



# Newsletter of the IFLA Document Delivery and Interlending Section

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*This Newsletter is also available on IFLA Net [www.ifla.org](http://www.ifla.org)*

## A Note from the Chair and Secretary

This issue of the Section Newsletter is focusing on the approaching World Library and Information Congress which is being held in Berlin, Germany during the first week of August. We hope that many of our Section members will be able to attend this important event and we are looking forward to have you in the audience both during our Open Session “*Centralised or Decentralised - Which Way to Go?*” and also as participants in our workshop “*Performance measurement of Interlibrary Loan operations*”.

If you plan to attend the conference please do not miss to read the useful tips given in the article by Uwe Schwersky on the following pages of this Newsletter.

We would also use this opportunity to welcome the new members of the Standing Committee. The result of the postal ballot is also found in this issue.

The planning of the 8<sup>th</sup> Interlending and Document Supply International Conference is well under way and again we hope that this conference which is being hosted by the National Library of Australia in Canberra will be as successful as the previous conferences in the series have been.

See you in Berlin or Canberra!

Mary E. Jackson, Chair  
([mary@arl.org](mailto:mary@arl.org))

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



## Berlin is calling!

I grew up in a town situated in the middle of Germany near Frankfurt. At the age of 12 I visited relatives in Berlin for two weeks. And after that visit I told my parents that I decided to live in Berlin one day. After finishing school I managed to go to college in Berlin. And since then I have been living in Berlin and I am not planning to leave (but who knows?) And what do these personal remarks have to do with the upcoming *World Library and Information Congress: 69<sup>th</sup> IFLA General Conference and Council*? There is definitely a certain danger: maybe you will stay in Berlin for the conference week, maybe – and I advise you to do so – a little longer, and afterwards you want to stay on!

All German librarians, and particularly the colleagues in Berlin, are very proud to host this most important event in international librarianship. And Berlin is certainly the right place to celebrate such an event bringing together librarians from all over the world. The divided Berlin with its wall stood for half a century as a symbol of the separation of the world. Now it is a symbol of the opportunity for a peaceful change and the growing together of the world. The process is still underway, it is an ongoing delicate process, but Berlin can play a pivotal role in the exchange between different cultures and nations. And in that way Berlin can help to foster a deeper understanding of each other for the best of all people. This is basically IFLA's mission as well and therefore we are fortunate to host the conference in Berlin.

What can you expect in the programme of a conference with the title *Access Point Library: Media – Information – Culture*? It certainly is a very dense programme with many highlights and everyone will be able to find the topics she or he is interested in. I just want to point out some events.

First I want to draw your attention to the sessions sponsored by the Section on Document Delivery and Interlending. We offer an Open Session on Tuesday, 5<sup>th</sup> of August from 10:45 - 12:45 hours co-organised with the Cataloguing Section. The title of this session is *Centralised or Decentralised – Which Way to Go?* In this presentation the advantages and disadvantages of competing organisational models for setting up document delivery services will be discussed. We are glad that the following speakers will join us: Philip Hider (Singapore): *The bibliographic advantages of a centralised union catalogue for ILL and resource sharing*, Peter Stubley (UK): *Document delivery design: systems for users, not users for systems* and Johan Stapel (Netherlands): *Going Dutch: creating a multitiered networked ILL service*.

On Thursday, 7<sup>th</sup> of August 2003 from 13:30 - 17:30 hours the Document Delivery and Interlending Section will host a workshop *Performance Measurement of Interlibrary Loan Operations*. In this workshop you can hear first hand reports from performance measurement studies which took place in different countries over the last years beginning with the 1995-1996 ILL/DD Performance Measures Study sponsored by the ARL. Among other speakers Mary Jackson will present preliminary findings of the follow up study to the 1995 endeavour. The intention of the workshop is to foster the idea whether it could be useful to initiate such a study in the respective countries of the participants.

Of the plenary sessions I would like to draw your attention to Adama Samassékou, who will give a lecture about *The World Summit –*

*A First Step Towards a Society of Commonly Shared Expertise and Knowledge*. Mr. Samassékou is Secretary General of the Preparation Committee for the World Summit on the Information Society, to be held in Geneva 2003 and Tunis 2005. This session will take place on Monday, 4<sup>th</sup> of August at 12.45 hours and is chaired by Kay Raseroka, President Elect of IFLA. On Tuesday, 5<sup>th</sup> of August at 12.45 – 13.45 hours the lecture in the plenary session, chaired by Mary Jackson, will be given by Jeanette Hofmann. It is titled *Democracy and Globalization*. Mrs. Hofmann is leading the research unit *Internet Governance* at the Social Science Research Center Berlin (WZB). She is one of German leading researchers in social sciences who deals with the internet and politics.

Although the programme of the conference offers such a huge amount of lectures, workshops, discussions, sessions and - not to forget - the exhibition make sure to take some time off to see also Berlin. Needless to say, Berlin is not only a place for conferences and a symbol of growing together but also a very lively city. I strongly recommend to take part in one of the sightseeing tours of Berlin included in the conference package. And definitely come to the evening events, the opening party at the "Palais am Funkturm" on Monday as well as the cultural evening at the "Staatsbibliothek" on Thursday. I am very certain that we can show that the "Prussians" are not only able to organise things and work hard (I hope we can prove *this* prejudice to be true during the conference!) but that we can also party with our guests after a hard day's work.

I would also like to give some practical advice. For all matters concerning the *World Library and Information Congress* itself I refer to the official site <http://www.ifla.org/IV/ifla69/index.htm>. There you can find a lot of information for example the pre-conference issues of the

IFLA Express no. 1 and 2

<http://www.ifla.org/IV/ifla69/express-e.htm>.

For information about Berlin I recommend the city's official site at

<http://www.berlin.de/english/index.html>. At this URL you can find information especially chosen for English speaking visitors of Berlin.

You get even more information at the German language site at <http://www.berlin.de>

A searchable database of public transport can be found at [http://www.fahrinfo-](http://www.fahrinfo-berlin.de/bin/query.exe/e?L=)

[berlin.de/bin/query.exe/e?L=](http://www.fahrinfo-berlin.de/bin/query.exe/e?L=) It is very convenient because you can get exact timetables for your ride. The right expression for the stop *International Conference Centre (ICC)* is *Messegelände/ICC*. If you fill in only *ICC* you will get a pull down menu with different possibilities. It is especially useful to ask this service since a part of the surface rail (S-Bahn) is not running due to reconstruction. If you have the choice between the underground (U-Bahn) and going by bus it is advisable to take the underground. The reason for this advice: once in a while a bus will be caught up in a traffic jam. And remember that on arrival day the confirmation of registration will serve as a ticket. Your name badge included in the conference package serves as a ticket for the public transport on the following days.

At

<http://www.stadtplandienst.de/home.asp?lang=en> you can get a very convenient map service for Berlin (and other German cities).

By filling in street name and house number you get a very exact indication on the following map where the desired address is situated.

I hope that you will have a very pleasant stay in Berlin. And that we can return some of the hospitality to our colleagues from all over the world that we as German librarians experienced in Glasgow, Boston, Jerusalem, Bangkok, Amsterdam, Copenhagen to name but a few over the last several years.

Berlin is calling! Hope to see you all!

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*Uwe Schwersky, Staatsbibliothek zu Berlin*

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## Open Session – Berlin

Please join us at our Open Session which is being held

**Tuesday 5 August**

**10.45-12.45**

### **111. Document Delivery and Interlending & Cataloguing - SI**

*Centralised or Decentralised - Which Way to Go?*

1. The bibliographic advantages of a centralised union catalogue for ILL and resource sharing  
[Ventajas bibliográficas de un catálogo colectivo centralizado para préstamo interbibliotecario y recursos compartidos](#)  
PHILIP HIDER (SILAS, Singapore)
2. Document delivery design: systems for users, not users for systems  
[Diseño de suministro del documento: sistemas para usuarios, no usuarios para sistemas](#)  
PETER STUBLEY (University of Sheffield Library, Sheffield, UK)
3. Going Dutch: creating a multitiered networked ILL service  
JOHAN STAPEL (Koninklijke Bibliotheek, The Hague, Netherlands)

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## **Berlin Workshop to Highlight Performance Measurement of Interlibrary Loan Operations**

**Thursday 7 August**

**13.30-17.30**

### **177. Document Delivery and Interlending - Workshop**

*Performance measurement of Interlibrary Loan operations*

1. How to achieve better performance in ILL, a Norwegian point of view  
[Cómo lograr un mejor funcionamiento del préstamo interbibliotecario, el punto de vista noruego](#)  
METTE KROG (University of Oslo Library, Library of Medicine and Health Sciences, Oslo, Norway)
2. The performance of mediated and user-initiated ILL services in North American libraries: results of the 2003 study  
MARY E. JACKSON (Association of Research Libraries, Washington DC, USA)

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## **IFLA 2002**

### **Document Delivery and Interlending Standing Committee**

**Saturday, 2 August 2003**

**8:30– 11:20**

**Room 41-42**

**AND**

**Friday, 8 August 2003**

**10:15 – 12:15**

**Room 5**

**PROPOSED AGENDA**

Chair: Mary Jackson

Secretary: Poul Erlandsen

1. Welcome and Introductions
2. Approval of the agenda
3. Results of the election
  - a. SC Members with unexcused absences from SC meetings
4. Election of the New Officers
  - a. Chair
  - b. Secretary
5. Financial Report
  - a. Balance as of 1 August
6. Subcommittees
  - a. Status
7. Review of the Berlin Conference
  - a. Open Session
  - b. Workshop
  - c. Report from Division V CB meeting
8. IFLA Voucher Scheme Update
9. ILDS Conferences
  - a. Canberra
  - b. Process to select future venues
10. Assuming Responsibility for the ILL Request Form
11. Updating Section's Web pages
12. Moving toward an electronic newsletter
13. Principles and Guidelines
  - a. We have received a request to revise section 7.5, which states that the borrowing library is responsible for the item. Do we wish to revisit the Principles?
14. Complete plans for Buenos Aires Conference in 2004
  - a. Programme
15. Advance planning for Buenos Aires in 2004
  - a.  
[www.ifla.org/III/officers/index.htm](http://www.ifla.org/III/officers/index.htm)
16. Update on the Section's leaflet
17. Social Responsibilities Discussion  
Group Recommendation #10

18. Strategic Plan Update
19. Ideas for new projects
20. Discussion of the desirability of holding a SC Business Meeting outside the IFLA Conference
21. Other business or reports
22. Adjournment

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## 8<sup>th</sup> Interlending and Document Supply International Conference

### About the Conference

Come and exchange ideas, discover new ways of doing things, meet old friends and develop new friendships at the 8th Interlending & Document Supply International Conference to

be held at the National Library of Australia in Canberra, Australia, from 28 - 31 October 2003, in the middle of Australia's Spring.

Registration is now open.

Interlending and document supply is one of the cornerstones of any library's operations. The continuing development of technology and the increasing use of electronic publications make this an exciting time for the international community to come together to discuss the delivery of quality services to users.

The program for the conference offers a wide and diverse set of papers from empowering the user to lessons learned from autoamting services.



A full range of social functions will help you relax after each day of the conference, and a one-day Beaches and the Bush tour will help you unwind after the conference ends!

People accompanying delegates are also looked after with a special program.

They can go on two half-day tours and one full-day tour during the conference, and attend the social functions and join the Beaches and Bush tour.

Join the email list if you wish to be informed of the latest announcements about the conference.

The conference home page is found at: <http://www.nla.gov.au/ilds/about.html>

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## The IFLA Voucher Scheme

The IFLA Voucher Scheme makes it easy for you to pay for your international interlibrary requests, by using a voucher instead of real money. The Scheme has now been transferred to IFLA HQ from the former IFLA Office for Interlending (IFLA/OIL), which was based at the British Library at Boston Spa, UK. We have made a number of changes to the scheme. But the basic principle and the method of operating remain the same.

### How does the Scheme work?



The scheme is based on a re-useable plastic voucher, which represents a standard payment for one transaction.

Libraries purchase a supply of vouchers from IFLA HQ for EUR 8 each (half-value vouchers are also available at EUR 4 each).

You attach one voucher to the request form each time you request an item from a library in another country.

The supplying library accepts the voucher as payment for the transaction, and retains it to be re-used for another transaction at a later date, when it wishes to borrow from another library.

Libraries that supply more items than they request can redeem their excess vouchers by sending them to IFLA HQ. They will receive a refund of EUR 8 per voucher (EUR 4 for half-vouchers). Vouchers that were previously sold by IFLA/OIL for US dollars will be redeemed in euros.

Vouchers have unlimited validity and can be re-used any number of times. This applies to the old-style vouchers previously issued by the former IFLA Office for International Lending, as well as to the new vouchers.

Supplying libraries are encouraged to accept a standard "payment" of one voucher for supplying a loan or a photocopy of up to 15 pages. But they are also, of course, free to charge more (or less) if they wish to do so.

### **What are the benefits of the scheme?**

Apart from the initial purchase and final redemption of the vouchers, the Scheme eliminates all financial payments when paying for international borrowing and document supply.

Benefits include:

No bank charges for either requesting or supplying library

No money lost in international exchange rates

No need for invoices, therefore reduced administration costs (but see note below about VAT)

The vouchers can be retained for future use

Libraries are encouraged to offer an effective ILL service in order to "earn" vouchers which they can use or redeem

The scheme was originally launched in January 1995, and there are now many participating libraries and institutions around the world. A full list will be available in the near future at our Website.

**Please note** that, according to the Dutch tax authorities, there may be VAT implications for libraries using this scheme. You are therefore advised to seek authoritative advice within your own country.

### **How do we take part?**

Please contact Susan Schaeppman at IFLA HQ on [susan.schaeppman@ifla.org](mailto:susan.schaeppman@ifla.org) or [voucher@ifla.org](mailto:voucher@ifla.org)

She will then send you all the information you need to purchase your first supply of vouchers.

### **How do we purchase the vouchers?**

Vouchers must be paid for in euros.

Payment should be made by bank transfer, rather than by cheque.

Pre-payment is required.

Vouchers cost EUR 8 each. A half-voucher costs EUR 4. This can be used as a 'top-up' for larger transactions.

The minimum order accepted is EUR 100.

Orders for smaller amounts cannot be accepted, but larger orders are welcome.

There is a handling charge for each order of EUR 12, to contribute towards the running costs of the scheme.

There is a non-IFLA member surcharge of 10% on each order. Institutional Members of IFLA and Institutional Members of a National Association member of IFLA do not pay this surcharge.

It would be helpful to include your IFLA membership code when ordering vouchers.

### **How do we redeem the vouchers?**

If you are a library that lends more than it borrows, you will probably receive more vouchers than you can re-use. You can send in your excess vouchers for a refund equal to the total purchase price of the vouchers, less a handling fee of EUR 12. All refunds are paid by bank transfer in euros.

Ross Shimmon  
Secretary General  
May 2003

### **Further information**

Further information is available from IFLA HQ at [vouchers@ifla.org](mailto:vouchers@ifla.org) or IFLA Voucher Scheme  
IFLA HQ  
P O Box 95312  
2509 CH The Hague  
Netherlands

Tel: +31 70 3140884  
Tel: +31 70 3834827  
Web: [www.ifla.org](http://www.ifla.org)

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## **New and re-elected members of the Standing Committee**

The result of the postal ballot is as follows:

Poul Erlandsen (Denmark) \* 66  
Ms Kim Baker (South Africa) \* 58  
Ms Betty Lowery (United Kingdom) \* 55

Ms Jindriska Pospisilova (Czech Rep.) \* 53  
Ms Penelope Street (United Kingdom) \* 50  
Ms Assunta Arte (Italy) \* 45  
Ms Elmelinda Lara (Trinidad & Tobago) \* 43

Welcome to all new members!

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