



# Newsletter of the IFLA Document Delivery and Interlending Section

ISSN 1016-281X

**January 2004**

## Table of Contents

<b>A Note from the Chair</b>	<b>2</b>
<b>New Members Biography</b>	<b>3</b>
<b>What's Happening – Some News from Members</b>	<b>4</b>
<b>Strategic Plan 2004-2005</b>	<b>7</b>
<b>Going Dutch: Towards a Multitiered Networked ILL Service for The Netherlands – Johan Stapel</b>	<b>9</b>
<b>Minutes of SC Meetings in Berlin</b>	<b>12</b>
<b>An electronic newsletter?</b>	<b>18</b>
<b>Standing Committee Members</b>	<b>18</b>
<b>Some Reminiscences on the Berlin Conference</b>	<b>20</b>

*This newsletter is also available on IFLANet @ [www.ifla.org](http://www.ifla.org)*

## **A Note from the Chair**

The year 2003 has brought many changes to the Document Delivery and Interlending Section. First of all we have welcomed eight new members of the Standing Committee and we are happy to have fifteen different countries represented on the Committee as this gives us an opportunity of a truly international approach to the issues we are discussing. You will find biographies of the new SC members in this and in the coming issue of the newsletter.

Secondly the closure of the IFLA UAO/OIL Core Activity and Office in March has meant that the SC has had to consider the future of the activities previously taken care of by the staff of the Office for International Lending. An important part of the Strategic Plan 2004-2005, which you will find in this issue, is to develop a transition plan for some of those activities. The two most important activities are undoubtedly the IFLA Voucher Scheme and the Interlending and Document Supply International Conference.

The Voucher Scheme is now being taken care of by the IFLA Headquarters in The Hague and we are happy to report that the vouchers are selling very well. We have seen a new development during the last year as library associations from around the world are buying supplies of vouchers and selling them to member institutions in their country. This is an excellent option for smaller libraries which need easy access to buy vouchers and for various reasons do not need a large stock.

The 8<sup>th</sup> ILDS Conference was held in October in Canberra, Australia and was a major success with approximately 275 participants from 24 countries. Please find more information and papers at <http://www.nla.gov.au/ilds/>

Planning for the 9<sup>th</sup> conference to be held in 2005 will soon commence and a call for bids to host the conference is out at the moment. The Standing Committee has assumed oversight for the conference and we hope to see many interesting bids.

Having many new tasks and plans that need attention the Standing Committee has found it necessary to meet also between the World Library and Information Congresses (the next to be held in Buenos Aires, Argentina, August 22-27, 2004). In future the SC will assemble at a Midwinter Business Meeting – the first being held at the National Library of Spain in Madrid, February 19-20, 2004.

In this issue of our newsletter you will also find updates on resource sharing issues from the US, Canada and Italy as well as a paper by Johan Stapel of the National Library in the Netherlands given at our Open Session in Berlin.

Happy New Year to all members of the Section!

Poul Erlandsen, Chair  
[poer@dpu.dk](mailto:poer@dpu.dk)

## New Members Biography

### **Teresa Chapa**

I began my career in library science in 2000 when I accepted the position as the Latin American and Iberian Resources Bibliographer at the University of North Carolina-Chapel Hill. I received my MLS at the same time that I participated in an Andrew Mellon post-doctoral fellowship at Duke University in Latin American Librarianship. The purpose of the fellowship program was to encourage scholars with PhDs in Latin American topics to consider an alternate career in library science. At the time I began the program at Duke, I had been an associate professor of Spanish at a small liberal arts college and was ready for a career change that would allow me to remain in an academic environment while offering me new challenges and opportunities. I am active in SALALM (Seminar on the Acquisition of Latin American Library Materials) and I hope to be just as active in IFLA. I appreciate the opportunity I have of working on this standing committee and look forward to meeting some of you in Madrid in February, and meeting all in Buenos Aires.

### **Betty Lowery**

Betty Lowery is currently Head of Customer Services for the British Library's Document Supply Services. A graduate in French, she obtained her professional library qualification from Loughborough, and then began her career working as a cataloguer at Leicester University. For the last 20 years she has been working at the British Library in a variety of posts, both within Operations and in Marketing, and has been Head of Customer Services for the last 10 years. There have been many changes both in the British Library and the information world during this time, many of which have been driven by technology; however, Betty is determined that her area will continue to represent the human face of the British Library for many years to come.

She has a particular interest in European languages and enjoys using this expertise in her summer tours round Europe with her husband on their Harley Davidson.

### **Kim Baker**

Programme Executive: Document Supply and Information Services, National Library of South Africa.

Kim Baker has a Bachelor of Arts from the University of Natal, and a Postgraduate Higher Diploma in Library and Information Science from the University of Cape Town, both in South Africa. She began her career at The Don Africana Library in Durban, moving on to work at the Africana Museum in Johannesburg, the Cape Town Chamber of Commerce and the University of Cape Town (UCT).

During her eight years at UCT, she was involved in task teams of the Library and Information Workers' Association (LIWO), and the Cape Library Cooperative (CALICO Consortium) Working Group on Circulation. She spent a year teaching library literacy skills to Indigenous (Aboriginal) communities in North Western Australia. She is currently Programme Executive for Document Supply and Information Services, as well as the Pretoria Campus Coordinator (dealing with Administration and Logistics) at the National Library of South Africa. She is a Committee Member of the Library and Information Association of South Africa (LIASA) Interest group for Interlending and is looking forward to serving on the IFLA Standing Committee on Document Delivery and Interlending. Her research interests are focused on information provision and libraries in developing countries, and the particular challenges they face in ensuring equitable access to information.

### **Lars Leon**

I am the Interlibrary Loan and Document Delivery Librarian for the University of Kansas Libraries ([www.lib.ku.edu](http://www.lib.ku.edu)) in

Lawrence, Kansas USA. I manage our Interlibrary Loan Unit, which processes over 45,000 requests from other libraries and over 30,000 requests from our patrons in a year. I enjoy participating in service activities, which have included working groups in our major library consortium called the Greater Western Library Alliance ([www.gwla.org](http://www.gwla.org)), and interlibrary loan groups in the state of Kansas. I have also served at the national level as member, and chair for one year, of the American Library Association RUSA MOUSS Interlibrary Loan Committee.

My research focuses on interlibrary loan best practices and global resource sharing. I enjoy interacting with people in a variety of venues and have presented at numerous presentations and workshops in such venues as the Northwest Interlibrary Loan and Resource Sharing Conference, the Association of Research Libraries' ILL Conference in Ann Arbor, the Texas Library Association Conference, the Colorado ILL Conference and at international conferences in Bulgaria.

I am married and have one daughter that my wife and I adopted from China. We love to travel. I have enjoyed visiting various parts of the world for research and pleasure including China, many countries in Western Europe, and Bulgaria. I look forward to meeting and working with more people who are working hard to provide the best services possible through effective resource sharing.

#### **Assunta Arte**

Graduated in Foreign Literatures and Languages, University of Basilicata, Italy. Former Head of the Library Service at the Italian National Research Council – Area di Ricerca di Potenza and Technologist in Library Science, where she dealt with library information science research, applications and events. Currently she is involved in developing methods, techniques and systems that can contribute to innovating those sectors whose task is to disseminate information. Technological activities in the last years have mainly been in the area of electronic

document delivery. Since 1997 she has been involved in panels at national and international events and she has published articles in both national and foreign publications in the area of Library Science. Her job deals with a wide range of issues related to enabling and maintaining the exchange of electronic information between communities such as museums, libraries, archives and other public offices interested in scientific information.

## **News from members**

### **Update on some US resource sharing issues / *Lars Leon***

#### **Exciting technology that is helping but providing challenges**

Some libraries and vendors are successfully transmitting actual requests between interlibrary loan systems using the ISO 10160/10161 protocols. The Research Libraries Group SHARES partners are sending and receiving requests using the systems of their choice, assuming they meet consortium requirements that include ISO messaging. (See <http://www.rlg.org/shares/sharesware.html>) Some libraries in the United States, using OCLC, successfully exchanged requests with some libraries in Japan, using their NACSIS system (see <http://www.arl.org/collect/grp/vision/japan.pdf> for more on this including interesting observations on issues that impacted this study). These success stories help to support the concept of standards to allow individual libraries to work on their own system that they are comfortable with while being able to communicate with others around the world.

Some libraries are also successfully using software to provide copies received on interlibrary loan to their patrons as pdf files either in email attachments or where patrons can download from websites. Some libraries are using these same capabilities to deliver articles more quickly and efficiently, and for

less cost, to requesting libraries who do not have software such as Ariel®. These services are very popular with patrons and libraries. A challenge continues to be different interpretations of U.S. copyright law. In fact, the challenges are not only within the US as many libraries strive to share on a global scale while trying to understand the various copyright laws from countries. Some of these are more restrictive than the US law which leads to less efficient and/or more costly delivery of information.

US libraries are also facing challenges as they license a growing amount of electronic information. This information is in strong demand by local users who sometimes do not understand the need for libraries to participate in resource sharing with other libraries. One good sign is that it appears that more libraries are conscious of the need to maintain as many rights to share resources through interlibrary loan as possible. However, one major issue that could impact global resource sharing is the potentially increasing number of licenses that are being signed by some (many???) libraries that restrict interlibrary loan sharing of information only to other libraries within the country of the licensing library. This type of restriction helps to build walls between libraries that would otherwise like to share resources on a global scale.

### **Workflow changes**

More interlibrary loan operations are becoming conscious of the use of best practices in identifying what technology, staffing, workflow design, and other useful steps to take to most efficiently provide the best service. One interesting concept is that some libraries have started to purchase some items requested on interlibrary loan instead of borrowing them. (See <http://www.library.wisc.edu/libraries/news/newsletter/23/Images/webeditionsII.pdf> for one example).

### **Regular challenges that continue**

Many academic libraries are finding success in delivering articles electronically to their

students living away from the campus. Some of these libraries are also providing copies from their own collections.

For these libraries and others, the challenge of effectively providing loans to their students is a challenge. A few libraries have been doing this for years while others are struggling with how to send materials in a cost effective way. It is interesting to see the range of response from the public libraries where these students are living. Some libraries see it as their responsibility and they really do want to support their local patrons' needs. Other libraries see that the academic community should do more to support the research needs of their students. This challenge is becoming more complex as students are living abroad which results in even greater cost of international shipping. This means we need to brainstorm on a global scale as well to determine how to meet the needs of these users.

### **Some problems just stick around**

There continues to be libraries that are not willing to lend audiovisual materials. This makes it more challenging as the amount of information available in this format increases. In many cases, interlibrary loan people are willing to do the processing but the decision to not lend these materials are made at a higher level. The interlibrary loan community must continue to work towards having the most efficient resource sharing network possible and keeping everyone informed of issues, which might lead to more effective decisions.

The challenge also continues for some libraries in handling payments; especially on an international scale. Many libraries have successfully used the IFLA vouchers for requests that have not gone through a system with built in billing like OCLC IFM. A few libraries have reported problems with acceptance of the vouchers by some international partners.

## Carol Smale reports from Canada

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

Smaller and unaffiliated libraries have particularly benefited from FREESHARE.

## Assunta Arte reports from Italy

### Internet document delivery in Italy is developed within the National Research Council Library Services

A number of Internet based Document Delivery Services are being developed at the moment in Italy. The Research Library, operating within the framework of the Italian National Research Council, has developed some projects to:

- take advantage of new Internet technologies

- promote cooperation between CNR and Italian university libraries
- reduce DDS management costs
- achieve short turnaround times in satisfying docdel requests

The Italian National Research Council Research Library is a multidisciplinary scientific library serving a community of about 4000 researchers among staff, PhD and undergraduate students and visitors.

Document Delivery Service plays an important role in Italian research and university libraries. The main Internet resources for Document Delivery are the Archivio Collettivo Nazionale dei Periodici (ACNP, the collective serials Italian catalogue), and the Sistema Bibliotecario Nazionale Catalogue (SBN). These resources are used by 2344 Italian research and university libraries and account for 250,000 online searches a month.

The first projects concerning Internet based Document Delivery were started at the Italian National Research Council in 2000. The aims of these projects are:

- 1. To develop and experiment with the use of a document transmission system based on the Internet**  
This could reduce delivery costs such as xerox copying and postal or fax expenses. Receiving libraries benefit the most from such a system, since they would receive high quality documents in very short time.
- 2. To support the working flow of the activities in the entire docdel process, from request to delivery of a document.**  
This would reduce working time and eliminate the need for paper archiving. It would also automatically provide data for measuring docdel performance according to a uniform system of indicators.
- 3. To suggest an experimental model of a docdel service**

This would promote inter library mutual exchange and cooperation, on the basis of special agreements. For instance, an electronic voucher like system of payment (such as IFLA vouchers), or guaranteed turnaround times could be experienced by all libraries sharing the model.

Some web based systems that have been developed in Italy are also being tested during year 2002 and 2003. These systems allows a library:

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

\*\*\*

## **Document Delivery and Interlending Section**

### **Strategic Plan 2004-2005**

#### **Mission**

Division V's Document Delivery and Interlending Section is the forum within IFLA for libraries and associations concerned with making information in all formats available throughout the world through a variety of resource sharing, document supply, and interlending techniques.

The Section's primary objective is to extend and improve document delivery and interlending nationally and internationally through the use of new technologies and

increased cooperation between and among libraries and document suppliers.

The activities of the Section support a number of IFLA's Professional Priorities, particularly Promoting Resource Sharing. The Section also contributes toward the following IFLA priorities:

- Providing Unrestricted Access to Information;
- Developing Library Professionals;
- Promoting Standards, Guidelines, and Best Practices; and
- Representing Libraries in the Technological Marketplace.

The Section monitors developments and provides information to its membership through a section web site, twice yearly newsletter, programs at IFLA conferences, support of document delivery and interlending workshops, and cooperative projects with national and international organizations. The Section also oversees the biannual IFLA Interlending & Document Supply International (ILDS) Conference.

#### **Goals**

1. **To develop a transition plan for activities that were formerly handled by the IFLA Office for International Lending.**

**(Professional priorities:** (d) Providing unrestricted access to information; (f) Promoting resource sharing; (i) Promoting standards, guidelines and best practices; Advocacy)

#### **Actions**

- 1.1. Investigate the future of the printed IFLA ILL Request Form used worldwide and develop an electronic version.
- 1.2. Ensure that the IFLA Principles and Guidelines for International Lending

and Document Delivery as well as the Model National Interlibrary Loan Code are maintained and revised whenever needed.

- 1.3. Monitor the IFLA Voucher Scheme and continue support and promote usage of Vouchers.
- 1.4. Evaluate the usage of the Interlibrary Loan Response Codes.
- 1.5. Work together with IFLA's Professional Committee on planning the biannual IFLA Interlending & Document Supply International (ILDS) Conferences.

**2. Provide continuing education opportunities for individuals working in the document delivery and interlending field**

**(Professional priorities:** (h) Developing library professionals; (i) Promoting standards, guidelines and best practices; Continuing Professional Development)

- 2.1. Revise the Model Handbook
- 2.2. Collaborate with the Force Foundation and the IFLA Section Libraries for the Blind on promotion and dissemination of guidelines for lending material to the blind and visually impaired, Resource Guide on Access to and Interlending of Alternative Format Materials.
- 2.3. Investigate the possibilities for organising training workshops for ILL practitioners in developing countries.

**3. To monitor the impact of electronic resources and epublications on document delivery and interlending**

**(Professional priorities:** (e) Balancing the intellectual property rights of authors with the needs of the users; (b) Defending the principle of freedom of information; (d) Providing unrestricted access to information; (k) Representing libraries in the technological marketplace; Advocacy)

- 3.1 Include papers on appropriate topics relating to document delivery and interlending of electronic resources during the Section's programme for Oslo.
- 3.2 Explore options to provide an electronic equivalent in addition to the Voucher Scheme.
- 3.3 In collaboration with relevant IFLA groups, contribute to an understanding of the impact of licensing and related business models on document delivery and interlending services.

**4. Promote the activities of the Section to document delivery and interlending colleagues internationally**

**(Professional priorities:** (f) Promoting resource sharing; (h) Developing library professionals; (i) Promoting standards, guidelines, and best practices; Advocacy; Partnerships and alliances; Continuing professional development)

- 4.1 Review, update, and maintain the Section's web-site
- 4.2 To prepare and distribute the Section's Newsletter twice a year (in print and electronic format)
- 4.3 To make the Section's "Ask an expert" service known to the ILL community worldwide.
- 4.4 To meet with local ILL communities during the Section's Midwinter business meeting.

**5. Address the challenges of providing document delivery and interlending services in developing countries**

**(Professional priorities:** (d) Providing unrestricted access to information; (b) Defending the principle of freedom of information; (e) Balancing the intellectual property rights of authors with the needs of users; (f) Promoting resource sharing; Advocacy; Partnerships and alliances)

- 5.1 Explore the possibility of finding partners willing to sponsor the IFLA Voucher Scheme in a way that will give libraries in developing countries access to obtain fully or partly sponsored Vouchers.
- 5.2 Consider programming for IFLA 2004 in Buenos Aires that addresses this topic.
- 5.3 Submit an article to the professional literature describing the problem.

\*\*\*

## Going Dutch: Towards a Multitiered Networked ILL Service for The Netherlands

by Johan Stapel

*Koninklijke Bibliotheek*

*The Hague, The Netherlands*

This paper is a presentation that was given at the Interlending and Document Supply Section's Open Session at the IFLA Conference in Berlin last August.

### Introduction

First, I'd like to put the organization of the library service in The Netherlands into context. The country has sixteen million inhabitants with one national library, thirteen university libraries and one thousand public libraries, serving eight million users. Fifty million loans are processed annually.

### Public libraries

Since the abolishment of the specific public library law, back in the 1980's, there is no strong involvement of the national government in the strategic development of the public library work. Policy development became a decentralised activity on the local or regional level. But, in recent years, public libraries have become more aware of the necessity to cooperate. In order to survive the Internet revolution, it was agreed that libraries needed to focus on utilising ICT, in order to

transform themselves to a so called Open Gate to Knowledge, a centre for life long learning. The emerging influence of the Internet as a channel for information and communication has led to the creation of a national virtual public library portal website, *bibliotheek.nl* in 2001, which now contains a collaborative digital reference service, launched in March 2003. Plans for next year include a collaborative ILL service. I will talk about that later on.

### University libraries

Academic libraries also face major challenges, triggered by the rapid change of the nature of information: from printed to electronic information, from collection to connection. The university libraries cooperate in the UKB consortium, which has been successful in negotiating license agreements with publishers of electronic journals. The consortium's initiatives to realise innovations in scientific information - for example in digital archiving - are supported by a special national body.

In the recent past, UKB libraries owned the self created National Information Infrastructure, based on a shared cataloguing system and a union catalogue, connected to an ILL system. In 2001 it was agreed to give OCLC PICA - who did the software development - complete control over the shared cataloguing system and the ILL system.

Currently, university libraries are in the process of evaluating the benefits of the centralised cataloguing and interlibrary loan model. To assess the existing ILL system architecture and plan future developments, an extensive survey is being done on the functionality of the ILL system, especially with regard to periodical literature. The final research report will be available later this year.

So far my introduction. I'd now like to dive a little deeper into ILL in the Netherlands.

## **NCC/ILL**

For twenty years, we have a union catalogue with automated interlibrary loan and document delivery functionality, the Netherlands Central Catalogue Inter-Library Loan system, NCC/ILL. The system is based on a central system for shared cataloguing. The database covers 460 thousand periodicals, and about 14 million monographs in the collections of more than hundred libraries, including the national library, university libraries, polytechnic libraries, special libraries and a group of public libraries with research collections. There are 450 library organisations with access to the NCC/ILL system. The libraries from the UKB consortium are the main suppliers: they take care of 90 percent of all deliveries (copies: 96%, loans: 72%).

Unlike the situation in other countries, like in Denmark, the Dutch national union catalogue cannot be accessed freely. Libraries buy access to the union catalogue through OCLC PICA. Libraries may then authorise end users to access the union catalogue from home. This is done by providing them with pre paid ILL accounts, which may be used for requesting interlibrary loans and copies of journal articles.

### **ILL statistics**

Statistics show that the NCC/ILL system is mainly used for requesting and delivering copies of scientific journal articles. In 2002, the NCC/ILL system processed a little more than half a million ILL transactions, about 75 percent of them are article copies. Against 380 thousand article deliveries, there were 150 thousand loan requests.

However, there is much more ILL in the Netherlands. A large part of the scientific information is requested and delivered outside the national ILL system. Large technical libraries, like the Technical University Delft and NIWI process up to 320 thousand requests, mostly for article copies.

Interlibrary loan between public libraries is enormous. An estimated 1 million books circulates between libraries, mostly in the Dutch regional and provincial territories. This might be only a relative proportion of the total number of loans in public libraries, fifty million, but imagine the logistics and administrative organisation connected to this activity, imagine the sheer number of transport buses moving these millions of books through the Dutch countryside. Also to be mentioned is the interlibrary loan of sound recordings, a centralised service, operated from Rotterdam. The CD Rotterdam, which has one of the largest CD collections in Europe, delivers around 150 thousand objects a year.

So to conclude: the actual size of ILL within the Netherlands is around two million items. The established National Information Infrastructure, which runs on the NCC/ILL system, covers only a relatively small part of the total number of ILL transactions: 55 percent of all document deliveries and 11 percent of all interlibrary loans. So far, the current situation. Now, it'd like say a little about what the future of ILL might look like in my country.

### **Future?**

We see that the information behaviour of people is changing. Finding information on the Internet, ordering products and paying online for services is quickly becoming a normal part of life. With so many potential library users now becoming experienced Internet users, libraries should accommodate new remote services. In the Netherlands, public libraries had an initial backlog in providing remote, Web based services to their users. This is now changing quickly, empowered by the creation of a virtual public library, Bibliotheek.nl.

Bibliotheek.nl aims to be a portal site, a central entrance for any citizen, with added value for library users and the professional library community. Since its foundation, Bibliotheek.nl accommodates a central

searching facility to a number of full text online sources, including newspapers, library catalogues and reference databases. Last year it was decided that public libraries should pay money to the Bibliotheek.nl management to develop collective services and acquire digital content. Bibliotheek.nl 's budget will rise from 3.2 million Euro in 2002, to 6.4 million in 2003 and 9.6 million Euro in 2004.

### **Al@din**

As I mentioned, this year has seen the launch of a nation wide question answering service, [Al@din](#), which is a real milestone event. It has created a multi tiered, networked facility that joins the forces of a 1000+ workforce. Questions asked by patrons are routed automatically to a close to home library, but will in effect be answered by the network. From the user's point of view, there is the convenience of having a recognisable, easy to use service, and delivering answers within twenty-four hours.

An interesting effect of Al@din is that the project has shown that geographical and political borders can be dissolved by effective use of available technology. Through the network, distributed forces can be joined on a national level, creating a transparent service end-users can rely on - just like you would expect from any Internet based service, be it commercial or not.

### **Network model?**

I think the network model can also be applied to interlibrary loan systems. As you may know, in the Netherlands, nation wide library cooperation has been very successful. Initiated by a group of university libraries, Pica has developed a shared cataloguing system, which has worked for twenty five years and still offers libraries in The Netherlands, Germany and France the benefits of cost effectiveness. It is hard to imagine a future without some kind of centralised cataloguing facility.

For our other cooperative library system, the NCC union catalogue, the future is not so

clear. True: the central ILL system works very effectively, especially for distributing scientific information between academic libraries. But: the major part of Dutch ILL is processed in distributed regional circuits, somewhere in the public library network. Despite the cooperative spirit that has delivered a central system to be proud of, 90 percent of all interlibrary book loans are not done through the NCC/ILL system.

Of course, ideally, there should be one single database with high quality bibliographic descriptions, which can be accessed freely for searching. But creating a nation wide ILL system, based on a union catalogue with complete central registration of library holdings, covering all libraries, is an illusion. I think, that, parallel to the digital reference experience, the next step for ILL is, to create a transparent service, a one stop shop for end users. A service that joins a number of well organised but distributed systems that are operated by a distributed workforce.

The leading principle is that, from a library user's perspective, it doesn't matter where the book he wants to borrow comes from, as long as he can order it easily from out of his domestic environment and get it on clear and uniform conditions, of course preferably next day on his doormat.

### **Technology**

Network technology has created standards, like Z39.50 and OpenURL, which make it possible to search multiple sources and to link from any source database to any target database. Interoperability of systems with regard to so called single sign on identification should also not be too much of a problem, especially when public libraries succeed in implementing a unified and smart national library card.

So how to build a decentralised, networked ILL system?

### **Networked ILL-system**

Let's suppose that vital local and regional bibliographic databases can be connected and

be searched, the next major step is creating a central facility that handles the administration and routing of ILL transactions, preferably on the basis of the international ISO standards for ILL.

Designing such a system shouldn't be too difficult, at least in a technical sense. After all, in the field of automated ILL, OCLC PICA and the Dutch university libraries have gathered thorough knowledge and experience in building and developing nation wide ILL functionality. So, instead of inventing wheels, the focus can be on being smart in using existing networked information infrastructures and inter operability standards, and implementing a unified service model.

The best practice experiences of the Al@din service may serve as a blueprint, especially when it comes to organising the service logistics in such a way that books are delivered in principle by the networks that are closest to the home of the patron. Within this distributed ILL model, the existing NCC/ILL system should serve as a last resort, just in case a publication is not available within the public library network.

'Going Dutch' is an expression used when sharing the bill after a nice dinner with friends. There's also this expression 'having a Dutch party', which implies that when you come to the party, you have to bring something - that is: something to eat or drink, not just an empty glass...

I think that building a distributed multi tiered ILL service is a beautiful and feasible challenge for libraries that are eager to develop services that meet the expectations of modern day library users.

Let me put my money on that, and tell you more about the outcomes at a later date.

## **Minutes of SC Meetings in Berlin**

Minutes of the First Meeting of the Standing Committee – Document Delivery and Interlending Section  
Saturday, 2 August, 2003  
8:30–11:20am  
Berlin

SC Members Attending:  
Carlsson, Erlandsen, Fisher, Hansen, Jackson, Lara, Lowery, Mattes Durrett, Redse, Rodriquez, Rosemann, Schwersky, Smale, Street

Absent: Arte, Baker, Calff, Chollampe, Creff-Walravens, Fagerli, Martey, Mbewa, Paques-Ledent, Pospisilova, Santiago

Guests: Elisa Soares (Biblioteca Nacional, Portugal), Natalia Berezina (Russian State Library), Mike McGrath (Editor ILDS), V.S. Cholin (INFLIBNET Centre, India), Debra McKern (Library of Congress, USA), Stefanie Witz (Botanische Staatssammlung, Germany)

### *1. Introductions*

SC members and guests introduced themselves. Excuses had been received from Hans Martin Fagerli and Uwe Schwersky (attended second half of the meeting).

### *2. Approval of Agenda*

Two new agenda items were added: 4 c: Information Coordinator and 16 b: Advance planning for Oslo. Agenda approved with no further changes.

### *3. Results of the election*

As there were ten nominations for the seven vacant seats on the SC a postal ballot was needed. The seven successful candidates were (number of votes in brackets):

Poul Erlandsen, Denmark (66)  
Kim Baker, South Africa (58)  
Betty Lowery, UK (55)  
Jindriska Pospisilova, Czech Republic (53)  
Penelope Street, UK (50)

Assunta Arte, Italy (45)  
Elmelinda Lara, Trinidad & Tobago (43)

a. *SC members with unexcused absences from SC meetings*

Teresa Mbewa, Kenya, has had two consecutive unexcused absences from SC meetings and according to the IFLA Rules and statutes this means that she can be dismissed from the SC. Her seat will immediately after the Berlin Conference be offered to the fastest loser in the postal ballot (Debra McKern, USA) for the remaining two years of the term.

The same procedure will be followed if more SC members after Berlin have two unexcused absences from SC meetings.

b. *Resignation of Josje Calff*

After the postal ballot was held Josje Calff informed IFLA HQ that she had been elected member of the new Reference Work SC and wanted to resign from our SC. The fastest loser in the postal ballot (Lars Leon, USA) will be offered to take this seat for the remaining two years immediately after the Berlin Conference.

4. *Election of the new Officers*

There has been a call for nominations after which Poul Erlandsen had been nominated for Chair or Secretary and Penelope Street for Secretary.

a. *Chair*

Poul Erlandsen accepted the nomination for Chair and was elected unanimously.

b. *Secretary*

Penelope Street accepted the nomination for Secretary and was elected unanimously.

c. Carol Smale accepted the nomination for Information Coordinator and was elected unanimously.

5. *Financial report*

We have received the usual amount from IFLA for administrative purposes but as the Section has had no expenses this year the balance as of 1 August is USD 1805.33. This amount includes repayment of USD 1000 from the organisers of the 7<sup>th</sup> ILDS Conference in Ljubljana, which they had received as seed money when the planning of the conference began.

The organisers of the 8<sup>th</sup> ILDS Conference in Canberra have not needed any seed money so the USD 1000 will remain on the bank account and form a separate line on the financial report earmarked for seed money for future ILDS conferences.

6. *Subcommittees – status of activities*

The Section has since last year's conference in Glasgow four subcommittees:

1. Principles and Guidelines (Penelope Street, Poul Erlandsen)
2. Conference Programmes (Torill Redse, Hans Martin Fagerli, Daniel Mattes Durrett, Poul Erlandsen, Mike McGrath)
3. Newsletter (Uwe Schwersky, Penelope Street, Poul Erlandsen)
4. Strategic Plan (Mary Jackson, Teresa Rodriguez Gonzalez)

Poul Erlandsen gave a status of the activities since Glasgow. The work had been done by e-mail correspondence only. As the Principles and Guidelines for International Lending had been through a major revision in 2001 there had been no need to activate this subcommittee. The conference programme for Berlin had been prepared mainly by Poul (Open Session) and Mary (Workshop), but Poul had received useful input from the members of the subcommittee.

Both members of the Newsletter subcommittee had submitted articles to the editor (Poul).

And finally the Strategic Plan for the period 2002-2003 and been revised last December by the two members of that subcommittee and published in the March 2003 issue of our Newsletter.

## 7. *Review of the Berlin Conference*

### a. *Open Session*

Poul reported that we will have presentations of three papers during the Open Session “Centralised or decentralised – which way to go?”:

- Peter Stublely, University of Sheffield Library, UK: Document delivery design: systems for users, not users for systems
- Philip Hider, SILAS, Singapore: The bibliographic advantages of a centralised union catalogue for ILL and resource sharing
- Johan Stapel, Royal Library, The Netherlands: Going Dutch: towards a multi-tiered networked ILL service for the Netherlands

Unfortunately Philip Hider is unable to attend the conference as he is in the process of moving to another job in Australia at the moment, but his paper will be presented by a colleague. All three speakers have received funding from their own institutions to attend the conference. Poul’s efforts to find a sponsor to cover the expenses for a one-day registration for each of the speakers had proven unsuccessful.

### b. *Workshop*

Mary reported that there will be presentations of two papers during the workshop which is scheduled to last half a day:

- Mary Jackson, ARL, USA: Presentation of the new ARL Assessing ILL/DD Services Study
- Mette Krog, University of Oslo, Medical Library, Norway: Presentation of Nordic ILL Performance Measurement Study. How can you use a study like this to improve your service?

All attempts to find a speaker from Australia to present the Australian study were unsuccessful.

### c. *Report from Division V CB meeting*

The liason officer to the CB reported that as of 28 July 3700 delegates had registered for the conference. Of these one third are first timers. 133 countries are represented with the largest delegation not surprisingly from Germany. The exhibition area is fully sold out and thanks to the local organizing committee the media coverage up to the conference has been quite heavy.

## 8. *IFLA Voucher Scheme Update*

The Office for UAP and International Lending was closed down earlier this year and the Governing Board recommended that two of it’s activities should be continued – the IFLA Voucher Scheme and the ILDS Conference. A Task Force to work out recommendations to the GB was appointed having Mary and Poul representing the SC. The IFLA HQ agreed to host the Voucher Scheme and a new staff member (Susan Schaepmann) was appointed to handle it. Many changes have been made the most important being: The value of the Vouchers are now given in Euros instead of US\$, there is a handling charge when buying and redeeming Vouchers, and a discount for IFLA members has been introduced.

Susan Schaepmann had produced a report on the latest activities after the transfer to IFLA HQ.

The SC should discuss the development of an electronic Voucher.

## 9. *ILDS Conferences*

### a. *Canberra 2003*

Tom Ruthven, National Library of Australia, is chairing the local organising committee for the Canberra 2003 conference. 125 registrations were received by end of July and everything seems to be in good hands. At least five SC members plan to attend the conference.

### b. *Process to select future venues*

The ILDS conferences used to be managed by the Office for UAP and International Lending. In the future the IFLA Conference Planning Committee will oversee these conferences. A formal call for bids to host the 9th ILDS Conference will be sent out this Fall. It is going to be a much more formal process than we have been used to from the previous conferences. The SC must find it's future role in the conference planning process. We have been given responsibility for the professional program and might also be asked to participate in evaluating the bids.

A liaison from the SC on the local organising committee might be a good solution. We also should contribute when the proposal is about to be written.

## 10. *Assuming Responsibility for the ILL Request Form*

This is another example of the transition of the IFLA Office for UAP and International Lending. Who does have responsibility for revising the form? Who will sell it in the future? Can we switch over to an electronic form?

We agreed that the content is the responsibility of the SC. Betty Lowery to

find out for how long the British Library will continue to sell the forms.

A subcommittee was formed to explore the possibilities of an electronic IFLA request form. Members: Carol Smale, Betty Lowery plus one SC member from the US.

## 11. *Updating Section's Web Pages*

Our Information Coordinator Carol Smale is willing to take a look at what needs to be moved from our web pages and supply statistics on the usage.

## 12. *SC list migration to INIST.*

Our listserv will in the future be managed by IFLA HQ and all SC members will automatically be subscribed to the list which is for SC members only. Carol Smale volunteered to moderate the list.

## 24. *Other business or reports*

As Lone Hansen would be unable to attend the second SC meeting she was given permission to report on the Ghana project.

After three years of planning the Document Delivery Project in Ghana set out in 1993 with financial support from DANIDA. Because of change of government in Denmark this support has been reduced and is expected to be taken away completely by 2004, which means that the project will close down. According to Lone the project has proven successful and the model should be usable in other developing countries. The SC might want to establish a new project if possible.

Meeting continued at SC Meeting II.  
**Minutes of the Second of the Standing Committee – Document Delivery and Interlending Section**  
**Friday, 8 August, 2003**  
**10.15–12.15pm**  
**Berlin**

SC Members Attending:

Carlsson, Erlandsen, Fagerli, Jackson, Lara, Lowery, Mattes Durrett, Pospisilova, Redse, Rodriquez, Rosemann, Schwersky, Smale, Street

Absent: Arte, Baker, Calff, Chollampe, Creff-Walravens, Hansen, Martey, Mbewa, Paques-Ledent, Rosemann, Santiago

Guests: Mike McGrath (Editor ILDS), Debra McKern (Library of Congress, USA), Iris Haffner (University Library Kaiserslautern, Germany), Al Kagan (Social Responsibilities Discussion Group)

### *13. Moving towards an electronic newsletter for the Section*

Our newsletter cannot be photocopied and mailed to all members of the Section with the amount of money the SC receives each year from IFLA to cover administrative expenses. As IFLA has now accepted electronic versions of Section newsletters we should consider distributing as many copies as possible in electronic format instead of paper copies. However it might be rather time consuming for our Secretary to maintain a file of functioning email addresses to Section members. The question is IFLA HQ will do that?

SC members present all accepted to receive electronic version only.

We agreed to ask Section members send information about email address in our next issue of the newsletter.

### *14. Principles and Guidelines*

Request had been received from a library to revise section 7.5, which states that the borrowing library is responsible for the item.

Poul informed the SC that this subject had been taken under serious consideration when the latest revision was done in 2001. At that time the majority of the subcommittee members thought that it

was essential to keep the wording as it was as they feared some libraries might else withdraw their participation in international lending.

Bearing this in mind the SC found no reason to revise at this stage.

### *15. Guidelines for Sending ILL Requests by E-mail*

We need to take a look at the guidelines for sending requests via e-mail. These were never approved by IFLA and according to Sara Gould nobody can remember why. Must be sent to the GB for approval.

### *16. Complete plans for Buenos Aires Conference in 2004*

Suggestions that had been tabled during SC I were taken to separate meeting of the Conference Planning Subcommittee which had agreed on suggesting a program on document delivery and distance learning with special emphasis on South America. Penelope Street had replaced Mike McGrath on the Subcommittee.

Daniel Mattes Durrett volunteered to take the lead in preparing the program which will be the only one sponsored by this Section according to the new conference structure which only allows one program per Section. It might be relevant to contact the University Libraries Section about cosponsorship.

A second event will be possible if there is a cosponsorship with another Section.

A possible program for Oslo 2005 was suggested by Johnny Carlsson: Secure document delivery of electronic materials to end users.

### *17. Update on the Section's leaflet*

The leaflet must be thoroughly revised. All take a look at it.

(Suggested agenda item for Midwinter Business Meeting)

18. *Social Responsibilities Discussion Group Recommendation #10*

Al Kagan from the Discussion Group had joined the meeting to present the recommendation. A discussion paper had been sent to and approved by the IFLA Council. The recommendations should be implemented if possible by different IFLA bodies.

The recommendation is the core of what this Section is already doing, so we need take no further action. It is at the moment too soon to say what other Sections are planning to do about it.

19. *Strategic Plan Update*

There is an October 15 deadline for submission of Strategic Plan 2004-2005 to IFLA HQ. The goals we choose to include will be part of the evaluation of the Section. The Strategic Plan Subcommittee (Kim, Teresa, and Poul) will write a draft based on the discussion during the meeting and distribute it to our listserv for comments before it is being sent to HQ.

20. *Ideas for new projects*

None of the SC members had any ideas at the moment. Poul concluded that this could be an agenda item if we decide to have a midwinter business meeting.

21. *Discussion of the desirability of holding a SC Business Meeting outside the IFLA Conference*

Poul Erlandsen reported that he had done some investigation since our SC Meeting in Glasgow when this issue was brought up for the first time and he had also talked with officers from different Sections that have a long tradition for such meetings during the present conference in Berlin. According to their experience a Business Meeting often proved more fruitful than the traditional SC meetings.

Poul suggested that we should give it a try and the SC agreed that if SC members could find funding to cover travel and accommodation this would be worth trying. An important issue to discuss in the meeting will be transition of activities from the former Office for UAP and International Lending.

22. *Evaluation of the Section*

Mary Jackson gave a status on the evaluation process that will take place as described in a message from Ross Shimmom distributed to the SC members earlier this Summer. The Governing Board has agreed that those core activities still remaining and also the Sections will be reviewed. The first activity to be reviewed will be FAIFE. The Sections have been given time to improve their activities before being evaluated and in the light of this the Strategic Plan is becoming more important as this document surely will be carefully read by the evaluators. The timeline is not known at the moment but some Sections might be reviewed in 2005-2006.

23. *Updates from SC Members on Activities of Interest*

Hans Martin Fagerli reported that the 6<sup>th</sup> Nordic ILL Conference will take place in Norway in the Fall of 2004.

Poul had received a message from Tom Ruthven who is chairing the organising committee for the 8<sup>th</sup> IFLA Interlending and Document Supply Conference in Canberra, Australia, saying that as of 7 August 220 registrations were received. The conference program looks excellent and everything is in good hands.

24. *Other Business or Reports*

As it has turned out to be very difficult to find an evening that is free during the conference the SC decided that instead of having a dinner for the SC members we

would rather in future have lunch together immediately following SC I.

Carol Smale gave a report from the meeting for Information Coordinators held in Berlin.

Poul Erlandsen thanked on behalf of the SC Mary Jackson for having served so brilliantly as Chair and Treasurer for the last two years.

#### 25. *Adjournment*

There being no other business the Chair adjourned the meeting.

\*\*\*

#### **An electronic newsletter?**

The committee has been considering introducing an electronic version of the newsletter. We would like to know from section members what they think of this idea. Some may have difficulties in accessing an electronic version, but others may find it useful to ensure that all relevant colleagues could read it easily.

Please answer the following questions:  
Would you like an electronic version of the newsletter?

Yes  No

If we did produce an electronic version of the newsletter, might this cause you any difficulties? Please specify:

Please send this answer to me either by photocopying this page and posting your answer or by sending me an email.

Dr Penelope Street  
Harold Cohen Library  
University of Liverpool  
P O Box 123  
Liverpool  
Merseyside  
L69 3DA  
England  
[pstreet@liverpool.ac.uk](mailto:pstreet@liverpool.ac.uk)

\*\*\*

## **Standing Committee Members**

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

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

Johnny Carlsson  
Standing Committee Member of IFLA  
DOCDEL Section  
Karolinska Institute Library  
PO Box 200  
SE-17177 STOCKHOLM  
Sweden  
Tel. +(46)(8)7286895  
Fax +(46)(8)348793  
Email: [johnny.carlsson@kib.ki.se](mailto:johnny.carlsson@kib.ki.se)

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

Ms Kanigar Chollampe  
Standing Committee Member of IFLA  
DOCDEL Section  
Library and Information Center, Mahidoll  
University

Phutthomonthon 4 Salaya  
NAKORNPATHOM 37170  
Thailand  
Tel. +(66)(2)4419741  
Fax +(66)(2)4419580  
Email: [likel@mahidoll.ac.th](mailto:likel@mahidoll.ac.th)

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

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

Ms Elmelinda Lara  
Standing Committee Member of IFLA  
DOCDEL Section  
The University of the West Indies  
c/o The Main Library  
ST AUGUSTINE, TRINIDAD  
Trinidad and Tobago  
Tel. +(868)(662)2002  
Fax +(868)(662)9238  
Email: [elara@library.uwi.tt](mailto:elara@library.uwi.tt)

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

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

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

Daniel Mattes Durrett  
Standing Committee Member of IFLA  
DOCDEL Section  
Universidad Anahuac, Direccion de  
Biblioteca  
Apartado Postal 10844  
MEXICO CITY 11000  
Mexico  
Tel. +(52)(5)3288036  
Fax +(52)(5)3288070  
Email: [dmattes@anahuac.mx](mailto:dmattes@anahuac.mx)

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

Ms Jindriska Pospisilova  
Standing Committee Member of IFLA  
DOCDEL Section  
National Library of the Czech Republic  
Klementinum 190, CZ-11001 PRAHA

Czech Republic  
Tel. +(420)(221)663252  
Fax +(420)(221)663121  
Email: [jindriska.pospisilova@nkp.cz](mailto:jindriska.pospisilova@nkp.cz)

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

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

Uwe Rosemann  
Standing Committee Member of IFLA  
DOCDEL Section  
Universitätsbibliothek Hannover und  
Technische Informationsbibliothek  
Welfengarten 1B  
30169 HANNOVER  
Germany  
Tel. +(49)(511)7622531  
Fax +(49)(511)7622686  
Email: [uwe.rosemann@tib.uni-hannover.de](mailto:uwe.rosemann@tib.uni-hannover.de)

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

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

## Some Reminiscences on the Berlin Conference

Members enjoying the Section's annual get



together. Informally networking!

