



Document Delivery and Resource Sharing Section 15 Annual report: 2009

The Section on Document Delivery and Resource Sharing is the forum in IFLA for libraries and associations concerned with making information in all formats available throughout the world through a variety of resource sharing and document supply techniques.

The Section's primary objective is to extend and improve document delivery and interlending both nationally and internationally through the use of new technologies and increased cooperation among libraries and document suppliers.

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

Membership: As at August 2009: 168 institutions and associations globally

Officers until August 2009:

Chair:	Kim Baker, National Library of South Africa, South Africa
Secretary/Editor:	Rose Goodier, University of Manchester, United Kingdom
Treasurer:	Robert Seal, Loyola University, Chicago, USA
Information Coordinator:	Joan Stein, Carnegie Mellon University Libraries, USA

Officers from August 2009:

Chair:	Robert Krall, University of Pennsylvania, USA
Secretary/Editor:	Rose Goodier, University of Manchester, United Kingdom
Treasurer:	Robert Seal, Loyola University, Chicago, USA
Information Coordinator:	Jacqueline Gillet, INIST, France

Meetings:

- 1) The Committee met for their mid-term meeting at The German National Library of Science and Technology, Hannover, Germany, 19 February 2009. The Minutes of the meeting were published on the IFLA website with the following URL:
<http://www.ifla.org/files/docdel/documents/minutes-Feb-2009.pdf>

Discussions included the final approval of the updated Principles and Guidelines, the selection of papers for the Milan Open Session, planning for the Satellite in Brisbane, 2010, and the selection of papers and programme design for the 11th IFLA ILDS conference to be held in October later in the year, in Hannover, Germany.



Photo credit: Nicole Petrie Members of the Standing Committee at TIB, Hannover, Germany February 2009.



Photo credits: Kim Baker The beautiful University location of the Hannover meeting, February 2009.

- 2) Standing Committee meetings were held at the IFLA conference in Milan, Italy, on 22nd and 26th August 2009, respectively. The Minutes of these meetings are still awaited. In the first meeting, Chaired by Kim Baker, outgoing Chair, the new officers for the period August 2009 – 2011 were elected, and they were Bob Krall as Chair, and Jacqueline Gillet as Information Coordinator. Rose Goodier stays on as Secretary, and Bob Seal as Treasurer for the Section. Kim Baker did a full briefing and hand-over to Bob Krall after this, so that he could take over as Chair. The second meeting on 26th August was Chaired by Bob Krall.

Conferences:

Two conferences took place at which the Section was active this year – the IFLA conference in Milan in August 2009, and the 11th IFLA Interlending and Document Supply (ILDS) conference held in Hannover, Germany from 20 -22 October 2009.

1) Milan IFLA Conference: Document Delivery and Resource Sharing Open Session

The session theme was entitled **The Interlending, Document Delivery and Resource Sharing tradition: evolving with the changing knowledge economy**. The Open Session was held onsite at the Milan Convention Centre on Tuesday, 25th August 2009, from 16h00 – 18h00, with Simultaneous Interpretation.

The envisaged programme was as follows:

Anna Vaglio (Italy): *Document Supply and Electronic Course Reserves: Two services, one pattern.*

Ertugrul Cimen (Turkey): *New approaches for interlibrary loan operations in Turkey: KITS (Interlibrary Loan Tracking System)*

Parveen Babbar and Seema Chandok (India): *Transboundary resource sharing for distance learners: a case study of IGNOU*

Lefuma Sejane (Lesotho): *Document and resource sharing at the National University of Lesotho, Thomas Mofolo Library*

The Committee had bad luck this year, in that the speaker from Lesotho stopped responding to e-mails requesting her final paper, and it was too late to replace her as a speaker, so she was dropped from the programme. Then, at the open session, the speakers from India did not arrive to present their paper, and two other IFLA open sessions were also affected – the Knowledge Management section, and the Government Libraries section. Although these speakers did send in a paper, they did not appear at any of the three sessions to present, and offered no explanation. No contact from them was received again.

The two papers that were presented, namely:

- [Document supply and electronic course reserves: two services, one pattern](#)
ANNA VAGLIO (Bocconi University Library, Milan, Italy)

and

- [New approaches for interlibrary loan operations in Turkey: KITS \(Interlibrary Loan Tracking System\)](#)
ERTUGRUL CIMEN (Kadir Has University, Istanbul, Turkey), AYHAN TUGLU (Bahcesehir University, Istanbul, Turkey), MEHMET MANYAS (Sabanci University, Istanbul, Turkey), SEMA CELIKBAS and ZEKI CELIKBAS (Istanbul Technical University, Istanbul, Turkey)

were very well received, and made up for the let-down by the other two parties. These two papers generated some interesting, lively and very informative discussion, so the time was used productively, and attendees at the session enjoyed it and found it useful and stimulating. The session was attended by 149 delegates.



Anna Vaglio and Ertugrul Cimen at the Open Session



Delegates at the Open Session



A very beautiful scene (Lake Como) from the memorable IFLA conference in Milan.

(Picture credits: Kim Baker, c. 2009)

2) *11th IFLA Interlending and Document Supply (ILDS) conference held in Hannover, Germany, from 20 -22 October 2009.* This conference was the highlight of the year for the Committee, and much hard work and preparation went into it during the 2007 – 2009 period. Hosted by Goportis, in partnership with the IFLA Document Delivery and Resource Sharing section, it was an excellent conference.



Scenes from the 11th IFLA ILDS – the magnificent venues, the sessions, and the social programme all combined to make this a memorable conference. (Pictures are Copyright 2009, Goportis, and used here with kind permission from Goportis). All conference pictures can be found at: <http://www.ilds2009.eu/>



In this picture, left to right: **Ulrich Korwitz**, Director German National Library of Medicine; **Prof Xiaolin Zhang**, Director National Science Library, China; David Atkins, University of Tennessee, USA; **Bob Krall**, incoming Chair of the Committee (University of Pennsylvania, Director Departmental Libraries, USA); **Kim Baker**, outgoing Chair of the Standing Committee (Head Document Supply and Information Services, National Library of South Africa); **Sjoerd Koopman**, Professional Coordinator, IFLA, and **Uwe Rosemann**, Director, German National Library of Science and Technology. (Picture courtesy Goportis c. 2009)

The theme of the conference was: **“Strategic alliances and Partnerships in Interlending and Document Supply”**. An extract from the Goportis post-conference Press release summarises very well:

“The conference in Hannover offered the entire spectrum of ILDS topics which tried to indicate where interlending, document and full-text supply are headed. A high-calibre programme presented contributions of renowned experts from 16 countries and engendered lively discussions within the sessions. These covered topics such as “Cooperation in Document Supply and Interlending”, “International Experiences in Resource Sharing”, “Country Case Studies in Resource Sharing”, “Open Access and Copyright” and “The Future of Information Services”. Many national and international co-operations and projects, such as the handling of Open Access resources or the embedding of non-textual materials into holdings, serve as yardsticks and provide examples for future developments in these areas.

The lectures were accompanied by an international exhibition, where 18 organisations and companies presented their products and services to the audience. Among them were the British Library, Goportis, INIST, Vascoda, Subito, OCLC, ExLibris and the German subject information centres. Company presentations rounded off the information on offer.

Evening events such as the Get Together at the Old Town Hall and the Conference Dinner at the New Town Hall offered many opportunities for professional and private exchanges which could be continued during the guided tours at the TIB (German National Library of Science and Technology) and the Hannover Medical School Library or during the guided tour of Hannover itself.

The conference guests constituted a remarkably international gathering: 195 library and information specialists arrived from 35 countries on all five continents, from Australia to Nepal and Zimbabwe. 80% of all visitors came from Europe, with Germany and Northern Europe representing 30% respectively.

The evaluation showed highly positive feedback from participants. In particular the content and quality of the programme, the choice of keynote speakers, the conference website, the registration, the catering and the structuring of the breaks, which made generous allowance for networking activities, were rated as “excellent” or “very good”. The atmosphere, mood, professionalism of the organisation and the friendliness of the helping staff were all commended.” (Goportis Press Release, November 2009)

The papers and presentations, conference photographs, and further information are available on the website: <http://www.ilds2009.eu/en/home.html> . The Committee wishes to thank the Goportis team for their outstanding work to make this conference such a success, and they were a pleasure to work with. In addition, the Committee, through IFLA, sponsored 4 delegates from developing countries: Nepal, Zimbabwe, Macedonia and Egypt, to attend this conference from the proceeds of the previous IFLA ILDS conference in Singapore 2007. This was the first time that there was sponsorship for this conference, and hopefully, this will become a tradition for future ILDS conferences.

Projects:

1) Update the Principles and Guidelines for International Interlending

The final version of the updated *IFLA International Resource Sharing and Document Delivery: Principles and Guidelines for Procedure* was approved at the February 2009 mid-term meeting in Hannover. They were translated into German, French, Italian, Czech and Russian, and placed on the Section's website. Brochure formats were made at the National Library of South Africa, and printed. The printed brochures were distributed at the IFLA conference in Milan.

2) Write a Model Handbook for Inter-library Loan.

The final approved editors for this publication were Margarita Moreno, Mary Hollerich, and Joan Stein. Discussions took place on Skype, and a revised outline was presented to the Committee in Milan for approval. The Committee approved the revised outline, and the editors are now working on obtaining the content from identified authors. The scheduled publication and launch date was confirmed as August 2011.

Reports and Publications:

1. The Section published one newsletter in 2009:

April: <http://www.ifla.org/files/docdel/newsletters/april-2009.pdf>

2. The Committee identified that there was a need for a mailing list for the IFLA community who are specifically interested in matters relating to Interlibrary Loan, Document Delivery and the broader field of Resource Sharing, to communicate with each other, and also for the Section to communicate directly to the broader DDRS community from time to time. With the support of the wonderful web support staff at IFLA headquarters, the new list was created, and was born in January 2009. It is described as follows:

"DOCDEL-L

A discussion list for librarians, information professionals, and document suppliers to discuss the generic issues pertaining to delivering information to users via document delivery and interlibrary loan, as well as the broader issues involved in resource sharing. This list also provides a vehicle for the IFLA Document Delivery and Resource Sharing Standing Committee to communicate matters relating to the Committee's work to the broader document delivery and resource sharing community."

It was decided to have the list as a moderated one, and this was a good decision, as there is a fair amount of spam that is intercepted and rejected. The traffic is not high, but has been meaningful, and feedback from some colleagues in the community is that they find it very good to keep up with what the Committee is doing, as well as keep up with items of interest globally, not only in their own regions.

Kim Baker

Chair: IFLA Document Delivery and Resource Sharing Section (2007 – 2009)

December 2009