

FIL Newsletter

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Editorial

Marjory Lobban and Peter Robinson

Welcome to your new-look FIL newsletter, and apologies for the long delay in its appearance. For various reasons, the editorial desk has moved around the country quite a bit over the last couple of years. But now it is hopefully established in a slightly more permanent home. So let us introduce ourselves....

Marjory Lobban spent ten years as a school librarian before moving to Edinburgh University Library in 1992. A spell in Reader Services was followed by five years in charge of Serials across the University's four medical libraries. Her current post as Document Delivery Supervisor sees her co-ordinating ILL activities across the Library's twelve sites, and as such, a substantial amount of time has been spent developing and promoting electronic document delivery between sites and directly to patrons' desktops. Current projects involve the search for the elusive seamless desktop delivery, with electronic signatures and electronic payment (in the next issue, new Committee member Graham Titley writes on how this has been introduced at University of Plymouth Library).

Despite his degree in Fine Art, Peter Robinson has been at the British Library most of his working life, where he obtained a Diploma in Librarianship. With spells in Acquisitions, Cataloguing, Worldwide Searches, Official Publications, Russian/Slavonic, Marketing, Public Relations and more, he also spent several years 'outside' library work, as a Training Consultant with the BL. Formerly Account Manager for the UK and Irish Academic Sectors, he is now based in Customer Services see *What do they all do all day?*

The third member of the team is Doc Del, who is currently with us on a short-term contract. Her role is to deal with any library-related problems you may have. Her first case deals with possible solutions to those elusive requests which are relegated to the bottom of the pile, only to re-emerge at the top the following day. We hope you find her advice useful. However, Doc Del will only secure tenure if she has cases to deal with, so please send in some questions!

Similarly, newsletters can only function if there is material to print, so do take this as an open invitation to contribute to future issues. From 2007, there will be 3 issues per year:- Spring, Autumn and a pre Conference issue in the middle so we need your contributions. Please note that we would prefer to have articles voluntarily submitted than have to come knocking at your door to use thumbscrews or other methods of persuasion. Remember - we know where you live....!



INTERLEND 2006 Technology - Servant or Master? Forum for Interlending Conference, University of Southampton, 10-12 July 2006

A brief summary by Rose Goodier, Chair, FIL Committee

Despite some annoying accommodation and travel problems for many of us at the beginning and end of the conference, the 'bits in between' seemed to go pretty smoothly.

Two of us came down from The University of Manchester for the 2006 Conference – myself and Vicky Flood. Being a regular at FIL conferences, and, this year the Chair of the FIL Committee, I knew more or less what to expect. On the other hand, this was Vicky's first attendance at a FIL Conference, so we found it interesting to compare notes.

The conference kicked off with a very informative keynote speech by David Ball, Librarian at the University of Bournemouth. He gave us a potted history of information provision, beginning with the emergence of printed books and ending with today's developments in technology. A strong message conveyed in the keynote speech was that we need to keep aware of developments in the field and that the present rapid pace of change will continue is inevitable.

Our After-Dinner Speaker, Genevieve Bailey, was absolutely fascinating - we could have listened to her for hours on her topic of Titanic. She reminded us how the disaster of 1912 not only affected the wealthy passengers, whose stories are so well documented, but also the crews and their families, many of whom came from the Southampton area.

Of course, one of the most useful and enjoyable functions of the FIL conference has always been the opportunity to talk to others who work in interlending. I knew many of them already and it was good to catch up with old friends. Vicky welcomed the opportunity to put names to faces and meet some new people. It was gratifying that there were so many new delegates at the conference this year, and I hope that they will become regular attendees.

The following day started with a welcome address by Mark Brown, Librarian at the University of Southampton. We then had a round-up of developments over the past year, some useful presentations on library systems and services, and a very interesting panel discussion *Library Regions in the Electronic Age*. The afternoon session started with various workshops (always a popular and lively option) followed by an enlightening debate between Fred Friend and Mike McGrath entitled *Interlending and Document Supply Will Soon Be Obsolete*. It was heartening to note that the audience's vote on this proposal was a resounding "no", although the debate did present plenty of food for thought. So, despite the motion being defeated, we were reminded that we could not be complacent about the effects of rapid change in the world of interlending. In the evening we had a very pleasant, educational

(but hot!) guided tour of Southampton City Walls. So it was a great relief to walk down into the lovely cool shade of the numerous undercrofts, which were often used to store wine in Medieval times. Unfortunately all the wine disappeared a long time ago!

Wednesday morning saw the FIL Committee AGM followed by presentations on *Copyright in an Electronic Environment*, the swan-song talk of Andrew Braid who has since retired from the British Library. He began with a reminiscence of the very first FIL Conference back in 1988 and noted that he was not the only one who had been present then, as well as this one!

The event concluded with the panel discussion *Electronic Storage and Document Delivery Services*. In conclusion, the question posed by our conference title *Technology - Servant or Master?* remains ambiguous, but the one certainty is that keeping pace with technological developments in the library world has never been more challenging.

After the conference had ended, there was an optional group visit to Southampton Central Library. The building is light and airy – an excellent example of 1930s architecture. The library is impressively designed and houses an impressive collection of local history material and maritime records.

The sting in the tail for many people turned out to be the journey home - technology had certainly proved to be the 'master' in this case! A British Telecomms cable had been severed by a digger at Southampton Airport, resulting in cancelled flights and resultant chaos. However, as I said at the beginning, I think that that this year's Annual Conference was, as ever, productive, informative and enjoyable.

Interlending and Secure Electronic Delivery at the University of Derby



Tim Peacock, E-Resources and Interlending Administrator, University of Derby

Beginnings

Derby introduced Secure Electronic Delivery (SED) to academic staff on 1 June 2005. Emails were sent describing the SED mode of delivery to all members of staff who had used the ILL service over the previous academic year and a further email to all staff was issued to coincide with the publication, in the internal newsletter, of an article promoting SED. Much immediate and positive interest was raised.

One library staff meeting was required to brief ILL staff from all sites about the processes involved. They then 'cascaded' the relevant information to counter assistants at each of the five Learning Centres.

Academic staff were asked to register for SED by completing and returning a brief registration form. It was then possible to confirm that staff had a university email account, had Adobe Reader version 6 or above installed on their staff pc and that they had successfully downloaded the BL test document.

Initial Procedures and Responses

Requests were received as usual on card request forms and marked for SED by staff who were registered for the service. Only the SED99 service is offered, i.e. no 2 or 24 hour deliveries.

Initially, Derby's ILL Service acted as an intermediary in the delivery process. Items were received from the BL in a designated ILL email inbox. The request number was noted and the request completed on our library management system. The SED email was then forwarded to the borrower with a local 'pro-forma' covering email.

During June 2005, over seventy SED requests were successfully satisfied. However, several pertinent considerations were soon recognised:

- The forwarding of emails containing SED links with a covering letter, was time consuming and fiddly.
- Adobe Reader 6, as the default reader version, was not always perceived by readers as seamless and reliable.
- The speed of SED receipt was offset by delay in the forwarding of emails.
- Receipt of the email, followed by completion on our management system was an inefficient process.
- There was concern that if 'shipped' messages were added to the BL In-Tray Reports, the report would become too long and require additional staff time.

In retrospect, all of these concerns have been unwarranted in the light of recent developments.

The following points were apparent after implementation:

- On-line registration for SED obliges staff to provide their networked email address. Since September 2005 Derby has been using the Add Address function. This enables the document to be sent to an email or postal address other than the account address e.g. an end-user instead of the librarian/intermediary. This has worked smoothly and with very few hiccups, so it is no longer necessary to forward SED email links to end-users.
- The installation of Adobe Reader 7.0 ensures seamless download of the BL SED test document and requested articles.
- Add Address' has ensured a quicker service.
- Completion of requests is made using 'shipped' reports and has not taken extra staff time as had been first thought.

The introduction of SED has raised few problems and, with the introduction of the above developments, now forms an integral feature of ILL delivery to staff at Derby. With the introduction of the service in June 05 Derby was obliged to produce two ILL request forms, one for staff and one for students. The two editions of the form have now been combined and will require only a little editing to include students into this service.

Further staff updates and training are planned.

Users are extremely impressed by the service. The speed of supply is perceived as excellent. One main advantage is cost: the service is cheaper than conventional photocopies and this price differential is being maintained by the BL for 2006-07.

Further Developments

Derby is now planning for the introduction of a wholly electronic ILL requesting service for all readers from September 2007. The project consists of a phased development and introduction of the practicalities associated with online requesting and the population of ILL request forms with catalogue bibliographic material, methods of printing and payment and, hopefully, the resolved issue of electronic copyright signature.

Finally

Although we had many questions about the SED service when it was first introduced by the British Library, our experience, since its introduction here at Derby, has allayed all concerns. We have found the service slick, quick, well received by staff and with good support when required from the British Library.

¹ It must be noted here that SED developments at the moment, still relate to staff only. The traditional 'paper' ILL request form is still in use for students who continue to receive requests by conventional methods.

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Editors note: A followup to this article will appear in the next issue

The UnityUK community: an update on developments



Robert Gent, Vice Chair,
The Combined Regions

Since June 2006, 105 libraries in England, Scotland and Wales have joined The Combined Regions' UnityUK service. In February 2006 The Combined Regions (TCR) announced UnityUK, the latest generation of its established Unity resource sharing service. The UnityUK service is an innovative development, delivering a truly national network for resource sharing and inter-library loans for the UK by bringing together the union catalogues of The Combined Regions and LinkUK.

The new service uses the latest resource sharing technology from world leaders OCLC PICA (incorporating FDI) who also host and manage the new service. 150 libraries in England, Wales and Scotland are now using OCLC PICA technology to underpin their resource sharing or ILL requirements through LinkUK and The Combined Regions. The LinkUK database comprises over 5 million bibliographic records and over 40 million volumes of public and special libraries in London, the South East, the West Midlands and South Wales. Over 120,000 requests are carried out on the LinkUK system each year.

Rob Froud, County Librarian, Somerset, and Chair of The Combined Regions, says, "UnityUK is a product firmly led by The Combined Regions' community. We strive for comprehensive input and buy-in from our members to work towards an ever-improving and ever more comprehensive approach to resource sharing. Ensuring continuity and quality of service is key to the success of the service so we plan to develop the system incrementally but our ultimate goal is to develop one national ILL and resource discovery service which libraries of all types can join.

"Two years ago we commissioned significant research into the library and information services sector. The primary requirements identified were to develop one unified database for full interlending and to place and track requests across the whole system, our new service: UnityUK now delivers that."

UnityUK is designed to make it easier and quicker for a public library authority to locate and request books and resources held in other libraries across the UK. The service will reach beyond Unity and LinkUK by providing a single point of access to RevealWeb and COPAC, plus the service has the capability to integrate the searching and requesting of items held by British Library.

The Combined Regions organisation brings together library authorities, HE and FE libraries across the UK.

As a long standing user, we were very excited about the new features that UnityUK brings our staff and users. New features such as the improved integration with our library management system, access to a wider collection of catalogues and improved real time holdings details enable us to provide a more efficient service to our users. It is also rewarding to know that we are one of the first participants in the first national network for resource sharing."

UnityUK merges the benefits of a virtual union catalogue with a centralised union catalogue database and delivers both ways of working through a single, integrated solution. The new service delivers better value for money than in 2005, with a lower subscription price and an easier to use service. UnityUK also delivers new functionality such as improved integration with local library management systems.

UnityUK Service Summary

Standard Service

- Enhanced search facilities
- First-time availability checking
- Integrated request management

Optional services

- Supplier side ILL management
- Public access searching and requesting

Fifteen library authorities have already taken advantage of the full interlibrary loans messaging option. This optional upgrade provides both library-to-library and library-to-supplier ILL services and offers complete searching and request management in one single interface.

The project to integrate LinkUK fully with UnityUK started with pilots beginning in early Summer 2006. When complete, key features from LinkUK will be available in UnityUK.

The TCR website provides more details about the new service, plus information about forthcoming training sessions, joining the TCR mail list and information about how to contribute your library's holdings to the UnityUK service.

Further information:

The Combined Regions
www.combinedregions.com

UnityUK
www.unity-uk.com

LinkUK
www.linkuk.org

OCLC PICA (incorporating FDI)
www.oclc-pica.org

Library automation

- where do we go from here?



Peter Evans, Vice President
for Technical Development,
Ringgold Inc.

In the beginning

I can remember in the early 1970s, proudly showing students around the library and indicating the serried ranks of Chemical Abstracts. I explained why it was going to be a long while until we got this lot onto a computer - "just to get the abstracts on disc would take about £70,000 - £100,000 worth of space". Today that space - about 500 MB - would cost about 15p.

There was so much that we wanted to do in library automation both in terms of reader services - like making Chemical Abstracts Online online so it was quick and easy to search - or making cataloguing easier or ILL faster. Yet we were hampered by hardware inadequacies and/or costs. Computers were not big enough, fast enough or cheap enough to let us do what we wanted. Now we have a different problem. Computer power is virtually limitless and free. We have to decide our priorities on the basis of where the user benefits lie, instead of what is possible or affordable.

In the 1960's, the foundations of much of 'back office' library automation had already been laid. The re-structuring of the Anglo American cataloguing code in 1968 coupled with the adoption of the MARC standards for the exchange format for catalogue records meant that libraries world-wide could accelerate their development of batch catalogue services by sharing both the data and the expense of creating machine readable catalogue records. It wasn't until XML was adopted as a data exchange format in the late 1990s that other industries could share similar advantages.

The 1970s

In the UK, the 1970s were dominated by the development of large databases of MARC records by the British Library and what was then BLCMP - the Birmingham Libraries Co-operative Mechanisation Project (now TALIS). The availability of batch computer time on a shared basis (British Library services were run at Rank Hovis MacDougall) allowed large library catalogues to be maintained and produced cheaply on computer output microfiche (COM). Such utilisation of shared central computers for batch catalogue production was followed later in the decade by the rise of the minicomputer, an order of magnitude cheaper than mainframes and the rise of circulation control systems. Online services such as Blaise from

the British Library also made searching via a computer familiar to many librarians. OCLC began in 1967 in the USA and grew to be the dominant provider of both cataloguing and, as a spin-off of that data, inter-library loan services (predominately for books) In special libraries, where the parent organisation was a large corporation, computer facilities were also made available to libraries - usually for text retrieval applications using such software as ICI's Assassin. Again, such systems were run on a batch-input basis with some online searching. Online services were well in use by the late 1970s via dial-up to Dialog in California or STAR in Europe.

The main technical development for libraries was the availability of the minicomputer whereby a library could actually envisage owning a machine dedicated to a wide variety of projects and services. Many of the projects at this time were 'home grown', while several companies still familiar to us today originated in this period. DS began life in the early 1970s as part of Plessey Company with its barcode pen-based circulation systems. ALS (now a part of BiblioMondo) was successful in this period. In North America Geac, CLSI (eventually bought by Geac), Innovative interfaces, VTLS and Sirsi were all first developed during the 1970s. At the close of the 1970s packages from these companies were looking something like the systems of today with modules usually covering cataloguing and circulation and some with acquisitions.

The 1980s

The 1980s saw the complete dominance of the mini-computer /software stand-alone system and the emergence of the microcomputer, particularly when the IBM machine made its appearance in 1982. Prices for hardware were falling throughout the 1980s and, with companies like Dynix in the USA, IME in the UK and others, the technology was brought into the compass of smaller libraries.

The main additional service from the library automation packages was the arrival of the OPAC (Online Public Access Catalogue). Until its development, access to the catalogue for library users was fairly limited with brief records being searched by a limited set of access points.

GEAC was the leader in field at the beginning of the 1980s but other companies using the more flexible database management systems such as PICK (Dynix and Urica) and Sybase (CLSI) were also successful. The ability to find records via keywords, title, author and then cross-link them to related records and circulation data brought additional benefits to library services. Integration was the buzz word, enabling any one piece of information to be used for whatever purpose it was required.

Inter library loan (ILL) was always on the agenda of systems developers but seldom implemented beyond the transmission of requests to BLDSC (British Library Document Supply Centre). Often the process was not integrated into the OPAC request placement system so that the automatic flow from user request to fulfilment was never realised.

The micro-computer at the end of the 1980s was being used for a variety of purposes from running complete systems for the smaller library to back-up terminals for the bigger systems. A major use however was large CD-ROM databases where most electronic information was being published (this was to change with the introduction of the World Wide Web).

The 1990s

At the beginning of the 1990s, the integrated library system was generally considered to be complete. The OPAC was fairly sophisticated in search capabilities and circulation systems were fast and reliable.

Acquisition systems began to use lower-cost communication links and, as standards for interchange like BISAC, Edifact etc. were established, Electronic Data Interchange (EDI) became common. Booksellers were incorporated as part of the wider compass of the library automation system. Serials control systems - still one of the most difficult areas to automate successfully - were mature in the larger systems though many libraries did not make use of them.

Of course the Internet, which had been in use by libraries for mail lists like PACS-L since the late 1980s, was the dominant infrastructure technology for the 1990s. The existence of a freely available network technology potentially linking all libraries via a standard protocol meant that services of all kinds could be made available easily. The Search and Retrieve protocol ANSI Z39.50 (which had begun development in the 1980s) now began to appear in the mid-1990s. This enabled library catalogues to offer seamless searching of other systems' catalogues.

Interoperability of this kind was the aim for many of the systems and services developed since then. The individual monolithic system silos of the 1980s began to look outwards towards linking with other systems. The areas that were experiencing fast development were triggered by both the ever-lowering of disc costs and the rise of the World Wide Web. Image storage and retrieval systems - once clumsy, costly and incompatible - began to be a possibility outside specialist organisations. Not just static images but moving images, sounds, digitised archives and other resources previously outside the realm of the library automation system were being added to the ever larger set of modules available within the LMS (Library Management System).

The Web itself of course was ideal for the provision of access to large databases of published research. Gradually the publishers began to move their focus from CD-ROM to the Web as a delivery mechanism. Library system suppliers began to use the Web as an access mechanism for the OPAC in the early 1990s with Sirsi being amongst the first.

The 1990s also saw the rise of the several new entrants and many changes for the established suppliers to the large system marketplace. Dynix was sold to telecoms giant Ameritech, then changed again to Epixtech. Ex Libris brought out ALEPH 500 and moved from a supplier of small systems in Europe to an established big system player on the world stage. Endeavor was founded in the USA and within a few years won the Library of Congress as a customer. By the end of the 1990s the Web was established as both

a publishing medium and the technology for delivering applications. The first web-based LMS arriving in the early 2000's with systems like Softlink's Liberty 3.

2000 onwards

At the beginning of this decade, the fruits of the ISO 10160/61 standard for document delivery and ILL were available. Systems like Wings from Pegasus and VDX from Fretwell-Downing were re-shaping the business model for ILL. This was a movement away from the centralised model that had worked so well for decades, to a peer-to-peer model. Now, ILL systems could decide on the most appropriate source for an application to borrow material and handle the complex decision chain thereafter.

The main story for this decade has been the revolution of digital delivery of scholarly research material. The 'user-facing' services provided in the form of search tools like Ex Libris' Metalib, stand-alone federated search engines like WebFeat and link-resolvers like SFX have transformed the user's searching capabilities and made the discovery and delivery of what was a difficult and arcane search process very accessible.

At the commercial level, many smaller niche companies have evolved to develop products to control printing, PC management in libraries and the management problems of electronic resources. RFID* has come to maturity as trigger prices have dropped and may eventually replace barcodes. Sirsi has merged with Dynix, OCLC/PICA has bought Sisis and Fretwell-Downing.

The last few years have also re-addressed the balance and helped the librarian - as opposed to the user - control the explosion of digital resources via the development of Electronic Resource Management systems like Serials Solutions and TDNet. At last the technology has been applied to the problems of managing licences, access rights and discovery of digital resources.

The Future

The inability for any individual library automation system company to build and deliver all of the potentially useful technology to their customers has meant that more and more libraries are no longer depending on an individual supplier. Instead, they are turning to a 'best of breed' strategy where, at the module level, libraries choose what is the best solution for their needs from different suppliers.

Services are being offered via the Web to interoperable standards. Views - a group of system suppliers - are co-operating to establish a consistent data interface for Web services. Such services will be available to any LMS. TALIS in the UK is a leading proponent of this approach for future development.

More choice, more options, more decisions... in the 1970s we could do anything if only we had the technology. Now we can do anything we want if only we could decide what to do and which product to

The Long Way Home from FIL 2006, Southampton



Marjory Lobban,
Document Delivery
Supervisor, Edinburgh
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You wouldn't think that a fifty-five minute flight from Southampton to Edinburgh or Glasgow could go wrong, would you? I certainly didn't. After all, I spend a lot of time convincing friends from South of the Border that Scotland is NOT in the remote Arctic, and that travel to and from the South does not generally pose too many problems other than cost.

At the end of the FIL Conference, accompanied by Rosemary Reaston from the National Library of Scotland and Joanne Findlay from Glasgow University Library, I set off for Southampton airport, well in advance of the advertised 13.15 check-in deadline. What we found when we arrived at the airport can only be described as chaos – an outside contractor had earlier severed the main telecommunications cable. Result – no phones, check-in, reservations, air-traffic control etc. Verbal communication from Customer Services staff was also in short supply, and what there was changed every half hour.

After about an hour, passengers on the two BA flights to Edinburgh and Glasgow were summoned to the check-in desk to be told that our flights had been cancelled and that we could either phone the BA Customer Services line or "fly another day". The latter of these was really not an option for any of us, and the BA phone line merely contradicted any information the staff at the airport were able to give us (they were using mobiles to communicate with the outside world).

The most hopeful announcement was that as the incoming flights from Glasgow and Edinburgh had been diverted to Bournemouth, we would all be taken there in coaches to pick up our flights. That, however, appeared to be too much like common sense, as the coaches never materialised, and word had it that the Glasgow flight was returning, empty, to Glasgow....

More humming and hawing – do we get ourselves up to London where we might have more options? No guarantee that there would be flights or trains from London, and an overnight stay would be prohibitively expensive. What about a train direct from Southampton?

*Radio Frequency Identification (RFID) is an automatic identification method, relying on storing and remotely retrieving data using devices called RFID tags or transponders. An RFID tag is an object that can be attached to or incorporated into a product, animal, or person for the purpose of identification using radio waves. Chip-based RFID tags contain silicon chips and antennas. Passive tags require no internal power source, whereas active tags require a power source.

There appeared to be one such train destined for Newcastle, going via Birmingham. Joanne could change for Glasgow at Birmingham, and Rosemary and I could try to pick up a GNER train at Newcastle to take us the final leg to Edinburgh (probably arriving in the wee, small hours). This seemed to be our best bet, and there was a train leaving the nearby station in less than fifteen minutes.

We marched off to WH Smith to spend the £5.00 refreshment vouchers we had extracted from Customer Services, only to have them rejected, as they were only valid in the cafeteria upstairs! Now only ten minutes till that train! At this point our knight in shining armour appeared. Well, actually a guy in the WH Smith queue told us that he had just hired a car through his company to drive to Glasgow, and that we were welcome to join him. OK, perhaps not the best move in normal circumstances, but these were desperate times, and we reckoned that three of us together were safe enough. I'm also not sure what our burly driver made of having three librarians as travel companions....

Off we set at 16.30 with our hero Stuart driving a brand new Volkswagen Golf. At 17.30 we reached Hounslow - yes we had just hit the outskirts of London, having taken a wrong exit somewhere coming out of Southampton airport! By 18.15 we were back on the M25 heading north. Five and a quarter hours and more than 400 miles later we reached Glasgow (I was sitting behind the driver, unable to see the speedometer, but I gather it had rarely registered much less than 80 mph and was observed at one point touching 100 mph). Our other halves had meantime driven in a more leisurely fashion from Edinburgh and Stirling to collect us for the final section of the journey. In the end, I got home just before 01.00 on the Thursday morning, about thirteen hours since I had left the conference venue.

Next step once I had caught up on lost sleep - claim back from BA the return leg of my fare. Not so simple, as according to BA, the flight was cancelled due to circumstances "outwith our control". At the time of writing I have not had time to pursue the matter, but be assured - battle is about to commence! All I can say is that Joanne, Rosemary and I were extremely grateful to Stuart our chauffeur for rescuing us from what could have been a very long and expensive journey.

Who said FIL Conferences were dull? We can't wait until July!

The 72nd IFLA World Library and Information Congress Libraries: Dynamic Engines for the Knowledge and Information Society

20-24 August 2006, Seoul, South Korea



A report by Penelope Street

General overview

The theme of the 72nd IFLA World Library and Information Congress was Libraries: Dynamic Engines for the Knowledge and Information Society. Seoul is a vibrant, bustling and very exciting city boasting an impressive and truly vast conference centre. The Opening Ceremony took place in Olympia Hall of the COEX from 10.30-12.30 on Sunday 20 August with a live electro-acoustic performance of an original piece of music and dance. The vision of the library as an 'information hub in the 21st century' was the key message of the performance. Following a few congratulatory speeches, Dr. Dae-jung Kim gave the keynote speech. Dae-jung Kim is the 15th President of the Republic of Korea and 2000 Nobel Prize Laureate. His election in 1997 as the Republic's President marked South Korea's definitive entry to the world's democracies. The cultural programme was varied and provided a fascinating insight into Korean life. A particular highlight for me was the Cultural Evening at the Sejong Centre (complete with police escort!). The programme included a variety of traditional Korean modern music and dance. The entire performance was spectacular from start to finish with the most impressive drum playing I've ever heard.

Section on Document Delivery and Interlending WLIC conference 2006

Open programme

The theme was Best Practice in Document Delivery and Resource Sharing.

One hundred and fifty seven delegates attended the open programme and the programme was judged a success. For the first time the Document Delivery and Resource Sharing Standing Committee (DDRSSC) attempted to evaluate the event and specially designed evaluation forms had been designed by Joan Stein. A very limited number (nineteen) were received back and Betty Lowery evaluated these for the 2nd DDRSSC meeting. Although a low response (it represents 8% of the audience) it serves to give a flavour of feelings. Most respondents had heard about the event from the programme and the majority either worked in document delivery or saw it as an important area for development. There was specific mention of the guidelines and overall the response was very positive.

Satellite meeting

Prior to the 72nd Congress our Section co-hosted a satellite meeting on Resource Sharing, Reference and Collection Development in a Digital Age – a Practical Approach together with the Acquisition and Collection Development Section and the Reference and

Information Services Section. This event was aimed at library practitioners working in libraries in the region as well as those interested in IFLA's current activities in acquisition and collection development, resource sharing and reference work. The Satellite Meeting is intended to be the first in a series of training sessions/workshops where the IFLA Sections involved will have the opportunity to disseminate knowledge about international IFLA principles, guidelines and best practices to practitioners in that particular region. The programme included presentations of examples of good quality service provision to library users, experiences of service provision and presentation of material prepared by the Sections. Four members of the DDRSSC attended and there were around sixty-five delegates. Feedback was very good: venue, facilities, simultaneous translation into Korean for non-English speaking delegates, good social programme.

10th ILDS Conference

The 10th ILDS conference will take place 28 – 31 October 2007 in Singapore.

Calls for papers would be this autumn with proposals received by January to be discussed at the February Mid Term Meeting Business Meeting.

Mike McGrath has agreed to be one of the speakers.

Conference website is now up and running at: <http://conferences.nlb.gov.sg/ilds/>

Pre-planning for 2007 conference

Open programme

Theme will be Technology as an enabler of access (or similar)

The plan is to have four papers - three from within Africa and possibly one from outside the area. The focus will be on success stories and how problems have been overcome.

A call for papers went out in November 2006 with a January 2007 deadline and proposals to be examined at the February 2007 mid-term business meeting.

The Reference Section has expressed interest in a collaborative session focusing on skills necessary for the future. A collaborative programme would also give us a 4-hour rather than 2-hour time slot hence more scope with the number of papers and discussion sessions. Decisions on collaboration were made by November 2006.

Satellite

The DDRSSC has decided not to hold a satellite event given the resources needed to organise it and ensure we could guarantee attendees. This was taken on the advice of our South African committee member. The viability of organising a satellite in Quebec 2008 will be discussed at the Seoul conference.

Mid-term Business Meeting

The DDRSSC has received an invitation from the National Library of Portugal in Lisbon.

The meeting is scheduled for the 22/23 February 2007. The DDRSSC will again provide a half-day seminar for local librarians, on a theme to be decided.

FIL Committee 2006/2007

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What do they do all day?

Peter Robinson, British Library Customer Services

I like to think that those who choose to work in libraries are by nature, helpful. Of course, there is the problem-solving element which adds something in the way of an intellectual challenge; the combination of the two should make for the perfect job. In Customer Services we get all kinds of questions, from students asking what to put in their thesis which is due in tomorrow (which we politely decline to answer) to researchers from the Third World wanting us to send them documents free of charge (which unfortunately we cannot). So here's a flavour of the kind of telephone calls we take....

"Rocking horses". Those were the first words she said to me. A little nonplussed, I asked in what context she was making the statement. After an ostentatious sigh she said very deliberately (so that even I could understand it) "What do you have on rocking horses?" Resisting the temptation to reply "very small saddles" I did my best to help her navigate the online catalogue - silly of me not to realise immediately what she wanted. "I can't download my Secure Electronic Delivery document" said a plaintive, youngish voice. Using my pithy analytical skills I asked "Are you at university?" to which she replied "No, I'm at home".

Another one..."My son can't download his document" (in the background: "Let me speak to them...") I said "OK, let's go through the problem" (which I did). "Oh I see, so I need to have Adobe Reader software?" (in the background: "Please let me speak to them").

"Andrew, sshh, the nice man is explaining it all to me. Now, what were you saying about software?" (in the background: "Mum, I know about this, let me have the phone...please?" "Sorry, I can't hear you, there's a lot of noise in the background. Now, what do I do with this software, and what kind was it?" And so on.... "I've got a reply code I can't understand". So I asked what it was. "On loan. What does that mean, exactly?" Using the excuse to cough to come off the line for a moment, I collected myself in order to proceed. "Well, it does actually mean 'on loan'. It's out on loan. At the moment. Does that help?" (I sort of ground to a halt). "Oh, I see. So it is actually out on loan and that's why I can't have it?" "Yes, that's absolutely right. Spot on. Is there anything else I can help you with?" "No, all the others were clear, it was only that one that was bothering me".

"Hi!!! How are you today? It's great here in Los Angeles, the sun is shining and the orange trees look beautiful, but not as beautiful as that blonde just walking past!" "Can I help you? This is Customer Services, British Library....". "Oh yeah, right. Well, it's about this request I sent to you. I don't have the number because I'm in my car". "It would be easier if you had the number..." I began. "Hey, its cool, I'll call you back. Bye!"

These are all genuine calls. Don't think that I (or my colleagues) think there are stupid questions - there aren't - or that we don't respect the genuine concerns of those that call us. We all get a little fazed by things now and again and I've rung helplines with similar things myself. So occasionally there is a call that adds some light relief to the day. And I wouldn't have it any other way.

From this issue, Doc Del will be here to answer library-related questions. Here is her first column....

Dear Doc Del,

Our library's requests are largely satisfied by BLDSC or by other UK libraries. However, in recent months, the number of more challenging requests, often for overseas material, has continued to grow and I'm at my wit's end! Can you suggest how I go about searching abroad?

(From 'Challenged' of Wythernshawe)

Dear 'Challenged' of Wythernshawe,

Once you have exhausted the British Library and other UK sources, you could try: The UK Union Catalogue of Chinese Books: <http://www.bodley.ox.ac.uk/rs/lpchin/search.htm>

Open WorldCat : <http://www.oclc.org/worldcat/open/>

Libraries Australia: <http://librariesaustralia.nla.gov.au/apps/kss>

Canadian Association of Research Libraries: <http://carl-abrc-oai.lib.sfu.ca/>

Canada Institute for Scientific and Technical Information: <http://cat.cisti-icist.nrc-cnrc.gc.ca/search>

Library and Archives Canada: <http://www.collectionscanada.ca/services/index-e.html>

For German material: <http://staatsbibliothek-berlin.de/deutsch/benutzung/ILV-EU-E.HTM>

Overseas theses can sometimes be tracked down through:

Theological Research Exchange Network: <http://www.tren.com/>

Theses Canada Portal: <http://www.collectionscanada.ca/thesescanada/index-e.html>

Proquest UMI (theses for purchase): http://wwwlib.umi.com/dissertations/about_pqdd

Journal articles can sometimes be obtained by contacting the publisher itself. If however you want to get hold of a whole issue of a particular journal you'll probably find that overseas (or any other!) libraries are often unwilling to lend them.

If all else fails, a Google search for the author might pull up a contact email address. A subsequent begging message, asking for information as to where you can locate the elusive item has been known to result in the delivery of a free pdf file within days. A grateful acknowledgement is then a small price to pay in return!

I hope this helps increase the success rate for your more challenging requests. Happy hunting!

Don't forget to send in your question to Doc Del!