



Newsletter of the IFLA Section on Document Delivery and Interlending

February 2002

Table of Contents

A Note from the Chair and Secretary	2
Minutes of the Section's Standing Committee Meetings in Boston	3
Annual Report	6
Presentations of New Standing Committee Members	8
Demonstrating Interoperability Among ILL Systems	10

Dear Colleagues,

The year 2001 had been a productive one for the Section. As incoming officers, we will strive to continue the fine tradition of leadership so ably demonstrated by Agneta Lindh and Christopher Wright, outgoing Chair and Secretary respectively. We would like to thank them for their eight years of service to IFLA, the last four as officers of our Section. Both have moved onto new positions, with Agneta even moving to a new library.

At the end of the Boston Conference your new Chair was elected Chair of the IFLA Coordinating Board for Division V (Collections and Services), and in that capacity serves on IFLA's Professional Board and Governing Board. In addition to our Section, Division V includes sections on Acquisition and Collection Development, Serial Publications, Government Information and Other Publications, Rare Books and Manuscripts, and Reference Work. At the Professional Committee's December meeting, the Round Table on Newspapers was given Section status. Please be assured that document delivery and interlending issues will be well represented in the Division and on the two Boards. IFLA continues its review of the Core Activities, including the Universal Availability of Publications (UAP) and the Office for International Lending, key activities for our Section.

Speaking of the UAP Office, IFLA announced in December that Graham Cornish would retire at the end of that month. Graham has been a tireless advocate for interlending issues and his wit and wisdom will be missed. On behalf of the entire interlending community, we wish Graham many enjoyable years of retirement!

This issue of the newsletter includes the Annual Report for the year 2001. In addition, we include minutes from the two Standing

Committee meetings held in Boston, news from the field, and presentations of some of our new Standing Committee members.

The Section is financially stable and enjoys one of the largest memberships of any IFLA Section. A sample of our 188 members includes representatives from such diverse countries as Albania, Botswana, China, Egypt, Ghana, India, Japan, Malaysia, Mexico, Namibia, Russian Federation, Sri Lanka, Thailand, and Turkey, as well as from Europe and North America. We encourage all members to contribute to the Section by submitting news of interlending and document delivery activities in their countries. This newsletter is one way of learning about innovations around the world.

The next issue of the Newsletter will arrive before the Glasgow Conference. We encourage you to come to Glasgow, Scotland and partake of IFLA's 75th Birthday Event. Mark your calendars: 18 - 24 August 2002. Even the conference theme, *Libraries For Life: Democracy, Diversity, Delivery*, highlights the work of our section! Our Section is planning a program on the digital divide. More details in the next issue.

We look forward to hearing from many of you. Best wishes for the New Year.

Mary E. Jackson, Chair (mary@arl.org) & Poul Erlandsen, Secretary (poul@dpb.dpu.dk)



**Minutes of the First Meeting of the
Standing Committee - Section on
Document Delivery and Interlending**

Saturday August 18, 2001

8:30 – 11:20 a.m.

Boston, MA

SC Members Attending:

(New/continuing members) Calff, Carlsson, Chollampe, Creff, Erlandsen, Fagerli, Hansen, Hanson, Jackson, Martey, Redse, Rodriquez, Rosemann, Schwersky, Smale, Street
(Retiring members) Kohl, Lindh, Menil, Neal, Oscarsson, Vattulainen, Wright

Absent: Mattes, Mbewa, Paques-Ledant, Santiago, Abelsnes, Arora, Eronina, Gourlay

1. Introduction of Newly Elected Members

The meeting began with an extended period of introductions since 12 of the 20 members of the standing committee who begin office at the end of this conference are entirely new to the committee.

2. Opening Remarks (Agneta Lindh, Chair)

The Chair took this opportunity to review some of the highlights of the section's activities during the eight years of her tenure as a member and officer of the section. Among the successes she mentioned were three projects undertaken jointly with the IFLA Office for International Lending: the introduction of the IFLA Voucher Scheme, the establishment of a regular biennial conference on Interlending and Document Supply, and the updating and republication of *International Lending: Principles and Guidelines*. Also high on the list was the section's sponsorship of two Discussion Groups: Reference Work (now a section) and Repository and Storage Libraries (now sponsored by Acquisitions). In addition, she listed the successful recruiting of both institutional members to the section and

candidates of the Standing Committee. These successes, she concluded, would provide a firm footing for the section during the upcoming period of change in IFLA.

3. Report from the Professional Board (Chris Wright, Secretary and Chair of Division V)

In an attempt to demystify the inner workings of IFLA for new SC members, Chris Wright described the IFLA Professional Board, how its members were chosen, its scheduled metamorphosis into the new Professional Committee, and its role in approving programs and projects and allocating funds. IFLA is now engaged in a major review of how its conferences are planned and managed, he said, and it was likely that future conferences would be shorter and the time divided between big-name plenary speakers intended to attract a wide audience and smaller section programs designed to provide cutting-edge technical knowledge for experts. He also discussed the recent financial problems of IFLA's Core Program Offices and explained the section's concern that if the Office for International Lending (UAP Core Program Office) was unfunded it would risk the continuity of many of the section's programs.

4. Financial Report (Mary Jackson)

The section has spent virtually no money in 2001 and as of June 30 had a balance of \$693.14 in its administrative funds account.

5. Report from the Information Coordinator (Carol Smale)

The National Library of Canada, which had assigned as many as five staff to IFLANet support, has announced it will no longer be able to host IFLANet at the end of this year. As IFLA HQ struggles to take over maintenance of the extensive website and to find another host institution, there has been an alarming slowdown of items being posted.

Carol reported that the Information Coordinators' meeting at the beginning of the conference revealed little new information since the incoming webmaster, Sophie Felfoldi from IFLA HQ, was absent due to illness. On the positive side, she reported that the Section's "Ask An Expert" email hotline is being queried several times a month, mainly on IFLA topics, and seems to be a modest success.

6. Election of Officers

The chair announced that one candidate each had volunteered for the positions of chair and secretary, those being Mary Jackson (USA) for chair and Poul Erlandsen (Denmark) for secretary, and asked for any others interested in these positions to declare themselves. When no other names were volunteered, the chair asked for a motion to elect the candidates by acclamation. Lone Hansen (Denmark) offered the motion, which was seconded by Penelope Street (UK). The motion was approved unanimously.

7. Boston Conference Programs

The chairs of programs and workshops to be held at the conference made brief announcements of these events for the benefit of SC members and observers who might want to attend.

8. Report on the IFLA Office for International Lending (Sara Gould)

Sara Gould briefly recounted the history and purpose of the Office for International Lending and the IFLA Universal Access to Publications Core Programme (UAP), explaining that these offices, housed in the British Library at Boston Spa, had been formed to deal with the entire range of access questions, including guidelines and best practices, not just interlending. Among the offices' recent activities are:

- Addressing the overwhelming success of the IFLA voucher scheme, which threatens to outgrow its hosts, by conducting a comprehensive survey to determine the need for vouchers in the electronic world five years hence.
- Assuring that the international Interlending and Document Supply Conference continues to be a regular event on the world calendar every two years.
- Producing seminars on access to publications in remote areas of the world that engage government policy makers on broad questions of access to information.
- Conducting a two-year project for the European Union on the protection and preservation of materials in minority languages.
- Completing a survey for UNESCO on the availability of library catalogs on the Internet for institutions in countries surrounding the Mediterranean (an aspect of UNESCO's MedLib Project for a virtual Mediterranean library).
- Overseeing the updating, translation, and republication of *International Lending and Document Delivery: Principles and Guidelines for Procedure*, which was first published by the SC in 1954 and is the overarching agreement for the global exchange of materials.

9. Medium Term Program/Strategic Plan

After some discussion of goals and objectives for the next planning period, Mary Jackson, as the incoming chair, appointed a small working group of SC members (Creff, Erlandsen, Gould, Hansen, Hanson, Smale, Street) to work with her on a draft Strategic Plan for discussion at the Friday SC meeting.

10. Glasgow Program

An extensive discussion of possible program topics included: the globalization of document supply sources, the expense of shipping materials across borders and oceans, the digital divide, and numerous other issues relating to international access to publications. The meeting adjourned with an interest in developing a program that might use the Danida Ghana Project as one example

of the difficulties and possibilities in making information universally available.

11. Adjournment

The SC will reconvene on Friday to complete work on the Strategic Plan and the Glasgow Program.

Minutes of the Second Meeting of the Standing Committee - Section on Document Delivery and Interlending

Friday August 24, 2001

10:15 -12:15

Boston, MA

SC Members Attending:

(New/continuing members) Calff, Carlsson, Chollampe, Creff, Erlandsen, Fagerli, Hansen, Hanson, Jackson, Martey, Durrett, Paques-Ledant, Redse, Rodriguez, Rosemann, Schwersky, Smale, Street

(Retiring members) Abelsnes, Kohl, Lindh, Menil, Neal, Wright

Absent: Mbewa, Santiago, Arora, Eronina, Gourlay, Vattulainen

1. Reports on Programs/Workshop

The section's program on End-user Involvement in Interlibrary Loans was a major success, with five speakers providing a variety of experiences with systems that communicate directly with users. Approximately 250 people filled the meeting hall and lively discussions occurred after each session.

The workshop, held in a specially equipped meeting room at the Boston Public Library,

was extremely popular with significantly more attendees than the 62 spaces assigned. Vendors later told the convenor, Mary Jackson, that this was the best demonstration of the ISO ILL Protocols that had yet been possible. In fact, this was probably the world's first demonstration of messages being sent over the Internet between and among multiple protocol-compliant systems. We hope to reproduce the PowerPoint slides on the section's website.

2. Strategic Plan

Members spent considerable time discussing a draft strategic plan produced by a small working committee during the week. The incoming chair (Mary Jackson) agreed to prepare a redraft of the plan based on comments received and send out a new version by email to the returning committee members. A final Strategic Plan for 2001-2003 is due to the outgoing Coordinating Board chair by September 30.

3. Glasgow Program

The committee decided to concentrate its energies on an open program and not produce a workshop in Glasgow. Numerous program ideas were offered, including:

- Is there a future for large document delivery services such as Boston Spa?
- New initiatives that broaden access to information for the developing world.
- Global access to information for whom? Issues of technology, economics and regulation.
- Lessons learned in bridging the divide: document delivery projects in Ghana and the states of the former USSR.
- An unnatural act -- spreading the culture of cooperation.

The incoming chair formed a working group (Hansen, Martey, Schwersky, Smale) to assemble these ideas and produce a program plan by the end of the September.

5. *Advance Planning for Berlin*

Uwe Schwersky advised the committee that the focus of the Berlin Conference would be on Eastern Europe. Based on this information, the idea of a program on document delivery in times of economic and political change was proposed. Also suggested was a workshop on copyright in the European Union.

6. *Budget Request*

The committee agreed that no project funds would be requested for the next fiscal year.

7. *Other Business*

There being no other business the chair turned over the gavel to her successor and adjourned the meeting.

Annual Report Section on Document Delivery and Interlending

(January to December 2001)

Scope of the Section:

The Section on Document Delivery and Interlending is the forum in IFLA for libraries and associations concerned with making information in all formats available throughout the world through a variety of resource sharing and document supply techniques. The Section works closely with the IFLA Office for International Lending in support of the Universal Availability of Publications.

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

technologies and increased cooperation among libraries and document suppliers.

The Section monitors developments and provides information to its membership through a section website, twice-yearly newsletter, programs at IFLA conferences, support of document delivery workshops, and cooperative projects with the IFLA Office of Interlending and other international organizations.

Membership:

188 institutions and associations around the world. (December 2001)

Officers:

Until August 21, 2001:

Chairman

Agneta Lindh, Royal Library, BIBSAM
Sweden

Secretary

Christopher Wright, Library of Congress
US

Treasurer

Mary E. Jackson, Association of Research
Libraries
US

Information Coordinator

Carol Smale, National Library of Canada
Canada

From August 22, 2001:

Chair & Treasurer

Mary E. Jackson, Association of Research
Libraries
US

Secretary

Poul Erlandsen, National Library of
Education
Denmark

Information Coordinator
Carol Smale, National Library of Canada
Canada

Meetings:

During the Boston conference the Standing Committee gathered twice. The first meeting was held on Saturday, August 18, 2001 and the second meeting on Friday, August 24, 2001.

Both meetings were well attended.

The minutes are available on IFLANET
<http://www.ifla.org/VII/s15/pubs/news0101.htm>
and
<http://www.ifla.org/VII/s15/pubs/news0701.pdf>
(and also printed in this issue of the Section Newsletter)

Several section members were actively involved in the [7th Interlending and Document Supply International Conference](http://www.ifla.org/VI/2/p6/uap-sl-prog.pdf) held 1-5 October 2001 in Ljubljana, Slovenia.

Discussion Groups:

The section has sponsored two Discussion Groups: Reference Work which has now been transformed to a section of its own and Repository and Storage Libraries, now sponsored by the Section for Acquisitions and Collection Development.

Projects:

International Document Delivery: Principles and Guidelines

The working group for the revision of the Principles and Guidelines for International Lending (Sara Gould (Office for International Lending), Penny Street, Celine Menil, Beth Hanson and Poul Erlandsen completed their work during the year and the

new guidelines were presented at IFLANET:
<http://www.ifla.org/VI/2/p3/ildd.htm>

Publications

2 Newsletters (January and July 2001) ISSN 1016-281X
Publications issued by IFLA Office for International Lending and UAP are not listed here.

Conference Program

During the Boston Conference the Section was involved in several sessions:

Monday, 20 August

“End User Involvement in Interlibrary Loan and Document Delivery”

The program was chaired by Poul Erlandsen

1. The Catalogue collectif de France : Opening Interlending Services to end users / Christelle Creff (Project Manager, Document Supply Service, Bibliothèque nationale de France, Paris, France)
2. Bibliotek.dk : Immediate access to Danish libraries - a path to follow / Lone Hansen (Library Advisory Officer, Danish National Library Authority, Copenhagen, Denmark)
3. Interlibrary Loan in Mexico: two solutions to an age-old problem / Elda M. Guerrero (Consultant, Centro Nacional de las Artes Mexico City, Mexico) & Daniel Mattes Durrett (University Librarian, Universidad Anahuac, Mexico City, México)
4. We're still here: Traditional ILL after OhioLINK - Patron-initiated requesting and Ejournals / Jennifer J. Kuehn (Head, Interlibrary Loan, Ohio State Library, Columbus, USA)
5. Union Catalogs and virtual Union Catalogs - repositioning Interlibrary Loan / Barbara Preece & Joan Thompson (Boston Library Consortium City and Country: Boston, Boston, MA, USA)

The papers are published on IFLANET.

Thursday, 23 August

*The ISO Interlibrary Loan Protocol:
Demonstrating Interoperability*

The workshop began with a non-technical overview of the international standard for interlibrary loan communication, the ISO ILL Protocol. Six vendors with Protocol-compliant systems demonstrated the exchange of ILL requests and responses to those requests. The messages highlighted messages used by the borrower (requester) as well as the lender (supplier). The workshop provided time for participants to talk to vendors about their ILL products.

1. Improving Interoperability of Interlending and Document Delivery Systems / Mary E. Jackson (Senior Program Officer for Access Services, Association of Research Libraries, Washington, USA)

2. Informal demonstrations of the ISO ILL Protocol by vendors with Protocol-compliant products.

Relationships with Other Bodies

The section continues to co-operate closely with the Office for International Lending and the UAP Core Programme.

Agneta Lindh

Chair, IFLA Section on Document Delivery and Interlending



Presentations of New Standing Committee Members



Teresa Rodríguez González

Date of birth: 7.11.1960

Nationality: Spanish

Work address: Biblioteca Nacional de España
Préstamo Interbibliotecario, Pº de Recoletos, 20
28071 Madrid, Spain

E-mail: Rodrigueztrg@bne.es

Qualifications:

- Honours degree in Geography and History, specialising in 20th Century History at Universidad Complutense, Madrid.
- Diploma in Librarianship at Centro de Estudios Bibliográficos y Documentarios, Ministerio de Cultura, Madrid.

Languages : English and French

Professional experience :

1986-1996: Biblioteca Nacional (España), employed as official, higher grade

1995: Nominated senior official (Cuerpo Facultativo de Bibliotecarios).

1996-2000 : Was successful in a Official Competition, held by the European Commission and the European Court of Justice, and took up a post with the Court of Justice (Luxembourg), attached to the Library Division.

2000 : Returned to Biblioteca Nacional (España), nominated Head of Loan Division.



My name is *Josje Calff* (Amsterdam, 1951). Since June 2000 I am head of the User Services Division of the Koninklijke Bibliotheek (KB), the National Library of the Netherlands.

After studying modern history and a postgraduate training in academic librarianship, I worked for many years as reference librarian in history at the University of Amsterdam. From 1998 until 2000 I was head of the Reference Centre in the Central Library of the same university. Between 1994 and 2000 I was also a member of the executive committee of the Division of General Research Libraries of The Netherlands Association of Librarians, Documentalists and Information Specialists, as secretary and the last year as president. In my present position I am responsible for the ILL department of the Koninklijke Bibliotheek. This library plays an important role in the Dutch national ILL-organisation. Because I am also responsible for the Reference department of the KB, in Boston I joined the new Standing Committee on Reference, a “daughter” of our SC on Document Delivery and Interlending. In this early phase it is allowed to be a member of two SC’s at the same time, but only for two years. So in Berlin 2003 I will have to choose between the two.

Carol Smale is Director, Resource-Sharing Services at the National Library of Canada, a position she has held for over 10 years. In this capacity, she is responsible for the

Interlibrary Loan Division and the Canadian Book Exchange Centre. She has published articles and given presentations and seminars on interlibrary loan and was responsible for the preparation of the *Canadian National Guidelines for Document Delivery*. she has been Information Coordinator for the IFLA Section on Document Delivery and Interlending since 1998. An active member of the Canadian Library As an Observer and now as a Member, Association (CLA), Carol was President of the Canadian Association of Special Libraries and Information Services (CASLIS), a division of CLA; served a three-year term as Councillor-at-large for CLA; convened the Conference Planning Committee for the CLA conference held in Ottawa in 1997; and, is currently serving on the Nomination Committee. In addition, Carol assisted with the planning for the international Interlending and Document Supply conference held in Calgary in 1996 and she serves as the Canadian liaison to the American Library Association (ALA) Interlibrary Loan Committee.

Carol received an M.L.S. from the University of Western Ontario in 1982. She holds a B.A. in Sociology from the University of Waterloo (1972), and a Diploma in Library Techniques from Sheridan College of Applied Arts and Technology (1975). In 1997, she received the CASLIS Award for Special Librarianship in Canada.



Torill Redse (1948), Senior Adviser, and Acting Deputy Director, the National Office for Research Documentation, Academic and

Special Libraries in Norway. The Office will from January 2003 merge with the Norwegian

Directorate for Public Libraries and the Norwegian Museum Authority.
Educated Librarian with a degree in educational science.



Hans Martin Fagerli

My professional title is Director of Learning Resources and my responsibilities cover 4 areas: Library, Audio visual services, Center for Pedagogic development and Center for Continued Education.

My interests in ILL started right from the beginning of my library career in 1970, but has always been a matter of logistic and analytical interest.

Especially I have taken a huge interest in analyzing how the ILL traffic really takes place, and am still following up in this area. I have never worked in an ILL department. In the 70s and 80s I was in charge of computerizing the Norwegian union catalogue, first for periodicals (finished in 1970), and then books (launched in 1983). Gradually I became more and more interested in both analytical and political aspects of ILL. I have done some research upon ILL traffic in Norway (two reports published). For the time being I am in charge of a committee responsible for ILL matters within the Norwegian Library Association, and I am also appointed member of an ILL committee to be established as a cooperative task between

the Norwegian Directorate for Public Libraries (Statens bibliotekjeneste) and the National Office for Research Documentation, Academic and Special Libraries Norway (Riksbibliotekjenesten).

Demonstrating Interoperability Among ILL Systems

The 70 plus participants at the Section's workshop at the 2001 IFLA Conference in Boston were first-hand witnesses to a milestone in interlending activities: the exchange of ILL requests and responses using the ISO ILL Protocol by five different vendors. This was historic because it was the first time that more than two vendors exchanged ILL messages. The vendors and their systems participating in the workshop included: Auto-Graphics' Wings.epixtech's Resource Sharing System, Fretwell-Downing Informatics' Virtual Document eXchange, The Library Corporation/CARL's Library.Request, and Research Libraries Group's ILL Manager. Each vendor initiated and responded to requests. The historic moment occurred when Library.Request sent a photocopy request to ILL Manager, Wings, and VDX, each of which responded "unfilled." The request was filled by RSS. This workshop is the culmination of an IFLA small project sponsored by the Section and managed by Mary Jackson. Additional information on the ISO ILL Protocol may be found at:

Interlibrary Loan Application Standards
Maintenance Agency

<http://www.nlc-bnc.ca/iso/ill/>

Association of Research Libraries' NAILDD
Project

<http://www.arl.org/access/naildd/ipig/ipig.shtml>
