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Editorial

Much of issue 51 is devoted to conferences past and future, national and international. The 3 reports from Interlend 2008 at Peebles should dispel any myths that conferences are boring and only for managers. Show the reports to your line managers. Ask them to let you attend Interlend 2009 (more details on page 9). We hope to arrange an interesting programme of talks and seminars. There will also be plenty of time for networking at mealtimes and coffee breaks – a crucial ingredient of any conference, especially in such a specialised field as Document Delivery where staff often feel isolated and forgotten. There are also many opportunities to relax socially with other delegates.

Very few people will be venturing out of the country to international conferences. However our Chair, Rose Goodier, who is also the FIL representative on the IFLA Standing Committee attended the 74th IFLA conference in Quebec in August, after participating in a Satellite Document Delivery Conference in Boston the previous week. Her reports make fascinating reading, not least her account of a Conference call held using Skype, because the South African delegates were unable to obtain visas to enter Canada.

As always, I invite you all to contribute towards future issues of the Newsletter (issue 52 expected around February). We are interested in any news, tips, funny events etc., and the bottom line is that without your input, there is no newsletter.

A Merry Christmas and a Happy New Year to you all!

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3 Reports on the 2008 FIL Conference at Peebles

1. Graham Brown *Bournemouth Libraries*

This was my first FIL conference and it proved to be an interesting experience. Looking back, a greater awareness of current trends in interlending is the most valuable thing I have taken away with me. Being comparatively new to inter-library loans, the conference certainly got me thinking about ways in which services are changing, and possible future directions.

Professor Derek Law began the keynote address by describing inter-library loans as a major achievement. Documents pass from library to library, sometimes crossing borders and oceans, and then they are safely returned! But, he added, this traditional service increasingly belongs to the past. That introduced a key theme of the conference, the need to address change. Later, Professor Law moved to a second major theme, the challenge of new technology.

These two themes ran through much of the conference. There are a number of new sources of information available and libraries need to start exploiting them. The two seminars I attended on day 2, both with Stephanie Taylor, looked in detail at some potential information sources.

In some ways these themes came together, from a public libraries point of view, when David Potts outlined the MLA's vision for interlending. As a delegate from public libraries, that was a particularly interesting session. Mr. Potts emphasised the need to operate more smoothly across library authorities and in a way more in line with current expectations of service provision. The ideas outlined were broadly welcomed in a following seminar - although major practical issues were identified.

The majority of conference delegates were from academic libraries. It was, therefore, inevitable that not all of the conference was directly relevant to myself.

Some of the content was aimed at academic or

specialist institutions and the service provided by public libraries differs in many ways. But there was enough that was relevant for me to recommend the conference to other public library staff. The range of topics covered was impressive. As well as core interlending subjects, there were sessions on web 2.0 and copyright. These had an emphasis on interlending, but were useful beyond that narrow application.

As well as the conference content, it was an enjoyable social occasion and a good opportunity for networking. I discussed interlending services with a number of colleagues and went home with various ideas. The fact that many delegates were from academic and specialist libraries made for an opportunity to network and discuss ideas across sectors.



Entrance to Peebles Hotel Hydro



Workshop in the Bannockburn Room

2. Aditi Ghoshray ***Clifton College***

It was both a privilege and pleasure to be able to attend the FIL conference in June 2008. I would like to thank SWRLS for providing the funds for attending the conference. Having worked in an ILL department in the HE sector and currently working for an independent college for the past two years I felt that I would benefit from attending a conference that specialises in the area of ILL and its progress in the 21st century. Besides, I would learn the most recent developments and changes to the ILL system.

The papers of particular interest to me were:

Music and inter-lending

I attended the optional session on Music and inter lending presented by Liz Hart and Graham Muncy. I was interested to attend this session as we at Clifton have a music school and a library with approximately 10,000 books.

I wanted to get an idea on the copyright and photocopying issues and sources for borrowing scores and books on music. I went to the session with hardly any knowledge of music scores/books. The session discussed about inter-loans of performance sets. I learnt what performance sets are. It was interesting to know that there are sets of vocal scores, orchestral sets and play sets under Performance sets

I learnt about 'Encore' - national performance sets catalogue / database facilities. We also discussed the problems in the ILL of music sets, such as tracing specific titles or editions, cost, updating of 'Encore', the value of some materials, and quite importantly the non-coverage on standard ILL systems. The session proved to be very beneficial for me as not only were my questions regarding copyright and borrowing of music scores answered, I also came back with a lot of extra information which I was able to pass on to my music department and other librarians. I learned that it is necessary to say a straight 'NO' for any photocopying of music sets, which I have put in practice since I returned from the conference.

Antony Brewerton: Brand new: an inspirational approach to marketing your library service.

A qualified librarian and marketer from Warwick University, his seminar was undoubtedly the best one for me at this conference. Marketing is a big issue in school libraries. I went to this seminar with an intention to learn more about marketing my library. His presentation was full of information about branding libraries topped with practical solutions to our marketing needs. He talked about using surveys, questionnaires and focus groups. He also talked about how successfully he has used them at Oxford Brookes where he worked prior to Warwick. At the end of the session, I was filled with ideas as to how best I could

help towards marketing my library: however, after a discussion with Antony I narrowed down my thoughts from 'promoting my library' to 'promoting my resources and benefits of the library'. I am currently working on the 'Ladder of Loyalty' suggested by him.

I feel that any librarian struggling with the marketing issue will gain immensely from attending his session. If I get funding from school I would like to use Anthony's marketing idea of the bag publicising the library. This whole experience was very rewarding in terms of information, experience and contacts. I am lucky to be one of the first people to receive SWRLS funding to attend the conference, and I am sure others will benefit in future years.

3. Graham Titley - *University of Plymouth*

After a welcome by Chair of FIL, Rosemary Goodier, the conference was opened with the keynote speech by Derek Law, University of Strathclyde. He challenged delegates to stop acting as if caught by "headlights in the snow" – stuck in furrows, blinded, not looking to sides, unable to move – and force libraries to move into the 21st Century. Interlending, he stated, was one extraordinary feat of international diplomacy that librarians should be proud of. Standards based, overseen by international and national bodies, run by committed (and trusting) people; but is a service often under-rated by users and managers. It is also an old custom in a modern library world! And all libraries have to change to meet the needs of their users. If they don't then they will find themselves bypassed and marginalised.

Derek referred to recent reports which demonstrate how students find information. An OCLC study of College Students in 2006 showed that 89% regularly use the web, and 93% are satisfied – BUT this drops to 84% if library assisted! Another study showed 73% used the web more than the library and that technology is used first not last. The 08 CIBER report has demonstrated that information-seeking behaviour is promiscuous, not pre-formulated or linear; a lot of time is spent browsing, skimming, navigating and bouncing. Libraries have not branded their services well. Information literacy has not improved - Google is okay and trusted because it appears to deliver results, not because it is evaluated.

Students use natural language to search, not search strategies, headings or keywords, yet libraries insist on investing time and money in delivering products that require just the things that aren't used!

Libraries face the following challenges in order to keep in close touch with their students, who are after all tomorrow's professors.

Ephemerality: 44% of websites disappear within a year of opening. Wikipedia is the norm, as users have more understanding of its democratic, user content than they do of the authoritative, expert content of Britannica.

Content: It is predicted that over the next three years there will be a six-fold growth in user-generated content, and 95% of it will be uncatalogued. Librarians need to manage information and access to it. The keys to this are literacy and the ability to position the library at the heart of information-seeking behaviour. Library staff need to become "seekers and finders" rather than just "fetchers and carriers".

Digital natives: Today's students expect research to be easy. They do not seek help, so if they fail to find something immediately, they simply give up. Full text electronic resources have changed behaviour so that the usage model is now "browsing and gazing" rather than researching. In a single year, an average undergraduate spends 5,000 hours reading, 10,000 hours playing video games, 5,000 hours texting and 15,000 hours watching television.

Digital overlap strategy: Library staff cannot afford to “keep their fingers crossed”. They must have a planned strategy and act on it. Users have changed—have libraries changed to accommodate this? For example, there is a trend away from text in favour of images, because it is images rather than words which define history—remember the film of a little girl burnt in a bombing during the Vietnam War

Web 2.0: Traditional services must now be placed, enhanced or even replaced by services in web 2.0 because that is where we will find our users. Library staff must keep up to pace with developments such as “open wetware”, potential e-book rental through Google, and even googlemail in preference to standard university email systems.

In the evening, a wine reception was followed by a gala dinner and a very entertaining talk on local landmarks by local poet, song-writer and social historian, Ian Landles.



**Charles Gray
(Edinburgh University
Library) piping
delegates into the Gala
Dinner**

Tuesday’s proceedings were opened by Robert Krall, University of Pennsylvania, who looked at Document Supply Trends. He particularly noted that according to Association of Research Libraries surveys, the USA is ‘bucking’ the general worldwide trend which is downwards. Their survies show that, between 1986 and 2006, there had been a 289% increase in borrowing and 124% increase in lending between libraries.



**Robert Krall: University of
Pennsylvania**

Robert gave his assessment as to why the US was different.

Service integration: Interlibrary document supply is seen as a core business by administrators who like the idea that library services do not rely on “collection” but on services to access.

Rise in unmediated requesting: This shifts the burden of costs and staffing from the supplying library to the user’s own library.

Customer-driven service: Patrons will only use library service if it is relevant, and it will not always be their first choice. Libraries have developed services into first choice by:-

- Recasting the “ILL” service as an “information delivery” service.
- Investing in technology to improve services and their management, paying attention to usability, presence and access.
- Viewing information delivery as a business.
- Making information delivery a core service.

The next speaker was Karen Blakeman who demonstrated some of the Web2.0 technologies Robert and Derek were encouraging us to utilise. The key concept Karen put across was that Web2.0 is a concept not a product – it simply represents a different way of thinking and working. This was illustrated by examples of wikis, blogs, Flickr, Facebook, twitter, clouds and RSS.

After coffee, Tim Padfield, Information Policy Advisor at The National Archives, outlined recent changes in Copyright and the consultations as a result of the Gower review.

Delegates then had a choice of Workshops:-

- The Cost of an ILL, led by Graham Titley;
- Music and Interlending, led by Liz Hart and Graham Muncy;
- Technology and ILL, led by Stephanie Taylor.

Genevieve Clavel from the Swiss National library, opened up the afternoon session with a talk on the European Digital Library Project which is designed to complement resources that local libraries and countries might wish to develop if they are not already doing so.



Interlend Pub Quiz: The winning team - The Twitterers

A second series of workshops followed:-

- Web 2.0, led by Karen Blakeman;
- Brand New (marketing your library or service), led by Antony Brewerton;
- Online ILL Resources, led by Stephanie Taylor

A round-up session drew the key points from each of the workshops during the day, and the optional Interlend Pub Quiz completed a busy day.

FIL's AGM opened proceedings on Wednesday and was followed by a talk by David Potts from the MLA on the "Digital Change" report from the MLA. This once again placed emphasis on moving library services into the web2.0 environment to complement the web-wide, library-like services that now exist – Google, Amazon, Facebook etc.

David looked in more detail at the proposed national Library Loans Online service, a service which would allow users to place requests themselves and then pick up the book at their local library. From the point of view of ILL, David presented the following thoughts:-

Good points about the current ILL system

- It works!
- There is an established mechanism and process There are established agreements and working practices between all authorities and other sectors
- There is a clear audit trail
- Staff are familiar with it

Less good points about the current system

- It can take many weeks to fulfil requests
- Back office staff intensive
- The service is underused, especially in the public sector
- A transport [or courier] service is required
- There are charging discrepancies between services
- It is often a 'hidden' service provision, particularly in the public sector, in order to keep costs down

The idea has undergone a feasibility study which has not yet been published. However it has demonstrated that it can, and should, happen.

A final series of workshops followed:-

- Interlending and Technology, led by Stephanie Taylor
- Managing and Marketing your ILL Service, led by Graham Titley
- ILL: ideas and innovations, led by Sarah Washford.

A round-up session followed and brought the conference to a close.

This was probably the best of the 3 FIL conferences I have attended. There was significant engagement between speakers and delegates, whilst the quality of the speakers was demonstrated in the copious notes I made on their content.

The challenges they consistently delivered on the future of document delivery services, and for libraries in general, are to be ignored at our peril!

Interlend 2009
Keeping It Simple:
support, development, practicalities
To be held at Lancaster House Hotel
Monday 29th June - Wednesday 1st July 2009



Following the great success of the 2008 conference the FIL committee are pleased to release details of Interlend 2009. The general theme is Keeping It Simple and speakers will be asked to address key issues that are important to anyone working in interlending and document supply in the UK. From e-signatures and digital content to lending and charging policies, this conference will be all about the basic questions that are raised time and time again at conferences and on mailing lists.

Interested in helping to make this conference the best yet? The Interlend 2009 team would like to invite anyone interested in participating as a speaker or seminar leader to get in touch. We're happy to consider anything from short team presentations to innovative workshop ideas and if you have an idea but need someone to team up with please contact us and we'll see what we can do.

This 4 star hotel is situated close to the historic city of Lancaster and on the doorstep of Lancaster University. Hotel facilities include purpose built conference facilities, an award winning restaurant and a leisure complex with fitness suite and swimming pool.

Visit the hotel's website at <http://www.elh.co.uk/hotels/lancaster/>

Bookings for Interlend 2009 will open in January 2009 and booking forms and details will be available on the FIL website - www.cilip.org.uk/fil

Keep up to date with news about Interlend 2009 by subscribing to the Interlend blog - email notifications and RSS feed available at <http://interlend.wordpress.com/>

The conference wiki will also be updated regularly and is available at <http://interlend.pbwiki.com>



“All Change Please”
*“Contemporary issues in Document Supply:
What you need to know!”*

FIL/LIEM Document Supply Workshop

Thursday 8th January 2009

10am – 4.30pm

To be held at the David Wilson Library, University of Leicester

An Exchange of Experience Workshop.

Sessions will include:

- An update on British Library Services.
- Presentations on Document Supply and Library Services at the British Geological Survey and the University of Derby.
- Workshops on: SED, International Document Supply and Music Performance Sets

Cost £20 to FIL/LIEM members and £30 to non members, lunch included. For more information or a booking form contact: Linda Clark, University of Leicester at email: lhc4@leicester.ac.uk

In her role as the FIL representative on the IFLA Standing Committee, Rose Goodier has been to two conferences over the summer. Here are her reports

**Re-thinking Access to Information:
Evolving Perspectives on Information Content and Delivery,
IFLA Satellite Conference,
Boston
August 5th – 7th, 2008.**

The IFLA Satellite Conference entitled “Re-thinking Access to Information: Evolving Perspectives on Information Content and Delivery” was held at Boston Public Library from August 5th to 7th, 2008. The event was jointly organized by the IFLA Sections on Document Delivery and Resource Sharing, Acquisition and Collection Development and Reference and Information Services.

The Conference began on Tuesday evening, with a tour of Boston Public Library, followed by a food and drinks reception.

The Document Delivery and Resource Sharing Section had planned the first day’s session which took place on Wednesday 6th August. The conference started off with a stimulating keynote address by Lorcan Dempsey, Vice President and Chief Strategist of OCLC. The presentation considered how library services might be developed to match users’ experience of the Web, and included some thoughts concerning likely future directions. PC users increasingly value convenience and relevance when they undertake online searching. Librarians face the challenge of integrating diverse technologies to provide well-seamed websites which enable their users to experience smoother and more effective searching experiences. Synchronization of systems is an increasingly important issue.

Brenda Bailey-Hainer, President and CEO at the Bibliographical Center for Research, Aurora, Colorado, then presented us with an overview of the concept of “Rethinking



Delegates at Boston Public Library



Resource Sharing”, a phenomenon which could be said to have formally started in 2005, with the publication of a Manifesto. The basic message seems to be that the environment in which libraries operate is changing dramatically and the challenges subsequently faced by document supply practitioners are inevitably many and varied. Challenges include how to draw attention to our services via Web 2 technology and recognizing how, in general, user expectations have changed. It is clear that today’s users are demanding well-connected, seamless services, easier ways of finding information and more user-centric service options.

Gail Wanner who is Resource Sharing Market Manager at Sirsi-Dynix, gave a presentation on rethinking interoperability, introducing the newly-developed “Get It” button, a technological development which promises to deliver quick and easy access to information and which should work within any library management system.

Detailed accounts of innovative resource sharing activities in such diverse regions as Montana, Denmark, and Southern Australia were presented. Ken Adams talked about the Montana shared catalogue and home delivery project. He described how the project staff overcame initial difficulties with providing effective courier services in this large and diverse American State with its widespread and sparsely populated rural areas. He also described how the project staff coped admirably with some major changes to their workflow in order to deliver what has now turned out to be a very popular and successful service.

Poul Erlandsen's presentation, entitled "Books to your Doorstep", was an uplifting account of the Danish home delivery service which started out in 1999 with the production of a web-based National Union Catalogue, and which was further developed with the introduction of a new Library Act in 2000. The full service began in 2004 and it has proved to be immensely successful. It is a decentralized service, available to all Danish citizens.

Books are delivered to people's homes or workplaces, whichever they prefer, renewals are possible and free returns can be made using the "Library Express" service.

Sharon Karasmanis (La Trobe University, Australia) gave us yet another perspective on developments in Resource Sharing services. "Information Australia" provides access to Australian print and e-resources via the National Library of Australia. There is a single federated search environment and a web portal, with a "getting" option for clients, is available 24/7. Simplified "getting" mechanisms are a priority and service providers are increasingly keen to facilitate computer users to "trip over" a library in their online searches for information. "Libraries Australia" is a national resource sharing service which combines multiple catalogues for simultaneous searching. Enhanced requesting is a result of these developments. Users can gain easy access to online content; Pay-per-view services are available for the delivery of full-text articles in E-Library; Copies Direct is another available service and local and international booksellers are becoming increasingly involved. The Libraries Australia Document Delivery services are powered by OCLC's VDX technology, which has the advantage of being ISO ILL Compliant, and is used to manage all the supply and request functions between Australian libraries. A national electronic document store has been set up, as well as a national payments gateway.

We welcomed Anne Beaubien, Director of Michigan University Library, who talked about the Rethinking Resource Sharing Initiative. This was set up earlier in 2008 with a remit of awarding prizes to libraries which have introduced creative new ways of delivering their resource sharing services. One of the prize winners was Leslie Sierra's team, based at NCSU Libraries, Raleigh, North Carolina. Leslie talked about NCLive,

which is a gateway to the combined electronic resources of libraries in the state of North Carolina. The e-resources have been made easily available to the residents of North Carolina, and it includes an extensive media collection which has proved extremely popular. The gateway, which has been developed with the intention of "keeping things simple", has been very well-used in North Carolina since its inception.

On the second day, the morning's session was organized by the Acquisition and Collection Development Section. Topics discussed included the challenges of digital rights management, the development of open access and thoughts on how to seamlessly deliver content to the researcher. The session also included presentations on resource sharing activities at CARLI (The Consortium of Academic Libraries in Illinois) and at York University, Ontario

The final session had been planned by the Reference and Information Services Section. Themes were many and varied and included designing participatory systems for libraries, the challenges of providing reference services for a new generation of internet savvy users, and a wealth of ideas on how libraries might become more open to new technologies and change in general. The conference ended with a thought provoking address on the topic of next-generation library technologies by Steven Abrams, Vice President of Sirsi/Dynix.

131 delegates attended the conference, with about 75% of attendees coming from North America. However, we also welcomed delegates from much further afield, including Australia, India, Nepal and the Ivory Coast. Thanks go to all our speakers and sponsors, OCLC, Emerald and Relais, to Poul Erlandsen for co-ordinating the event, and to the staff of Boston Public Library for their hospitality and provision of such an imposing venue.



***Elegant courtyard within
Boston Public Library***

Report from the 74th IFLA Conference, held in Quebec, August 2008.

The Conference: a general overview

The 74th IFLA Conference in Quebec coincided with the 400th Anniversary of the French presence in America and the founding of the city. Quebec City was full of crowds celebrating the occasion, and there was a palpable sense of festivity in the air which transcended the poor weather conditions at the beginning of the week. Like the UK, North America has had a rainy summer this year!

This year's Conference title was "Libraries without borders: Navigating towards global understanding", a theme which invited the global Library community to reflect upon the future role of libraries in a rapidly changing world. It was ironic to note that, despite the fact that libraries aim to provide a passport across all borders, over twenty IFLA delegates had been prevented from attending this year's conference, having been denied Canadian visas. Our Committee chair, Kim Baker, from the South African National Library was one of that number, and the committee joined in the wider community's expression of concern regarding this difficult situation.

The Opening Ceremony, presented largely in French, featured Canadian and First Nations artists performing traditional songs and dances. There was a welcome address by Michaëlle Jean, Governor General of Canada, and, during a lavish ceremony, the University of Laval presented an honorary doctorate to Ismael Serageldine, director of Egypt's Alexandria Library.

The Open Session which had been organized by the Section took place on Sunday, 10th August and committee meetings were held at the beginning and end of the Conference.

Section on Document Delivery and Resource Sharing: Committee Meetings

Due to the aforementioned visa problem, Kim Baker was unable to attend the Section's two Committee Meetings in Quebec. However, a



pragmatic solution was found and Kim was able to chair both meetings remotely from South Africa via Skype. The arrangement worked very well and was probably a "first" for IFLA Section Committee meetings!

Nominations for new committee members will need to have been submitted by February 2009. A British Library nominee would be welcomed, as Betty Lowery retired from the IFLA Section Committee last year. IFLA will be reorganizing its committee structure after the Milan Congress has taken place in August 2009.

It was noted that the Section's web pages on the IFLA website have recently been upgraded, with all Section members now included on the list. There is an "Ask an Expert" feature on the website and several queries have been responded to via this link during the past few months. It was proposed that an OpenListserv should be set up for Section members once the new IFLA website has been up and running for a while.

Rose Goodier, Bob Krall, Jindrisca Pospisilova and Poul Erlandsen reported back from the Boston Satellite Conference on Rethinking Resource Sharing, which had taken place during the previous week. 131 people had attended the conference which had been a successful event jointly organized by three IFLA sections: The Document Delivery and Resource Sharing Section; the Acquisition and Collection Development Section and the Reference and Information Services Section. It transpired that the three sections had many common interests which melded together well into the two day event.

The 2009 ILDS Conference, scheduled for October 20th to October 22nd, 2009, was a main topic of discussion. The conference will take place at Germany's Hannover Conference Centre. A programme outline, a framework for social events, publicity and accounts were discussed in some detail and the broad topics proposed for the Call for Papers included: Rethinking Resource Sharing (in particular with a European perspective); Co-operation in document supply and interlending (including interlending on a global scale); The national and international experience in resource sharing; Future directions. Further planning will take place at the February 2009 mid-term meeting in Hannover.

Following on from the Section's Open Session, it was agreed that the full text of Maria Musoke's presentation on Document Delivery in Uganda should be published in the forthcoming IFLA Section Newsletter. Also, Gunter Muhlberger and Silvia Gstrein's paper on eBooks on Demand should be published in the IFLA Journal. The Committee agreed that all the papers which had been presented at the Open Session had been of very high quality and had addressed four quite different issues.

Production of the Model Handbook is progressing well, and it is likely to be ready for publication in 2010, and a Principles and Guidelines document should be ready for submission by the time that the ILDS Conference is held in Hannover.

Section on Document Delivery and Resource Sharing: Open Session

The Section's Open Session, entitled "Global resource sharing across borders: crossing geographical, language and conceptual boundaries in interlibrary loan and document delivery services", took place during the afternoon of Sunday, 10th August. The session attracted an audience of over 200 people, despite the lack of available translation facilities. Joan Stein welcomed the speakers, then Uwe Rosemann gave a brief Powerpoint presentation on the topic of the forthcoming ILDS Conference, scheduled to take place in Hannover in October 2009

The first speaker was Michael Ireland, Director of the National Research Council Canada Institute for Scientific and Technical Information (NRC-CISTI). His presentation was on the topic of "New directions in digital

information delivery in the Web environment at NRC-CISTI". In 2007, NRC-CISTI brought out two new web services related to resource-sharing.

These were the Pay-per-article service and eBook loans. The paper described how users can find a huge range of information resources on the Web, some of them free and some of them requiring payment. Libraries have risen to the challenge of providing users with materials in new and innovative ways. The BL Direct service is one such example, and the forthcoming development of the GET-IT! Button, proposed by the resource sharing initiative in the USA, is another. The GET-IT! Button proposes a way for users to place ILL requests for materials which they find on the Web.

NRC's new services allow both libraries and individual library users to get hold of full-text articles and books via convenient web-access, and you don't need to be a registered client to obtain them. The key point is simplicity of use (point – click – download) a method which most people prefer.

Ngian Lek Choh (Director of the National Library of Singapore) then gave a talk entitled "Libraries without borders, Singapore style". The presentation described how the National Library of Singapore has, during the past couple of years, been prototyping new methods of delivering materials to readers, making it easier for users to find what they need in both print and digital form.

The importance of identifying the information needs of the users was stressed. If the users are able to find what they want themselves, then the library can provide options on the online catalogue, or at the actual search site, showing how the item can be delivered and how much it might cost. The NLS has been trying out new ways of bringing content out of internet spaces, acknowledging that many people use search engines such as Google and Yahoo to do their initial searches and, in effect, "meeting them there".

Our third speaker was Maria Musoke from Makerere University, Kampala, Uganda. Her presentation was entitled "Document delivery services enhance access to information resources in remote Uganda". The development of improved document delivery services has led to increased access and usage of information resources throughout Uganda. Following a



Delegates, including Bob Krall (far right) preparing for Skype Conference Call with Kim Baker

major restructure, the Document Delivery Service at Makerere University Library (Mulib) now plays a central role in the information literacy plan. An online DDS form has been made available on the Mulib website for those users who have access to the internet, and printed DDS forms have also been distributed to eligible institutions and librarians. Significantly, the periodical *Health Information Digest* includes an additional print copy of the form which can be used by healthworkers based in remote rural health units throughout Uganda. Prior to this initiative being put in place, access to important information had proved difficult for healthworkers in these areas. Depending on the situation, documents are re-packaged by Mulib staff from electronic into print format and delivered to rural areas by post or fax.

Electronic documents are sent via email, or sometimes, in the case of healthworkers, by using personal digital assistants (PDAs). In addition to such services, Mulib also undertakes rural outreach sessions in universities, health units and paramedical training schools in order to increase awareness. Maria Musoke gave a clear and fascinating outline of the ways in which this practical strategy, with Document Supply Services at its centre, had greatly enhanced access to information by academics, researchers and health practitioners throughout Uganda.

Finally, Gunther Mühlberger and Silvia Gstrein, from the University of Innsbruck Library, gave a talk on “eBooks on demand (EOD): A European digitisation service”.

The eBooks on Demand service (EOD) has been developed by thirteen libraries in eight European countries, with the remit of enabling interested users to order specific books as PDF eBooks. Individual researchers receive their eBook in digital format within a few days of having ordered it, and the libraries and public also benefit, in the long run, from having the online version of the book in their digital library

Whilst individual libraries are responsible for processing the orders and carrying out the digitization, all the accounting and delivery processes are carried out centrally. The network works well in that it reduces the workload of individual libraries. The EOD network’s goal is to attract members from a wider range of European libraries during the next few years.



Quebec City Convention Center

IFLA Conference, Milan, 2009

The next IFLA Conference, due to take place in August 2009, will be held in Milan. Its theme will be “Libraries create futures building on heritage” and the Section agreed that an open session similar in format to the one in Quebec should be organized. Suggestions for Calls for Papers, to be drawn up in October 2008, included the following topics: Building new alliances over mutual knowledge; Access to grey literature and Special Collections; Alliances with publishers and copyright organizations; Using document delivery’s own heritage to move into the future; a presentation on medical information which might include how various barriers to information, such as licence agreements and so on, are dealt with.

IFLA web site

For more details about IFLA, the web site is at <http://www.ifla.org> and it contains a wealth of information



Integration solution, Talis Keystone continues to grow

9 October 2008, Birmingham, UK

Talis is delighted to announce that the integration solution, [Talis keystone](#) has continued to grow, as a further 11 organisations have chosen the solution in the last six months, demonstrating the importance of integration of the library management system (LMS) with wider organisational systems.

Focused on generating back-office efficiencies and transforming end-user services, Talis Keystone enables integration of the LMS with other university or council-wide systems such as portals, web sites, online payment engines, finance and CRM systems via four modules.

Leeds Library and Information Service and the University of Central Lancashire are just a few of those who have recently chosen the [Finance Integration](#) module. Via this module, the libraries' ordering and invoicing operations are linked to the finance system to deliver significant process efficiencies and benefitting from greater accuracy, due to the seamless transfer of data.

By integrating the university portal or VLE with the LMS via the [Portal Integration](#) module, the students at The University of Plymouth and Birmingham City University can soon view all of their borrower account details in one place. These transactions include loans, reservations, inter-library loans, bookings, fines and charges alongside their course related materials.

Birmingham City University, University of Wolverhampton amongst others have recently chosen to enable users to make fines payments online, without investing in costly extended operating hours via the [ePayments](#) module. This enables a true 24 hour service to be given to students whilst also offering alternative payment channels to the traditional cash over the counter method.

Working with any system in the institution that manages identity for both staff and student (student registries, HR databases etc) the Identity Management module will enable the University of Salford and Manchester Metropolitan University to create, read, update and delete borrower records in real-time to realise significant efficiency savings.

Via these four modules, Talis Keystone delivers significant business benefits to libraries seeking a robust and easy to deploy integration solution helping to promote and make their library services more visible. Working closely with the Consultancy Team at Talis, Talis Keystone is implemented to meet individual requirements, unique to your institutions needs.

For more information about Talis Keystone please visit www.talis.com/integration or contact 0870 400 5090 to discuss your integration requirements.

About Talis

We are an innovative technology company expert at managing semantically rich metadata and in delivering software and services for information management.

Working in partnership with our communities of customers, users and developers, Talis delivers enterprise applications and services for different communities, underpinning critical business operations.

Our expertise in software development, information management, metadata and the Semantic Web play an integral role in helping our customers achieve their objectives. Robust and open dialogue with customers, and a demonstrable commitment to engage with the wider community, ensures that together we realise the potential of shared innovation.

For more information, visit www.talis.com/library where you can find detailed information, read our blogs, join our discussion forums, and listen to our industry podcasts.

Lancashire County Library and Information Service which runs one of the busiest public library ILL units in England, has moved its lending and borrowing operations over to UnityUK. In 2007/08, Lancashire made over 13,000 requests and supplied over 7000 items.

Lancashire has been using UnityUK to find locations since April 2006 and their catalogue, including holdings information, is now live within the service. Early in 2008, they introduced UnityUK's lending service into the authority and in July 2008 they moved over their requesting functions to the Unity UK service.

Peggy Eccles, Principal Librarian Bibliographical Services with Lancashire County Library and Information Service explains why, after many years with the same supplier, they chose to move, "The UnityUK service is a modern and intelligent service that we knew would help us to upgrade our processes and ultimately improve the service we provide to other libraries and our customers. We have built a good reputation as a supplier to other public libraries and we believed it was important for us to join the thriving UnityUK user community."

With UnityUK in place, Lancashire has streamlined and fully automated both its lending and requesting functions; with no need to maintain separate files or handle hundreds of incoming email messages. UnityUK's built in rota building facility ensures that Lancashire can easily build long rotas where necessary and the system automatically tracks the progress of every request without the need for human intervention at any stage. This has enabled Lancashire to improve the efficiency of their service, reducing processing times for both requests and item supply.

UnityUK integrates closely with Lancashire's library management system (LMS) to reduce the need for duplicating data entry in multiple systems. Request details are automatically transferred from UnityUK into their LMS, and an automated process creates a catalogue record that is used for issuing the items to borrowers. This high level of integration lowers the administrative overhead and reduces the opportunity for mistakes during data entry.

Peggy continues, "It was vital that our transition to UnityUK went smoothly, so OCLC put together a package for us that included workflow consultancy and process improvement prior to our move. This gave us the opportunity to refine our processes and then tailor the service to meet our needs."

About UnityUK

UnityUK is the upgraded web-based resource sharing and interlibrary loan service provided by The Combined Regions (TCR). UnityUK, launched in May 2006, delivers leading edge functionality for union catalogue, cross database searching, holdings and item location, interlibrary loan and resource sharing services. UnityUK uses the latest international resource sharing standards and integrates with all major library management systems in use in the UK today. UnityUK also links together the union catalogues of the TCR member libraries and LinkUK library resources, to provide the first national resource sharing service for the UK.

www.unity-uk.com

About The Combined Regions (TCR)

The Combined Regions (TCR) is the organisation behind the Unity resource sharing service. For more than 10 years, TCR has provided interlending services to its 140 member library organisations across the South West, North East, East Midlands, North East and Scotland. Under the Unity name, TCR's resource sharing services began with a CD union catalogue, and in 2001 moved to become web-based. In February 2006, The Combined Regions announced the launch of a new and upgraded Unity service to be provided by OCLC PICA.

www.combinedregions.com

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