

10TH INTERLENDING AND DOCUMENT SUPPLY CONFERENCE:
RESOURCE SHARING FOR THE FUTURE – BUILDING BLOCKS TO SUCCESS
(Singapore, 29th-31st October 2007)

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The IFLA Section for Interlending and Document Supply organized its 10th conference at the National Library of Singapore, a new and fabulous building that hosts a real library for the knowledge-based society. The main subject – interlending and document supply – has a much broader scope today, so the subject of the conference was not only resource sharing and interlending, but also copyright laws, establishment of cooperation between different library systems, interlending of electronic books, user needs and transformation of modern libraries, case studies from all over the world concerning library networking and cooperation and discussion about the vision of a global library service.

The first speaker was Mike McGrath, editor of the professional journal *Interlending and Document Supply*, who gave an introduction into the subject. In the presentation “Our digital world and its impact on document supply” he emphasized the fact that we live in capitalism, whose main driver is maximizing profit. Large publishers, as one of the oldest and most important examples of joint stock companies or public limited companies, are not mainly interested in the scientific value of their products, but more in the growth of their profit. The Open Access movement is something that publishers are very much against, bringing up all kind of arguments, and not mentioning their main problem with open access – possible loss of profit.

Today document supply means: books/serials on the shelf in the library, books/serials available

electronically and free documents available on the internet. The process of mass digitization of journals by their publishers is on-going, the percentage of existing e-books is also growing, especially since Google started with digitizing 10 millions of books. The embargo period for electronic articles is now between 6 and 12 months in electronic repositories, and all those facts influence the process of document supply. The new situation is also the Pay Per View option, by which publishers give the possibility to buy separate articles of their journals through their websites, but the price is 3-4 times higher than for interlibrary loan. The classical interlibrary loan of returnable physical objects is changing, transforming itself more and more to electronic document supply. The number of requests worldwide is declining, except in Denmark and the USA, and there is a shift from requesting journal articles to requests for highly specialised publications. The important thing for libraries that want to attract new users is to cooperate with Google Scholar and give the access to their electronic catalogues, since that is the way to get greater awareness of their collections amongst the broader population.

The second keynote speaker was Silvana Mangiaracina, who talked about the experiences in Italy with the project NILDE (Network Inter-Library Document Exchange), which changed the situation in resource sharing between Italian libraries. The NILDE network was established in 2001, and the number of exchanged documents through the network grew from 1,762 in 2001

to 121,097 in 2007. In the agreement between members of NILDE it stated that document supply is on a reciprocal basis, free of charge, in two, maximum five days, with maximized equal distribution between libraries and maximum of 5 requests per week to a single library. For electronic resources the registered end-users are expected to use self-service, and member libraries are in charge of their registration. NILDE is administrated at the CNR Bologna Research Area Library and governed by a library committee, elected by the NILDE Subscriber Assembly. Now it has 600 libraries and 4,000 registered users.

Anders-Henrik Petersen from Danish Bibliographic Centre talked about effective and automated handling of end-user requests in the Danish National Union Catalogue. The Danish union catalogue is built up around two bibliographic databases – DanBib for the library professional and Bibliotek.dk for the end users. Both systems provide holdings information and request services. When an end-user requests something from Bibliotek.dk, he is directed to the OPAC of the local library, and if the request can not be fulfilled, it is automatically transformed to an ILL request for the library that has the requested item.

Users are very satisfied with the system and new libraries are joining. The number of requests was more than 2.2 million in 2006. The user interface displays records according to IFLA Functional Requirements for Bibliographical Records (FRBR) – request regardless of edition, and users often choose to take the available edition from the local library, instead of waiting for the edition they searched for and lending it from another library.

The third keynote speaker was Dr Harald Müller, who talked about rights and distribution – legal problems of document delivery by libraries. His main point was that article 19 of the Universal Declaration of Human Rights says that everyone has the right to seek, receive and impart information and ideas through any media and regardless of frontiers. That is the theory,

but in the real world the majority of information has to be paid for, and the libraries are the only social institutions that have the goal to give access to information to everybody by collecting, cataloguing, storing, preserving and giving the access to their holdings to users. The fundamental concept for building the library system as a whole is resource sharing, with two aspects: lending and document supply. Document supply is defined by Mike McGrath as the “process of obtaining material not readily accessible locally”. Before the digital age libraries supplied other libraries with photocopies, but, in the digital world, the libraries supply their users with the digital copies – clones of digitized material. That is why publishers of electronic publications now think about libraries as competitors on the market, and use all legal possibilities to prevent libraries from supplying other libraries with digital copies. In 2004, the Canadian Supreme Court decided that single digital copies for users do not infringe copyright. In Germany, the document delivery service SUBITO is by decision of the Court of Appeal in 2007 prohibited to supply six copies of articles, but it can go on with delivery of individual articles from scientific journals. National copyright laws are very different in different countries, and when signing license agreements with publishers of electronic library materials, libraries have to be very well informed about the different laws to avoid problems. Publishers have very strong lobbies and the only way for libraries is to keep fighting for the freedom of information and to support open access solutions, especially by hosting institutional open-access repositories in higher education and research institutions. In the meantime the libraries must destroy the digital copies of publications they made upon user requests, print and then scan printed pages instead of sending digital documents to users if that is prohibited by the license agreement they signed, and keep lobbying for the users’ rights. The libraries should insist on the fact that pri-

vate usage rights, guaranteed to all citizens, should be considered as the legal basis of digital document delivery.

The important point was raised in the presentation by experts from OCLC, titled "Global resolution of local capacity: the convergence of ILL, circulation, ERM and access to online content". In commercial consumer media services like iTunes or Amazon, the user identifies the item he wants, pays and gets it in very short time. Consumer media services do not require tutorials for use of their offerings. Libraries have to realize the global framework for their services and must adapt to users expectations, leaving behind the old structure of libraries and library services developed around printed collections.

There was a very interesting account of a new project from CISTI (Canadian Institute for Scientific and Technical Information) about the loans of e-books that opened new perspectives in interlending. Borrowing e-books would reduce costs associated with lending printed books (processing, mailing, delivery problems) and would be much quicker. CISTI decided to find a partner that would provide their users with temporary access to e-books not licensed by libraries, and they found MyiLibrary, an aggregator from Great Britain. They signed the contract with some publishers in spring 2007, Elsevier and Springer included. Publishers' metadata were included in the CISTI union catalogue, and links to full text of books are provided for 30 days, after payment of US \$25. The user can read the book any time during 30 days, and can print 10% of the book. This could be an important step for getting the better possibilities to serve the user needs of books not available in library collections.

The Director of the National Library of Singapore, Mrs. Ngian Lek Choh, gave a very inspiring presentation about the future of libraries, with examples of how the National Library of Singapore is dealing with the changes. The title of the presentation was "When is a library not a library? When is ILDS not ILDS?".

In the 2005 survey on perception of libraries and information resources, OCLC found that 84% of users went to internet search engine when they began a search for information and only 1% goes to library websites. Students today when thinking of a library, think first about Google. That is the fact. But still the author believes that the role of the library as an agent connecting users to resources, including information and people resources, is still valid. In the physical world librarians had to collect materials before connecting the users to resources. In the digital world it is not necessary to collect resources before connecting users to them. New channels of delivery are open to librarians and to users. The library as an entity is losing its importance, but the librarian's role to connect people to resources existing on the web is not going to disappear. The librarian in the internet world can provide that service without owing any single collection. If the interlending and document supply service is positioned as a service to connect the users to the resources at the point when he needs it, than we can expand the scope and purpose of interlending and document supply and make it a part of research process. When the user surfs the net he should find the digitized library resources and be able to perform self-service.

In the National Library of Singapore the users are allowed to download for free all the materials the library digitized itself, and from commercial databases the license agreements are made that allow it for a certain fee. For physical materials the user makes the online request and the material is delivered to him at a certain fee if he does not want to come to the library to get it. 'Ask a librarian' service is provided by e-mail, SMS or phone, and the answer is a list of five best recommendations from library sources, including electronic databases, free resources on internet and names of subject specialists. After receiving the list, user decides if he wants documents delivered to him or to make a contact with the recommended expert. The service is under development, and it will be

fully implemented in the near future. Library services are available through e-kiosk and book drop 24/7/365, and librarians are on duty from 9a.m. to 10p.m. every day, weekend included.

Cyril Oberlander from the University of Virginia Tech Library had an interesting presentation with the provocative title “Global library service: A vision of building a new interlibrary loan and document delivery framework that explores successful service and workflow strategies, emergent technologies and more”. The best starting point for building the next generation library will likely be from a successful networked service model, currently within resource sharing. One new building block would be purchasing instead of borrowing, since the internet book selling market has changed the opportunities for operations in both acquisitions and interlibrary loan. Sometimes the cost of lending is higher than the price of purchasing, especially for DVD and cheap used books through Alibis, Amazon or Better World. [We have added Amazon to our catalogue to encourage students to buy a copy if one is not available] The next hurdle is locating alternatives to borrowing, since a lot of materials may be found in open access repositories or on publisher’s sites with Pay Per View options. Important sites are www.zoominfo.com for authors, and internet archive www.archive.org. The next hurdle is to digitize on demand or print on demand. The next is the negotiation with publishers for better license agreements that allow users to get digital copies of licensed materials. The next hurdle is improvement of delivery and service options, since there are a lot of distant learners all over the world, who can not visit the libraries. The next hurdle is adopting new strategies with technologies – the use of mobile phones, Voice over Internet Protocol like Skype, and social networking tools like wiki, del.icio.us, connotea.org. Designing new system with new technology is the step that libraries must take. Users are much more interested in delivery systems and much less in catalogues. We should

make our requesting services easy, and open our resources to anyone. We are now at the point that we need to extend our vision of service both locally and globally.

The last keynote speaker, Patricia Stevens from USA talked about a rethinking resource sharing initiative. In 2005 a group of librarians and information specialists from USA prepared a white paper on revising resource sharing standards, saying that today resource-sharing policies and practices are library-centric, while the rest of the world moved to consumer-centric model. Today 84% of users start their search with a search engine and only 1% with a library website, expecting that the library will work much the same way as other services they use. The policy in libraries should be changed so that restrictions for users should be minimal, shared resources available, registration as easy as signing up for a commercial web based services, prices less than commercial and reference service available. Software tools as “GoGetter” for document delivery to users should be used, and delivery should be possible to any location user wants, by using existing delivery service or by creating a new national one, just for libraries.

Some case studies of the state of art of interlending and document supply services from different countries were presented, experiences with different software packages shared, and all delegates at the end of the conference went to their libraries with a lot of new ideas how to make their service better. Interlending and document supply is becoming the core activity of the libraries, and all the changes that happen in libraries and in the communication system in science, education, entertainment etc. are reflected in it. The Knowledge Society and new communication technologies provide a good environment for development of library services, but the quick change from collection-centered to user-centered paradigm in librarianship is urgent.