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DOCUMENT DELIVERY BEYOND 2000

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The main thrust of the keynote address, given by Professor Alan MacDougall (Dublin City Library) was that co-operation and collaboration must exist among libraries, suppliers and end users to enable a smooth transition to the digital library. Consideration in achieving this must be given to a number of factors including the overall context of the situation; individual and global requirements; internal and external priorities and finally practical objectives and strategies.

The second paper given by Terry Hanson (Portsmouth University) looked at the need to make investment decisions given the situation of a rapidly changing technological environment. In essence this paper provided an overview of the current docdel services and changes that are happening in this environment as well as examining a number of factors which need to be taken into account before investment decisions for the future could be reached. The areas touched upon included: access options; collection development; budgeting issues; user and access issues.

Then Ann Morris and Eric Davies presented an overview of some of the work carried out by the FIDDO project. It was relatively theoretical in content; touching on issues such as consideration of environmental factors; changes in docdel; the current scenario and concluding with findings from the FIDDO project. The next stage in the proceedings was a supplier focus comprising a series of short presentations by representatives from the BLDSC, SilverPlatter and Elsevier Ei Engineering Information.

User satisfaction with document delivery services was the theme of the next session. This speaker, Joan Stein, gave an overview of evaluation work undertaken at Carnegie Mellon using a SERVQUAL survey on the docdel services provided. Following this, Winners and Losers in an Access World, presented by Neil Jacobs of FIDDO, was essentially an overview of feedback from end users at a range of Midland universities. This was followed by another practical overview from Stephanie Taylor and Stephen Prowse, focusing on the concept and management of LAMDA using Kings College as a case study of a LAMDA supply library. Then Louise Edwards and Heather Woodfield continued the theme of current projects with a look at MANDOC which is the next stage to the BIODOC project undertaken at Cranfield University: its aims are to measure total in-house journal usage and to study the usage of full text ejournals.

Management information requirements (David W Larbey) and copyright issues in electronic document delivery (Mark Wing & Graham Cornish) were the issues focused upon in the next two presentations. Both topics were quite specialised and considered the areas in considerable depth. Following on from this was another case study: Andrew Wells of the National Library of Australia and Howard Amos of the State Library of NSW outlined an Australian based initiative, LIDDA (Local

Interlending and Document Delivery Administration) and gave an account of the changes to the national Australian bibliographic network. The next paper in the session, presented by Terry Morrow gave a general overview of users requirements in relation to document delivery and demonstrated the BIDS Journals Online Service as a possible answer. The conference concluded with a paper that was in essence a rallying call from Mary Jackson of the Association of research Libraries, Washington, for the implementation of standards within the ILL /docdel world interspersed with examples of how inter- library loans are handled within the Ohiolink scheme.

In conclusion, papers tended to have a theoretical rather than practical slant and as such did not necessarily deal with how or what may be perceived as best practice in the field of document delivery. The overriding theme, both from the papers and from delegates attending, was that the whole market place is in a state of flux. The main inhibitors to any meaningful progress still remain the questions of legal deposit and copyright and the need for a stable economic model.

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