



IFLA Document Delivery and Resource Sharing Section

Minutes of the Standing Committee Mid Term Business Meeting

INIST, Nancy, 14th February 2008

Present: Kim Baker (Chair); Rose Goodier; Jacqueline Gillet; Elisa Soares; Bob Krall; Bob Seal; Uwe Rosemann; Joan Stein; Gabriella Holland

Apologies: Daniel Mattes Durrett; Nazdezhda Erokina; Assunta Arte; Elmelinda Lara; Mary Hollerich; Jindriska Pospisilova; Margarita Moreno; Li Xiaoming; Helen Sakhirei; Carol Smale

1. Welcome Address

Herbert Gruttemeier, Head of International Relations at INIST, welcomed everybody to the meeting. As current President of ICSTI, Herbert emphasized the closer bonds which are now being forged between ICSTI and IFLA. He informed the group that this would be the first time that an IFLA Committee had met at INIST and official thanks were given to Jacqueline Gillet for organizing and hosting the event.

2. Approval of the Minutes of the Previous Meeting

The Minutes of the previous meeting, held in Durban in August 2007, were approved as a true record by the Committee, subject to a couple of minor amendments.

3. Election of Officers

The Committee welcomed the news that Bob Seal had volunteered to take over the role of Treasurer, following Debra McKern's recent resignation from the Committee. Bob Seal was formally nominated as the new Committee Treasurer by Kim Baker and the motion was formally accepted by all present at the meeting.

KB will inform IFLA HQ about the transition of roles and will make arrangements to initiate the transfer. Debra McKern will be asked to ensure that the Bank account is transferred into Bob Seal's name. Official thanks were given to BS by KB on behalf of all the Committee.

4. Chair's Report

KB announced that the financial proceeds from the 2007 Singapore ILDS Conference will be split at a ratio of 80/20. 80% of the funds will be committed to the 2009 ILDS Conference and 20% of the funds will be kept by IFLA. Sjoerd Koopman has contacted Gene Tan for details of the final accounts for the Singapore Conference. Financial matters concerning the next ILDS Conference will be dealt with by IFLA HQ and the Hannover 2009 Hosting Committee.

The recent ILDS Conference in Singapore was perceived to have been a great success by all the Committee members who had attended. 210 delegates from 34 different countries had attended the conference. There had been a consistently high quality of papers presented and the venue had proved excellent. 30% of delegates had rated it as “outstanding” and a further 60% had rated it as “very good” on their evaluation forms. The publication of best papers will be arranged by Mike McGrath for inclusion in Emerald’s *Interlending and Document Supply*.

KB announced that the IFLA Congress in 2011 will take place in Central America, in the Mexico region.

5. Report from IFLA Governing Board and Professional Committee Meetings

KB drew attention to the following points of information which had arisen at the last meeting of the IFLA Governing Board and Professional Committee:

- It was noted that, from 2009 onwards, IFLA’s administrative structure will be restructured, and two of the new divisions will be “Library Collections” and “Library Services”. The Document Delivery and Resource Sharing Section has already been assigned to the “Library Collections” Division by IFLA’s Governing Board. Poul Erlandsen and KB had expressed the view to the CB, on behalf of the Section Committee, that Document Delivery should be regarded as part of the “Library Services” Division. Although the decision to assign the section to the Library Collections Division has now been finalised, it should be borne in mind that these changes are purely of an administrative nature, and will not prevent us from cooperating (for example, co-planning Satellites) with other Sections in the Library Services Section in future.
- KB announced that the newly drawn up terms of office and the adoption of the new IFLA structure will be put into place in 2009.
- IFLA HQ is reviewing the management of administrative funds for the sections. One of the options was for HQ to hold all monetary funds in their central holding account, and Section Committees then request funding from IFLA’s central account whenever administrative funds are required.
- All IFLA groups should endeavour to have conference papers for their open sessions translated into as many of the official IFLA languages as possible, as this was the UNESCO Year of Languages. It was noted that each group would be required to find their own translators who would be willing to undertake the task of translating reports into the various official IFLA languages.
- It was announced that an external consultant had recently been appointed in order to make some improvements to IFLAnet, and that Jennefer Nicholson has been appointed to be Peter Lor’s successor as Secretary General of IFLA.

- It had been confirmed that a one million dollar grant from the Bill and Melinda Gates Foundation's Global Libraries initiative will be given to IFLA in order to support the organization's work to strengthen awareness of the important role which libraries play in developing the information society.
- Committee members who will be attending the forthcoming IFLA Congress in Quebec were urged to book their hotel rooms well in advance, as the city promises to be very busy during 2008. There is no train or bus service from the Station into Quebec City Centre. Taxis are the main choice of transport, and it needs to be taken into account that there is a steep uphill walk from the main station into the city centre.
- The early member registration rate will remain the same as last year's rate. An extra 10% charge will be levied for non-members. The rates are set to increase next year for the 2009 Milan Conference.

6. Financial Report

It was noted that there is currently a sum of 649 U.S dollars held in the Section Committee's treasury.

7. Information Co-ordinator's report

Joan Stein, in her role as Information Co-ordinator, gave the following report to the Committee:

- Despite some recent difficulties with loading material on to IFLANet, JS reported that a list of committee members and officers, along with several new documents and translations, had now been added to the website. It was not yet known who would be taking over as IFLA web officer, and whether, in the future, committee members would be in a position to add their own material rather than having to liaise with an intermediary.
- Brochures and guidelines were identified as the next items to be loaded onto IFLANet. It was agreed that it would be desirable to make Russian, French, Portuguese and German translations of the brochures, which would then require formatting before they could be loaded onto IFLANet.

8. Strategic Plan

8.1 Model Handbook

KB gave an overview of the Section's Strategic Plan for the forthcoming year. It was agreed that the production of a Model Handbook should be the main focus during the next couple of years. The handbook will be aimed at an international readership and is expected to become a useful practical reference tool. A complete version of the Model Handbook should be ready to launch at the 2009 ILDS Conference in Hannover. IFLA will have the right to first refusal regarding publication of the Handbook.

It was noted that Deborah McKern had drawn up a table outlining the various aspects of the project and copies were distributed to committee members by KB. It was agreed that MH and KB should become co-editors of the Model Handbook, thus freeing up a little extra time for EL to dedicate to her new role as President of Trinidad's Library Association. It was agreed that KB should drive the project, whilst MH would be responsible for the content. An initial draft of the chapters should have been submitted in written format by August 2008.

Proposed contributors include Poul Erlandsen and Mary Jackson. UR stated that he would ask a lawyer colleague to submit a contribution on the topic of Copyright. JG volunteered to liaise with MM in order to write a section on management tools. Ed Davidson has yet to be contacted. BS offered to compile a Bibliography and BK volunteered to support MM and ED with their sections.

It was proposed that Facebook would provide an effective method of formatting collaborative work and encouraging internal discussion. The Section Committee exists as a closed group on Facebook, and this will enable members responsible for chapters to post items out as a discussion topic. It is simple to cut and paste text into Facebook and email prompts are an effective mechanism for people to find out about incoming Facebook messages. Committee members were urged to sign up on Facebook.

[Action: KB to talk to MH and EL. JS to fax a copy of the outline chart to MH. Deadline for draft copy: August 2008]

8.2 Principles and Guidelines Subcommittee

The Principles and Guidelines Subcommittee now consists of these members, following Deborah McKern's resignation: Jacqueline Gillet, Elisa Soares, Bob Seal and Jindrisca Pospisilova. JG was nominated to be the project driver. The latest revision of the Principles and Guidelines will be a topic for discussion in Quebec. Facebook "discussion topics" can be used as an effective communication tool between group members.

8.3 Letter to National Libraries

This item has been outstanding for more than two years now, and it needed to be finalised as soon as possible. The letter or email will go to various National Libraries urging them to include details of lending and borrowing procedures on their web pages. Some

National Libraries do not provide an English translation of their web pages, and this may discourage global users from reading them. This point should also be made.

JS was asked to complete the letter and circulate to the Committee via the listserv for final comment. The completed letter should be sent out only to National libraries which undertake interlending, so it was recommended that a check would need to be made prior to the letter being distributed.

It was noted that the World Cat registry provides access to a wealth of information, including the addresses of National Libraries, contacts, openURLs and fax information. Full policy details are not yet included but it is expected that global information policies will be added in the near future. It was agreed that it would be beneficial for the rules of National Libraries to be loaded on to the Registry.

8.4 Response codes

The Committee agreed that discussions on response codes should not be treated as a priority at the moment, but that the topic should be revisited at a later date.

8.5 Production of Glossary

It was proposed that Mary Hollerich should be asked to produce a glossary for the Model Handbook. This should consist of a short list (about a page long) explaining various terms associated with the subject of Document Supply and Resource Sharing. ES volunteered to make some contributions to the list.

[Action: KB to contact MH on this matter]

8.6 IFLA Congress, Milan 2009

The Committee agreed that no satellite event should be organised in conjunction with the 2009 IFLA Milan Congress, as the ILDS Conference in Hannover is scheduled to take place only two months afterwards. With increasingly shrinking travel budgets and escalating costs, potential delegates should not be placed in a position where they should have to choose between two functions. The ILDS is thus a priority. We can consider a satellite again in the following year (2010), when there is no ILDS scheduled.

8.7 IFLA Congress and Satellite Event 2010

It was suggested that the Document Delivery and Resource Sharing Section could consider teaming up with another IFLA group, such as the Copyright and Other Legal Matters Section in order to organise a satellite event in 2010.

8.8 ILDS Conference Information on IFLAnet

Details of the recent ILDS Conference in Singapore should now be moved to the *Past Conferences* section of the website, and a new entry for the ILDS in Hannover in 2009 should replace it in the “upcoming conferences” section.

[Action: JS to liaise with the IFLA web editors to arrange for loading and rearranging of website text]

9. April 2008 Newsletter

It was agreed that the April 2008 Newsletter should include the following content:

The minutes of the Standing Committee meetings held in Durban, August 2007

The minutes of the Standing Committee meeting held in Nancy, February 2008

Margarita Moreno's report from ILDS in Singapore

A piece about the forthcoming satellite event in Boston

A preview of Quebec

A piece about the WorldCat registry. [GH to liaise with RG about this]

A short promotional piece about the ILDS Conference in Hannover, 2009

[Action: RG to send above content to KB for formatting]

10. ListServ

KB announced that she intended to create a Listserv list later in the year. A moderator would, at that point, need to be appointed. The list should then become an ideal forum for future developments on an international level

[Action: KB to create list later in 2008]

11. South African Training Programme

It was noted that funding had been allocated by SABINET Online in South Africa , to the Library Association's Interlending Interest Group, to conduct a training programme for ILL practitioners in all nine provinces of South Africa, over a period of three years. KB is giving support and guidance to the Chair of the Interest Group, who will be coordinating the training, which will include some IFLA content, such as Best Practices etc.

12. OCLC Update

12.1 WorldCat Registry

GH gave a report on the WorldCat Registry. All symbols, names, IP addresses, Open URL resolvers, links to catalogues, website links and catalogue links are listed on here. Detailed loan policies of libraries are listed in the Policy Directory, and global policies are about to be added in the near future. GH promised that OCLC would inform committee members with regard to loading global policy information in due course. Some national libraries, including The National Library of Canada, have already added global lending information. The Committee agreed that this would be a useful development which would encourage an increasing number of practitioners to refer to WorldCat.

12.2 Update on OCLC's extended fee management service to allow non-OCLC libraries to make electronic payments

GH stated that the use of IFM (Integrated fee management) is currently on the increase. IFM eliminates the need for invoices and provides a detailed online report of interlending activity.

As OCLC has bought PICA (previously Fretwell Downing), VDX has now become an OCLC product. An optional web service has been made available in order to enable UnityUK library customers to make use of IFM. IFM transactions can be dealt with using the web service and this system should be ready to commence by Spring 2008.

It was noted that Matt Goldner is currently investigating ways of connecting libraries with booksellers. An electronic voucher scheme and credit card transactions are being looked at. OCLC have stressed that they are keen to make financial transactions as easy as possible for their patrons.

13. Feedback from Executive Committee on IFLA Vouchers

KB reported from the IFLA Executive Committee. A report has been compiled which makes a series of recommendations regarding the IFLA voucher scheme. The Executive Committee agreed that:

- No expiry dates would be set for IFLA vouchers (as distinct from the old British Library vouchers, which are being phased out)
- We will proceed with developing electronic vouchers
- Care must be taken to ensure that IFLA remains in control of, and benefits financially from, electronic vouchers
- Contact must be made with OCLC about this
- Development of electronic vouchers must take place under the supervision of IFLA HQ
- The EC does not favour the suggestion that funds deriving from unredeemed BL vouchers should be used for a trust fund to enable practitioners to attend future ILDS conferences
- The SG will convey these responses to the SC

KB clarified with the Executive Committee that contact with OCLC would be made by IFLA and not by the Standing Committee.

14. 2008 Conference in Quebec

The first of the Document Delivery and Resource Sharing Section Committee meetings will take place in Quebec on Saturday 9th August 2008. Officers should ensure that they have arrived in Quebec by Friday 8th August 2008. Recommendations regarding accommodation in Quebec will be sent out in due course. The final day of the Conference will be Friday 15th August.

The Committee agreed that the Section's Quebec Session should take the form of a brief welcome, followed by four speakers and a question and answer session. Four proposals were selected from the submissions received following the call for papers and the results were as follows:

- Musoke, Maria G.N. (University Librarian, Makerere University, Kampala, Uganda) "*Document Delivery Service as a strategy to increase access to information resources in remote Uganda*"
- Ireland, Michael (Director, CISTI Information Access and Delivery, National Research Council, Canada Institute for Scientific and Technical Information, Ottawa) "*New approaches to digital information delivery in the web environment at a large scientific, technical and medical document supply library*".
- Ngian Lek Choh (Director, National Library, Singapore) "*Libraries without borders: Document Delivery, Singapore style.*"
- Gstrein, Sylvia (Project Manager and Co-ordinator of EU Project "Digitisation on Demand", University of Innsbruck Library) and Mühlberger, Günter (Head of Department for Digitisation and Digital Preservation, University of Innsbruck Library) "*Libraries without borders: Navigating towards global understanding*".

It was proposed that Carole Smale, as the Committee's Canadian representative, should be asked to chair the session. In the event of Carole being unable to chair the event, KB agreed to act as a "reserve chair".

[Action: KB to contact chair and speakers and to deal with the paperwork involved.]

15. Boston Satellite Event

Poul Erlandsen has been the main organizer of the Boston satellite and he has arranged the venue and speakers. Committee members who wish to attend should register themselves on an individual basis. There will be a tour and a social event on the first day (August 5th) and on the second day (August 6th) the morning's schedule will consist of Registration, Coffee and the Conference Opening. Lorcan Dempsey will deliver the Keynote Address from 10 am till 11 am, and his topic will be Recent Developments on Rethinking Resource Sharing. Brenda Hay Heiner and Gale Wenner will then do a

presentation on the Interoperability Landscape. After lunch, there will be a talk on the Montana Project, with details still to be announced, a talk by Poul Erlandsen on the Danish Home Delivery Service and a presentation of awards. Following tea and coffee it is hoped that there will be an Australian speaker, although details are still to be announced. Dinner will take place in the evening. On the third day (7th August) will consist of Acquisitions speakers and talks on Collections Development, with presentations from the Reference Section after lunch. The Conference is scheduled to finish on 7th August at 3.30 pm.

16. Mid term business Meeting

Bob Krall has offered to host next year's Mid Term Business Meeting in Philadelphia, USA. Next year's meeting will take place either on Thursday and Friday 19th/20th February 2009 or Thursday and Friday 26th/27th February 2009, the dates being dependant on the dates of the OCLC Members' Council. It was agreed that the format should consist of a meeting on the Thursday followed by a seminar on the Friday. Ideas for the seminar should be submitted during the Quebec Conference. The meeting dates will be confirmed in Quebec.

17. Preplanning for Milan Conference in 2009

The general theme of the IFLA Milan Conference will be "Libraries create futures building on cultural heritage", and preservation and access will be the key themes to develop. Committee members were urged to consider how document delivery will fit into this concept and to join in online discussions on the topic prior to the forthcoming conference in Quebec.

18. ILDS, Hannover 2009

The Hannover ILDS Conference is scheduled to take place on October 20th to 22nd 2009. UR suggested that the theme should be "Strategic alliances and partnerships in interlending and document supply" and this suggestion was approved by the Committee. UR gave a report on the pre-planning of the conference which is taking place in conjunction with the German National Library of Science and Technology, the German National Library of Medicine and the German National Library of Economics. The event will take place at the Hannover Congress Centre in the centre of the city.

The web pages have been constructed, although they are not yet accessible online. The exhibitions will be organised in a similar way to the Singapore event. Potential exhibitors and sponsors can be discussed using the online discussion list.

It was anticipated that the Call for Papers will go out at the beginning of 2009, and KB agreed to check on this timescale.

Debates on speakers and exhibitors should continue by email discussion. The social programme will be arranged at a later date and the complete concept should have been finalised by the Section's February 2009 mid term meeting.

The following timescales were thus confirmed:

- Call for Papers for the Milan Congress to go out in November 2008
- Call for Papers for the ILDS Conference to take place in December 2008 and January 2009
- Final decision on Milan and Hannover speakers to be confirmed at the February 2009 mid term business meeting in Philadelphia.

19. Date and Place of Next Meeting

The next meeting of the IFLA Document Delivery and Resource Sharing Standing Committee will take place in Quebec on Saturday 9th August 2008. Further details will be announced at a later date.

Rose Goodier April 2008