



Newsletter of the IFLA Section on Document Delivery and Interlending

July 2002

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A Note from the Chair and Secretary

An exciting program is planned for the IFLA Conference in Glasgow. We invite those attending the conference to attend our Standing Committee meetings on Saturday, 17 August, and Friday, 23 August. Unlike previous newsletters, we are not publishing an agenda for our meetings, but will distribute it electronically and post it on the IFLA web site prior to the conference.

Our Section is sponsoring one Open Session on Wednesday, 21 August from 11:10 to 13:40. The title of the session is "Global Access to Information: For Whom? Daniel Mattes Durrett will open the session with a presentation on the "Culture of Cooperation." He will be followed by presentations on the Ghana Project by Niels Mark and A.K. Martey, India's INFLIBNET by S. M. Salgar, and an international program to enhance access to research information by Carol Priestley. We hope to have selected very different approaches to providing access to materials, including one that does not involve interlending or document supply. The papers, and some translations may be found at: <http://www.ifla.org/IV/ifla68/prog02.htm#6>. Look for session #132. We would like to note the contribution of our colleague, Teresa Rodríguez González, for providing Spanish translations.

There are too many other Workshops and Open Sessions of interest to members of this Section to note in this letter. We encourage you to view the preliminary programme at: <http://www.ifla.org/IV/ifla68/prog02.htm>. We look forward to seeing many of you in Glasgow.

As we noted in our last newsletter, Graham Cornish retired at the end of 2001 from the IFLA Universal Availability of Publication (UAP) Office and IFLA Office for

International Lending (OIL). The British Library, long-time host of the core activity had signaled its willingness to continue to host the IFLA Copyright & Other Legal Matters Committee. In February your Chair spent two days talking with staff of the UAP/OIL office as well as other BL staff. The main conclusion was that two extremely viable features of the UAP programme – the IFLA Voucher Scheme and the Interlending and Document Supply conferences – were highly appreciated and deserved an extended life. At its March meeting, the Governing Board (GB) voted to close the UAP office, thanked the British Library for its many years of support, and noted the hard work of Graham Cornish and his colleagues in furthering the goals of UAP.

Noting the critical need to continue the Voucher Scheme, the GB appointed a Task Force to recommend proposals for the future of the scheme. Task Force members include Mary Jackson, Chair; Poul Erlandsen; Derek Law, IFLA Treasurer; and Ross Shimmon, IFLA Executive Director, ex officio. The Task Force has waited until Ross Shimmon has returned from medical leave before beginning its exploration. The challenge for the Task Force will be to determine the future home and characteristics of the Voucher Scheme; the Task Force will not consider closing down the very successful scheme (biases of your SC members on the Task Force!). The GB also determined that our Section should have general oversight for the Interlending and Document Supply conferences and it is our intent to appoint a subcommittee to focus on the role of the Standing Committee.

Speaking of subcommittees, we are recommending that the Standing Committee form a number of subcommittees to ensure that all tasks are being taken care of:

** Principles and Guidelines Subcommittee (to monitor usage, make updates on a regular basis etc.)

** Conference Programme Subcommittee (to oversee bi-annual Interlending and Document Supply Conference, give input to professional programme, work with local organizers, produce conference manual for future conferences etc.) This subcommittee could include non-SC members with expertise within the area of conference planning.

** Newsletter Subcommittee (to help produce or seek suppliers of relevant articles for printing in Section Newsletter, work on layout etc.)

** Strategic Plan Subcommittee (to assist the Chair produce the Strategic Plan)

We issued a call for volunteers to chair each of the proposed subcommittees and will call for volunteers for the subcommittees after the Glasgow conference. Of course there will be a chance to discuss these recommendations in Glasgow but as we have very limited time at our disposal we seek your input before the conference.

We are hoping to involve as many interested librarians as possible. It is not a requirement to be a member of the Standing Committee to serve on any of these subcommittees. We also hope to have representation from individual who may not be able to attend IFLA conferences on a regular basis.

Our Section 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. We welcome your input in how the Section can make your work more effective.

We close this note with another transition in the UAP Office – Pauline Connolly will retire in August after nine years of service in the office. Many of you will have met Pauline at IFLA or ILDS conferences or communicated with her on the phone or via email. We're sure you join us in wishing Pauline many years of health and relaxation in her retirement!

Mary E. Jackson, Chair (mary@arl.org)

&

Poul Erlandsen, Secretary (poul@dpb.dpu.dk)



IFLA Section on Document Delivery and Interlending

Strategic Plan 2002 – 2003

MISSION:

Divison V's Section on Document Delivery and Interlending 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 works closely with the IFLA Office for International Lending in support of the Universal Availability of Publications (UAP) Core Activity.

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 IFLA Office for International Interlending and other national and international organizations.

PRIORITIES:

Goal 1: Monitor innovations and developments in document delivery and interlending management software, organization of and workflow within document delivery and interlending operations, and user-initiated systems and services.

Goal 2: Promote the activities of the Section to document delivery and interlending colleagues internationally.

Goal 3: Provide continuing education opportunities for individuals working in the document delivery and interlending field.

Goal 4: Address the challenges of providing document delivery and interlending services in developing countries.

Goal 5: Monitor the financial aspects of document delivery and interlending services.

Goal 6: Monitor the impact of digital publishing and electronic journals on document delivery and interlending services.

ACTION PLAN FOR 2002 - 2003:

Goal 1: Monitor innovations and developments in interlending management software, organization of and workflow within document delivery and interlending operations, and user-initiated systems and services.

1. Develop guidelines for surveying end-users implementing a user-initiated service.
2. Promote and encourage use of systems that exchange interlending requests using the ISO ILL Protocol and emerging user-initiated standards including the National Information Standards Organization (NISO) Circulation Interchange Protocol.

Goal 2: Promote the activities of the Section to document delivery and interlending colleagues internationally.

1. Review, update, and maintain the Section's web-site.
2. Review and update the Section's newsletter and publish two newsletters each year.
3. Review and revise, if needed, the Section's flyers.

Goal 3: Provide continuing education opportunities for individuals working in the document delivery and interlending field.

1. Support the work of the IFLA Office for International Lending.
2. Collaborate with the IFLA Office for International Lending to revise the Model Handbook.
3. 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.*

Goal 4: Address the challenges of providing document delivery and interlending services in developing countries.

1. Produce a program on the “digital divide” for the Glasgow 2002 conference.

Goal 5: Monitor the financial aspects of document delivery and interlending services.

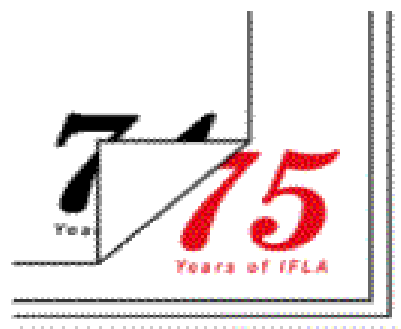
1. Continue to support and promote the IFLA Office for International Lending’s voucher scheme.
2. Explore options to provide an electronic equivalent in addition to the voucher scheme.
3. Monitor the effect on the supply of articles by commercial and other document suppliers that are required to collect copyright royalty fees.

Goal 6: Monitor the impact of digital publishing and electronic journals on document delivery and interlending services.

1. 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.

2. Develop a statement on the role of document delivery and interlending in a digital future.
3. Produce a program on the “digital divide” for the Glasgow 2002 conference.



IFLA Sektion für Dokumentenlieferung und Fernleihe

Strategischer Plan 2002 - 2003

MISSION:

Die Sektion für Dokumentenlieferung und Fernleihe (Section on Document Delivery and Interlending) innerhalb der Abteilung V (Division V) ist das Forum in der IFLA für Bibliotheken und Vereinigungen, das sich damit beschäftigt, Informationen - unabhängig davon, in welcher Form sie vorliegen - in der ganzen Welt mit Hilfe verschiedener Techniken der gemeinsamen Nutzung von Ressourcen, der Dokumentenlieferung und der Fernleihe zugänglich zu machen. Die Sektion arbeitet eng zusammen mit dem IFLA Büro für Internationale Fernleihe (Office for International Lending) in Unterstützung des Schwerpunktprogramms

Universeller Zugang zu Veröffentlichungen (Core Program Universal Availability of Publications, UAP).

Das oberste Ziel der Sektion besteht darin, Dokumentenlieferung und Fernleihe auf nationaler und internationaler Ebene durch die Anwendung neuer Technologien und die verstärkte Zusammenarbeit zwischen Bibliotheken und Dokumentenlieferanten auszuweiten und zu verbessern.

Durch die Aktivitäten der Sektion werden eine Reihe von IFLAs fachlichen Prioritäten unterstützt, insbesondere die Förderung der gemeinsamen Nutzung von Ressourcen. Die Sektion trägt auch zu den folgenden IFLA Prioritäten bei:

- Ungehindertes Zugang zur Information
- Entwicklung des bibliothekarischen Fachpersonals
- Förderung von Normen, Richtlinien und vorbildlichen Verfahren
- Vertretung der Bibliotheken auf dem Markt der Technik

Die Sektion beobachtet Entwicklungen und liefert seinen Mitgliedern Informationen über die Homepage, durch den halbjährlich erscheinenden Newsletter, Programmen auf den IFLA Tagungen, die Unterstützung von Workshops im Bereich Dokumentenlieferung und Fernleihe, sowie gemeinsamen Projekten mit dem IFLA Büro für Internationale Fernleihe und anderen nationalen und internationalen Organisationen.

PRIORITÄTEN

Ziel 1: Innovationen und Entwicklungen bei der Verwaltungssoftware für Dokumentenlieferung und Fernleihe als auch Organisation und Arbeitsabläufe innerhalb

der Dokumentenlieferung und Fernleihe sowie benutzerinitiierte Systeme und Dienste beobachten

Ziel 2: Auf internationaler Ebene die Aktivitäten der Sektion den Kollegen in den Bereichen Dokumentenlieferung und Fernleihe bekannt machen

Ziel 3: Kontinuierlich Weiterbildungsmöglichkeiten für Kollegen im Bereich Dokumentenlieferung und Fernleihe zur Verfügung stellen

Ziel 4: Herausforderungen benennen, um Dienste im Bereich Dokumentenlieferung und Fernleihe in Entwicklungsländern anzubieten

Ziel 5: Die finanziellen Aspekte von Dokumentenlieferdiensten und Fernleihe beobachten

Ziel 6: Den Einfluss von digitalem Publizieren und elektronischen Zeitschriften auf Dokumentenlieferdienste und Fernleihe beobachten

ATKTIONSPLAN FÜR 2002 UND 2003

Ziel 1: Innovationen und Entwicklungen bei der Verwaltungssoftware für Dokumentenlieferung und Fernleihe als auch Organisation und Arbeitsabläufe innerhalb der Dokumentenlieferung und Fernleihe sowie benutzerinitiierte Systeme und Dienste beobachten

1. Bei der Implementierung von benutzerinitiierten Diensten Richtlinien entwickeln für die Erforschung des Verhaltens von Endnutzern.
2. Den Einsatz von Systemen fördern und unterstützen, die Bestellanfragen über das ISO ILL-Protokoll austauschen sowie aufkommende Standards für Endnutzerdienste einschließlich des Circulation

Interchange Protocol der National Information Standards Organization (NISO).

Ziel 2: Auf internationaler Ebene die Aktivitäten der Sektion den Kollegen in den Bereichen Dokumentenlieferung und Fernleihe bekannt machen

1. Die Website der Sektion überprüfen, aktualisieren und pflegen.
2. Den Newsletter der Sektion überprüfen und aktualisieren sowie zwei Ausgaben pro Jahr veröffentlichen.
3. Die Broschüren der Sektion durchsehen und falls notwendig korrigieren.

Ziel 3: Kontinuierlich Weiterbildungsmöglichkeiten für Kollegen im Bereich Dokumentenlieferung und Fernleihe zur Verfügung stellen

1. Die Arbeit des IFLA Büros für Internationale Fernleihe unterstützen.
2. Mit dem IFLA Büro für Internationale Fernleihe zusammenarbeiten, um den "Leitfaden für Fernleihe und Kopierdienste" (Model Handbook for Interlending and Copying) zu überarbeiten.
3. Mit der Force Foundation und der IFLA Sektion Bibliotheken für Blinde zusammenarbeiten bei der Förderung und Verbreitung der Richtlinien für die Ausleihe von Materialien an Blinde und Sehbehinderte "Führer für den Zugang und die Ausleihe von Materialien in alternativen Formaten" (Resource Guide on Access to and Interlending of Alternative Format Materials).

Ziel 4: Herausforderungen benennen, um Dienste im Bereich Dokumentenlieferung und Fernleihe in Entwicklungsländern anzubieten

1. Auf der IFLA Konferenz in Glasgow 2002 ein Programm zum Thema digitale Kluft (digital divide) anbieten.

Ziel 5: Die finanziellen Aspekte von Dokumentenlieferdiensten und Fernleihe beobachten

2. Das Voucher System des IFLA Büros für Internationale Fernleihe weiterhin unterstützen und fördern.
3. Die Möglichkeiten untersuchen, zusätzlich eine elektronische Version des Vouchers anzubieten.
4. Die Auswirkungen auf die Lieferung von Artikeln durch kommerzielle und andere Dokumentenlieferanten.

Ziel 6: Den Einfluss von digitalem Publizieren und elektronischen Zeitschriften auf Dokumentenlieferdienste und Fernleihe beobachten

1. In Zusammenarbeit mit relevanten IFLA Gruppen zu einem Verständnis des Einflusses von Lizenzverträgen und ähnlichen Geschäftsmodellen auf Dokumentenlieferung und Fernleihe beitragen.
2. Eine Stellungnahme zur Rolle von Dokumentenlieferung und Fernleihe in der digitalen Zukunft entwickeln.
3. Auf der IFLA Konferenz in Glasgow 2002 ein Programm zum Thema digitale Kluft (digital divide) anbieten.



Sección de la IFLA de Préstamo Interbibliotecario y Envío de Documentos

Plan Estratégico 2002 – 2003

MISION:

La Sección de Préstamo Interbibliotecario y Envío de Documentos de la División V, es el foro de la IFLA para las bibliotecas y asociaciones que se ocupa de hacer accesible a todo el mundo la información en cualquier formato mediante diversas técnicas de uso compartido de recursos, envío de documentos y préstamo interbibliotecario. La Sección trabaja en estrecha colaboración con la Oficina de la IFLA para el Préstamo Internacional en apoyo del Programa Fundamental para la Disponibilidad Universal de Publicaciones (DUP).

El objetivo primordial de la Sección es extender y mejorar, tanto nacional como internacionalmente, el uso de nuevas tecnologías e incrementar la cooperación entre bibliotecas y suministradores de documentos.

Las actividades de la Sección apoyan algunas de las Prioridades Profesionales de la IFLA, particularmente la Promoción del Uso Compartido de Recursos. La Sección también contribuye a las siguientes prioridades de la IFLA

- Facilitar el acceso a la información sin restricciones;
- Fomentar profesionales de bibliotecas;
- Promover normas, pautas y modelos; y
- Representar a las bibliotecas en los mercados tecnológicos

La Sección supervisa desarrollos e informa a sus miembros mediante una página web, un boletín bianual, programas en las conferencias de la IFLA, apoyo a los talleres de suministro de documentos y préstamo inter-bibliotecario, y proyectos de cooperación con la Oficina de la IFLA para el Préstamo Interbibliotecario Internacional y otras organizaciones nacionales e internacionales.

PRIORIDADES:

Objetivo 1: Controlar las innovaciones y desarrollos del software de gestión de préstamo, de organización y trabajo dentro de los procedimientos de envío de documentos y préstamo interbibliotecario, y de sistemas y servicios para usuarios profesionales.

Objetivo 2: Promocionar internacionalmente las actividades de la Sección entre los colegas dedicados al envío de documentos y el préstamo interbibliotecario.

Objetivo 3: Promover el acceso a la formación continuada de las personas que trabajan en el campo del suministro de documentos y el préstamo interbibliotecario.

Objetivo 4: Encauzar los retos que conlleva el prestar servicios de suministro de documentos y préstamo inter-bibliotecario en los países en vías de desarrollo.

Objetivo 5: Supervisar los aspectos financieros de los servicios de envío de documentos y préstamo interbibliotecario.

Objetivo 6: Controlar el impacto de las publicaciones digitales y los periódicos electrónicos en los servicios de suministro de documentos y préstamo interbibliotecario.

PLAN DE ACCION PARA 2002 - 2003:

Objetivo 1: Controlar las innovaciones y desarrollos del software de gestión de préstamo, de organización y trabajo dentro de los procedimientos de envío de documentos y préstamo interbibliotecario, y de sistemas y servicios para usuarios profesionales.

1. Desarrollar pautas para aconsejar a usuarios finales implementando servicios para usuarios profesionales.
2. Promover y alentar el uso de sistemas que intercambien peticiones de préstamo usando el protocolo ISO ILL y los naciotes modelos para usuarios profesionales, incluyendo el Protocolo de Intercambio y Circulación de la Organización Nacional de Normalización de la Información (NISO).

Objetivo 2: Promocionar internacionalmente las actividades de la Sección entre los colegas dedicados al suministro de documentos y el préstamo interbibliotecario.

1. Revisar, actualizar y mantener la página web de la Sección.
2. Revisar y actualizar el Boletín de la Sección y publicar dos boletines cada año.
3. Revisar y corregir, si es necesario, los prospectos de la Sección.

Objetivo 3: Promover el acceso a la formación continuada de las personas que trabajan en el campo del envío de documentos y el préstamo inter-bibliotecario.

1. Apoyar en su labor a la Oficina de la IFLA para el Préstamo Internacional.
2. Colaborar con la Oficina de la IFLA para el Préstamo Internacional en la revisión del manual modelo.
3. Colaborar con la Fundación [Force](#) y la Sección de la IFLA de Bibliotecas

para Ciegos en la promoción y divulgación de normas para el préstamo de material destinado a ciegos o deficientes visuales “*Guía de Recursos para el Acceso y el Préstamo Interbibliotecario de Materiales en Formatos Alternativos*”.

Objetivo 4: Encauzar los retos que conlleva el prestar servicios de envío de documentos y préstamo interbibliotecario en los países en vías de desarrollo.

1. Establecer un programa sobre “digital divide” para la conferencia de Glasgow 2002.

Objetivo 5: Supervisar los aspectos financieros de los servicios de envío de documentos y préstamo interbibliotecario.

1. Continuar apoyando y promocionando el proyecto de utilización de cupones de la Oficina de la IFLA para el Préstamo Interbibliotecario Internacional.
2. Investigar las opciones para proporcionar un equivalente electrónico como complemento al proyecto cupones.
3. Estudiar el efecto sobre el suministro de artículos por proveedores comerciales a los que se les pide el cobro de tasas por copyright.

Objetivo 6: Supervisar el impacto de las publicaciones digitales y los periódicos electrónicos en los servicios de suministro de documentos y préstamo interbibliotecario.

1. Contribuir, junto con grupos relevantes de la IFLA, a la comprensión del impacto de las licencias y modelos comerciales relacionados sobre los servicios de

- envío de documentos y préstamo interbibliotecario.
2. Redactar un informe sobre el papel del suministro de documentos y el préstamo interbibliotecario en un futuro digital.
 3. Establecer un programa sobre “digital divide” para la Conferencia de Glasgow 2002.

Presentations of New Standing Committee Members



Daniel Mattes Durrett

My name is Daniel Mattes, but since I work in México, where both paternal and maternal last names are used, I am commonly known as Daniel Mattes Durrett.

I was born in Galveston, Texas, USA on July 4, 1956. I studied my Bachelor of Arts (B.A.) at the University of Texas at Austin (1974-1978) in Philosophy, Psychology and Spanish. I later returned to the University of Texas to study my Master's in Library and Information Science (M.L.I.S, 1980-1982) and a Master's in Arts (M.A., 1982-1984) in Latin American Studies.

I was married in Mexico in 1985 and my wife, Ana Luisa Mejia Sanchez, and I have 3 daughters.

In the USA, I worked at various departments in my home town's public library, including Reference, Periodicals and Government Documents, Rare Books, Circulation and Interlibrary Loan. I later worked as a bibliographer at the University of Texas's Institute of Latin American Studies. I also was in charge of the Patient's Library at the Veterans Administration Medical Center in Waco, Texas.

In Mexico, I first worked at the Benjamin Franklin Library as the National Library Fellow, where I worked on an automation project, the establishment of a children's library, training and collection development at various binational center libraries located throughout the country. I was later the Director of Library Services at the University of the Americas in Mexico City. I have been the University Librarian at the Universidad Anahuac since 1991.

I am a member of the American Library Association, the Medical Library Association, the Association of Jewish Libraries, the Mexican Library Association (AMBAC, Asociacion Mexicana de Bibliotecarios, A.C.) and the Mexican Medical Library Association (PROFICSA, Asociacion de Profesionales de la Informacion en Ciencias de la Salud). I have served as Chair of the American Library Association's Subcommittee on Latin America and the Caribbean and am the current Chair of that association's Subcommittee on International Exchanges. I am currently the Vice President and President-Elect of the Mexican Medical Library Association (PROFICSA). Since 1997, I have coordinated the Transborder Interlibrary Loan Program, a program sponsored by the Transborder Library Forum (including libraries from Canada, the USA and Mexico).

I have given courses on topics related to university library administration, reference services, interlibrary loan and the Internet. I have given papers on Mexican library history, interlibrary loan, consortia and resource sharing and various aspects of medical librarianship at the annual conferences of the American Library Association, the Texas Library Association, the Mexican Library Association, the Mexican Medical Library Association, the Association of Jewish Libraries and the Transborder Library Forum.

I am currently on the editorial boards of *The Serials Review* and *Investigaciones Bibliotecologicas* (Mexico)



Johnny Carlsson, Librarian
Head of Customer Support within Customer Services
Karolinska Institutet Library
National Resource Library in Medicine,
Stockholm, Sweden
Tel +46 8 7286895, fax +46 8 348793
<<http://kib.ki.se>>

I graduated with a Diploma in Librarianship in 1982. Actually I started my library career nine years earlier, sharing the task of managing a small village library with my mother. After a major in Economics combined with working part time in the College Library, I spent one summer in the public library in the city Sandviken (with

Sandvik steel) before a position in the same city's one and only bookstore. Four years later upon graduation from library college in the Borås in the southwestern part of Sweden close to Gothenburg, I worked for over two years with shorter and longer temporary positions within a large public library in the City of Gävle (known for the Swedish coffee brand Gevalia). The duties ran the gamut from public to technical services, from administrative to line duties, and from working with bookmobiles, to hospital libraries, to communal administrative libraries.

In 1984 I accepted a cataloging position at the Ultuna Library at the Swedish University of Agricultural Sciences in Uppsala. Six months fulltime in one library. In 1985 I moved to manage the Clinical Centre Library in the Faculty (College) of Veterinary Medicine. The tasks there as in many smaller libraries included most of the different areas of librarianship, starting from scratch in a new empty library. I also participated in international work within the European Veterinary Libraries Group, a section of EAHIL (the European Association for Health Information and Libraries). I was a member of the program committee and co editor of Abstracts and Proceeding from the 2nd ICAHIS (International Conference of Animal Health Information Specialists), July 1-4, 1997, Copenhagen.

In 1998 I specialised further, from many animals to only one, when I moved to the Karolinska Institutet Library in Stockholm, the Swedish national resource library of medicine. Being in charge of the Customer Support team since March 1999, within Customer Services, includes interlibrary loan, document delivery and reference work among many other things. The Karolinska Institutet library is the largest lending library in medicine within Scandinavia. The requests for loans and photocopies are about 800-1000 each working day. I started to examine the

workflow in the departments of the library involved in document delivery. Participating in developing the computer system SAGA for handling of document requests has led to cooperation with colleagues in the larger Swedish university libraries and interesting discussions regarding how we together can improve our services.

Apart from the international work in the IFLA SC on ILL and DD, I'm a member of the EAHIL Council and the International Programme Committee for the next EAHIL Conference in Cologne, September 2002.

<http://www.eahil.org/>

Nationally, I'm a member of the board of the Regional Association for Stockholm/Uppsala of the Swedish Library Association, <http://www.biblioteksforeningen.org/> and also work in their Special group for nursing or medical libraries.

Librianship is not my only interest. Classical music mixed with jazz are my favourites but I'm also listening to all sorts of music from folk to disco.

I enjoy playing the piano as an amateur without audience. For many years have I been a folk dancer, and member of the Philochoros (the students folk dance group at Uppsala University).

<http://www.student.uu.se/studorg/philochoros/index.html>

This group was founded as early as 1880. Travelling gives good opportunities to explore fine food (cookies and candies included) and wine together with new and old friends. Travelling with Philochros, alone or with other groups to for example the US midwest, Estonia, the Udmurt Republic in the former Soviet Union and Hungary has given many impressions och experiences. If you have not read any of Bill Bryson's books on travelling, I do recommend them. He has also written about language and the confusion you can get into when you are trying to use foreign languages. I enjoy English, German, French and Italian, but

more practice is needed.



Uwe Rosemann

My name is Uwe Rosemann (Germany, 1953). I am the director of the UB/TIB Hannover. After studying mathematics I got a postgraduate education in librarianship. I worked for some years in the university library of Bielefeld, first as the head of the mathematics library, then I was responsible for the user department. Since 1993 I am living in Hannover. UB/TIB means two libraries: UB is the university library of Hannover, TIB is the german central library for engineering and science and one of the biggest technical libraries of the world. Its main task is document delivery and interlibrary loan and that is my main interest, too. The library provides more than 2000 orders per day.

I am a member of several committees and working groups related to ILL. I am the head of subito since the foundation of the subito team in 2000.

The IFLA Voucher Scheme: Results of a Survey

*Prepared by Sara Gould and Pauline Connolly
IFLA Universal Availability of Publication (UAP) Core Activity and IFLA Office for International Lending (OIL)*

During the first half of 2001, the IFLA UAP Office carried out a survey of users of the IFLA Voucher Scheme. Our aim was to learn more about how libraries use the vouchers, since without this knowledge it is difficult to improve the Scheme or plan for the future. What type of requests do they pay for, how often are they used, and what type of library finds them most useful? Within the wider work of IFLA, too, there has been a re-focus, with the introduction of a set of professional priorities and a recent revision of the work of the core activities. We need to ensure that the work we do for IFLA and its membership is appropriate and relevant, and this means reviewing all of our activities, including the Voucher Scheme.

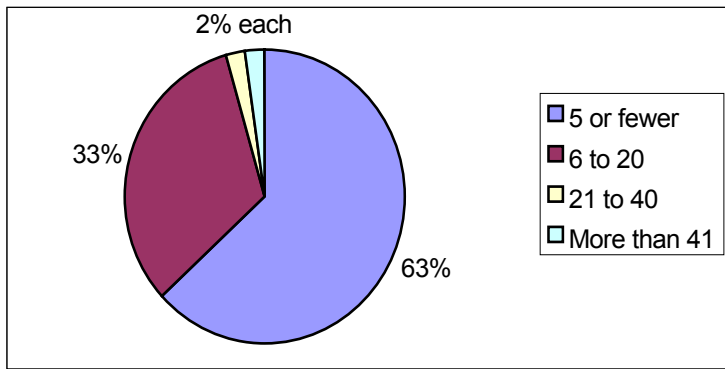
It is also necessary to plan for the future. Although five years is a long time in the rapidly developing world of ILL, we wanted to try to determine whether use of the Voucher Scheme would begin to decline in the next few years, or would continue to grow at the current furious rate. Are we likely to be faced with a situation in a few years where the vouchers continue to be so popular that our office administrator can't cope? Or will everyone have moved on to new exciting electronic payment systems, leaving just a very few voucher users?

Some survey results

Many of the results of the survey simply confirmed what we felt, but it is worth highlighting some of the key trends:

- Vouchers are used to pay for both copies and returnables. It might seem that a postal payment system like the Voucher Scheme might be more suited to posted returnable loan items, but we found that libraries use the vouchers to pay for all types of supplied item in equal numbers.
- Vouchers are used with all format of request transmission, especially postal, fax and email requests.
- The vouchers are normally sent in response to each item supplied, and are forwarded to the supplying library after the item is received, rather than attached to the request.
- A very large proportion of voucher users use them monthly or less often. This supports the view that the vouchers are most valuable for single occasional requests where a more formal arrangement between the two libraries does not exist. Perhaps surprisingly, a very large number of users (63%) use the vouchers to pay just 5 or fewer supplying libraries.

The Voucher Scheme has a very large number of net-requesting libraries and very few net-supplying libraries. A pattern of use can be seen to emerge, whereby large numbers of small 'clusters' of libraries experience a low level of voucher-supported ILL traffic, and it for this type of ILL request that the vouchers are best suited. A smaller number of libraries use the vouchers more often, and with a larger number of co-operating libraries. Thirty three percent (33%) of respondents pay between 6 and 20 libraries with vouchers. This group is likely to be made up of libraries whose level of requesting and supply is roughly equal, so that vouchers can circulate many times before they pass on to a net requesting library.



How many libraries do you pay with IFLA vouchers?

Balancing sales and refunds of vouchers

One of the aims of the survey was to try to predict future use of the vouchers. At this point, the number of vouchers sold continues to outweigh the number of vouchers redeemed by a very big margin. Around 41,000 vouchers have been sold since the Scheme began, while just 5000 have been sent back to the Office for refund. While almost 800 libraries have already purchased a supply, a mere 30 libraries have ever redeemed any. And in 2000, 11,000 vouchers were sold and just 2,800 redeemed.

However, the number of vouchers being returned to the Office for refund is certainly growing, suggesting perhaps that demand for the purchase of new vouchers will eventually tail off. In any case the number of redeemed vouchers does not in fact reveal very much about the popularity of this payment system, since the Scheme would be most successful if no more vouchers were ever bought or refunded. This would mean that those vouchers already in circulation are passing among libraries throughout the world, being re-used over and over again. In reality though, this cannot happen, since there will always be several large net-suppliers that need to redeem their accumulated vouchers, and very many net-requesting libraries that need to replenish their supply. To complete the cycle, in an ideal world the net-supplying

libraries would forward their excess vouchers to the net-requesting libraries, bypassing the OIL once sufficient vouchers were in circulation. But this is clearly not possible, for a number of reasons.

Reasons for using the Scheme

The survey asked libraries why they participated in the Voucher Scheme. Is it the requesting library that decides on the payment method or the supplying library? Is there a strong preference for using vouchers, or is it simply that this is the best option out of a list of poor options? As already mentioned, one of the key reasons for choosing to use the vouchers is that it avoids involving the library's finance department in ILL payments, and gives libraries far more flexibility in making ILL requests. Those supplying libraries that responded also said that they accept the vouchers because the requesting libraries prefer to use them as a payment method. However the most popular responses for using the Scheme were that it's easy, and that there is no other option!

News in Brief

Association of Research Libraries Announces a New ILL Study

The Association of Research Libraries (ARL) issued a call for participation in "Assessing ILL/DD Services," a study that will replicate and expand the 1997 ARL ILL/DD Performance Measures Study. The current study is designed to obtain current data on the performance of mediated and user-initiated (unmediated) interlibrary loan (ILL)/document delivery (DD) operations in research and academic libraries. This project will be undertaken as part of ARL's New Measures Initiative. Aimed at North American libraries, the study will provide

current data on the performance of ILL/DD operations.

The 1995 - 1997 ARL ILL/DD Performance Measures Study provided 1996 baseline data to enable librarians to identify and understand local performance of mediated ILL/DD operations and compare the performance of their operations to other participants' operations. Funded by a generous grant from The Andrew W. Mellon Foundation, the study tracked borrowing and lending unit costs, borrowing and lending fill rates, borrowing turnaround times, and borrowing user satisfaction for 97 research and 22 college libraries in the United States and Canada. The findings have been distributed through an ARL publication, in 12 ARL-sponsored workshops, and more than a dozen other workshops and speeches. The methodology was adapted for use in studies in Australia and the Nordic countries. Libraries of all types and sizes have incorporated many of the characteristics of high-performing borrowing and lending operations identified in the study. This new study will track the effect of those changes for the libraries that participated in the earlier study, collect new data on user-initiated ILL/DD services, and analyze the performance of these two models for providing ILL/DD services. Like the previous study, the findings will be widely distributed. For additional information, contact Mary Jackson mary@arl.org.

Workshop on International Lending

SC member Penelope Street, Harold Cohen Library, University of Liverpool, reports that she will attend the Forum for Interlending conference held at Exeter University, 1-3 July 2002 and do a workshop on International Lending.



NVBF's conference on **ILL in a Digital Age challenges - barriers - opportunities**

**5th Nordic Interlending Conference
3-5 Oct. 2002**

at Hotel Loftleidir, Reykjavik, Iceland

NVBF invites you to participate in the 5th Interlending conference which takes place in Reykjavik, Iceland, on 4-5 October 2002. At this conference the focus will be on the rapid changes in communication and publishing and its effects on interlending. The traditional ILL-librarian - reborn as an information professional - manages an explosive growth of data and knowledge. The demand from the user is article on the desk - now. The challenges are big but so are the opportunities

The theme of the conference reflects this:
ILL in a Digital Age: challenges - barriers - opportunities

The topics of the conference are:
Globalization - Intermediaries - End-user
The E-journal: Terms - Effects - Copyright
ILL studies and experiences
ILL standards, technology, implementation - all work, and no fun?
Introduction to Nordic Union Catalogues - recent and future developments
Workshops & New Developments - SUBITO, BL & OCLC

NVBF's Interlending conference is held every second year, and has been rotating between Denmark, Finland, Norway and Sweden, but is now for the first time located in Iceland. The organising committee is pleased to

welcome the delegates to Reykjavik to enjoy the company of their colleagues, the presentations at the conference and the geothermally energetic capital of Iceland.



Hótel Loftleiðir, Iceland's largest hotel, is the venue for this conference

Please check the conference homepage at:
<http://www.bokis.is/nordill/>

for more information, preliminary program, registration form etc.

Preliminary Schedule of Meetings at the Glasgow Conference

Saturday, 17 August

08:30-11.20 Standing Committee I, Section on Document Delivery & Interlending

Sunday, 18 August

16:00-20:00 Meeting of Council followed by Exhibition Opening and Ceilidh – Learn the traditional Scottish Dance!

Wednesday, 21 August

08:30-11.00 Reference work

Globalisation in Reference Services

11:10-13:40 Document Delivery and Interlending

Global Access to Information: For whom?

The culture of cooperation / DANIEL MATTES DURETT (Universidad Anahuac, Mexico City, Mexico)

The Ghana Project - from planning to operational phase / NIELS MARK (State and University Library, Aarhus, Denmark)

The success story of the Ghana Interlibrary Lending and Document Delivery Network (GILLDDNET) / A.K. MARTEY (University of Cape Coast, Cape Coast, Ghana)

Enhancing access to information through document delivery systems - INFLIBNET's approach / S.M. SALGAR (Information and Library Network Centre, Ahmedabad, India), T. A. V. MURTHY (Information and Library Network (INFLIBNET) Centre, University Grants Commission, Gujarat University Campus, Ahmedabad, India)

The Programme for the Enhancement of Research Information (PERI): an integrated response to needs / CAROL PRIESTLEY (International Network for the Availability of Scientific Publications, Oxford, UK)

Thursday, 22 August

09:00-16:00 Reference Work Workshop
How to start a Virtual Reference Service in your Library

Friday, 23 August

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