

# **INTERLENDING AND DOCUMENT SUPPLY**

## **PROVIDING ACCESS THROUGH CO-OPERATION**

**7<sup>th</sup> International Conference  
1 - 5 October 2001**

**Jointly organised by  
the IFLA Office for International Lending and  
the National and University Library, Ljubljana**

**IFLA LOGO**

**TR/3 Conference Centre  
Trg republike 3  
1000 Ljubljana  
Slovenia**

**NUK LOGO**

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## Welcome

It is a great pleasure to welcome all the participants, sponsors and exhibitors of the 7<sup>th</sup> International Conference on Interlending and Document Supply in Ljubljana on behalf of the National and University Library of Slovenia as the host of the conference and especially in my own name. I would like to say that the National and University Library is honoured to host this gathering.

It is the second time in the last five years that the IFLA Office for International Lending has co-organised a conference in Ljubljana. It certainly proves that Ljubljana is a well-suited venue and Slovenian librarians reliable and successful organisers and hosts.

The conference theme **Providing access through co-operation** focuses on the main issues concerning the availability of information and publications. No library can be an island, and librarians are somehow predestined to co-operation. Therefore, I feel very confident that the conference will have a positive influence on future access to information and will give opportunities for librarians to evaluate new services and products and to exchange knowledge concerning not only interlending but international co-operation and understanding as a whole. We are witnessing every day that globalisation has brought up an even greater inter-dependence of countries than has ever existed.

For centuries Slovenian territory has represented the shortest way, the shortest connection from Western to Eastern European countries. People from this region have been communicating since Roman times with travellers crossing the territory from the most different countries. They have been linking different languages, different cultures, different habits...Is it not beautiful to share the same experiences today?

I would like to wish you a professionally enriching week, a successful, productive and enjoyable conference. But hard work apart, I invite you to take advantage of all that Ljubljana can offer. I think you will enjoy not only the mixture of cultural and historical sites and beautiful countryside but also good Slovenian wines...

My warm thanks to all those who have worked actively on the preparation of the conference, especially to the organising committee and all the sponsors, without them we would not be able to hold this conference.

Again, I am delighted to give you all my warmest welcome to Slovenia.

***Vilenska Jakac-Bizjak***

Director General of Library Programmes  
National and University Library  
Ljubljana

## **From the Chair**

It is an honour to host such a number of distinguished library professionals from all over the world, and it is a pleasure to meet so many dear colleagues who are the same audience. We meet for the seventh time in the frame of the Interlending and Document Supply International Conference which has indeed become a tradition. And this is the second time in recent years that IFLA has been involved in a conference held in Ljubljana, which indicates, I hope, that you feel at home in the capital of Slovenia. Thus we hope that you will all find this year's conference in Ljubljana a prolific and pleasant milieu for professional chat, exchange of ideas and re-establishing cornerstones of new and productive co-operation. For exchange and co-operation are not only catchwords of the world today, they have been chosen as the leading themes of the present conference, highlighting their significance in the mission of our professional activities.

Slovenia is a small, rather little known and for many of you a faraway country, but we have always been at the crossroads of European history. Consequently, the Slovenian library community has striven to join international trends and activities in the field, and we hope to have attained a favourable position among the more advanced ones. Still, we are very happy and honoured that the library world has come to us for a week and we shall profit and learn from all of you, dear prominent authorities.

On behalf of the Organising Committee I would like to express our cordial welcome to all the delegates, sponsors and exhibitors, thanking them sincerely for their kind help and co-operation in the preparation of the conference. We wish you a pleasant stay in Ljubljana, successful and productive work during the conference, and an enriching professional experience.

***Ivan Kanič***

Head, Information and Referral Centre  
National and University Library  
Ljubljana

## **Programme and Organising Committees**

Pauline Connolly  
IFLA Offices for UAP and International Lending  
UK

Graham Cornish  
IFLA Offices for UAP and International Lending  
UK

Sara Gould  
IFLA Offices for UAP and International Lending  
UK

Ivan Kanič  
National and University Library  
Slovenia

Eva Pohar-Sušnik  
National and University Library  
Slovenia

Christopher Wright  
Library of Congress  
USA

## **Session Chairs**

Graham Cornish  
Programme Director  
IFLA Offices for UAP and International Lending  
UK

Poul Erlandsen  
National Library of Education  
Denmark

Sara Gould  
Programme Officer  
IFLA Offices for UAP and International Lending  
UK

Louis Houle  
Head of Interlibrary Loan/Document Delivery  
McGill University  
Canada

Vilenska Jakac-Bizjak  
Director General of Library Programmes  
National and University Library  
Slovenia

Dennis Massie  
Program Officer  
The Research Libraries Group  
USA

Mick Osborne  
Head of International Marketing  
British Library  
UK

Jenny Raubenheimer  
Acting Director  
University of South Africa Library Services  
South Africa

Christopher Wright  
Chief, Loan Division  
Library of Congress  
USA

# Programme

**Please note: It may be necessary to make small changes to the programme before the conference takes place**

## **Email facility during the conference**

There are four PCs with email facilities reserved for the participants every day from 8am until 6pm at the National and University Library, Turjaška 1. These are located in the Information and Referral Centre, ground floor left.

## **Monday 1 October 2001**

- 15.00 - 18.00    Registration takes place at National and University Library, Turjaška 1
- 19.00            Informal get-together with drinks and light food in local beer cellar - Emonska klet, Pivnica, Plečnikov trg 1

## **Tuesday 2 October 2001**

- 9.00 - 10.00    Registration and coffee at Conference Centre, Trg republike 3
- 10.00 - 10.30    **Welcome and introductions**
- Ivan Kanič, Conference Chair and Head of the Information and Referral Centre, National and University Library, Ljubljana
  - Vilenka Jakac-Bizjak, Director General of Library Programmes, National and University Library, Ljubljana
  - Stanislav Bahor, President of the Slovenian Library Association
  - Representative of the Government of the Republic of Slovenia
- 10.30 - 11.15    **Keynote address**  
From here to eternity – or just a blind alley? International document supply at the crossroads - Graham P Cornish
- 11.15 - 11.30    Break
- 11.30 - 12.30    **Plenary Session 1 - Co-operating for effective access**  
**Chair: Sara Gould**
- Top performing interlending operations: results of the Australian benchmarking study - Tom Ruthven
  - International document supply: providing access through co-operation, a publisher's view - Lex Lefebvre

- 12.30 - 13.30 Lunch provided at "Restavracija 2000", Maximarket - Subterranean passageway, Trg republike 1 (restaurant in the department store across the square from the conference centre)
- 13.30 - 15.00 **Plenary Session 2 - Looking to the future**  
**Chair: Mick Osborne**
- As the British Library moves E centre stage, what is the future for its document supply services? - Malcolm Smith
  - The future is now: Canadian libraries implementing the ISO ILL protocol - Gwen Bird
  - Slovenia on the crossroads of Central and South Eastern Europe: what is the future of co-operation in the region? - Vida Močnik
- 15.00 - 15.30 Refreshments
- 15.30 - 16.30 **Plenary Session 3 - Unmediated ILL**  
**Chair: Vilenka Jakac-Bizjak**
- Blurring the edges: optimising options for the end-user - Marian De Saxe
  - Can a Subsidised Unmediated Ordering (SUMO) service be a substitute for traditional interlibrary loan and journal ownership? - Louis Houle
- 19.00 Mayoral Reception at the Town Hall, Mestni trg 1

### Wednesday 3 October 2001

- 9.00 - 11.00 **Plenary Session 4 - ILL in new and emerging democracies**  
**Chair: Jenny Raubenheimer**
- State and outlook of the development of the system of document delivery for remote Russian users - Nadezhda Erokhina
  - Changing information needs in a transition period in Hungary: satisfying demands from print and electronic sources - Éva Kürti
  - The influence of the democratic change in narrowing the information gap between the north and south in Malawi: a case of the University of Malawi Libraries - Chrissie Ennie Nampeya
  - Interlending and document supply activities in the resource-poor academic libraries in Kenya: an imperative for international collaboration - Eric Ndegwa
  - Serials Database: Union Catalogue of Serials in International Agricultural Research Centers (IARCs): an example for global resource sharing - Srirangapatam Srinivas
- 11.00 - 11.30 Refreshments
- 11.30 - 13.00 **Plenary Session 5 - Monographs**  
**Chair: Dennis Massie**
- Digital conversion instead of shipping of books - the Books2u project -

- Guenter Muehlberger
  - Global document delivery over the Internet - Chris Wright
  - E-books - the demise of ILL - Anne Morris
- 13.00 Lunch provided -at "Restavracija 2000", Maximarket - Subterranean passageway, Trg republike 1 (restaurant in the department store across the square from the conference centre)
- 14.30 - 17.00 Free for optional library visits - choice to be made from the list provided
- 20.00 Musical event (followed by a drink) to be held in the Main Reading Room, National and University Library, Turjaška 1

## Thursday 4 October 2001

- 8.30 - 10.30 **Parallel Session A. 1**  
**Workshops at National and University Library (NUK)**  
**Room: Computer laboratory, NUK basement**
1. COBISS  
**COBISS system and services**  
Workshop presenters: Petar Šobot and Miro Kolarič
  2. ProQuest  
**The new ProQuest 5.0 interface**  
Workshop presenter: Rebecca Larkin
- 8.30 - 10.30 **Parallel Session A. 2**  
**Workshop in Round Room, Conference Centre TR/3**
- British Library Document Supply Centre
- Access for all: redefining document supply in the e-world**  
Workshop presenters: Mick Osborne and Malcolm Smith
- 8.30 - 10.30 **Parallel Session A. 3 - Projects**  
**Main conference room, Conference Centre TR/3**  
**Chair: Louis Houle**
- Electronic Article Supply - making life EASY-er for all Terry Morrow
  - Beyond the photocopy machine - Ronald Dekker
  - Evaluation of an Internet document delivery service - Silvana Mangiaracina
  - The implementation of ILL in COBISS - Bojan Štok and Bojana Lešnik
  - The role of collaboration between the British Library and public libraries in the UK in meeting government agendas on life-long learning and social inclusion - Richard Thurlow
- 10.30 - 11.15 Refreshments
- 11.15 - 13.15 **Parallel Session B. 1**  
**Workshop at National and University Library (NUK)**

**Room: Computer laboratory, NUK basement**

OCLC

**OCLC introduces new Web interface for OCLC Inter-Library Loans system**

Workshop presenters: Stuart Hunt and Tony Melvyn

11.15 - 13.15 **Parallel Session B. 2 - Practical issues**  
**Round Room, Conference Centre TR/3**  
**Chair: Poul Erlandsen**

- European University Institute Library ILL service between printed and e-sources: proposals for co-operation - Carlotta Alpignano
- Repository libraries as interlending centres: providing access through co-operation - Pentti Vattulainen
- Accessing documents published in developing countries: publishers, publications, procurement and possibilities - Charles O Omekwu
- Resting on our laurels or producing new growth? IFLA vouchers in the 21<sup>st</sup> Century - Sara Gould

#### **Thursday 4 October 2001 (Continued)**

11.15 - 13.15 **Parallel Session B. 3 - National systems**  
**Main conference room, Conference Centre TR/3**  
**Chair: Vilenka Jakac-Bizjak**

- The impact of EIFL direct project on Chancellor College Library of the University of Malawi - Diston Chiweza
- Biblioteca National ILL service: initiatives to enhance interlending - Elisa Soares
- Narrowing the information divide - Solomon Mahapa
- The ILL SBN Project - Claudia Parmeggiani
- ScienceDirect: how to provide wide-range access to electronic information - Miriam de Koning

13.15 - 14.30 Lunch - delegates to make own arrangements. A list of suggested restaurants is provided.

14.30 - 16.30 **Panel Debate and Discussion**  
**Chair: Graham Cornish**

**"Two's company, three's a crowd". Providing access through co-operation between researchers and publishers: who needs a librarian?**

***Panellists:***

Publishers

Sally Morris

Martin Žnideršič

Librarians

Kjell Nilsson

Malcolm Smith

19.30 Conference dinner - Grand Hotel Union, Miklošičeva cesta 1

## Friday 5 October 2001

- 9.00 - 10.30      **Plenary Session 6 - Consortia**  
*Chair: Chris Wright*
- The free of charge document delivery agreement within the GAELIC consortium - Heidi Visser
  - Consortial resource sharing: a new marketplace - Dennis Massie
  - Back to the future - when resource sharing seemed to work. The rise and fall of a successful consortial resource sharing network - Terry L Weech
- 10.30 - 11.00      Refreshments
- 11.00 - 12.00      **Concluding Plenary Session**  
*Chair: Graham Cornish*
- New opportunities for European and global resource sharing - Janet Lees
  - Recent developments in interlending and document supply with a focus on the South African situation - Jenny Raubenheimer
- 12.00                **Closing Session**
- 13.30 →→→        Free

We welcome to the closing session Ms Jelka Gazvoda, Government Counsellor of the Ministry of Culture. Ms Gazvoda has a long association with the National and University Library where she has been Head of the Serials Department and Head of Technical Services. She is currently the Director of the national ISSN Centre and has been since its establishment in 1992.

## Saturday 6 October

### *Optional trip to Bled and Postojna*

Departure at 9.00 from the National and University Library, Turjaška 1, and return to Ljubljana at 19.00.

**POSTOJNA** - Morning travel by coach to Postojna, where the caves consist of 20 km of sculptured galleries, chambers and halls. Visitors will take a train into the caves and admire their monumental beauty under the electric lighting. Guided tours in English, French, German or Italian.

**BLED** - At noon travel to Lake Bled, renowned for its exceptional beauty with the forested slopes of the mountains as its natural background. Visit to Bled Castle and the museum on a high rock above the lake, standing watch over the town and the island with the Church of the Assumption in the middle of the lake. There will be an opportunity to try the famous cake of the town, "kremšnita".

The day will conclude with an afternoon lunch in a nearby village restaurant and return to Ljubljana between 18.00 and 19.00. Entrance fees, guided tours and the meal included in the price.

## WORKSHOPS

### British Library Document Supply Centre

#### **Access for all: redefining document supply in the e-world**

Workshop presenters:

Mick Osborne, Head of International Marketing

Malcolm Smith, Former Director of Public Services

In the last year or two the giant advances made in digital technologies on the one hand and the World Wide Web on the other, together with the rapid spread of connectivity to the Internet in all but the poorest countries, have opened up all kinds of possibilities for libraries to democratise access to their collections and to develop new products and services for all members of the community. Copies of articles and papers, whether supplied in hard copy or electronically, and the loan of learned works to scholars and researchers will continue to predominate for some time yet. However, as more and more things - images, manuscripts, photographs, sounds, moving pictures, maps and so on - are digitised and made accessible via the Web, increasingly we will not only have to redefine what we mean by a "document" and what we mean by "delivery" but also to reassess who our "customers" now are.

This Workshop will look at the British Library's vision of making its collections "...accessible on everyone's virtual bookshelf - at work, at school, at college, at home", and what this means in practice. We will discuss what the Library is doing both to provide information about its collections and to open up access to as much of their content as possible to the widest possible audience. The Library's major programmes and new initiatives will be described and future plans outlined. It is hoped that those attending the Workshop will participate by discussing what the Library is doing and commenting on its relevance to their own library users.

## COBISS

### **Cobiss System and Services**

Workshop presenters:

Petar Šobot, Head of Database Management

Miro Kolarič, Software Development - COBISS3

The workshop will cover the following topics:

- About IZUM and COBISS
- Searching COBISS databases (holdings, multimedia, e-publications, online reservations, serials, impact factor, table of contents, ELINKS, etc.)
- Online researchers' bibliographies and SICRIS
- Searching other services and databases (INFORS, OCLC FirstSearch, OCLC FirstSearch – ECO, LC Names, Web of Science, Bell & Howell, etc.)
- New platform of COBISS3 and COBISS3/Interlibrary Loan

## OCLC

### **OCLC introduces new Web interface for OCLC Inter-Library Loans system**

Workshop presenters:

Stuart Hunt, Senior Product Specialist

Tony Melvyn, Senior Consulting Product Support Specialist

The workshop will provide an introduction to the new interface, demonstrating the features and functions of the OCLC ILL system. The workshop will be suitable for both existing users and non-OCLC libraries.

## **ProQuest**

### **The new ProQuest 5.0 interface**

Workshop presenter:

Rebecca Larkin, Area Sales Manager for Central and Eastern Europe

The workshop will look at some of the more recent developments in ProQuest such as the new ProQuest 5.0 interface and the IntelliDocs linking service that existing users may not be familiar with. It will involve a short presentation and demonstration followed by hands-on sessions for participants to look at the new interface and test the new functionality available through ProQuest 5.0. The new interface is quite different to the old one and even experienced users of the ProQuest system should benefit from this session highlighting what ProQuest can now offer to librarians and researchers.

## PANEL DEBATE

### **"Two's company, three's a crowd". Providing access through co-operation between researchers and publishers: who needs a librarian?**

This Conference is all about providing access through co-operation. But who needs to co-operate with whom? And why should anyone co-operate with the library? If publishers provide the access, and researchers know what resources they require, don't libraries simply get in the way? And as for ILL, surely that has been replaced once and for all by licensed end-user access direct from the desktop. Why should libraries be allowed to share their purchased and licensed print and electronic resources with users of other libraries, whether this be under the provisions of copyright law, or as a result of contract negotiations? In the world of library resource-sharing, will libraries, publishers and the end-user turn out to make a happy threesome, or will the librarian end up as a wallflower, unwanted and ignored, sitting at the edge of a blossoming relationship between publisher and end-user?

A panel of experts from both the library and publishing worlds will attempt to answer these questions and more in a lively and stimulating debate. Each panellist will have 5 minutes to present their arguments, after which questions will be taken from the audience, and panellists encouraged to respond at some length in order to support their assertions. This is your chance to explore the issues surrounding licensing, copyright, document delivery and the relationship between publisher and library in a robust but friendly and entertaining debate.

The debate will be chaired in fair and impartial manner by **Graham Cornish**, Director of the IFLA Core Programme for UAP, and Copyright Officer for the British Library.

Panellists are:

**Sally Morris**, Secretary-General of ALPSP (Association of Learned and Professional Society Publishers), U K

**Kjell Nilsson**, Director, BIBSAM, Royal Library, Sweden

**Malcolm Smith**, Former Director of Public Services, British Library, U K

**Martin Žnideršič**, Former Managing Director of Cankarjeva založba and present Editor in Chief at Slovenska Knjiga, both prominent Slovenian publishing houses

## Useful Slovenian words and phrases - Nekaj koristnih besed v slovenščini

<b>Da</b>	Yes	<b>Ena</b>	One
<b>Ne</b>	No	<b>Dva</b>	Two
<b>Prosim</b>	Please	<b>Tri</b>	Three
<b>Hvala</b>	Thank you	<b>Štiri</b>	Four
<b>Hvala lepa</b>	Thank you very much	<b>Pet</b>	Five
<b>Dober dan</b>	Good day (hello)	<b>Šest</b>	Six
<b>Dobro jutro</b>	Good morning (before 9.00am)	<b>Sedem</b>	Seven
<b>Dober večer</b>	Good evening	<b>Osem</b>	Eight
<b>Lahko noč</b>	Good night	<b>Devet</b>	Nine
<b>Na svidenje</b>	Goodbye	<b>Deset</b>	Ten
<b>Ni za kaj</b>	You're welcome	<b>Sto</b>	Hundred
<b>Oprosti(te)</b>	Excuse me	<b>Tisoč</b>	Thousand
<b>Na zdravje</b>	Cheers (good health)	<b>Ponedeljek</b>	Monday
<b>Ne razumem</b>	I do not understand	<b>Torek</b>	Tuesday
<b>Koliko stane?</b>	How much does it cost?	<b>Sreda</b>	Wednesday
<b>Račun prosim</b>	Please give me the bill	<b>Četrtek</b>	Thursday
<b>Ali govorite angleško?</b>	Do you speak English?	<b>Petek</b>	Friday
<b>Kje?</b>	Where?	<b>Sobota</b>	Saturday
<b>Kaj?</b>	What?	<b>Nedelja</b>	Sunday
<b>Kdaj?</b>	When?	<b>Danes</b>	Today
<b>Čaj</b>	Tea	<b>Včeraj</b>	Yesterday
<b>Kava</b>	Coffee	<b>Jutri</b>	Tomorrow
<b>Vino</b>	Wine	<b>Dan</b>	Day
<b>Pivo</b>	Beer	<b>Teden</b>	Week
<b>Sladoled</b>	Ice Cream	<b>Koliko je ura?</b>	What time is it?
<b>Kruh</b>	Bread	<b>Gospa ...</b>	Mrs ...
<b>Mleko</b>	Milk	<b>Gospod ...</b>	Mr ...
<b>Smetana</b>	Cream	<b>Ime mi je ...</b>	My name is ...
<b>Zajtrk</b>	Breakfast	<b>Knjižnica</b>	Library
<b>Kosilo</b>	Lunch		
<b>Večerja</b>	Dinner		

## **Sponsors**

British Library

Elsevier

Emerald

IFLA Office for International Lending

IZUM (Institute of Scientific Information)

National and University Library

OCLC

ProQuest