One goal is to gather all the “silent knowledge” from both libraries writing their histories; it is the background for the documentation process of the working practices. Also the spreading of best practices is wanted, deconstruction of automated working processes, creating new ways when thinking and planning work flows. Mentoring is a dialogical process between two persons: prediction of its results is difficult. The program started at the end of 2004 and its duration is one year.

What are the benefits to the veterinary libraries community? Can the veterinary librarians and/or animal health information specialists apply internationally the results of this program? There is already a lot of international co-operation between veterinary libraries, why not try mentoring across the frontiers?

Sarah K. McCord and Vicki F. Croft. The Health Sciences Library as partner in case-based learning exercises: the diagnostic challenges at Washington State University
Washington State University, Health Sciences Library, Pullman, WA, USA.

The Washington State University Health Sciences Library (HSL) is a specialized academic library at a land-grant public university located in Pullman, WA, USA. This discussion focuses on instruction to students in the WSU College of Veterinary Medicine (CVM) during their participation in a case-based learning activity known as Diagnostic Challenges (DCs).

DCs take place twice during the veterinary students' second professional year and are an intensive departure from the typical course schedule. The purposes of the DCs are to decrease discipline-based compartmentalization of the curriculum, increase the opportunities for active learning, develop students' interpersonal and communication skills, and promote independent learning skills.

A literature search is a required part of these assignments. At the end of the week, the teams present synopses of their cases and the clinical reasoning they went through to design treatment regimens.

Over the years a variety of strategies have been employed to help students understand both why a literature search is important as well as how to complete one.

This summary provides examples of what worked, what did not, and the effects of library involvement in the program on the students' successful completion of the exercise.

Maureen McGovern. Open access issues and how these are being addressed at the University of Glasgow
James Herriot Library, University of Glasgow, Scotland, UK.

Scholarly Communication
The term Scholarly Communication refers to the process by which researchers including academics, researchers and independent scholars publish their work and access the work of others. This process is traditionally carried out via recognised publishing outlets such as peer reviewed journals where the published works are evaluated, made accessible and archived.

The traditional system of scholarly communication is no longer working as academic institutions and research centres can no longer keep up with the ever rising price increases in scholarly journals. To continue to meet the needs of scholarly communication, involvement by those working in the academic field is critical, thus ensuring a system that will meet the needs of future scholars and researchers.

Glasgow University – Daedalus Project
One of the ways of addressing this problem is the creation of institutional repositories to hold and make freely available scholarly research. At Glasgow University an “e”prints service has been set up and is managed by a project team. There are now over 600 records (including publications by members of the Faculty of Veterinary Medicine) in the Glasgow ePrints service (http://eprints.gla.ac.uk). The Faculty of Veterinary Medicine was one of the first faculties to participate in this service. The service is an online repository developed specifically to provide access to published and peer reviewed scholarly publications produced by Glasgow academics. The articles are freely available to all.

Research has shown that articles freely available online are cited more often than those articles only available via subscription journals.

The benefits both to researchers and to society as a whole are considerable. For researchers publications in repositories can be accessed by the scholarly community on a scale impossible in paper, research is stored centrally and access is readily available to similar repositories worldwide. For members of the public institutional repositories allow access to important research findings, e.g. in areas such as medicine and science.

At Glasgow academics can add publications to the ePrints repository in a variety of ways. Options include...
self deposit, mediated deposit (project staff do the work on behalf of academics) or records can be downloaded from databases held in such software as Reference Manager and Endnote. Project staff check the copyright agreements relating to individual articles before full text is added to the ePrints service.

Further information on the DAEDALUS Project is available at http://www.gla.ac.uk/daedalus.

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Becky McKay, Chris Foster, Martha Bedard. **Totally E: Meeting the challenge of going electronic only for document delivery and interlibrary loan**  
*Medical Sciences Library, Texas A&M University, USA.*

In June 2002 the Texas A&M University Libraries instituted a new electronic document delivery service called DeliverEdocs.

The service uses the Illiad software, presents a single interface to our users uniting previously separate campus library interlibrary loan/document delivery departments, and offers free desktop access to any article, even those found on our own shelves. The system is entirely web-based and users can log on to the system to request or pick up articles in pdf format from any computer with access to the Internet.

The TAMU Medical Sciences Library serves the only college of veterinary medicine in the state of Texas, and has a strong commitment to serving animal health practitioners throughout the state. In addition we serve a college of medicine, a unique school of rural public health, and a multitude of agricultural extension stations.

Our user population is widespread and seldom able to physically visit the library.

To date we have 2,508 registered users of the new system. During the fiscal year 2004 we borrowed 6767 articles on behalf of our users, filling and delivering to the desktop a total of 11,526 requests.

While DeliverEdocs has received rave reviews from our users, it has not been without challenges. Providing electronic delivery caused significant impact on staff, especially in redesigned workflows, position descriptions, and user expectations for rapid turn around times. Reduced library traffic and new tasks have resulted in a change in our staffing patterns. Technological issues remain a constant issue from our varied and geographically separate clientele.

This poster illustrates the effect of DeliverEdocs on staff and users alike. We also discuss some of the future considerations in maintaining the system and the service.

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Marguerite Nel. **Harnessing information resources: collection management at the Veterinary Science Library, University of Pretoria**  
*Academic Information Service, University of Pretoria, SA.*

The Veterinary Science Library of the University of Pretoria serves the only veterinary faculty in South Africa. Collection development is therefore not only important for giving optimum support to the Library’s primary client group, such as lecturers, students and researchers, but also to support the secondary market, such as private practitioners and pharmaceutical companies throughout the country. Information support is also given to veterinary faculties and institutions in other countries in sub-Saharan Africa.

The focus of this poster is on collection management in the virtual library environment. The goals of collection development in academic libraries are still the same, namely to meet the information needs of users and to serve the research and teaching missions of the university. Today’s e-environment together with the expansion of distance learning programs has led to higher user demands for fast and relevant information on the user’s personal desktop.

In an environment where budgets for acquisitions decrease, but user expectations and demands increase, the collection manager is forced to take on new collection development challenges. There are also the issues of access versus ownership and library cooperation and resource sharing as well as the role of consortia.

The effect of digitisation on library function areas such as interlibrary loans, the use of information databases, e-journal collections and circulation of printed library material are clearly seen in user statistics.

This poster will emphasise how access to full-text electronic journals and databases at the Veterinary Science Library of the University of Pretoria, influenced these library functions and services over a period of five years.

The importance of training users to optimise use of these resources will also be highlighted.