



LTR Newsletter

DECEMBER 2003

IFLA Standing Committee on Library Theory and Research
(International Federation of Library Associations and Institutions)



69th IFLA General Conference and Council

**Access Point Library:
Media - Information - Culture**
Berlin, Germany 1-9 August 2003

The 69th annual IFLA meeting was held during one of the worst heat waves to hit Europe, but that did not stop the 4582 participants, representing 131 countries convening at the International Congress Centre Berlin (ICC), shown below.



Attendees representing the highest numbers from six countries included 972 from Germany (usually the top number represents the host country), 495 from USA,

227 from UK, Netherlands 170, China 151 and France 148. There were 1123 first timers attending this year and 80 attended as grantees.

The Library Theory and Research Standing Committee had an outstanding program again this year. The July 2003 issue of the LTR Newsletter gave the itinerary and identified speakers for the Berlin conference, as well as the schedule for the two annual meetings of the Standing Committee held in Berlin. [Minutes from those meetings are included in this issue of the newsletter.]

The LTR participated in three major sessions this year. The first was the open session on Tuesday, 15 August, 13.45 – 15.45 entitled ***“Is your library project evidenced based?”*** Papers included:

1. [A metadata lifecycle model for digital libraries: methodology and application for an evidence-based approach to library research](#)
YA-NING CHEN, SHU-JIUN CHEN and SIMON C. LIN (Computing Center of Academia Sinica, Taiwan, China)
2. [Why is quality control so hard? Reference studies and reference quality in public libraries: the case of Norway](#)
TORD HØIVIK (Oslo University College, Department of Journalism, Library and Information Studies, Oslo, Norway)
3. [Past decade - transforming measures and values in Estonian library practice](#)
AIRA LEPIK (Department of Information Studies, Tallinn Pedagogical University, Tallinn, Estonia) and TOOMAS LIIVAMÄGI

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- (Tartu University Library, Tartu, Estonia)
4. [What is « culture » according to librarians ? Is it evidence-based?](#)
CLAUDE POISSENOT
(Researcher, France)
 5. [Innovation - the creative tension of risk and evidence](#)
ALAN SMITH (Victoria University of Wellington, Wellington, New Zealand)



Speakers at the Open Session

The second session held on Wednesday, 6 August, 08.30-12.45 was a workshop held jointly by [Management of Library Associations & Library Theory and Research](#) on **Libraries and politics - how to bring libraries and national associations into the political sphere?** with a large audience in attendance (see below).



1. Public Library Politics - an international perspective:
Welcoming introduction by the chairs of the organising Sections
KERRY SMITH, Library Theory and

- Research Section
CHRISTINA STENBERG,
Management of Library Association Section
2. [Politicians and librarians behind the same wheel](#)
CHRISTOF EICHERT (Deutschen Bibliotheksverbandes e. V., Ludwigsburg, Germany)
 3. Political perceptions - a view from Sri Lanka
PREMILA GAMAGE (Institute of Policy Studies, Colombo, Sri Lanka) and UPALI AMARASIRI (National Library of Sri Lanka, Colombo, Sri Lanka)
 4. [Political perceptions - a view from Croatia](#)
ALEKSANDRA HORVAT (Dept. of Information Sciences, Faculty of Philosophy, Zagreb, Croatia)
 5. [Public library politics: the Ugandan perspective](#)
ROBERT IKOJA ODONGO (East African School of Library and Information Science, Makerere University, Kampala, Uganda) (pictured below)



6. [Politicians and librarians behind the same wheel](#)
[Les bibliothécaires et les politiciens : en route vers un but commun](#)
FINN VESTER (Danish Library Association, Copenhagen, Denmark)
7. Round Table, including comments from
ELLEN TISE (South Africa) and
BOB USHERWOOD (UK)

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The third program was an offsite workshop, Thursday, 7 August, 09.00-16.00 co-sponsored by [Library Theory and Research & Free Access to Information and Freedom of Expression \(FAIFE\)](#) convened at Haus Berliner Stadtbibliothek on ***The Librarian: the Key to Open and Closed Collections. Issues on Ethics of Librarianship***

- Welcome
Alex Byrne and Kerry Smith
- ***The ethics of librarianship in selected countries and regions***



Chair Wallace Koehler

1. [The Nordic Countries](#)
ROBERT WALLACE VAAGAN
(Oslo University College, Oslo, Norway)
 2. [Codes of ethics in Latin America](#)
[Los códigos de ética en América Latina](#)
ROSA MARÍA DE FERNÁNDEZ DE ZAMORA (National Library of Mexico, Mexico City, Mexico)
 3. [Uganda and Sub Saharan Africa](#)
DICK KAWOOYA (School of Information Science, University of Tennessee, Knoxville, USA)
 4. [Croatia and the Balkans](#)
ALEKSANDRA HORVAT (Dep. Of Information Science, University of Zagreb, Zagreb, Croatia)
 5. [The UK and Western Europe](#)
PAUL STURGES (Loughborough University, Dep. Of Information Science, Loughborough, UK)
- ***The librarian holds the key to open and close collections***
Chair: Robert Vaagan

6. ["We are not going to prosecute you, we want your stories" - Filling apartheid gaps in the public memory of the Namibian struggle for independence](#)
ELLEN NDESHI NAMHILA
(Namibia Library and Information Service, Windhoek, Namibia)
7. [Jewish collections and previous Jewish ownership in German libraries: A comparison of Bremen and Munich university libraries](#)
[Les collections juives et la propriété antérieure des Juifs dans les bibliothèques allemandes: la comparaison des bibliothèques de l'Université de Brême et de Munich](#)
JÜRGEN BABENDREIER
(Universität Bremen, Bremen, Germany) AND SVEN KUTTNER
(Bibliothek des Historiums, University Library of Munich, Munich, Germany)
8. [The Beacon for Freedom of Expression of Bibliotheca Alexandrina](#)
["Beacon for Freedom of Expression" de la Bibliotheca Alexandrina](#)
METTE NEWTH and HEGE N. NOURI (Beacon of Freedom of Expression, Oslo, Norway)

Conclusion: Marianna Tax Choldin



Rebirth of Eastern Section of Berlin, Germany

Special conference-wide events, included Klaus Saur, Keynote Speaker at the Opening Session, a Newcomers Session, four Plenary Sessions with 1) Rainer Kuhlen, ***"Change of Paradigm in***

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Knowledge Management—Framework for the Collaborative Knowledge Production"; 2) Adama Samassekou, **"The World Summit—a First Step Towards a Society of Commonly Shared Expertise and Knowledge"**; 3) Jeanette Hofmann, **"Democracy and Globalisation"**; and 4) Klaus Ring, **Are Internet and Print Products Interchangeable Reading Media?**" There were 78 Poster Sessions offering the chance for interactive discussion with the authors, 159 exhibits available for attendees to review and discuss products and services, and a grand networking opportunity at evening events at the Palais am Funkturm for the Opening Party and at the Cultural Evening at the Berlin State Library (Staatsbibliothek Potsdamer Strasse). Many representatives also took advantage of the Embassy and Consulate Receptions one evening to socialize with fellow attendees from their countries.

My husband and I often use the IFLA conference to serve as a guide for visits to other parts of the world. This year was no exception as we began our six weeks in Europe with a first stop in Paris and then took the train to Berlin. Following the conference we continued from Berlin by train and visited Prague, via Dresden, Krakow, Budapest, Vienna, Munich, and back to Paris for ten days.

Highlights of this trek, besides the IFLA World Congress, included the incredible new Jewish museum in the east part of Berlin, Dresden, a lovely city with numerous buildings under reconstruction to return the city to its pre-World II glory, a day visit from Krakow to Auschwitz, Otello in Budapest, Mozart in Vienna, day trips from Paris to several places including Epernay and the Champagne Road to Royal Champagne for an exquisite lunch and incredible views of the vineyards, Barbizon, and Luxembourg where I visited my father's grave, who was killed at the Battle of the Bulge. This was my second visit to the American Cemetery in 30 years and a reminder of how fragile world relationships are and the price paid by some to ensure freedom for others.

Through the work of IFLA and the thousands of members that are involved in programs that touch millions of people throughout the world, we ensure access to information and freedom of speech so that an informed world can make the better choices and provide tolerance and understanding for all, as we move forward with new IFLA programs. Of assistance in that endeavor is the **IFLA/FAIFE World Report 2003, Intellectual Freedom in the Information Society, Libraries and the Internet**, launched during the Berlin conference. This publication can be ordered through the IFLA/FAIFE Office, <http://www.ifla.org/faife>. To access the final *IFLA Express*, covering the conference in Berlin click on the following site. Other issues of *IFLA Express* are also available online. <http://www.ifla.org/IV/ifla69/IE8.pdf>



Brandenburg Gate, Berlin Germany, August 2003,
Model for the 69th Conference Logo

Next year is Buenos Aires and **"For many foreigners, Buenos Aires "is" tango, a melancholic, sensual music that will captivate you and incite you to dance (even if you don't exactly know the right steps...)"**. See you on the dance floor?

(Reported by Wilda Newman, Information Coordinator, Library and Research Theory (LTR) IFLA.)



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IFLA LIBRARY THEORY & RESEARCH (LTR) SECTION

STRATEGIC PLAN 2003 – 2005

MISSION

The IFLA Section on Library Theory & Research exists to:

- Provide a research-based framework to IFLA's professional priorities through a program promoting theoretical and empirical library and information science research and analysis;
- Provide and encourage international networking opportunities for library professionals engaged in library and information science research.

Professional priorities: Supporting the role of libraries in society; Developing library professionals; Promoting standards, guidelines and best practices

GOALS

1 Encourage exchange between practice-based and theoretical research in LIS.

Actions

1.1 Encourage empirically based papers at IFLA and IFLA sponsored conferences:

1.1.1 Buenos Aires 2004 (Theme: *Libraries: tools for education and development*)

- How do you evaluate a research paper?
- Do you have the appropriate toolbox to undertake your research project?
- LTR workbook publication for delegates to take with them – in English and Spanish.
- LTR contribution to possible CBVII session.

1.1.2 Oslo 2005 (Theme: *Libraries: a voyage of discovery*).

- Research & Literacy project (Part 1)
 - How do people of the world define, understand and translate the word "Literacy"?
 - Is there a base standard of "literacy" and is it universal?
 - What can we learn from historical research and examples of projects undertaken?
- Testing the research toolbox.

1.2 Promoting appropriate research activities and investigations relevant to IFLA'S professional priorities:

1.2.1 Encouraging library schools to include LIS research units/courses/subjects in their programs;

- LTR to communicate with IFLA and library schools.

1.2.2 Information Coordinator to commence knowledge exchange amongst LTR Members;

1.2.3 Evaluating research projects for their relevance to IFLA's professional priorities and LTR's goals.

2 Assisting in the development of expertise and knowledge in useful research methods

Actions

2.1 Communicating research expertise and knowledge to the library community.

2.1.1 Buenos Aires 2004 program:

- How do you evaluate a research paper?
- Do you have the appropriate toolbox to undertake your research project?
- LTR workbook publication for delegates to take with them

2.1.2 Disseminating results of research projects and activities:

- *Political perceptions of the public library*
 - Project report – IFLA to publish once ready with deadline August 2004.
 - Other publication(s) from the project, i.e., conference paper, journal articles.
- Evaluate conference papers for possible inclusion in IFLA and other journals.

3 Facilitating transnational networks of common research interests

Actions

3.1 Encouraging participation in LTR Research projects:

3.1.1 *Political perspective of the public library*

3.1.2 *An investigation into the role of IFLA in promoting change and diffusing professional norm in libraries with a weight on norms, standards and policies related to lifelong literacy.*

3.2 Sharing LTR communications:

3.2.1 LTR Newsletter;

3.2.2 LTR Discussion List;

3.2.3 LTR Website on IFLANET;

3.2.4 Encourage attendance at LTR Standing Committee meetings;

3.3 Promoting membership to LTR:

3.3.1 Target professional groups (e.g. library schools)

- Encourage broad international representation on LTR Standing Committee
- Update the Section leaflet

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Draft Minutes of IFLA/Standing Committee on Library Theory and Research

Meeting on Saturday 2 August 2003, 11.30 – 14.20 hrs, Meeting room GS Vip 1, ICC Berlin

Present

Chair/Treasurer Kerry Smith
Secretary Marian Koren
Information Coordinator Wilda Newman
SC members
Bob Usherwood, Lars Höglund,
Beverly Lynch, Ilkka Mäkinen, Ragnar
Audunson, Wallace Koehler
New SC members
Mohamed Hassoon, Cynthia Hill, Dong
Youl Jeong
Section members
Filiberto Martinez, Berwaoui Radia
Observers
Almadeva Prietr, Vera Blair Koehler, Yolanda
Panayata

1. Welcome to all and to new members:

The Chair, Kerry Smith, opened the meeting at 11.30 a.m. and welcomed all in attendance

Apologies: none received

Adoption of the agenda: the agenda as previously circulated by Secretary Marian Koren was adopted.

2. Review and approval of the minutes of the Standing Committee Meetings in Glasgow 2002

The minutes were accepted.

Matters arising from these minutes:

The Chair noted with thanks to all involved that the following actions have been undertaken: update of strategic plan, two issues of the newsletter, annual report, translation of the LTR brochure into five languages.

3. Berlin conference

a) PC and CB VII Business arising from meetings Friday, 1 August 2003:

(i) *President Elect's program: the theme is Lifelong Literacy*: A special session will be held on Wednesday: the president-elect has invited sections and divisions to reflect on how to relate their specialism to the presidential theme, and include actions in their strategic plans.

(ii) Green Light comments: Some 23 responses have been received, an update is on IFLANET.

<http://www.ifla.org> The new GB will follow this up. Some comments and recommendations, also from the LTR

Section and Division VII have already been taken into account.

(iii) Review of IFLA Sections 2007: the review was announced in a letter to all sections dated 9 May 2003. It forms part of monitoring the federation's structures, content of programmes and outcome. FAIFE has volunteered to be the first core activity to be reviewed and this will be by self-assessment and external check. Sections can provide suggestions for review criteria.

b) The conference program: The Section has had excellent support from Sophie Felföldi (HQ) who has placed all Section-information and papers for meetings on IFLANET. LTR is involved in the following programs: LTR Open Session: *Is your library project evidence based?* Tuesday, 5 August 2003, 13.45-15.45 hrs. Some 25 proposals for papers were received. The Chair and Secretary refereed the submissions and made their selection based on the relevance of the paper to the topic, variety in presentations, the research basis of the presentation and geographical spread of speakers. Five papers will be presented in the two-hour session with all papers on IFLANET. R. Audunson is willing to chair the meeting.

(i) LTR Workshop with Management of Library Associations: *Libraries & politics – how to bring libraries & national associations into the political sphere?* Wednesday, 6 August 2003, 08.30–12.45 hrs; the interim results of the LTR-project on *Political perceptions of the public library* will be presented. B. Usherwood distributed a draft interim project report. Three researchers will give short presentations (Croatia, Sri Lanka and Uganda).

(ii) LTR offsite workshop with FAIFE: *The librarian: the key to open and closed collections. Issues on ethics of librarianship.* Thursday, 7 August 2003, 08.30-7.30 hrs. W. Koehler will be one of the chairs. Research on ethics is included.

(iii) Section time slot at the IFLA booth, Monday-Wednesday, 4-6 August: K. Smith and W. Newman will be present and take leaflets in different languages.

(iv) Participation in President elect's session Wednesday, 4 August, 10.45-12.45 Life long literacy @ your library: R. Audunson, M. Koren and possibly K. Smith will attend from LTR-section.

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4. Election of Section's Officers for 2003-2005

K Smith stepped down from the Chair and B. Usherwood agreed to chair this part of the meeting.

- a) Chair: K. Smith is willing to stand for a second term. Accepted, unopposed.
- b) Secretary: M. Koren is willing to stand for a second term. Accepted, unopposed.

Other regulations:

- c) Treasurer: K. Smith will continue this task as chair/treasurer.
- d) Information Officer: W. Newman is willing to continue this work; accepted with gratitude by the SC-members.
- e) Committee members. The retiring LTR-SC-members: Silvia Nestorescu - Romania, Daniel Rios - Argentina, Pascal Sanz - France were thanked for their support and contribution to the section. The new SC-members: Dong Youl Jeong - Korea, Mohamed Hassoun - France and Cynthia Hill - USA were welcomed and invited to participate with ideas, proposals and good contacts, including translations.

5. Strategic plan 2003-2005

A number of issues need to be taken into account:

- (i) President Elect's program: including "Lifelong literacy"
 - (ii) Review of IFLA Sections 2007
 - (iii) New guidelines for program planning, including cooperation with other sections
 - (iv) Social Responsibilities Discussion Group recommendation for LTR: research the education and training needs of Southern countries in conjunction with relevant agencies in order to facilitate the development of appropriate information curricula.
 - (v) Upcoming framework for strategic focus, based on IFLA's core values, professional priorities, brainstorming sessions, Green Light comments.
- K. Smith proposed a working party to brainstorm on various matters and report on this at the second SC-meeting. R. Audunson, I. Makinen, W. Koehler, C Hill, Dong Yeong Jeong and K. Smith to join this working party at a time which suits all and during the conference. Report to be presented at next SC meeting 8 August 2003.

6. Communication

- (i) Newsletter: Two issues were published, in December and July. PC adopted the regulation that the Newsletter can be sent electronically to the section members, but requires 8 paper copies to be sent to HQ, and a paper copy to those members who request this. New reports and announcements are welcome for the forthcoming newsletter.
- (ii) Leaflet: with the help of John Harvey, the leaflet has been translated into the five IFLA-languages. A new version will be made when the new strategic plan 2003-2005 is accepted.
- (iii) Discussion-list: about 50 members have subscribed to the discussion list of the section.
- (iv) Website: All main documents of the section are on the IFLANET; some older annual reports are missing and K Smith is endeavouring to rectify this.

7. Financial Report

K Smith as treasurer tabled a preliminary report on the Section's finances. Some money was saved by sending only one newsletter in paper copy from Australia. The SC resolved to reimburse 240.35 AUD to K. Smith for the preparation and mail out of this December 2002 issue of the Newsletter.

Some of the money remaining will be used for the forthcoming issue of the newsletter which will be prepared and sent from the USA and for editing the Section's publications.

The finances for the LTR-research project on *Political Perceptions* will end in December 2003. B. Usherwood will make the final report and awaits some contributions from various countries.

8. Projects

- (i) *The political perceptions of the public library*: B. Usherwood had earlier tabled an interim report on the project. He reported that a lot of good and useful research has been received. He expressed the wish to make an extra effort to include some other countries and if this was done, then the final report would be finalised at the end of this year. The manuscript will then be edited (including lectures from the LTR/MLA workshop) and presented as an IFLA publication - a green book. K Smith agreed to assist B Usherwood with this work.
- (ii) New proposals: R. Audunson suggested a project to investigate the

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impact of IFLA by setting standards etc. on professional development, with a special focus on literacy. He will bring an elaborated proposal to the second SC meeting.

9. Other business

B. Lynch reported that she would be the Section's representative and attend a meeting of the IFLA Discussion Group on Quality Issues during the conference.

K. Smith tabled a copy of her annual report. This had been prepared in line with the Section's strategic objectives.

10. Close of Meeting at 14.20 hrs.



Standing Committee Meeting Participants

Draft minutes: IFLA/Standing Committee on Library Theory and Research
Meeting Friday 8 August 2003 08.00 – 10.00 hrs
Technical University, Franklinstrasse 28-29, 10587 Berlin

Opening.

The Chair, Kerry Smith welcomed all to the second SC-meeting. Present were: K Smith, M Koren, W Newman, B Usherwood, I. Makkinen, C Hill and one observer from Jamaica.

Apologies were received from: B Lynch, R. Audunson, W. Koehler.

Resolution, proposal SC members valued the initiative of the German organisers to introduce groups of LIS students to the IFLA congress during one afternoon, by giving them a flavour of the international work. The groups of students could sign up for this introduction for free. They were addressed by president-elect Kay Raseroka.

SC-members also welcomed the initiative to create a Young Librarians Forum, which would start as a Discussion Group.

The SC expressed its concern about the relative high fee for individual membership, and the relatively high fee for students to be members of IFLA. 50 euro is still too high for many parts of the world, and also higher than most national association fees for students. SC members decided to put forward a suggestion to draw PC and GB's attention to the individual membership fees, and to revise them in the light of attracting new and young members to the international professional association. This will be put forward at the CB meeting on behalf of LTR.

3. Evaluation of the conference

Most programmes in which LTR participated were well organised and attended.

The Session on *Evidence based library projects* had a full house. Two excellent papers from Norway and New Zealand provoked much discussion.

The joint session LTR/MLA had a good response and lively debate. More submissions to the LTR research project on political perceptions are expected.

The joint session LTR/FAIFE had some 40-50 attendees though some people did not stay for the full day. This was an off site workshop. The papers were thoughtful and very good.

Overall, the strategy to connect to other IFLA units and spread the LTR/research aspects has proven to be fruitful. The section had also shared sponsorship with the Statistics section for a satellite pre-conference meeting – *Northumbria Lite* – that was held at Durham City in the UK. None of the SC members had managed to attend; however reports of the meeting were good. Since some aspects of the organisation of this meeting proved troublesome, SC decided it would not willingly participate in this sort of meeting in the near future.

The LTR participation in the brainstorming of the President Elect's programme was divided in two tables for Division VII (An overview of possible input in 'Lifelong literacy' is available. It may lead to a Divisional programme slot in Buenos Aires. Papers from the conference can be suggested for publication in the *IFLA Journal* and suggestions and paper(s) should be sent to Stephen Parker.

4. Strategic plan 2003-2005

The working party had come up with a draft, which was distributed. The final plan will follow the IFLA format. K. Smith will include the comments made.

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It was agreed not to undertake too many actions, but rather to consolidate established contacts and work, especially on the current project and its publication.

Other items to be included: (1) final report on the Political Perceptions Research: to prepare for IFLA-publication: presenting August 2004. (2) new project: proposal distributed by R.

Audunson. This would be a 3-year large project (1500 euro per year) to evaluate IFLA-standard setting, especially in literacy. This will be proposed to CB and PC for approval.

5. Buenos Aires World Library Congress 2005

Theme: *Libraries: Tools for Education and Development*. 21-28 August 2004

-New guidelines for program planning mean a 2-hour time slot for LTR.

-Satellite sessions – no application made

Programs: LTR: Possibly in cooperation with the Divisional program on Literacy.

-Plus a 2-hour LTR session

. On the evaluation of research papers – R Audunson.

. On the use of appropriate *toolbox* for research project - W Koehler.

-K Smith to work these proposals up with those who had volunteered.

6. Future Conferences

a) Oslo 2005: Theme: Libraries, a journey of discovery

LTR Program: *The research journey*

Issues: Interim report on the hopefully approved research project (Research of Literacy)

Testing the toolbox for literacy research programme/projects? (Follow up of Buenos Aires) Addressing information centres and research institutes

b) Seoul 2006; no suggestions yet

c) Durban 2007; no suggestions yet.

7. Other Business

The recommendations from the Social responsibilities Discussion Group had been referred to CBVII since a number of sections were mentioned in the recommendations from this group.

I. Mäkinen drew attention to a new book: *Introduction to information studies* in Swedish, which he has co-edited. W. Koehler had also co-authored a book entitled: *Fundamentals of information studies*. SC members were encouraged to bring new research materials to the attention of other section members through the discussion list or the newsletter. One idea was to create an overview of research 'champions' and map the specialties and knowledge of various LIS schools and research institutes. W Newman will follow this up.

9. Close of Meeting by the Chair 9.45 hrs.



Chair and Treasurer

Ms. Kerry Smith (Right)

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Future Conferences

[World Library and Information Congress: 71st IFLA General Conference and Council](#)

Oslo, Norway, August 14-18, 2005

[World Library and Information Congress: 72nd IFLA General Conference and Council](#)

Seoul, Republic of Korea, 2006

[World Library and Information Congress: 73rd IFLA General Conference and Council](#)

Durban, South Africa, 2007

[World Library and Information Congress: 74th IFLA General Conference and Council](#)

Québec, Canada, 2008

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"Libraries: Tools for Education and Development"

**August 22th - 27th
2004, Buenos
Aires, Argentina**

***Welcome to IFLA 2004 in
Buenos Aires! For the
first time in South
America!***

● Theme

"Libraries: Tools for Education and Development"

Information and knowledge are fundamental for Education and Development as well as essential requirements to improve the quality of life for people living in regions where the population has not reached a high level of economic and social development.

In Latin America this demand for information requires that libraries accompany the educational process of all individuals by cooperating as mainstays of the education system and paving the way for knowledge, culture and social development.

● Time and Place/Conference Venue

The World Library and Information Congress 2004 will be held at the [Hilton Hotel and Convention Centre in Buenos Aires](#) between August 22 and 27, 2004. The Hilton Hotel is located in the heart of Puerto Madero, a stylish, refurbished area which is just a few minutes away from the financial district and offering easy access to both the Domestic and International Airports. The Hilton Hotel is surrounded by restaurants, some specializing in Argentine beef, cafés and shows. The contemporary design includes a 7-floor atrium crowned by a 700 m² glass roof, above which are 2 floors housing executive accommodation. The hotel offers state-of-the-art technological equipment.

Some of the conference sessions will be held at the [Sheraton Retiro Hotel](#), which is located nearby. Shuttle buses will be provided. The Hilton Hotel and the Sheraton Hotel are closest to reference points, Puerto Madero, Plaza de Mayo and Retiro.

Satellite Meetings

Satellite meetings will be held prior to the Conference. Two meetings have been approved for this Conference:

Valparaiso, Chile: Organised by the Library and Research Service for Parliaments regarding "*Clients, commitments and trust*", on Wednesday, August 18 and Thursday, August 19, 2004

Sao Paulo, Brazil: [Section on Management and Marketing. Theme: "*Improving virtual customer-relationship in the information environment*".](#)
[August 18, 19 and 20, 2004](#)

Tango

The dance of Buenos Aires. Be ready!

See <http://www.ifla.org>
for more on IFLA