

Newsletter of the IFLA Section on Document Delivery and Interlending

July 2001

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A Note from the Chair and Secretary:

This is the last newsletter for the two of us, and we thank you, the members of the section, for the opportunity to serve as your officers and as editors of this newsletter. This has been an important time for IFLA and for international librarianship and we are grateful for the four years you have give us at the center of these events.

We believe IFLA, and the Section on Document Delivery and Interlending in particular, performs a critical role in helping to make information more broadly available throughout the world. We are especially proud of the section's partnership with the Office for International Lending, whose staff worked with the committee to produce three outstanding landmarks of international resource sharing: the IFLA voucher, the biennial Interlending and Document Supply Conference, and the just-reissued Principles and Guidelines for international lending. It has been a privilege to be a part of this effort. We are also proud to have had a minor role in the internationalization of the ISO protocols for ILL messages, and we are pleased to have encouraged the work of our Danish colleagues in bringing the Internet to libraries in Ghana. It's been a stimulating time on the international stage and we're happy to have been there with you.

For the past four years the section has sponsored a Discussion Group on Reference Work because, curiously, there was no other logical home in IFLA for this activity. It was obvious to our committee that the temporary format of a discussion group was inappropriate because reference librarianship was not an ephemeral topic that would go away after two or three years. Earlier this year the IFLA Professional Board decided that Reference Work is an important aspect of librarianship, on a par with cataloging or acquisitions, and deserved a formal, permanent home in the IFLA structure. The board created a new Section on Reference Work within our parent division and appointed Annsofie Oscarsson, the group's tireless convenor, as its first chair. The addition of reference work to the Division of Collections and Services makes a nice balance between those focused on collection building (Rare Books, Serial Publications, Acquisitions) and those providing services (Document Delivery, Government Information). We welcome Reference Work to section status and wish its founders well.

We hope this newsletter will be of interest both to those readers who are planning to attend the Boston conference, and those who will participate through the minutes and discussion after the fact. The conference promises to be a sell-out affair and we expect results from it for many years to come.

The best testimony to the importance of a task may be the number of people willing to compete for the job. This year our section needed a run-off election because 19 candidates were competing for positions on the standing committee. We, the outgoing members, appreciate this vote of confidence and wish you all the best.

*Agneta Lindh, Chair
Chris Wright, Secretary*

Recent News:

New Section on Reference Work

The Discussion Group on Reference Work has become the sixth section of our division. Its convenor, Annsofie Oscarsson, will serve as interim chair of the section, working with IFLA HQ to establish an interim standing committee and develop the section's "terms of reference," priorities, and program pending the election of a regular standing committee before the Berlin conference. Members of the section's Interim Standing Committee, approved by the Coordinating Board in June, are:

- Annsofie Oscarsson, Head of Reference, Umeå University Library, Sweden
- Martin Kesselman, Reference Team Leader, Rutgers University Libraries, USA
- Diane Nester Kresh, Director Public Services Collections, Library of Congress, USA
- Bodil Wohnert, Reference Librarian, Central Library in Esbjerg, Denmark
- Catherine Wojewodzki, Reference Librarian, University of Delaware Library, USA
- Vera Fullerton, Reference Librarian, The George Washington University Library, USA
- Kalina Mühlfeldt, Zweigbibliothek Rechtswissenschaft/Europaeisches Dokumentationszentrum, Dresden, Germany
- Anne Grodzins Lipow, Director, Library Solutions Institute and Press, Berkeley, CA, USA

National Library of Canada (from Carol Smale)

Your gateway into the shared resources of Canadian libraries continues to grow by leaps and bounds. Since our survey over last summer, we have expanded the Canadian Library Gateway (<http://www.nlc-bnc.ca/gatepasse/>) with the addition of many new links to libraries, catalogues and library directory information. You can now access over 1600 Canadian library homepages through the Gateway.

We have also been busy adding new catalogues into the Virtual Canadian Union Catalogue (<http://www.nlc-bnc.ca/8/6/index-e.html>); there are now 55+ Canadian library catalogues available for broadcast and individual searching through a Z39.50 search. You can search all the 55+ catalogues simultaneously, search them simultaneously from a regional listing, or search them individually.

New Members of the Section's Standing Committee

Most sections are grateful to have enough standing committee members to conduct business. DOCDEL is one of the largest and most energetic sections in IFLA and 19 individuals ran for the 13 positions being vacated by members whose terms expire after the Boston conference. A full mailing list of all committee members is attached as an appendix, but we thought it would be fitting to showcase the new members of the standing committee by listing them below:

- Ms Josje Calff, Koninklijke Bibliotheek, The Hague, Netherlands
- Johnny Carlsson, Karolinska Institute Library, Stockholm, Sweden
- Ms Kanigar Chollampe, Library and Information Center, Mahidoll University, Nakornpathom, Thailand
- Ms Christelle Creff-Walravens, Bibliothèque Nationale de France, Paris, France
- Hans Martin Fagerli, Oslo University College, Oslo, Norway
- A.K. Martey, University of Ghana, Balme Library, Leegong, Accra Ghana
- Daniel Mattes Durrett, Universidad Anahuac, Direccion de Biblioteca, Mexico City, Mexico
- Ms Teresa Mbewa, Kenya College of Communications Technology, Nairobi, Kenya
- Ms Marie-Thérèse Pâques-Ledent, University of Liege, Liege, Belgium
- Ms Torill Redse, RBT/Riksbibliotekjenesten, Oslo, Norway
- Ms Teresa Rodriguez Gonzalez, Biblioteca Nacional de España, Madrid, Spain
- Uwe Rosemann, Universitätsbibliothek Hannover, Hannover, Germany
- Ms Carol Smale, National Library of Canada, Ottawa, Canada

**IFLA General Conference, Boston
Saturday, 18 August - Friday, 24 August 2001**

**Preliminary Schedule of Meetings of Interest
to the Section on Document Delivery & Interlending**

Saturday, 18 August:

- | | |
|-------------|---|
| 08:30-11:20 | Standing Committee I, Section on Document Delivery & Interlending |
| 17:30-18:30 | Country Caucuses |

Sunday, 19 August:

- | | |
|-------------|--|
| 08:30-10:20 | Discussion Group: Repository and Storage Libraries
Discussion Group: Internet |
| 16:00-18:00 | Meeting of Council followed by Exhibition Opening and Welcome Reception |

Monday, 20 August:

- | | |
|-------------|---------------------------------------|
| 08:30-11:00 | Program: Section on Reference Work |
| 11:00-13:30 | Program: Section on Document Delivery |
| 13:15-14:45 | Guest Lecture (Prusak) |
| 16:00-18:00 | Opening and Plenary Session (Kozol) |
| Evening | Reception at Boston Public Library |

Tuesday, 21 August:

- | | |
|-------------|--------------------------------|
| 11:15-12:15 | Guest Lecture (Billington) |
| Evening | Reception at Museum of Science |

Wednesday, 22 August:

08:30-11:00 Program: Information Technology
11:15-12:15 Guest Lecture (Jaszi)
Evening Open

Thursday, 23 August:

13:30-17:30 Workshop: Document Delivery
Evening Reception at Harvard and MIT

Friday, 24 August:

10:15-12:15 Standing Committee II, Section on Document Delivery & Interlending

Program: *Section on Document Delivery & Interlending*

Session 108

Monday, 20 August, 11:00-13:30

Theme: “End user Involvement in Interlibrary Loan and Document Delivery”

The aim of the program is to give the audience an overview of different approaches to user initiated ILL and how it changes demand, expectations, etc.

Program Chair: Poul Erlandsen

Speakers:

- 1.The catalogue collectif de France: opening interlending services to end-users
CHRISTELLE CREFF (Document Supply Service, Bibliothèque Nationale de France)
- 2.Bibliotek.dk : Immediate access to the Danish libraries - a path to follow
LONE HANSEN (Danish National Library Authority,Copenhagen, Denmark)
- 3.Interlibrary loan in Mexico: two solutions to an age-old problem
ELDA MONICA GUERRERO (Consultant, Mexico)
DANIEL MATTES DURRETT (University Librarian, Universidad Anaguac, Mexico)
- 4.Traditional ILL after OhioLINK - Pcirc and Ejournal
JENNIFER J. KEUHN (Head, Interlibrary Loan, Ohio State Library, Columbus, USA)
5. Union Catalogs and Virtual Union Catalogs – Repositioning Interlibrary Loan
BARBARA PREECE and JOAN THOMPSON (Boston Library Consortium, USA)

Workshop: *Section on Document Delivery & Interlending*

Session 200

**Thursday, 23 August, 13:30-17:30 (Off-Site at Boston Public Library, Conference Rm 5-6)
Theme: "The ISO Interlibrary Loan Protocol: Demonstrating Interoperability"**

The International Organization for Standardization (ISO) develops and maintains a variety of library-related standards. The Interlibrary Loan Protocol, ISO 10160/10161, enables libraries to send and receive interlibrary loan (ILL) requests and responses to those requests using different ILL products and software. Over 30 companies and organizations in ten countries are in the process of implementing the ISO ILL Protocol and are members of the ILL Protocol Implementors Group (IPIG). Use of the ILL Protocol will permit peer-to-peer messaging, or the automated equivalent of one library mailing an ILL request directly to another library.

This half-day workshop is designed to demonstrate how libraries are able to exchange ILL requests using products that comply with the ISO ILL Protocol. The workshop will begin with a non-technical overview of the international standard for ILL communication.

The six vendors featured in the workshop are representative of the wide range of vendors offering ILL Protocol-compliant products and systems. Vendor participants will exchange borrowing and lending messages using the ISO ILL Protocol. The exchange is designed to demonstrate the potential of peer-to-peer messaging in a decentralized model of ILL. The six vendors featured in the workshop will demonstrate the exchange of ILL requests and responses to those requests using Protocol-compliant systems. The demonstration will highlight messages used by the borrower (requester) as well as the lender (supplier). Workshop attendees will be able to discuss the demonstration and their products with the six vendors during an informal review period.

Program Chair: Mary E. Jackson

Vendor Participants and their Products:

1. Auto-Graphics	Wings
2. epixtech	Resource Sharing System
3. Fretwell Downing Informatics	Virtual Document eXchange
4. The Library Corporation	Library.Request
5. Relais International	Relais
6. Research Libraries Group	ILL Manager

Workshop Schedule:

1:30 - 1:45	Welcome by SC Chair
1:45 - 2:15	Non-Technical Overview of the ISO ILL Protocol
2:15 - 3:15	Demonstration of Exchange of Messages
3:15 - 3:45	Break
3:45 - 4:30	Review of Exchanged Messages
4:30 - 5:15	Discussions with individual vendors
5:15 - 5:30	Concluding remarks

Protocol Workshop Registration

Because space is limited, pre-registration is required. Please send the following information to the Program Chair at the address noted below.

Name:

Title:

Institution/organization:

Country:

Using an ILL Protocol-compliant system? Yes No

Send registration information to:

Mail: Mary E. Jackson/IFLA Workshop
Association of Research Libraries
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Washington, DC 20036 USA

Email: mary@arl.org
Fax: +1 202 872 0884

Meeting Plan:

Discussion Group on Repository and Storage Libraries

Session 66

Sunday, 19 August, 08:30-10:20.

Convener: Pentti Vatulainen, National Repository Library, Kuopio, Finland

This discussion group explores the role of repository libraries in providing access to materials held in centralized storage facilities serving specialized or cooperative library needs. Participants will discuss topics including the decision-making that leads to transfer to remote storage, the development of robotic on-demand scanning systems for delivering remotely held materials, and case studies of successful centralized repository libraries. Invited on the discussion panel are:

- 1.PENTTI VATTULAINEN (Director, National Repository Library, Finland)
- 2.BEVERLY LYNCH (Director, Center for Research Libraries, USA)
- 3.ELIZABETH VERNON (Judaica Technical Services Librarian, Harvard University, Cambridge, USA)
- 4.SAYYED CHOUDHURY (Director, Digital Knowledge Center, Johns Hopkins University, Baltimore, USA)

Program: *Section on Reference Work*

Session 98

Monday, 20 August, 08:30-11:00

Theme: "How is virtual reference different from face-to-face reference? Guidelines and new competencies for reference services to the remote user."

Reference service in the virtual environment is quite different from face-to-face reference. Experiences from both e-mail and real-time remote services will be discussed, including advice about new skills to acquire, special library policies and guidelines to adopt, and strategies for marketing the service to make it successful. In addition, a follow up on the Collaborative Digital Reference Service (CDRS) administrated by the Library of Congress will be presented.

Program Chair: Annsophie Oscarsson

Speakers and their topics:

ANNE G LIPOW, Director Library Solutions Institute and Press:

"Are you ready for real-time remote reference? New question-handling skills and library policies needed to move the desk (and you) to the Web"

VERA FULLERTON, George Washington University's Gelman Library:

"E-mail Reference: Refocus and Revise. Experiences from Gelman Library"

LISA ELLIS and STEPHEN FRANCOEUR, Newman Library at Baruch College, New York:

"Applying Information Competency to Digital Reference" .

ZORANA ERCEGOVAC, Director, Project LEAP, University of California, Los Angeles:

"Virtual Reference as a Function of Learning (1),Bibliographic Genome(2), and Division of Labor: Lessons learned from different user populations converge"

BODIL WÖHNERT, Ribe Amt Central Library, Denmark:

"The Public Library's Role in the Danish Information Society: demand for new competencies?"

DIANE NESTER KRESH, Director Public Services Collections, Library of Congress:

"Follow-up on the Collaborative Digital Reference Service project"

Proposed Agenda for Meetings of the Standing Committee of the Section on Document Delivery and Interlending

Boston: Saturday, 18 August, and Friday, 24 August 2001

Standing Committee I 08:30-11:20, Saturday, 18 August

1. Approval of Agenda
2. Introduction of Newly Elected Members of the S/C
3. Approval of Minutes of SC Meetings in Jerusalem, 2000
4. Chairman's Report - Agneta Lindh
5. Financial report - Mary Jackson
6. Communications - Carol Smale
7. Election of S/C Officers for 2001-2003
8. Matters concerning the Boston Conference
 - a. Programme – Poul Erlandsen
 - b. Workshop – Mary Jackson
 - c. Discussion Group, Repository Libraries - Pentti Vatulainen
9. Report from the IFLA Office for International Lending - Sara Gould
10. Report on Revision of Principles & Guidelines: ?
11. Review Medium Term Program/Action Plan for 2001-2004(?)
12. Plans for Glasgow/2002 Conference
13. Other business

Standing Committee II 10:15 - 12:15, Friday, 24 August

1. Complete MTP/Action Plan for 2001 – 2004(?)
2. Complete Planning for Glasgow/2002 Conference
3. Advance Planning for Berlin 2003 Conference
4. Reports on Section's Boston Conference activities
 - a. Programme – Poul Erlandsen
 - b. Workshop – Mary Jackson
 - c. Repository Libraries - Pentti Vatulainen
5. Prepare budget request for Professional Board
6. Other business

Report from the Meeting of the IFLA Professional Board, March 2001

The following items are excerpts from the report by Chris Wright, chair of our Division (Collections & Services), that was circulated to section officers following the Spring meeting of the Professional Board in the Hague.

The Ideal Conference

The PB and HQ staff engaged in a brainstorming session on the ideal IFLA conference. Here are a few of many ideas talked about:

- Current conferences are too long and lack stimulating professional content.
- IFLA business meetings should be separated from conferences (scheduled before or after but not be identified as the purpose of the conference).
- General conferences might come every two or three years with regional or subject-specific conferences in between.
- IFLA HQ should have full operational and financial responsibility for conferences (instead of the current arrangement that places almost all responsibility with the national organizing committee of the host country).

Glasgow Plans

The theme will be literacy and lifelong learning. Unlike Boston, space in the Glasgow conference venue is limited and workshops will probably be scheduled only on Thursday and limited to 20 (not even one per section). Satellite meetings will have to be planned a full year in advance and units should submit Form S (Satellite Meeting Enquiry Form) as soon as possible for approval by the Professional Committee in Boston.

Boston Program Specifics

All speakers identified as needing PowerPoint on the Equipment Request Form will be scheduled for rooms with PowerPoint “beamers,” according to the Congrex organizers, but they warn that last-minute availability will not be possible. If you didn’t ask for it and didn’t return the form by May 15, it won’t be there!

Digital Libraries Discussion Group

PB members agreed with comments I received from many of you, that “digital libraries” was such a universal topic that it would be inappropriate to focus it in a single discussion group. The board felt that technical aspects of digitization were already the responsibility of the Section on Information Technology and that other digital library elements were being addressed systematically by the sections in which they belonged.

Instructions for Election of Section Officers in Boston

Earlier this year Section Officers received notes of guidance from IFLA Secretary General Ross Shimmon on how elections for new officers will be held in Boston. The non-technical part of Ross's explanation is reproduced below. For committee members who will be voting, we call your attention to the following items, which we thought particularly relevant to this committee:

- Only the new and continuing members of the S/C can nominate someone for an officer position, and only they can vote.
- S/C chairs can call for nominations by email and publish the field of candidates in advance of the first meeting.
- Elections will be held as the first order of business at the S/C meetings on Saturday, August 18.
- The election requires a one-third quorum of these new and continuing members and the chair should ascertain in advance that a quorum will be present.
- A S/C may elect a treasurer (separate from the secretary) but this treasurer is technically not an officer of IFLA and may not vote in meetings of the CB.

Notes of Guidance from Ross Shimmon:

The current officers of each Section shall call for nominations for the posts of Chair and Secretary of the Section to serve for the period 2001-2003.

This may be done in advance of the first meeting of the Section Standing Committee to be held in Boston, or it may be done at that meeting.

It should be made clear whether the existing officers are eligible for re-nomination. If they have served for only one term of two years, they may be nominated for one more term. It should also be made clear whether they are willing to serve for a second term, if nominated.

The nomination and election of chair and secretary shall be placed high on the agenda of the first meeting of the Section standing committee to be held in August in Boston.

The nomination and election of the chair shall be placed on the agenda before the nomination of the secretary.

Normally the post of treasurer shall be combined with that of either chair or secretary.

In the event that neither the elected chair nor the elected secretary is willing to act as treasurer, a separate treasurer may be elected. In such cases, the treasurer shall not be considered to be an 'officer of IFLA' for the purposes of representation.

Only currently serving members (that is those members serving for the 2001-2003 term) of the Section standing committee may make nominations for these posts. It is NOT permissible for any other group within or outside IFLA to intervene in these nominations and elections.

Only currently serving members (that is those members serving for the 2001-2003 term) of the Section standing committee may be nominated for these posts.

If there is only one nominee for a post, that person shall be declared returned unopposed.

If there is more than one nominee for an office a secret ballot will be held by an outgoing officer or outgoing member of the committee.

Only currently serving members of the standing committee concerned may vote in these elections (that is those members serving for the 2001-2003 term).

The candidate with the highest number of votes shall be elected.

If two or more candidates obtain an equal number of votes, re-election between these candidates shall be held until one receives a higher number of votes. No more than two such re-elections shall take place. If no decision is reached after two re-elections, the chair of the Professional Board shall make a choice between the candidates concerned.

The Rules of Procedure stipulate that "a third or as near a third of the standing Committee as arithmetically possible shall constitute a quorum." This is interpreted as meaning: if the Standing Committee consists of 20 members, the quorum is 7....

If a quorum is not present, a postal ballot will be held later by IFLA headquarters.

Ross Shimmon
Secretary General
April 2001

**Section on Interlending and Document Supply
Interim Financial Report -- June 30, 2001**

Funds = \$US (\$1.00 = 2.05 NLG)

Funds	Opening Balance (1 Jan 01)	Income from HQ	Other income	Spent in 2001	Balance 6/30/01	Requested for 2001	Remarks
Admin Expenses:	303.47	399.67	-0-	10.00*	693.14	-0-	
Totals	303.47	399.67	-0-	10	693.14	-0-	

* Wire transfer charge

-- Submitted by Mary Jackson, Financial Officer

IFLA Section on Document Delivery and Interlending

Standing Committee Members, 2001-2005

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Explanation of Terms of Office

1999 appointments
begin with 1999 conference
and end with 2003 conference

2001 appointments
begin with 2001 conference
and end with 2005 conference

Standing Committee members may seek re-election to one additional appointment. (F=First, T=Terminal Appointment)
F= First Appointment
T=Terminal Appointment

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Standing Committee Members whose terms conclude with the 2001 Conference

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