



IFLA National Libraries Section

Newsletter, November 2007

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Editorial

Dear National Library Colleagues

I enjoyed very much meeting so many of you during the IFLA 2007 conference in Durban. And what an exciting and professionally-enriching conference it was! Special thanks to Mr. John Tsebe of the National Library of South Africa not only for his role on the national organizing committee but also for his efforts in organizing a meeting of African national librarians to discuss common issues and solutions. - the first of many. The National Library section planned and was involved in several program sessions which were all very well attended. National libraries are innovating, changing, and increasingly meeting the needs of their diverse users. And several issues facing national libraries, such as digital activities, preservation, and performance measurement, are also of interest to other types of libraries. There is much opportunity for cooperation and partnerships among various types of libraries and the private sector.

One example of partnership was advanced during the Durban conference, and that was an increasing desire to coordinate activities between our section and the Conference of Directors of National Libraries (CDNL). The chair of CDNL, Penny Carnaby, and I met on several occasions to discuss how to better align our respective programs and activities in order to achieve results for national libraries. We agree that both groups will benefit from a closer relationship and to develop this further we have invited Penny Carnaby to attend our standing committee meetings in Quebec.

In our section we are starting a new two-year planning period, as per the strategy developed by the IFLA Governing Board. The National Library Section Standing Committee has finalized its Strategic Plan for 2007-2009. The plan will be available on the IFLA web site in December and we will alert you to this via our Section listserv. It outlines the areas of action for the section for the next two years. One of the priorities in my view will be the development of performance measurement criteria and statistics for national libraries to provide benchmark and comparative data.

I hope you will enjoy the information in this newsletter. The new editor of the newsletter for the next two years is Jasmine Cameron of the National Library of Australia who would be pleased to receive your news for upcoming issues of the newsletter.

My best wishes to you all.

Ingrid Parent
Chair, National Library Section

IFLA WLIC Quebec 2008

During the Section's Standing Committee meeting held on 24 August in Durban, members agreed that the Section should respond positively to a proposal from the Statistics and Evaluation Section for a joint session on performance measurement for national libraries. It was agreed that this would be a timely topic, given the work currently being undertaken by Roswitha Poll on an ISO project 'Information and Documentation-Performance Indicators for National Libraries'. Further information about Roswitha's work can be found in the minutes for the Standing Committee meeting of 18 August 2007. The two Sections have now issued a call for papers for a joint four hour session:

The IFLA National Libraries Section (<http://www.ifla.org/VII/s1/index.htm>) together with the Statistics and Evaluation Section (<http://www.ifla.org/VII/s22/index.htm>) are holding a joint 4 hour Session in 2008 during the IFLA conference in Québec, Canada on the theme of "Ensuring quality in national libraries: performance measures and quality evaluation supporting cultural heritage and research."

The session will be composed of invited papers and selections from this call. There will be two invited papers, one covering the current work being carried out in ISO on performance indicators for national libraries, the other addressing the impact and quality of national libraries or university libraries in research and learning. It is planned to illustrate these topics by case examples on implementation of indicators and quality measurement, including examples of measurement of online services, followed by a panel discussion on experiences and plans.

Proposals are therefore invited for short discussion papers addressing the theme:

"Ensuring quality in national libraries: performance measures and quality evaluation supporting cultural heritage and research"

The overall theme of the 2008 World Library and Information Congress is "Libraries without borders: Navigating towards global understanding" and proposals should also take into account how measuring and improving quality can contribute to this overall goal world-wide.

Please send an abstract, in English or French, of the proposed paper (1/2 page), plus relevant brief biographical information for its author(s), by 15 January 2008, via E-mail to Genevieve Clavel (genevieve.clavel@nb.admin.ch) and Natalia Verbina (n.verbina@nlr.ru)

The abstracts will be reviewed by a Programme Committee, and successful proposals will be identified by 28 February 2008.

Full papers will be due by 15 April 2008 to allow time for the review of papers and preparation of translations.

The paper should be in one of the IFLA official languages. It is hoped that simultaneous interpretation will be available for this session, but we strongly recommend that the presentation slides should be in English, even if the presentation is delivered in one of the other official languages.

At least one of the paper's Authors must undertake to be present* to deliver a summary of the paper (up to 20 minutes, including immediate questions) during the Section's programme in Québec.

The Section is also participating in a joint session on "The Legal Deposit of Audiovisual and Multimedia Materials: Practice Around the World" in conjunction with the Audiovisual and Multimedia Section, the Section on Bibliography and the Committee on Copyright and Other Legal Matters. A call for papers has been issued and anyone interested in presenting a paper should send an abstract of between 300 words to a page, in English, to Bruce Royan at bruce.royan@concurrentcomputing.co.uk by 18 January 2008.

News from Section Members

Australia

Third UNESCO Memory of the World International Conference

The National Library of Australia is the venue for the third international conference of the UNESCO Memory of the World Programme, *Communities and Memories: a Global Perspective*. The conference will take place between 19-22 February 2008.

In the 15 years since the UNESCO *Memory of the World* programme was established much has been achieved. The time is now ripe to celebrate its many successes, to identify its shortcomings and to propose potential improvements. The Conference will be held in association with representatives from the Intangible Cultural Heritage sector and will be preceded by a meeting of the Regional *Memory of the World* Committee for the Asia-Pacific Region (MOWCAP) on 17-18 February, also to be held at the National Library of Australia.

To find out more see <http://www.amw.org.au/mow2008/mow2008.htm> or [Register here](#) for the conference.

Austria

Memories of More Beautiful Times: Images from the Perished World of the Jewish Collector Raoul Korty

Exhibition at the State Hall of the Austrian National Library, Vienna
29 February to 13 April 2008

In 1939 the photographic collection of the Jewish journalist Raoul Korty was seized by the Gestapo with active support from the National Library, into whose holdings the photographs were subsequently incorporated. The collection includes primarily portrait shots of renowned personalities of the late 19th and early 20th centuries: actors and actresses, artists, members of the Austrian imperial family and the European aristocracy, Viennese society, politicians and scholars – a wide scope of prominent people from Korty's days.

Korty's plans to emigrate failed; he was arrested in 1944 and murdered in the concentration camp of Auschwitz.

In 2005, the collection, comprising some 30,000 photographs, was returned to the victim's surviving daughter and purchased by the Austrian National Library upon the latter's request.



The so-far unpublished collection is currently being reviewed and will be presented in February 2008 within the framework of an exhibition at the State Hall of the Austrian National Library.

France

Appointment of New Director General

On the proposal of Bruno Racine, Ms. Jacqueline Sanson was appointed Director General of the Bibliothèque Nationale de France. She succeeds Agnès Saal. A former student of the Ecole des chartes, Jacqueline Sanson has made her whole career at the Bibliothèque Nationale, which she joined in 1972 as a librarian, first at the prints department, then as head of the photographic service, and later as Director of the Printed Books Department. Project leader for the removal of the collections in 1992, promoted to Librarian General, Jacqueline Sanson became Director for Printed and Audiovisual Collections within the BnF in 1994, then Director for Collections in 1998. She was Deputy Director General of the BnF since 1997.

Mauritius - Update

The National Library of Mauritius, a Body Corporate, operating under the aegis of the Ministry of Arts and Culture, was inaugurated by Dr Navinchandra Ramgoolam, the Honourable Prime Minister of Mauritius in December 1999. It aims at being a model of excellence in the provision of information services to all Mauritians and people of the world.

The National Library of Mauritius is called upon to play a dynamic role in the socio, economical, cultural and political development of the country especially, as we are evolving towards a knowledge-driven society, influenced by the Information and Communication Technology (ICT).

By implementing a quality management system, based on the ISO 9001:2000 Standard, the National Library has demonstrated to its customers that it takes quality and customer satisfaction seriously. The Standard has

created an opportunity for the National Library to add value and enhance its performance through the continuous improvement of its processes.

The National Library was awarded its ISO Certification on 20th January 2005. Compliance to the Standards has brought a number of benefits to the National Library. These benefits range from increased customer confidence and satisfaction, increased operational efficiency and effectiveness, enhanced communication networks, to more accountability and transparency in our processes.

The National Library of Mauritius has also been recipient of other certification such as:

- *Excellent Customer Service Award in the Public Service 2004 – National Library was the Winner for criterion “Quality”*
- *National Quality Award 2004*
- *National ICT Awards 2005*

Scotland - Update

It has been a busy summer at the National Library of Scotland (NLS). The permanent exhibition devoted to the John Murray Archive (<http://www.nls.uk/jma/index.html>) was opened at the end of June by eminent broadcaster and travel writer, Michael Palin. New digital resources have included several additions to our popular online maps collection (<http://www.nls.uk/maps/index.html>). The NLS website now carries more than 6000 map images, all of which are free to view. NLS also re-entered the world of publishing after a lengthy hiatus, producing *A Swing Through Time* on the early history of golf in Scotland and *Ideas That Shaped The World: An Introduction to the John Murray Archive*.

Linked to the John Murray Archive project has been an ongoing programme of refurbishment in the Library's main public building on George IV Bridge. The Visitor Centre Project will be completed in 2008 and is part of an ongoing programme to make the Library's collections and services more accessible to all, both in person and online.

As well as the John Murray Archive, our main summer exhibition was Tea and Tigers: stories of Scotland and South East Asia (<http://www.nls.uk/events/tea-and-tigers/index.html>) which was opened by HRH The Duke of Edinburgh. The Library's winter exhibition promises to be hugely popular: Crime Scene Edinburgh, 20 years of Rankin and Rebus (<http://www.nls.uk/events/rebus20/index.html>) opened in October and runs until January 13.

The Library's business information service, SCOTBIS, has launched a redesigned website (<http://www.scotbis.com/>) and now offers remote access to business throughout Scotland to online resources such as the newly acquired Global Reference Solution, a database containing corporate information on some 80 million companies worldwide.

Singapore

Information to Power Your Business

2 August 2007 marked another milestone for the National Library Board (NLB) Singapore with the launch of the EnterpriseOne Business Information Services (EBIS). This is a new multi-agency initiative led by the Singapore Business Federation (SBF) with the support of NLB, SPRING Singapore and International Enterprise (IE) Singapore. It is offered to Singapore-registered companies as part of a bigger effort to empower enterprises in Singapore to be more knowledge-enabled, innovative, and information savvy.

EBIS aims to equip enterprises with business information and knowledge to maintain a competitive edge in the global marketplace by providing them access to business information and competitive intelligence, two critical factors for effective business decisions in today's globalised and interlinked economy. They will also gain information skills and receive updated industry information.

Prior to the implementation of EBIS, two surveys were conducted to ascertain the information needs of business users and scope the extent and range of industries to focus on. The first survey was conducted by NLB in collaboration with SPRING Singapore, while the second was carried out by SBF. To further verify user needs, prototypes of business information services were carried out with a few enterprises.

A pool of dedicated info-consultants - librarians from NLB, are deployed to assist enterprises navigate the library's large repository of knowledge and equip them with information search and retrieval skills.

The suite of services provided by the info-consultants include:

- **information consulting services (ICS)**
Companies get help to find business information and conduct systematic evaluations of their business information needs. ICS is offered onsite at three EBIS centres viz [EBIS@NLB](#), [EBIS@SBF](#) and [EBIS@IE](#).
- **industry research reports and monthly industry updates**
Industry research reports covering seven major industry vertical sectors are provided on a regular basis to give enterprises useful overviews of specific industries whereas the monthly updates, "*EnterpriseOne Focus*" and "*EnterpriseOne Insights*" provide the latest news and updates.
- **industry workshops and seminars**
Workshops and seminars are other channels through which knowledge flow in business environments are created so that the latter can capitalise on emerging trends.

EBIS has been structured differently from existing client information services.

- The services offer extracts of insights instead of purely feeding enterprises with information. When info-consultants co-browse with EBIS clients, they "educate" them on how to source for information and online resources that would be likely to meet their planning and business needs.
- The service is offered in a controlled membership based environment. Clients are invited to come for consultation sessions instead of walk-ins so as to manage demand.
- To meet the information needs of information savvy enterprises, Customised Do-It-Yourself online resources stations are made accessible at the three centres during business hours.
- Two online interfaces are made available at the DIY stations. These are the "OneSearch" engine, which searches and retrieves results across multiple licensed databases, and the "OneBrowse" interface that displays updated information organised along seven industry verticals, based on pre-searched strings inputted by info-consultants based on info-demand patterns.



The EBIS tagline "Information to Power your Business" appropriately identify the mission of the service. More information on EBIS can be found at www.ebis.sg.

Raising awareness on Legal Deposit with schools in Singapore

A series of informal dialogue sessions with schools on the value of preserving their school's published heritage was organized as part of the National Library's ongoing efforts to raise awareness among publishers in Singapore of the "Legal Deposit" requirement to deposit two copies of their published works as a means to preserve the nation's publishing heritage.

Legal Deposit has been a statutory function of the National Library for many years starting as the "Printers and Publishers Ordinance", then the "Printers and Publishers Act" before it became the "NLB Act of 1995 – Section II, Clause 10" which the National Library is currently revising to cover electronic and online publications.

Over the years, the larger commercial publishers in Singapore have been consistently depositing their publications with the National Library contributing to the current Legal Deposit collection of about 900,000 items. But there remain gaps to be filled especially by non-commercial publishers such as schools. Those institutions are important publishers of newsletters, school magazines, yearbooks, commemorative and project publications. The National Library hopes that through informal dialogue sessions with them, schools will understand the importance of depositing their publications so that these could be preserved for current and future generations.

Two dialogue sessions were organised for secondary schools on 20 July and 17 August respectively with one session for international schools on 24 Oct with the topic "PRESERVING YOUR SCHOOL'S PUBLISHED HERITAGE". A total of 36 school principals and teachers actively participated in the first 2 sessions providing valuable suggestions on the collection of school publications.

The sessions included a tour of the Lee Kong Chian Reference Library, a display of school publications, an overview of legal deposit and the range of Regulatory services provided by the National Library as a national agency/centre ie ISBN, ISSN.

To encourage them to deposit their published works, the National Library announced in April 2006 that materials could be conveniently deposited at the National Library and any of the NLB's regional and community libraries. Big publishers were encouraged to deposit their works at the Legal Deposit Office situated in Changi as they published large quantities of titles on a regular basis.

Switzerland

TELL IN FOCUS Posters from the Swiss National Library

16 November 2007 until 30 March 2008

The son had to put his head on the line for the heroic act of his father. This is the key scene of the Swiss founding myth of William Tell. The hero himself puts his head on the line for the advertising activities of his confederates as aptly illustrated by the poster exhibition "Tell in Focus" at the Swiss National Library.

William Tell is an indispensable part of Swiss history as well as the national self-image. The poster collection at the Swiss National Library clearly illustrates how the popular hero repeatedly appears, whether as an identification symbol, instrument of propaganda or the subject of product advertisements. The "Tell" brand stands for the Swiss ideals of independence, integrity and authenticity. And politicians, tourism managers, fashion designers and product advertisers know how to use it. The exhibition displays a selection of some 150 serious, ironic, artistic, cartoon-like, didactic and attractive posters. And it proves the point: The Tell myth lives on.



Swiss Federal elections 2007 : the Swiss National Library archives the parties' web pages

This year, for the first time, the Swiss National Library is archiving the web pages that political parties have set up for the federal elections of October 2007, with the goal of making today's current events on the Web available to tomorrow's researchers. Pages will be harvested twice: once before and once after the elections. This procedure will also be carried out for all future federal elections. The websites constitute an indispensable addition to the rich documentation on Swiss politics since 1848 already available in the library in a variety of format: books, newspapers, posters, brochures, party political papers etc..

The Web pages will be archived in a storage system for electronic publications developed by the Swiss National Library. The system also stores e-books and serials, e-theses and other Web sites, making up a digital collection developed in cooperation with Swiss publishers, university and state libraries. The consultation module for the public is still under development.

The legal mandate for this collection is the law on the Swiss National Library from 1992 which stipulates that the library collect Swiss publications or those about Switzerland published elsewhere in all formats, including electronic. Although there is no legal deposit at a national level, agreements with publishers associations mean that publishers deposit at the NL a copy of each new published document and the NL lists these in «The Swiss

Book», the national bibliography and in Helvetica, the online catalogue. The NL ensures the conservation of these publications and establishes annual statistics on Swiss literary output. Discussions with individual publishers seek to extend this to online material.

www.nb.admin.ch/e-helvetica

Resource Description and Access (RDA): Replacing AACR2

The Joint Steering Committee for the Development of RDA (JSC) has been working towards a new standard to replace the Anglo-American Cataloguing Rules (AACR2). Known as Resource Description and Access (RDA), the new standard is due for release early in 2009.

JSC will sponsor a Satellite Meeting in conjunction with the IFLA 2008 Conference. The meeting will be held on Friday, August 8, 2008 in Québec City. Among the topics planned for that day will be a presentation on RDA's use of the IFLA FRBR and FRAD conceptual models and a demonstration of RDA Online. More information about the conference will be disseminated when it is available. Information about RDA is available at <http://www.collectionscanada.ca/jsc/rda.html>. A copy of a recent media release is provided below. The media release outlines the contribution to the development of RDA by those national libraries who are participating on the JSC RDA Committee.

“National libraries join forces on bibliographic standard

Four national libraries have joined forces to implement a new bibliographic standard for describing and accessing library resources that is designed for the digital environment in which libraries now operate.

The National Library of Australia, the Library of Congress, the British Library and Library and Archives Canada have agreed on the coordinated implementation of RDA: Resource Description and Access, the successor to the Anglo-American Cataloguing Rules.

These national libraries, together with the professional library associations in Canada, the United Kingdom and the United States, are represented on the Committee of Principals which oversees the work of the Joint Steering Committee for Development of RDA, which is responsible for developing the guidelines.

‘We welcome the move to RDA. The guidelines will be easy to use and the functionality that the RDA web product will provide will make the cataloguing process more efficient,’ the National Library of Australia’s Assistant Director-General, Collections Management, Pam Gatenby, said.

RDA addresses the needs of the future by providing a flexible framework for describing all types of resources of interest to libraries.

The guidelines will be compatible with internationally established principles, models and standards. In addition, RDA will maintain continuity with the past, as data created using RDA will be compatible with existing records in online library catalogues.

The libraries plan to implement RDA by the end of 2009. To ensure a smooth transition, the four national libraries will work together where possible on implementation matters such as training, documentation and any national application decisions. Regular updates will be issued by the group to keep the library communities in their countries informed on RDA implementation progress and policy decisions.

Professional contacts:

National Library of Australia, Pam Gatenby, pgatenby@nla.gov.au ;

Library of Congress, Beacher Wiggins, bwig@loc.gov ;

British Library, Caroline Brazier, caroline.brazier@bl.uk ;

Library and Archives Canada, Ingrid Parent, ingrid.parent@lac-bac.gc.ca "

Strategic Plan 2007-2009

The Section's new strategic plan is under development and will be available on the IFLA website in December. In addition to working more closely with the Conference of Directors of National Libraries, several new actions have emerged from discussions at the Standing Committee meetings in Durban. These include working with the Bibliography Section on a proposal to assist African national libraries develop national bibliographies; working with colleagues in Division 1 to develop guidelines on 'twinning' with other libraries and providing support to the proposed IFLA Special Interest Group on Digital Libraries.

A New Direction for CDNL

Conference of Directors of National Libraries (CDNL), Durban, 2007

Over eighty leaders of national libraries attended the 34th annual meeting of CDNL, in August 2007 in Durban, South Africa. A change in direction for CDNL was on the agenda, well timed for CDNL's first meeting in Africa for over 20 years.

There was considerable interest in hearing about the national libraries of Africa and presentations were made by:

South Africa	John Tsebe
Angola	Maria Jose Ramos
Lesotho	Mathabathe Pakiso Ue-tus
Malawi	Mr G Nyali
Nigeria	Dr Linus Ikpaahindi
Swaziland	Dikeledi Kunene
Uganda	Gertrude Mulindwa

These presentations gave CDNL members an excellent overview of issues facing the national libraries of Africa. Members were particularly impressed with the pivotal role the National Libraries play in community literacy and reading programmes and their contribution to education and learning.

Members also noted with interest a presentation on redevelopment and digitisation activities at the National Library of Egypt.

During the year CDNL had discussed a futures paper and survey, *Future Directions for CDNL*, so we had come to the meeting prepared to discuss where we wanted CDNL to focus its efforts in the future.

The responses to the survey focussed on:

- collaboration with IFLA and UNESCO, and the follow-up to the WSIS
- collaboration among CDNL members to bring digital collections together
- benchmarking
- promoting action to address the digital divide
- the role of regional national library groupings
- the possibility of funding collaborative projects

From discussions on the futures issues, we agreed to:

- Adopt a more strategic focus for the CDNL meeting in the future. Lynne Brindley, CEO of the British Library, will produce a high-level vision paper for CDNL members to discuss before our meeting in Québec in 2008.
- Collaborate more closely with the IFLA National Libraries section particularly in aligning the CDNL strategy with sector papers.
- Explore ways of connecting the digital collections of national libraries by leveraging from the European Library/TEL project.
- Rethink the CDNL meeting itself to make it a more strategic discussion on the “big” issues affecting national libraries.
- Work together on web harvesting and digital preservation initiatives and strengthen national libraries collectively.

On the latter issue, Dr Erland Kolding Nielsen will develop a discussion paper for CDNL colleagues in preparation for the Québec meeting.

In summary, CDNL members were delighted to meet in Africa for the first time since CDNL adopted its current form and statutes, and we were very grateful to John Tsebe and his team from the National Library of South Africa for their wonderful hospitality. We learnt a great deal about the libraries of Africa and we are committed to a new focus emphasising the strategic opportunities for CDNL in the future.

Members will be kept fully informed of these developments by the Secretariat – now located at the National Library of New Zealand – through the new website www.cdnl.info and the email list.

Penny Carnaby
Chair
CDNL



CDNL 2007, Durban, South Africa