take place in Australia during the IFLA Satellite. KB

thanked MM and MH for all their continuing efforts in this important project.

8. Principles and Guidelines

Before the Principles and Guidelines are accepted in their final form, it was agreed that JS's comments should be taken into account. **[Action: JS to send comments to JG; The document can then be finalized by posting discussions on the email distribution list]**

It was noted that the Principles and Guidelines should be ready for submission by the ILDS Conference in Hannover. Printing costs can be taken out of the Section's budget. There should also be some printed translations available as handouts. JG was thanked for all her hard work in driving and co-ordinating this project.

9. October Newsletter

The Section Newsletter for October 2009 is set to include:

- The Open Session paper from Uganda
- Three other abstracts from the Open Session
- A Boston Satellite report with photos
- Minutes from Quebec
- ILDS Hannover – the Call for papers
- Country or organization reports are also most welcome

[Action: RG to submit newsletter items to KB]

It was noted that this year's prize-winning IFLA Newsletters had been

produced by the following Sections: Audiovisual, Marketing Management and Information Technology. Members of the Committee were encouraged to look at these Newsletters.

10. Letter to National Libraries

A decision has yet to be made as to which National Libraries the letter should be sent to. Debate should continue via email.

[Action: Discussions to continue via email distribution list]

11. AOB

KB agreed to send out to the listserve, a list of Committee members who will need to be re-elected for their 2nd term from 2009 - 2013, as well as the names of outgoing members.

Members were reminded that once they had served two consecutive terms on the Committee, they would not be eligible for nomination back onto the Committee until after a two year interval. A call for 2009 nominations for all the Committees will go out from Sjoerd Koopman in October 2009.

KB thanked the SC members for their support in conducting the meetings using Skype – the SC made IFLA history in overcoming border barriers!

12. Date and location of next meeting

The next meeting of the IFLA Section on Document Delivery and Resource Sharing will take place in Hannover on 19th/20th February 2009.

Rose Goodier, Secretary, IFLA Document Delivery and Resource Sharing Section.

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