# IFLA

## IFLA Academic and Research Libraries Section Newsletter

Editor Stephen Marvin
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## Help Lead us to a Successful Year! from Sue McKnight, Chair

**Thank you for your help**

- This year ARL is experimenting with a new format for the newsletter.

- ARL will also develop new ways to communicate and interact with members and others who share our interests.

- Please participate in any way you can!

As many of you will be aware, associations like IFLA that rely on the goodwill of volunteer members, have a challenging task to maintain momentum and relevance in our busy daily work life. That said, there are twenty Standing Committee members who have been elected to help coordinate the Section's activities for a two year period. The main task of this group is in organising the various programmes that our Section conducts at the annual IFLA World Congress. In Durban, our Section was involved in five different activities; and in Quebec City, we have just received notification that we have been successful in all our programme bids. Therefore, we will have another very active programme in 2008. You can look forward to:

- Satellite meeting in Quebec on library consortiums of all sorts (pre-conference, but date to be confirmed). This satellite meeting will identify the benefits and issues in establishing consortia arrangements; with the aim of providing practical advice to librarians in developing countries, in particular, on how to effectively work together to achieve what is beyond a single library to do.

- Hot Topics in Academic and Research Libraries – Discussions with Experts. This will follow the banquet-style arrangements that we initiated in Durban and that proved so successful, allowing attendees to discuss a number of issues of importance to them during the session, rather than 'being talked at'!

- Public-Private Partnerships (with the Management and Marketing Section)

- Return on Investment: learners' outcomes in information literacy. Do they learn at all? (with the Information Literacy Section)

- Digitisation and preservation of research data (with the Information Technology Section) You can see that this is a full agenda. However, we are not satisfied with 'just' arranging a great programme for those who can attend the World Congress. We need to generate debate; to share best practice; to assist those who have questions about librarianship that will continue throughout the year. That is why I started this article the way I did!

**We can only be successful if you help us!** Send items to the newsletter; send items to the email list; talk to colleagues about the benefits of membership of IFLA; offer to help with conference sessions; and to volunteer to be 'experts' in our Hot Topics session when we call for names early in 2008.

Another activity that your Section is developing is in relation to partnering libraries in the developed world with those in the developing world



Alex Byrne and Albie Sachs. Libraries for the Future: Progress, Development & Partnerships. Hon Sachs sang *I'll be living here always, Year after year, always. In this little cell that I know so well, I'll be living swell ...*

to provide a framework for learning, knowledge sharing and staff development. We will be drafting guidelines to facilitate such partnerships/twinning arrangements before the next World Congress in August 2008. So please consider if your library would like to become involved in this initiative.

I look forward to working with many of you. Remember, we are only as good as our members, and that is you.

Sue McKnight, Chair, Academic & Research Libraries Section, IFLA

## Elections—Welcome New Section Members

Sue McKnight was re-elected to chair the Academic and Research Libraries Section for a second term. In addition, SC members included the newly (re-)elected members: Michael Cotta-Schonberg, James G. Neal, Agneta Olsson, Werner Stephan and Stephen Marvin, continuing as Secretary/ Information Coordinator. Timothy Mark will be retiring from his position with the Canadian Academic Research Libraries - we hope to see him in Quebec for the 74th Congress. Also, our regrets to see Barbara Ford's end of term with ARL but enjoy her continued presence on the Governing Board. We wish all success with their future pursuits and applaud their participation and contributions for better libraries.

# Essay Contest Winners

Africa — Ghana

Mary Adwoa Arkorful,
Senior Assistant Librarian,
Osagyefo Resource Center

South Africa - Nthabiseng Mosala-Bryant, University of KwaZulu-Natal

Latin America — Jamaica - Pauline Nicholas, University of Technology

Venezuela — Nury Mercedes Moreno Munoz, Universidad Metropolitana, Biblioteca Pedro Grases

## Mary Adwoa Akhor — Ghana

Mary Adwoa Arkorful, Head of Cataloguing Department, Osagyefo Library University Of Education, Winneba, P. O. Box 25, Winneba, Ghana. E-mail: maarkorful@uew.edu.gh

I am proud to have been part of the 1126 Africans who made history by attending the 2007 World Library and Information Congress (WLIC) and the 73rd IFLA General Conference in Durban, South Africa. The Opening Ceremony was wonderful, educative and emotional. Through the eyes of the story teller, the Mother of Books, the musicians and the dancers, the cultures and the people of South Africa were vividly portrayed. The keynote address, delivered by Justice Albie Sachs among other things, brought to the fore, the unsung heroes of Apartheid. He exposed the revolutionary role libraries and librarians played in the fight against Apartheid in particular and in the development of nations as a whole. The IFLA Congress, to me was very rewarding. The knowledge gained in all spheres of life cannot be quantified. The opening and the closing ceremonies, the various activities of the Divisions and Sections, the sessions, the exhibition, social and cultural activities and the Council meeting were all learning experiences to me. I met professionals from all parts of the world, shared ideas, views, solutions and contact addresses. The Mentoring Session organized by the ARL saw me in a group with col-

leagues from Norway, Korea, Germany and France! The atmosphere was conducive and allowed for a lot of networking and partnerships. The group discussed issues on work ethics, professional development, training, publishing, competitors in information provision, financing of library projects, purchases, laws, stocks, users, achievements, success stories and challenges. Personally, it was amazing. I realized that most of the issues relating to libraries and the profession are universal and not unique to Ghana.

> **"I realized that most of the issues relating to libraries and the profession are universal and not unique to Ghana."**

The session made me aware that issues related to libraries are the same in other parts of the world especially the developed world. We shared ideas on how to solve some of the problems raised by members. I personally met with and talked to the ALA President, Loriene Roy. Equally exciting was my meeting in person with Dr. Zhang, and Judy Kuhagen both virtual colleagues; the former is at the University of North Carolina at Greensboro and the Secretary to the IRRT. We met virtually when I registered as a member of the IRRT in 2006. Earlier in the year, Judy Kuhagen of the Library of Congress and the Chair of the Cataloguing Section was introduced to me. I have just received *The National Library of Finland Bulletin 2007*, a Christmas card and a note from Eeva Murtomaa, the Librarian of Finnish National Bibliography-Helsinki, whom I met at Durban. She has given me a website on digital resources on museums, libraries and archives. The Exhibition mounted afforded me the opportunity to see different types of equipment for library management, library

security detection, digitization, managing journals and online databases among others. I

Mary Adwoa Akhor—Ghana

am writing a proposal for funding to collect, digitize and put on our Library's web page, information on the 'Aboakyir' festival which attracts tourists from all over the world. The idea for this Project is from Justice Albie Sachs' suggestion that we should tap the "libraries on legs". I have learnt so much that the list of "Things to do" is very long. On Wednesday, 22 August 2007, I had the unique opportunity to share "my story" through a presentation I gave at the Cataloguing Section of the Bibliographic Control Division. Writing under the theme; *Cataloguing Partnerships: principles, standards and projects*, I delivered a paper on **Implementing Online Catalogues in African Academic Libraries: The Collaborative Role of International Partners.** In addition to all these, I represented the President of the Ghana Library Association at the Council Meeting that took place immediately after the Closing Session. I gathered a lot of literature which is helping me to initiate plans, write proposals and implement ideas to improve access to the library's collections and increase access to information globally. The IFLA Congress in Durban, South Africa was my first participation in the global meeting of information and associated professionals but the most wonderful experience of my life. Since my return, I have written two articles on IFLA for publication in the Ghana Library Association newsletter and given a talk on my experiences at Durban to my colleagues.

## Nthabiseng Mosala-Bryant, University of KwaZulu-Natal, Pietermaritzburg, SA

The following stood out for me at the congress:

1. The opening ceremony was well organized and the speakers were very inspiring and had much to say about the role of books and information in changing people's lives for the better.

2. The sessions about Web 2.0 were quite informative and the presentation from Stephen Abram, Sirsi Dynix CEO stood out as the most informative and inspiring.

3. I also enjoyed listening to the session on the new professionals and what people think about it.

4.The mentoring session did not meet my expectation. The person who led our group did not really know what was expected from her but we did get some discussions going pertaining the various issues we found difficult especially in management.

5. I also got the opportunity to learn about the Bill & Melinda Gates foundation which I didn't even know it exists, and the wonderful work it's doing relating to access and information delivery for marginalised communities. I would like to follow up on this.

6. I also attended sessions on IT but some were more relevant to national libraries than to academic libraries. I gained a lot from our South African counterparts in Pretoria on their Library 2.0 presentation. Sessions on evaluation and statistics were quite useful too. The beach party was great but the cultural evening a bit chaotic.

Thank you! Nthabiseng Mosala-Bryant, University of KwaZulu-Natal, Pietermaritzburg, SA

Nthabiseng Mosala-Bryant, University of KwaZulu-Natal, Pietermaritzburg, SA

## Nury Moreno, Biblioteca Pedro Grases, Universidad Metropolitana, Caracas,

Unfortunately, due to the presentation of my graduate thesis for law, it was impossible for me to attend the Congress in Durban. I greatly lament not having known earlier about this situation.  Venezuela is suffering unexplainable changes in hours owing to the political instability in which the country finds itself in addition to the advanced scheduling to defend my graduate thesis. I work for the Universidad Metropolitana de Caracas, during all these years I have been Head of Serials, Client Services, Collection Development and the Electronic Services. I coordinate all that appears to be possible with the management of technology for information and communications with the library as well as monitor the web page, email, software programs, and, just recently, attempting to modify the old vision of the librarian for another that is more dynamic where the professional forms part of a process with the management of information, the management of knowledge and the management of learning.  This has developed the level of library specialization that is varied and requires a professional with specific competencies. In the institutions of higher education, this professional has passed from an active part in the preparation of students, developing abilities and capabilities in accord with the new times in which we live.  The Pedro Grases Library, being a private university, finds itself rethinking the services it offers to the community that gives life to the surrounding area with the intention of offering to people who do not have access to the resources, the opportunity to use the vast collection the university has acquired for its students and researchers. The essay contest opportunity was an excellent opportunity for me personally and professionally to participate in the IFLA Congress and to be able to apply solutions and alternatives other institutions have obtained with different levels of technological development among other countries. Thank you.    Nury Moreno

"Debido a la presentación de mi tesis de grado para graduarme como abogado, me fue imposible asistir a la reunión en Durban, lamento mucho no haberle informado antes sobre esta situación. En Venezuela estamos sufriendo cambios inexplicables de horarios y cronogramas, debido al clima de inestabilidad política que vive el país y bajo esa premisa adelantaron las defensas de las tesis grado, fue por ello que se me imposibilitó atender la invitación."

## Jim Neal's Podcast from Educause

Listen to the 20 minute podcast featuring an interview with Jim Neal, a Section Committee member and representative to the CLM. Jim participated in a copyright workshop in the People's Republic of China following IFLA Congress by invitation from Xiaolin Zhang, Ph.D., Executive Director, of the National Science Library, Chinese Academy of Sciences in Beijing on the topics:. Developments in Teaching and Learning Methods and Materials: Copyright Implications; Introduction to Global Developments in Scholarly Communication; and Digitization and Copyright. Jim shares his concerns regarding the harmonization with technology and copyright laws. Hear the podcast at http://connect-cdn.educause.edu/files/gbayne_cni2007jimneal.mp3.

James G. Neal, Vice President for Information Services and University Librarian, Columbia University

## Mentoring Session a BIG Success

The Academic & Research Libraries (ARL) Section was bold when they suggested turning their two hour session into a mentoring opportunity for new and not so new librarians. The room had been laid out 'cabaret style' with tables and chairs to facilitate discussion. Each table of delegates was assigned a mentor from the 30 experienced volunteer. Those interested in research and gaining post graduate qualifications were matched with LIS lecturers; even those interested in school libraries were able to be partnered with an appropriate mentor. The groups at the tables often represented the United Nations, but there were common themes discussed: how to motivate staff; how to maintain self motivation; how to develop networks; the role of mentoring versus training. Many mentors promoted active participation on professional associations as an excellent way to extend networks and to develop new skills. This initiative of the ARL Section was very well received with almost all evaluations rating the session excellent or good. "The mentor really acted as a facilitator, initiating conversations between those at the table. It was engaging for everyone involved and it seemed to be greatly appreciated"

**Stephen Marvin encourages a Watusi tribe member to join IFLA**

## Mentoring – an opportunity to share ideas

*A report by Laeeka Khan, student, Durban University of Technology, School of Journalism*

On Monday a mentoring session was held in which a group of approximately thirty mentors were assigned to various tables to address questions posed by delegates from, amongst others, public and school libraries. The mentoring process, the first of its kind, was initiated by IFLA and sought to create an opportunity for members of academic and research libraries to network and learn from one another. Sue McKnight outlined a broad definition of a mentor and the mentoring process before commencement of the session. She said, "Being a mentor implies a relationship with someone experienced, who is prepared to share their experience with the uninitiated." McKnight further explained that although the mentee could learn and gain information, the mentor also benefited by confirming their knowledge and reflecting on their practice. Stephen Marvin, reference librarian and the business/social sciences coordinator at the West Chester University, Pennsylvania, fielded many questions posed by the delegates.

• The challenges faced by academic and public libraries in being able to filter through communication from municipal government.

• Bridging the gap between research libraries whose services are very "query driven" and public libraries that extend themselves to more community driven service. Marvin spoke of various innovative library services in USA that could also work in South Africa. Examples of such were American libraries that offered the services of student helpers to assist with homework tasks and research. He also cited a public library offering a novel and useful service to the community: a "Tool Library" service, whereby tools would be lent out to library users. Attending the session was Patrick Ayanbanji Ojo of the Nigerian Communications Commission. He reflected, "The concepts of internet and telecommunications are fast growing and should be used effectively to rekindle the culture of library. The mobile phone could also be used as a point of contact." Marvin agreed that if the concept of the library is to develop adequately, steps need to be taken to analyse both the internal and external population of libraries. He argued that if church and religious organizations could extend themselves in terms of services offered, public and academic libraries should aim to do the same.

> **"Being a mentor implies a relationship with someone experienced, who is prepared to share their experience with the uninitiated." Sue McKnight**

## Mentoring Opportunity Realized

I was referred to Stephen Marvin through the IFLA list by Sue McKnight and am happy to report that we've had a fruitful correspondence. He is a great mentor. So far, he has zeroed in on my background, experience and potential to give me ideas and put me at ease. I look forward to even more productive discussions with Stephen when I finish my MA in Spanish Literature this spring and resume the job hunt in academic and other cultural heritage settings.— Rachel Schneiderman, MLS, Spanish & Latin American Literature Paleography & Translation

# Mare-Nelli Ilus, Tartu University Library, Estonia

I would like to share with you some ideas and experience on IFLA in general. In my opinion, four-year period is optimum, if not minimum, but is hardly too long for being a member of the Standing Committee. Saying this, I mean the new rule according to which the election period for the member is reduced to two years. Two-year period could be productive in case we deal with a person who has got some working experience in different sections. The period of plunging into the case is needed if "the year of a tyro" coincides with the first year work as a member of the Standing Committee.

As I didn´t take part in the work of the other IFLA sections I have no opportunity to compare the efficiency of our section with the others. Being a member of several work-groups in other organizations, I consider our Chair, Sue MacKnight to be evidently active and encouraging leader. At one of the Standing Committee meeting she said she sometimes doubted if she had sent the letters to the members because there was not any responses from us. Certainly, all of us while mentoring our projects had the same experience. And it always means only one thing - the addressees are overburdened with information. So, the leaders have to take extra work and responsibility. Thank you, Sue, from behalf of all of us for your fortitude.

When I began my work as a Standing Committee member (two years ago) I also worked as Library Service Director at Tartu University Library. I was especially glad to take part in this year congress. IFLA Section on Management and Marketing in collaboration with SirsiDynix announced the winners of the 5th IFLA International Marketing Award for 2007 to Tartu University Library for "The Night Library and The Mom-Student Library Project." The slogan for the winning campaign was "Students Don't Sleep! Come to the Library!" The library's campaign goal was to be responsive to diverse student market needs during exam week, providing a comfortable place for reading and study. Hours were extended and babysitting provided for those students who are also parents. A children's room was also created for after hour's services, since daytime kindergartens are closed. As far as I know about night libraries in other university libraries- the peculiarity of ours is alongside longer open hours there was added the opportunity to look after the children in the evenings. And here great help comes

from the members of Tartu University Women corporations.

At present I conduct the work of Estonian Library Network Consortia, members of which are all Estonian universities and large city libraries. That is why all problems of university libraries take close to my heart.

When talking to my colleagues in Estonia or from other countries about the efficacy of IFLA, i.e.the balance between profits and expenses from the library point-of-view, I see that participation in annual IFLA congress is quite expensive. I have got an opportunity to compare participation in IFLA from two points working on two positions. As a Library Service Director attending some small conferences concentrated on special themes seemed to be a natural and quick way to get results. In order to find ways to inculcate new ideas or to freshen the main activity in our library there are other possibilities than annual IFLA congress. Working in various types of libraries consortia, the activities and projects of which it is always possible to widen and diversify if needed, the large IFLA arrangement gives great opportunities to get a survey of different tendencies of development all over the world. Besides, it is difficult not to take into consideration the joint work of people in one and the same field, the advantage of which is of no doubt though in some future time perspective.

It was obvious at this year meeting the interest was aroused by the suggestion of Sue McKnight to hold a mentors session. If there were any doubts about its use, they disappeared as the interest to the session and the results of it were above all expectations. After the introduction small groups were established for mentoring. In my group were seven members. According to the positions there were five library administration members and two info-specialists. The questions concerned the problems of

libraries financing, Labour Code, libraries contacts with universities administration, possible sponsors, and potentialities of improving referents service. To help to solve problems of library top-administrators it is important to have political, cultural and economical knowledge in a concrete country. Preferably there was a great need in moderators, because in some complicated questions mentees found best solutions discussing them. Nevertheless, after some organizational changes the result could be very perspective and interesting. I support the Standing Committee idea or organizing future work groups by themes and each mentor should prepare a concrete topic.

When one takes part in the work of annual congresses it is impossible to be in time everywhere to see and hear everything. But it seems there is no need in this. Still, every time after the event I think it would have been better if I had learned more. But to do one´s best is not enough. Moreover, I must mention with regret I would like to discuss some reports with my colleagues whereas they have to listen to my short summaries. So, I should say it would be only natural if all the reports could be available on CDs and online after annual congresses.

Despite some occasional problems I am pleased with all IFLA events and it is very likely to become dependent on such professional arrangements. From the bottom of my heart I wish all the world librarians could promote and develop our profession. There cannot be any serious doubts in the importance of librarians activity as the exchange and conservation of information is a great part of civilization. All we need is persistance and flexibility in finding new forms of activity and good ideas from outside our community to go forward together.

Best wishes for success in the passing year and hope to see you all in Quebec, 2008.



*The Night Library and the Mom-Student's Library Project at Tartu University Library*

**To help to solve problems of library top-administrators it is important to have political, cultural and economical knowledge in a concrete country**

**Mare-Nelli Ilus, Director of Library Services, Tartu University Library, Estonia (winner of the 5th IFLA International Marketing Award for 2007).**



ANONYMOUS MASTER
The Nativity and the Adoration of the Sheperds
German Printmaking 15th– 17th Century

## Tartu University Library– Early Western European Printmaking
http://www.utlib.ee/ekollekt/legraafika/eng/index.php?alumine=tehnikad.php

**Woodcut** is the earliest form, 6th century, in connection with the spread of Buddhist prayer texts and multiplied by means of wooden stamps in China. Woodcut reached Europe in connection with the spread of papermaking skills in the 14th century. As book printing was introduced in the mid-15th century, the illustrating of books with woodcuts began, and by the end of the century the woodcut technique had developed then several prominent painters such as Albrecht Dürer (1471–1528), became

interested in new printmaking techniques (copper engraving and etching). **Copper engraving** developed out of goldsmithing and made it possible for the artist to depict the image in a greater degree of detail. A method of **etching** the plate by means of an acid was discovered, which made it easier to draw the preparatory outlines onto the plate. The **drypoint** technique, gave more precision

to the copper engraving and etching lines (Dürer and Rembrandt). The **mezzotint** technique, which, with its smooth transition of black and white tones, allowed the precise depiction of the shades of coloring used in paintings. The **aquatint** technique enabled the artists to produce coloured prints. **Lithography** , made it possible for the artist to produce results more easily and quickly, and the num-

**Mentoring Meets Millennium—full report available by permission of authors—http://library.bloomu.edu/neyer/BoomerMeetsNextGen.pdf**

The report from a survey of nearly 300 librarians reviewed their mentoring experiences, publishing and attitudes toward the workplace. Respondents were classified along age demographics representing groups labeled Traditionalists, Baby Boomer, NextGen and Millennial. Baby Boomer's comprised the largest group. A literature review indicated 35% of academic librarians did not have mentors. A chart indicates areas where mentors were most helpful. Boomers also expressed a more frequent response to whether they want to keep improving and learning on the job than NextGeners. Among the results of this study and others reviewed from the literature was the case that mentoring appears to be most important in helping people learn the social structure of an institution. Mentors, not part of the institution, provided the best help with

| Areas in Which Mentors Helped Most | Scholarship | Service | Librarianship |
|---|---|---|---|
| Millennial | 50% | 0% | 100% |
| NextGen | 22% | 27% | 62% |
| Boomer | 32% | 48% | 29% |
| Traditionalist | 25% | 17% | 17% |

publishing. Also a conclusion derived from the study was to avoid stereotyping individuals according to their generation. However, generaltional difference awareness can help with more effective relations in the workplace. Qualities most desired from a mentor were mutual respect; humor, listening, focus, time and acting as a positive role model.

## Call to Action for the Strategic Plan - You Make it Happen!!

**Twenty Actions for the Strategic Plan**

1 The following two programs need, speaker arrangements, and moderator - Hot Topics in Academic & Research Libraries – Discussions with Experts and Return on Investment: Learners' Outcomes in Information Literacy. Do they learn at all? with Information Literacy Section

2 Coordinate to organize session with Management and Marketing - Public-Private Partnerships, with Management & Marketing Section

3 Coordinate session with CARL - Satellite programme on Consortia (at Universite Laval) with CARL

4 Follow-up plans before Quebec conference - IFLA's 75th in Milan – draft programme (Digitization of Heritage Collec-

tions with CLM; Open Access Publishing; Post Conference on buildings and spaces with Library Buildings Section)

5 Translate Strategic Plan, Minutes, Newsletters, Conference papers? - Translate conference papers into IFLA languages to promote a wider dissemination –

6. Use the Section's newsletter, email list, Web 2.0 Encourage discussion and dissemination of relevant information, and for the promotion of Section activities at the world congress – ongoing, with particular emphasis on the newsletter and Web 2.0 technologies

7 Use the expertise of the Section's Standing Committee mem-

bers, and their extended professional network, to monitor the global professional environment so as to ensure that emerging issues are rapidly brought to the attention of members

8 Collect information on academic and research library standards from national bodies and make this information available from the Section's web site.

9 Allocate responsibility for liaison to a Section Standing Committee member with the following IFLA professional groups, so as to promote dissemination of information: for example, Jim Neal participates with Copyright and Legal Matters (CLM); (con't pg 12)

> **8 - Collect information on academic and research library standards from national bodies and make this information available from the Section's web site.**

## Partnership Developments

IFLA Professional Board granted Euro 1500 to scope a document on how such a partnership project would work, by region, by type of library, who could be partners, and what other arrangements already exist (so as not to reinvent the wheel). This needs to be done by April, so that it can be considered by the Professional Board at their April meeting. If the Scope is acceptable, further funds will be released to undertake the preparation of guidelines. The Standing Committee is seeking someone who can undertake this work and anyone interested should immediately contact

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> **If the Scope is acceptable, further funds will be released to undertake the preparation of guidelines.**

**Quality Issues in Libraries Discussion Group (2005-2006), sponsored by Academic and Research Libraries Section**

Quality Issues in Libraries Discussion Group concerns itself with quality issues and bench marking. Management in all fields of endeavour attempts to improve and focus on quality. Electronic access to services is no different. The measures are the same, not just counting, but determining excellence from repeat business, sustainable growth, and a host of other methods to determine improvement toward greater quality. Roswitha Poll, Muenster, presented how libraries may evaluate their virtual visitors to enhance real services. Roswitha Poll is a recognized expert in quality services for libraries. She has provided countless presentations and served on numerous committees related to this topic. She has demonstrated the value for investment and accountability; with qualitative as well as quantitative data. Dr. Roswitha Poll, former chief librarian of Münster University, chairs the committee TC46/SC 8: Information and documentation - Quality, statistics and performance evaluation and the working group on international library statistics within ISO (International Organisation of Standardization). She is a member and officer of IFLA Statistics and Evaluation Section. Her presentation is available from the IFLA web page http://www.ifla.org/IV/ifla73/papers/074-Poll-en.pdf

Currently, an important quality issue is the web site, especially the homepage, to serve as a guide as the shortest possible way to the most-used information: Users follow the line of minimum effort. The main criteria for quality of a library web site can be summarized thus: Appropriate language (to the population); Clear structure; Options for different abilities and user groups; Currency of information; and Short, concise information

**A. Usability**   Electronic access has provided opportunities for libraries to enhance traditional services such as reading rooms, collections, lending and help services by providing virtual "entrance" to their services via the library web site from any remote site called "virtual visits". Different aspects govern the quality of a library web site including: • content • language • structure • design • navigation • accessibility Together these issues constitute the **usability** of the website. Usability is generally defined as: "the extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency and satisfaction in a specified context of use". There is extensive literature about the usability of library web sites, especially about usability tests in individual libraries. A recent bibliography of usability tests of library is included.

1. **Evaluation with user participation**: Web surveys; Focus groups; Group tests; Thinking aloud; Observation; Transaction logs

2. **Evaluation without user participation**:
Heuristic evaluation;  Cognitive walkthrough. Normal users spend only about 35 seconds looking at the homepage, expert users about 25 seconds. During this time, they should be able to recognize how they can get to the information they are seeking. Users generally scan the page instead of reading consecutively. Website design must take this into consideration.

**B. The homepage**

A library's homepage should guide quickly to frequently requested information; serve as efficient sign-posting to the services; apply user-friendly terminology; and give an overview without confusing users.

**C. A method for evaluating homepage quality**

• Define the services most important for the library's clientele
•Define terminology adequate and comprehensible for describing services
• Test the homepage for speed of finding the services (by counting the number of clicks and rating the terminology used on the homepage)

**Possible main topics for the homepage of academic and public libraries:**  Address, Way to the library, Opening times, Online catalogue, Lending services, User card (how to get it), User account, Electronic collection, Link collection, Reference service, Fees, Services for children and juveniles, Branch libraries, Community services, News, events,  User card (how to get it), User account, ILL/document delivery, Reference services, Databases, E-journals, Subject access (e.g. medicine, history), User training, News, events,  Service/information, Clicks Points, Direct information on the homepage, e.g. address, opening times, search box for the catalogue

**D. How to get a better homepage**

User groups that should be considered on the homepage could be:  first-time visitors,  disabled persons,  external users, children, juveniles, seniors, first-year students,  graduates, faculty

**E. Statistics for website use**

• Web browser visits, IP visits, Only homepage visits, Caching

Dr. Roswitha Poll

**Electronic access to services is no different. The measures are the same, not just counting, but determining excellence from repeat business, sustainable growth, and a host of other methods to determine improvement toward greater quality.**

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## Quality Issues Table from Hernon, Peter, (May 1996) "Service Quality in Libraries and Treating Users as Customers and Non-Users as Lost or Never-Gained Customers", The Journal of Academic Librarianship v. 22, p. 171-2.—How Does Your *Library* Rate?

| | |
|---|---|
| 1. People who ask questions may have to wait more than 3 minutes for someone to serve them | 1  2  3  4 |
| 2. All material is re-shelved within 2 days. | 1  2  3  4 |
| 3. If someone calls the information desk, that person is likely to get through. | 1  2  3  4 |
| 4. Reference staff call users back who must hold on the phone for more than 3 minutes. | 1  2  3  4 |
| 5. Customers who complain are "wrong." | 1  2  3  4 |
| 6. **Library** staff take customers' problems seriously. | 1  2  3  4 |
| 7. Customers believe staff take their problems seriously. | 1  2  3  4 |
| 8. Customers complain about the same problems repeatedly. | 1  2  3  4 |
| 9. Staff argue with people who complain. | 1  2  3  4 |
| 10. New books are cataloged and processed within 30 days of receipt. | 1  2  3  4 |
| 11. Interlibrary loans are placed within 2 days of receipt. | 1  2  3  4 |
| 12. Staff know the name of the x volume added to the collection and the y customer served. | 1  2  3  4 |
| 13. Speedy service is a priority. | 1  2  3  4 |
| 14. Accuracy of information in the collection is a priority. | 1  2  3  4 |
| 15. Accuracy in answering questions is a priority. | 1  2  3  4 |

Scale: 1 = never, 2 = sometimes, 3 = frequently, 4 = always.

## New Information Order: Culture, Content and Economy

The 2008 National Federation of Science Abstracting and Indexing Services (NFAIS) Annual Conference and 50th Anniversary Gala, Philadelphia, PA, February 24-26, 2008

A New Information Order is emerging user-centric, technology-driven, and with a global economic infrastructure that is a work-in-process.

Virtual communities abound. Their techno-literate inhabitants seek information, communicate and collaborate in ways that are shaping new forms of content and defining a new information culture. The conference will take a look at how the rapid adoption of information technology is creating a user-centric, technology-driven society with its

own unique culture, value propositions, behavior and economy, and will highlight the opportunities for all information providers – publishers, librarians and educators - to adapt their products, services and business practices to this new society. http://www.nfais.org/events/event_details.cfm?id=44

Photos from Durban by Maurice (Mitch) Freedman, former President of ALA
Flickr site — http://www.flickr.com/photos/15374048@N06/sets/72157603305012191  Enjoy more photos from Flickr by searching terms — IFLA Durban

## Bologna Developments for LIS

From - http://www.apbad.pt/Librarian@2010/Librarian@2010.htm

The Bologna process aims at creating a European educational space characterized by transparency and promoting mobility of academic staff and students, as well as professionals within the LIS Sector in order to promote employability and facilitate integration. This process is of vital interest for the academic field as well as the field of practice. So far European education and research institutions on one side and the field of practice on the other have, to a large extent, discussed these issues separately. There is a need to bridge the gap between the academic field and the field of practice when discussing the future of European library and information science education, the profession and its services. The conference aims to bring educators, researchers and practitioners together in order to discuss the effects of profound social changes related to digitization, multiculturalism and the growth of the knowledge economy.

EBLIDA (European Bureau of Library, Information and Documentation Associations), EUCLID (the European Association for Library and Information Education

and Research) and the BAD (the Portuguese Association of Librarians, Archivists and Documentalists) held a conference in Lisbon from 19th to the 21st of September 2007. EBLIDA, EUCLID and the BAD share the belief Europe needs strong libraries and knowledgeable librarians who can help in creating strong European cultural and economic sectors. Today libraries and the information sector face a series of complex challenges due to profoundl changes in the library environment. "Towards a common curriculum"

Does the LIS educational sector need a common curriculum or guidelines for LIS academic institutions? A panel of practitioners and researchers, including the three key note speakers, analysed and discussed the "European curriculum reflections on library and information science education" published in 2005 by The Royal School of Library and Information Science, Copenhagen to see if these curriculum suggestions meet the needs of the institutions in the future. The general perspective

• European LIS is a patchwork

• Transparency is a goal but not necessarily standardization

• LIS is a field of practice and academic study focusing upon the

communication and communication channels between authors of documents and their users

• LIS "is not limited to librarians, but includes archivists, documentalists, record managers, web editors and, with some hesitation, publishers and museologists"

• The pillars in any curriculum should consist of (1) Knowledge organization, IS and IR,(2) The content of that which is to be mediated(3) Instutional, managerial and issues and issues related to the social roles of librarians.

Paul Sturges, Chair of IFLA FAIFE participated in the program under the topic — Mobility and flexibility. The generalisations suggested for librarianship do not apply to Information Science There is a global Information Society. Information and skills are shared across the world Information technology changes the world Employment flexibility and mobility are normal in the Information Society. A curriculum with high levels of commonality is an appropriate response. Some counclusions include: Ideally, librarians should be able to take up non-library information posts and information scientists should be able to take suitable library posts; Curriculum design should not put flexibility and mobility before actual local demand.

**A panel of practitioners and researchers, including the three key note speakers, analysed and discussed the "European curriculum reflections on library and information science education"**

**Pauline Nicholas, Electronic Reference Librarian, University of West Indies—Essay Contest Winner**

I am motivated by the fact attending lectures, seminars, conferences and workshops are consistent with my vision and principles as a young, information professional. Secondly, my proposal to present a paper at the Conference was accepted by the Measurement and Evaluation Section. The opportunity to present this paper will be a hallmark in my career in that it is my premier presentation at a Library and Information Conference. Thirdly, as an IFLA/OCLC Early Career Development Fellow for 2007, this experience will certainly complement the wealth of knowledge I from the programme. As a child, I always sought for opportunities to share information. The past few years have been enriching beyond all expectations. After receiving my undergraduate degree in 1999 and a post graduate degree in 2004 in librarianship, I became an active Special Librarian, fostering and promoting continuing education for the benefit of special librarians in Jamaica. My participation in the work of the Library and Information Association of Jamaica (LIAJA) and more specifically Special Libraries allows me to serve as a member of the Executive Committee since 2004 and the Chairperson of the Special Libraries Section in 2006.

Pauline Nicholas

Pauline Nicholas, Electronic Reference Librarian, University of the West Indies, Kingston, Jamaica  - Essay contest winner and IFLA/OCLC Fellow

**10th International Conference on Asian Digital Libraries (ICADL)**

ICADL met 10-13 December 2007, Hanoi, Vietnam. Conference web site: ICADL2007.vista.gov.vn

ICADL 2007 has partnered with the Conference of European National Librarians (CENL) and The European Library (TEL) to organize a special track on European digital libraries initiatives. Olaf D. Janssen, spoke on the European Library showing efforts paving the way toward the creation of a European Digital Library; currently a collaborative platform for European museums, archives and libraries, and future web service for end-users to discover Europe's heritage on an unprecedented scale. The first construction phase (2007-2008) and ingredients needed to operate the European Digital Library from 2009 onwards are currently in development.

**European Digital Library; currently a collaborative platform for European museums, archives and libraries, and future web service for end-users to discover Europe's heritage**

**Present/Future Trends with IT and Research in African Universities**
**ARL Pre-Satellite Program with generous support from ExLibris**

The Pre-satellite program focused on African issues in library development and included the following presentations:
-The critical need for academic Libraries in Africa to address the changing needs of researchers and other users – the Librarian's point of view by Faith Akiteng and Maria Musoke, Makerere Univ.
-Digital library diffusion in African research libraries by Dale Peters,
-Challenges of automating libraries in African Universities: lessons from Aga Khan University Library, Nairobi by Augustine Gitonga
- Digital Library Initiative in Environment Conservation Organisation  by Rusnita Saleh
- Implementing affordable digital library search services with open source software and open content by David Dorman.
- Taking the Bull by the Horns: The case for inculcating appropriate theory and competencies into the information professionals to face challenges of the new information era by I.M. Kigongo-Bukenya.
- Training requirements for librarians for the digital age in African university libraries by Elisha Chiware
- Second Life for Library Staff: Retooling high-touch services for high-tech users in academic libraries. by Beatrice Pulliam
- Information seeking behaviour and impact of the new ICTs on university students in Cameroon and Nigeria – West Africa by Innocent Awasom Afuh
- Online transaction logs, verbalization and the historically disadvantaged student's information searching behaviour by Gavin Davis

# Y e a r   A h e a d — C h e c k i n g   y o u r   C a l e n d a r s   f o r   E v e n t s

**2008 January 10** *Galway, Ireland* **Research Publication and Dissemination - the Future?** National University of Ireland.  http://www.conference.ie/Conferences/index.asp?Conference=45

**2008 January 11-16** *Philadelphia, PA* **American Library Association Midwinter Meeting.**http://www.ala.org/ala/eventsandconferencesb/midwinter/2008/home.htm

**2008 January 23-24** *Ottawa, ON, Canada* **The Value of Special Libraries: 2008 CASLIS Ottawa Seminar.** Canadian Association of Special Libraries and Information Services http://www.caslisottawa.on.ca/2008seminar/index.html

**2008 January 30-31** *Osaka* **DRFIC2008***:* **Open Access and Institutional Repository in Asia-Pacific: DRF International Conference 2008.** Digital Repository Federation (DRF), JAPAN https://www.tulips.tsukuba.ac.jp/DRFIC2008/

**2008 February 4** *Melbourne* **Library IT: Leadership Perspectives And Strategies: VALA 2008 workshop.** CAVAL http://training.caval.edu.au/pdt/show_course.php?CID=281

**2008 February 5-7** *Melbourne* **VALA2008: 14th Biennial Conference and Exhibition: Libraries / Changing Spaces, Virual Places.** VALA - Libraries, Technology and the Future Inc. http://www.vala.org.au/conf2008.htm

**2008 February 14** *Brisbane* **Open Access Collections: A one day workshop on the challenges and opportunities of open access publishing for Australian universities**. Australian Partnership for Sustainable Repositories in association with QULOC and the University of Queensland Library. http://www.apsr.edu.au/open_access_collections/

**2008 19-22 February** *Canberra* **Communities and Memories – a global perspective: The third UNESCO International Memory of the World Conference.** National Library of Australia. http://www.amw.org.au/mow2008/mow2008.htm

**2008 February 24-26** *Philadelphia, PA* **NFAIS Annual Conference and 50th Anniversary Gala: The New Information Order: Its Culture, Content and Economy.** National Federation of Science Abstracting and Indexing Services (NFSAIS) http://www.nfais.org/events/event_details.cfm?id=44

**2008 February 25-26** *London* **The Explosion of E-Resources.** Association of Subscription Agents http://www.subscription-agents.org/conference/200802/index.html

**2008 February 26  -** WSIS - First preparatory meeting of the 3rd Internet Governance Forum.—  Send comments and views  -  http://www.intgovforum.org

**2008 March 3** *Baltimore, MD* **OAI-ORE Specification Roll-Out.** Open Archives Initiative (OAI) https://www.regonline.com/builder/site/Default.aspx?eventid=165768

**2008 March 10–14** *New Orleans, Louisiana Service Quality Evaluation Academy.* Association of Research Libraries Accepting Nominations for 2008--Deadline January 14, 2008 http://www.arl.org/stats/statsevents/sqacademy/

**2008 March 17-18** *Sydney* **Australian Higher Education Congress.** http://www.acevents.com.au/education2008/

**2008 March 18-21** *Atlanta, GA* **ER&L 2008: Electronic Resources & Libraries.** http://www.electroniclibrarian.org/ocs/index.php/erl/2008

**2008 April 1-3** *Singapore* **IFLA International Newspaper Conference 2008: Old Issues, New Issues : Impact of Digital Technology upon Contemporary and Historic Newspapers.** Jointly organised by IFLA and the National Library of Singapore http://blogs.nlb.gov.sg/newspaper_conf08/

**2008 April 1-4** *Southampton* **Open Repositories 2008: the 3rd International Conference on Open Repositories.** Hosted by the School of Electronics and Computer Science at the University of Southampton. http://or08.ecs.soton.ac.uk/

**2008 April 3-4** *Sydney* **The 6th Annual Higher Education Summit.** The nation's premier gathering for the Higher Education Sector. Informa Australia http://www.informa.com.au/highereducation

**2008 April 7-8** *Minneapolis, MN* **Coalition for Networked Information Spring 2008 Task Force Meeting.**http://www.cni.org/tfms/tf.meetings.html

**2008 April 7-9** *Torquay, UK* **UKSG 2008 Annual Conference.** UK Serials Group (UKSG) http://www.uksg.org/events/annualconference

**2008 April 7-9** *Arlington, VA, USA* **23rd Annual Computers in Libraries conference and exhibition.** Information Today, Inc http://www.infotoday.com/cil2008/

**2008 April 7-11** *London, UK* **Digital Futures: from digitization to delivery.** King's College London is pleased to announce the Digital Futures 5-day training event for 2008. The Digital Futures is run by King's Digital Consultancy Services and the Centre for Computing in the Humanities, King's College London working in co-operation with PALINET, USA. http://www.digitalconsultancy.net/digifutures/

**2008 April 21-24** *Auckland, New Zealand* **Digital Discoveries: Strategies and Solutions: 29th annual IATUL Conference.** International Association of Technological University Libraries (IATUL) http://www.aut.ac.nz/iatul2008/

**2008 April 9-12** *Montréal, Québec, Canada* **Museums and the Web 2008.** http://www.archimuse.com/mw2008/

**2008 April 21- 22** *Amsterdam* **The Book in the Internet Era: Copyright and the Future for Authors, Publishers and Libraries.: International Copyright Symposium.** http://www.amsterdamworldbookcapital.com/index.cfm?page=Copyright symposium

**2008 May 14 - 29** WSIS meeting for action lines will be held in Geneva between 14 and 29th May. http://www.itu.int/wsis/implementation/cluster.asp?year=2008&month=0&type='alf'&subtype=0  - 14 may C8;  C2, C4 and C6 19-21 may;  C7 e-science 21 may;  C5 22 and 23 may;  C1, C7 e-government and C11 22 may;  25-29 may CSTD

## cont'd — Year Ahead—Checking your Calendars for Events

**2008 May 26 –30** Eleventh session of the UN Commission of Science and Technology for Development (Room XVIII, Palais des Nations, Geneva)  Documents and other information:  http://www.unctad.org/cstd

**2008 June 2-7** *Dubrovnik and Mljet, Croatia* **Libraries in the Digital Age** (**LIDA**): The annual international conference. http://www.ffos.hr/lida/

**2008 June 5-8** *Phoenix, Arizona* **NASIG 23rd Annual Conference "Taking the Sting Out of Serials"** North American Serials Interest Group, Inc. (NASIG) http://www.nasig.org/news/2007/01/nasig-2008-phoenix-arizona-june-3-9.html

**2008 June 16-19** *Yeppoon, Queensland* **5th International Lifelong Learning Conference: Lifelong Learning: Reflecting on Successes and Framing Futures.** Hosted by Central Queensland University http://lifelonglearning.cqu.edu.au/2008/
Symposium on Personal Learning Environments 2008. http://cddu.cqu.edu.au/index.php/Symposium_on_Personal_Learning_Environments_2008

**2008 June 25-27** *Toronto, Canada* **ELPUB2008: Open Scholarship: Authority, Community and Sustainability in the Age of Web 2.0.** The International Conference on Electronic Publishing hosted by Knowledge Media Design Institute at the University of Toronto. http://www.elpub.net/

**2008 June 24-27** *Berne, Switzerland* **Archiving 2008.** The Society for Imaging Science and Technology http://www.imaging.org/conferences/archiving2008/

**2008 June 26–July 2** *Anaheim***American Library Association Annual Conference** http://www.ala.org/ala/confservices/upcoming/upcomingconferences.htm

**2008 July 13-17** *London* **PCF5: Access to Learning for Development: The Fifth Pan-Commonwealth Forum on Open Learning.** Sponsored by: University of London External System, Open University & UNESCO http://www.pcf5.london.ac.uk/

**2008 July 21-31** *Kuala Lumpur* **International Congress on Archives (ICA).** International Council on Archives  http://www.ica.org/static.php?ptextid=congres&plangue=eng

**2008 August 3-5** *Perth* **ICHORA4: The 4th International Conference on the History of Records and Archives.** The theme of this conference will surround Indigenous and community recordkeeping, Indigenous and community responses to Colonial archives, and Indigenous and community archives. Contact: Dr Joanna Sassoon

**2008 August 4–6** *Seattle, Washington* **Library Assessment Conference: Building Effective, Sustainable, Practical Assessment.** Association of Research Libraries.  http://www.libraryassessment.org/

**2008 August 7-9** *Perth* **Australian Society of Archivists conference (ASA)** Contact: Dr Karen Anderson

**2008 August 10-14** *Québec, Canada*  **World Library and Information Congress: 74rd IFLA General Conference and Council** http://www.ifla.org/IV/ifla74/index.htm

**2008 September 2-5** *Alice Springs, Northern Territory* **Dreaming 08: ALIA Biennial Conference.** Australian Library and Information Association. http://www.alia2008.com/

**2008 September 9-11** *Leeds, England* **ALT-C 2008.** ALT - the Association for Learning Technology http://www.alt.ac.uk/

**2008 September 24-25** *Brisbane* **Open Access and Research Conference 2008**. Hosted by Open Access to Knowledge (OAK) Law http://www.oar2008.qut.edu.au/  Post-Conference Workshops on Friday 26 September.

**2008 October 1 - December 19** *Brussels, Belgium* **International Training Programs on INFORMATION: STIMULATE = Scientific and Technological Information Management in Universities and Libraries: an Active Training Environment (Edition 8).** University Library - Vrije Universiteit Brussel, in co-operation with KUL and UA, co-ordinated by VLIR-UOS http://www.vub.ac.be/BIBLIO/itp/stimulate8/stimulate8-announcement.htm

**2008 October 14-16** *Beijing, China* **International Conference on the Development of Subject Librarianship and Personal Librarianship.** Organized by the Library Society of China Academic Library Division, BALIS University Net Library of Beijing, and Capital Normal University Library in cooperation with DRCnet (Development Research Center of the State Council of P. R. China). Contact: michael.b.huang@stonybrook.edu

**2008 October 28–31** *Orlando, Florida* **EDUCAUSE 2008** http://www.educause.edu/conference/annual/

**2008 November 17-18** *Baltimore, Maryland, USA* **The 2008 SPARC Institutional Repositories Meeting.** SPARC ®, the Scholarly Publishing and Academic Resources Coalition http://www.arl.org/sparc/meetings/ir08.html

**2008 December 8-9** *Washington, DC* **Coalition for Networked Information Fall 2008 Task Force Meeting.**http://www.cni.org/tfms/tf.meetings.html

**2008 December 8—11** Third meeting of the Internet Governance Forum  http://www.intgovforum.org

# DRIVER Project Progress

As reported in the previous ARL newsletter, http://www.ifla.org/VII/s2/pub/s2-newsletter-July07.pdf, in January 2008, DRIVER II successfully carried out its first Summit in Goettingen, Germany. Approximately 100 invited representatives from the European Community, including representatives of the European Commission, over 20 spokespersons of European repository initiatives as well as experts in different repository related fields from Europe, the U.S., Canada and South Africa came together to discuss their experiences and concrete actions with respect to the further building of country repository infrastructures.

The first DRIVER Summit was a successful milestone on the way to building a professional, active repository community. Over the course of 2008, DRIVER II will invite various stakeholders to support DRIVER in an advisory capacity and to prepare the building of a Confederation, by exploring models of and potential liaisons with, existing organizations and initiatives (like SPARC, LIBER, the European Digital Library, Alliance for Permanent Access, etc.).

On behalf of the DRIVER II Consortium, Dr Norbert Lossau, Scientific Coordinator, has prepared a report, see   http://www.driver-support.eu/multi/news.php

The EC-funded DRIVER II project is leading the way as the largest initiative of its kind in helping to enhance repository development worldwide. Its main objective is to build a virtual, European scale network of existing institutional repositories using technology that will manage the physically distributed repositories as one large scale virtual content source. For further information please go to the DRIVER web site: www.driver-community.eu

## US Government Documents Digitization

The United States Government Printing Office (GPO) plans to digitize the entire collection of legacy materials that have been d i s s e m i n a t e d through the Federal Depository Library Program. The estimated size of the collection is approximately 2.2 million documents, which amounts to about 90 million pages. GPO is requesting information from industry specifics to the digitization of publications that are within scope of GPO's dissemination programs that only exist in tangible format.  Information received by GPO on this effort will be used to assess the viability of GPO's digiti-

zation plans, and may be used to revise GPO's Federal Digital System (FDsys) documentation and plans in order to deliver key content functionality. ... One of the strategic goals of the Vision is to digitize a complete legacy collection of tangible U.S. Government publications to ensure a no fee public access to these materials remain available, in the public domain, for permanent public access. The legacy collection of tangible Federal publications consists of approximately 2.2 million titles held in depository library collections located throughout the United States and the territories.  Best estimates place the total page count at over 90 million pages.

## (con't from pg. 6) Twenty Actions for the Strategic Plan

Stephen Marvin is interested in the World Digital Library
  Action for Development through Libraries Programme (ALP)
  Freedom of Access to Information and Freedom of Expression (FAIFE)World Summit on the Information Society (WSIS)

10 Essay competition experiences report in the Section newsletter

11 Essay competition to choose two librarians from Latin America and two librarians from Africa to attend (conference fee paid) the Quebec City conference

12 Facilitate the twinning/partnering of libraries in developed countries with one in a developing country to foster exchange of information, sharing of best practice, and provision of staff development - Project Proposal submitted to IFLA HQ in October 2007 to develop guidelines for these twinning arrangements

13 Use Web 2.0 technologies to engage more discussion amongst members throughout the year – work has commenced in 2007

14 Investigate the potential 'virtual mentoring' of 'Young Professionals' who participate in that IFLA Discussion Group  -

preliminary discussions held with Chair of the Discussion Group (Oct. 2007) to confirm interest in proposal; Guidelines for partnerships should also inform individual mentoring; keep this in mind if Project is funded so as to maximize value for the Project funds

15 Investigate an online discussion on a topic of interest to encourage young professionals, e.g. 'Should we be called 'Librarian' or 'Information Professional'?

16 Invite participants in the New Professionals Group to observe Standing Committee meetings and to raise issues of relevance to the group

17 Identify which countries are under-represented in membership

18 Identify membership of national associations of academic and research libraries that can be cross-checked against existing membership and target non-members – 2008

19 Receive promotional information for distribution to potential members – on going

20  Post items of interest to potential members on other discussion lists and relevant distribution channels – ongoing