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.

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 6,767 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.

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.