



International Federation of Library Associations and Institutions

The Information Point

(The Government Libraries Section Newsletter)

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Note from the Editor

This is the official newsletter of the Government Libraries Section of IFLA. It is published in December and June each year.

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Views expressed in the newsletter are not necessarily those of the Section Officers or the Editor.

Copy or feedback can be submitted to the Editor Patrick.Ryan893@mod.uk in plain ASCII text format, MS Word format or in the body of an email message. Accompanying photographs are welcome.

FEEDBACK

We welcome your feedback to the newsletter editor at Patrick.Ryan893@mod.uk

We would like to see more representation from the continents and would welcome a volunteer from each continent to supply a continental update to the newsletter—if you are interested then please contact the Editor.

Acknowledgement: Amarjeet Birdi for design.



CHAIR'S COLUMN

Dear Government Librarians,

It has been an exciting six months for the Government Libraries Section. We've worked hard to find speakers for our program in Seoul; we've added new people to the Standing Committee; we've begun planning for a mid-term meeting in Wales, in April, 2007; and we've continued work on Guidelines for Government Libraries.

First, our program in Seoul. The topic is 'Customer Needs: The Engines of Change for Government Libraries and Information Centres'. Government libraries often have a proscribed set of services that must be performed. But there is also great leeway to provide services that users want and need. These four chosen papers show how Government Libraries in Portugal, India, Japan, and Wales, have tried to discover user needs and build plans and services to meet those needs.

I'm also pleased to announce new Corresponding Members of the Standing Committee. IFLA guidelines allow us to have up to five corresponding members. We already have two, Lamine Camara from Mali and Maria Gocheritz from Germany. This spring I appointed three more, Monica Lubcke from Germany, Rebecca Davies, from Wales and Inger Jeppson from Sweden who is also chair of the Mid-Term meeting in Wales next spring.

In addition, the Special Libraries Association in the U.S. appointed Linda Sjogren to be a representative to the



Government Libraries Standing Committee. While not officially a member of the Standing Committee, we are pleased to have them attend our meetings and participate in discussion. There is still plenty of room on the Standing Committee and we hope all the Corresponding Members and Linda will be nominated to be full members of the committee. The next opportunity to be appointed as a full member of the committee is in 2007.

Work continues slowly on the Guidelines for Government Libraries. We were successful in obtaining 800 Euros to work further on this project. Many of the members of the Guidelines Committee are working in their own language while the common language of the committee is English. We can use part of the 800 Euros to support translation of working papers into English. We hope to have a full draft of the Guidelines to present in Wales.

I'm pleased to serve not only as Chair of the Government Libraries Section but also as chair of the IFLA Division 2: Special Libraries Division. This role, in turn, puts me on the IFLA Governing Board. For more information on the meetings of the IFLA Governing Board, see a separate article in this newsletter. I do want to mention here that all the IFLA sections were required to complete a self-analysis. These analyses were reviewed by a committee of past IFLA leaders, who also made recommendations for consideration. The preliminary recommendation about the Government Libraries Section was that we do not have enough members on our Standing Committee. We hope many of you will consider applying to be on our Standing Committee.

Nancy Bolt



SEOUL PROGRAMME - IFLA Government Libraries Section

'Customer Needs: The Engines of Change for Government Libraries and Information Centres'

We believe the papers chosen by the section for the Programme are truly international in scope with speakers from India, Japan, Portugal, and Wales. The papers will be part of the simultaneous translation program and we hope to have time for discussion and sharing of other information from the audience during the event.



The papers are:

Paper 1

Meeting the silent customers' needs - examples of two simple evaluation methods in the Welsh Assembly Government Library and Publications Service.

Rebecca Davies
Head of the Assembly Library & Publications Service /
Information Management Division / IS
Welsh Assembly Government
Cathays Park
Cardiff CF10 3NQ
Wales, United Kingdom
rebecca.davies12@wales.gsi.gov.uk

Paper 2

Quality – an on-going practice and reflection in a governmental library (1996-2006)

Paula Ochôa, INCITE, the Portuguese Association for Information Management
paula.ochoa@sg.min-edu.pt

Leonor Gaspar Pinto, INCITE, the Portuguese Association for Information Management
lgpinto@sapo.pt

Paper 3

Status of power sector libraries of India (Government of India) and Users Information Needs.

Mr. Shankar Singh
Sr. Manager (Library & Information Services)
Power Finance Corporation Ltd.
(A Government of India Enterprise)
Department of Library & Information Services
Chandralok Building, 36, Janpath, New Delhi 110001 INDIA
shankarsingh@hotmail.com

Paper 4

Japanese government libraries network: serving the customers in the new era.
National Diet Library, City and Country
Tokyo, Japan
mlawler@ndl.go.jp



Members will also be interested to see the programme for the Social Science Section with whom our section is partnering in the Seoul conference.

[El papel de las Bibliotecas en las políticas culturales de Cooperación al Desarrollo. Estudio y Evaluación del modelo de Gestión de la Biblioteca de la Agencia Española de Cooperación Internacional](#)

Maria Araceli García Martín
(Spanish Agency for International Cooperation, Madrid, Spain)

[ETD building the nutrition for researchers](#)

Yu Zhenglu and Pan Yuntao
(Information methods study center, Institute of science & technology information of China, Beijing, China)

[Governmental libraries development; an experience of strategic collaboration to that aim in the field of social sciences](#)

Maria Elena Dorta-Duque (Higher Institute Of Foreign Relations of Cuba, Havana, Cuba)

HuriSearch –a dynamic new search human rights engine built on global collaboration

Judith Dueck (HURIDOCs (Human Rights Information and Documentation Systems), Winnipeg, Canada)



IFLA Government Libraries Section - Meetings in Seoul

Saturday, August 19, 11:30 – 14:30, Guidelines Committee, All invited.

Monday, August 21, 8:30 – 10:30
Government Libraries Program, co-sponsored by Social Science Section
Customer Needs: The Engines of Change for Government Libraries and Information Centres

Tuesday, August 22, 10:45 – 12:45,
Social Science Program, co-sponsored by
Government Libraries
Partnership Building with Government and Social Science Libraries

Saturday, August 25, 11:00 – 13:50,
Government Libraries Standing Committee, All Invited.

Programs in Seoul

This is a complete list of programs offered by Division 2, the Special Libraries Division. We hope you can go to as many of these as possible while in Seoul.

Approved but not scheduled:

Genealogy and Local History – “Local History: A Dynamic Partnership of Libraries, Archives and Museums”

Monday, August 21st

- Government Libraries with Social Science Libraries – “Customer Needs, the Engines of Change for Government Libraries and Information Centers”
- Health and Biosciences Libraries -- “What’s New in Technology for Health Information?” From 8:30 – 10:30

Tuesday, August 22

- Social Science and Government Libraries – Partnership Building with Government and Social Science Libraries From 10:45 – 12:45
- Law Libraries – Establishing, growing, and sustaining law library associations, from 10:45 – 12:45

Wednesday, August 23

- Art Libraries – Art Libraries: Bonding past and future, ancient cultural heritage and information technology, from 10:45 – 12:45
- Geography and Map Libraries – Basic geographic information systems (GIS) for librarians, from 13:45 – 15:45
- Science and Technology with Information Technology – Workings of the ubiquitous library: Will all library services and content be available to anyone, anywhere at anytime? From 13:45 – 15:45
- Health and Biosciences Libraries – The newly emerging role of the “informationalist” in healthcare. From 16:00 – 18:00



JOIN GOVERNMENT LIBRARY SECTION MEMBERS AT THE SUPREME COURT LIBRARY

All Government Library Section members are invited to join the Library Visit to the Supreme Court Library of Korea on Wednesday, August 23, from 9:00 - 14:00. Be sure and sign up with IFLA to go on this special tour. Government Library Section Standing Committee member, Juliana Yi is a staff member at the Supreme Court Library.



BECOME A MEMBER OF THE GOVERNMENT LIBRARIES STANDING COMMITTEE

The IFLA Government Libraries Standing Committee has several openings and we hope to achieve a full complement of members at the next election. Here are some tips for getting elected.

- 1) If the Standing Committee does not have its full complement of Members, then all nominees are automatically "elected" and there is no real election. If the returning members and the newly nominated total more than 20 people then IFLA will have an election to determine which nominees are placed on the Standing Committee.
- 2) IFLA and the Standing Committee are very serious about deadlines. When the deadlines are posted, make sure you meet them. If your application arrives even one day late, it will not be considered.
- 3) Be sure that your nominating organisation (library or association)

is a member of the Government Libraries Section (Section 4) or that organisation cannot nominate you.

The next newsletter will have a full description of the application process. Jerry Mansfield at the Congressional Research Service of the U.S. Library of Congress is the chair of a special committee to work on recruitment. He will assist you in identifying which organisations are a member of the Government Libraries Section and, therefore, allowed to make nominations. He will also assist you with the application and nomination process to ensure election.

Jerry W. Mansfield
Congressional Research Service
Knowledge Services Group
Telephone: 202.707.0106
JMANSFIELD@crs.loc.gov



Chair's Report of March Governing Board Meeting

The March Governing Board meeting is really two meetings. The representatives from each IFLA Division form the Professional Committee. This group meets separately at the beginning and end of each Governing Board meeting. All of the Professional Committee is also on the Governing Board. This is a report of both the Professional Committee and the Governing Board meeting.

Role of the Professional Committee

There has been some concern about the role and contribution of the Divisions and Professional Committee. In general, the thought is that the sections are the lifeblood of IFLA, providing content and services to IFLA members and librarians who attend the IFLA conferences. The Divisions are a way to organize the sections to provide

both representation and to get the work of IFLA done. Several issues did come up for future discussion. Do we really need all the officers of the Division? Our Division has combined the four into two: I serve as Chair and Information Officer. Robert serves as Secretary and Treasurer. Is this a good model for other Divisions? Second, do we need to have a Coordinating Board meeting or would the time be better spent in general discussion across Division lines about communication in general?

There were three papers under discussion at the Professional Committee and the Governing Board. One was the Review of Statutes Report. The second was report on communication with Section Officers. The third was an official review of the Program Review documents. The Professional Committee decided to look at all these issues at the same time and appointed a committee to do so. They plan on having a general discussion with Division and Section Officers in Seoul, on Sunday morning. This will be an extremely important meeting. Please plan on attending.

The members of the group from the Professional Committee are:

- Nancy Gwinn, Chair
- Gwinnt Evans
- Edward Swanson
- Donna Sheeter
- Claudia Lux

Report from President-elect

The theme for Claudia's year as IFLA President will be "*Libraries on the Agenda*". This is a topic that is popular in many countries. On Tuesday during the Seoul Conference there will be Chair's Forum on this topic. Claudia will give her vision on this topic and then there will be round table discussions.

Desired Results:

- Success Stories
- Good arguments/making the case/

persuading leaders to support libraries

- Libraries as advocates and leaders

Claudia also announced that the German Foreign Ministry will organize conferences in Germany in 2006, 2007, and 2008. They will support librarians from specific countries, or could be any type of library and a political figure related to the library.

IFLA Website

Updating the IFLA website is a major priority for IFLA. They are looking at new and updated technology; language capability; training section information officers to post the Section's information on the IFLA website; and even a newly designed homepage. It is unclear when this will be done. IFLA has hired a consultant to work on this.

FAIFE Committee

Paul Sturgis, Chair of the FAIFE Committee, spoke to us. He spoke about the Danish cartoons issue. Some IFLA members have asked FAIFE to make a statement. FAIFE felt this reflected many IFLA values. Publishing the cartoons showed the "exercise" of free expression and the role of satire in expressing issues and stirring public opinion. FAIFE recognised the needs of those who are less powerful and want to find an outlet to object to what is considered offensive. This is their right of free expression. The second issue was whether the right of free expression also includes the right to offend. FAIFE believes it does. There are actually "rules" to measure the degree of offence. They also feel there is no right to "take" offence if it means stepping outside the law. Taking offence and freely expressing this offence should be done within legal parameters within a country. IFLA considered issuing a statement but decided not to at this time. They would prefer to do an open session in Seoul and to prepare an article for publication in IFLA Journal.

The Professional Committee approved such a program to be called: "Debate on the Freedom of Expressing and the Giving of Offence – The Danish Cartoons." It will be scheduled as a plenary session. Should be interesting!

Advocacy

There is a strong sense that IFLA needs to focus on advocacy over the next 3 years. There was training at headquarters about advocacy and a model of including advocacy staff at IFLA working with subject experts to implement strategies for IFLA to meet its goals and strategic directions.

Establishing IFLA Foundation

The Governing Board voted to establish a separate IFLA Foundation to seek funding from multiple sources.

Branding of IFLA's name and logo

We heard a report on "branding" so that IFLA has control over the use of its name and its logo, both in print and on the web. A policy is being developed and the Governing Board will deal with this at the December meeting.

IFLA Strategic Plan

IFLA is writing a strategic plan. It is in draft form and will be shared with all the Section Officers in July. It will be discussed also in Seoul and the hope is that it will be approved there.

Nancy Bolt

the library for a month whilst the librarian, Chandralatha, was unwell. Louise targeted project funds towards new adjustable mahogany shelves, made locally in Sri Lanka and introduced bright furniture to create a welcoming children's area. She selected English and Sinhalese books, especially Ladybird titles for the children, and discovered Ladybird books are cheaper in Sri Lanka! In the spirit of reciprocity, the Urban Council provided a free PC for Louise to catalogue the new books.

'Eat to help libraries' was the theme of the second successful fund raising dinner in the UK, in April. Over 50 people enjoyed a sumptuous Sri Lankan buffet and raffle to raise funds.

In May, librarians from the UK Office of the Deputy Prime Minister organised a book-sale whilst in June, International Libraries and Information Group held a Garden Party. These events successfully raised funds for the project.

In February, Anoja Fernando met the Director General, National Libraries, Sri Lanka, Upali Amarasiri, to discuss succession planning after Louise's departure. The Working Party agreed to the Director General's suggestion to fund a Graduate Trainee for six months. In July, Anoja participated in the interview panel and a Graduate with a degree in Library & Information Science, University of Sri Lanka, was appointed.



The project has successfully captured the interest of the library community of stakeholders. In January, Louise Dick volunteered for 3 months and managed



The Environmental Protection Agency Library, Ghana

Agnes Akuvi Adjabeng
Librarian, Environmental Protection Agency
P. O. Box M326. Accra, Ghana

ABSTRACT

A full paper entitled **Determining the Customer Needs of Special Government Agency Libraries: a case study of the Environmental Protection Agency Library** is available from the author. This paper is an abbreviated version highlighting the work of the EPA, Ghana.

Introduction

This paper highlights the peculiar nature of environmental information and describes the work of the Environmental Protection Agency (EPA) Library.

Environmental Information

There is a growing need and desire for environmental information among policy makers, planners and researchers and other people in recent times. This need is driven by the strategic role that environmental information plays in the success of all development planning processes. Management of the environment is dependent on the availability of relevant, timely and reliable environmental information generated from climate change (global warming, stratospheric ozone depletion), degradation of fresh water resources, deforestation, loss of biological diversity, disposal of hazardous waste, human settlements, noise pollution and many more. A large volume of environmental information is generated by the various establishments involved in environmental protection. This type of information is referred to as grey literature. Grey literature is the type of

information often not recorded in standard information sources but available in conference proceedings, reports, theses and pamphlets. It is difficult to trace because it is not easily found the record-able categories such as books and journals.

The Environmental Protection Agency (EPA)

The Environmental Protection Agency (EPA) - Ghana - is a government agency established by an Act of Parliament (Act 490) 1994. The Agency is mandated to co-ordinate environmental management activities at the local, national and international level. In this regard the Government of Ghana has a goal to ensure improved quality of life for its citizens. The Agency is therefore involved in the creation, collection and processing of data on the environment for integration and dissemination to all those that need such information to develop accurate and proper planning strategies.

Activities of the Agency

Various activities are carried out by the Agency towards the promotion of a healthy environment. One of the major activities performed by the Agency is education and advice. The task of promoting sound environmental management can be better performed successfully if the citizenry understand how the problems are created and the required role to be played by each individual. Companies and individuals need to be more aware of how their actions impact on the environment. Education and advice is provided in order to help raise awareness of environmental issues. Advisory services are also provided by the Agency to promote regulatory requirements so that businesses and individuals are aware of their responsibilities and the consequences of failing to meet them. In many cases, the Agency works in partnership with other organisations to develop and promote information and

educational materials. Other activities include monitoring, directing, enforcement, and conducting environmental impact assessments and collating of data.

Role of the Environmental Protection Agency Library

The role of the EPA Library first and foremost is to meet the information needs of the parent organization then followed by the society at large. The EPA Library has remained the most important source of environmental information for teaching, learning and research in the country. It provides up-to-date literature support on the environment and related developments to the staff of the Agency and also serves as an environmental information reference centre for the public where they can obtain scarce materials on the environment. It also provides documentation and referral services and liaises with other governmental libraries working in the environment sector to share and exchange information on the environment.

Users of the EPA Library

The users of the Library include researchers from the Universities and Research Institutes, Government Ministries, Department and Agency officials, lawyers, students from tertiary institutions and non-governmental organizations. The EPA library, though a special library, is open to all users from the public. The users visit the library for various reasons. Some of the users such as policy and decision makers visit the library for the purpose of getting information that would assist them in taking decisions on issues of national development. Other users including environmentalists and managers, access information in order to educate the society on the values of good environmental practices. As the Infoterra National Focal Point in Ghana, the Environmental Protection Agency library provides environmental information services to users of the Global

Environmental Information Exchange Network System.

Environmental Information Services

The EPA Library serves as the first point of call for information seekers on all aspects of the environment. Reference services are offered to the public while the staff of the Agency is offered lending services. Other services provided in the EPA library include photocopier, Selective Dissemination of Information (SDI) and Current Awareness, literature searches on the Internet and bibliographic databases and indexes. An information service is provided directly and indirectly to government agencies and departments, academic institutions, research institutes and non-governmental institutions. Services are built on strong local and national partnerships. Relevant, timely and appropriate information on the state of the environment in Ghana is made available to other organizations at both the national and international level. The EPA Library offers a unique opportunity to students and lecturers to access environmental information to support academic and research purposes.

Since literacy programmes at libraries help to change people's perceptions of a library and also their lives the staff of the EPA Library attempts to promote and increase environmental literacy in the community it serves. This is important in view of the changing pattern of information needs of users in order that users gain maximum benefits from the use of the services provided in the EPA library.

The EPA Library also offers Inter-Library loan services to its users. The EPA Library assists users of the library to benefit from the Inter-Library Lending and Document Delivery (ILLDD) services at Ghana's Institute for Scientific and Technological Information (INSTI). Referral and documentation services are offered through the Infoterra Network

System of the Global Environmental Information Exchange Network System (UNEP/INFOTERRA). The EPA Library offers audiovisual services to its users. The users are allowed to preview and borrow video cassettes in the library.

The EPA pays particular attention to users, who should be encouraged to contribute views, opinions, ideas, suggestions, complaints and enquiries. This process of learning about their needs, perceptions, and preferences has enabled the EPA to determine what information products and services are relevant to their needs. In order to know the needs of users the EPA always ask questions like why they use the EPA Library. Some of the responses are that they get relevant information from the EPA Library. A great deal of very useful information about the users is gathered by skilful questioning and direct conversation. Questions like did they find what they were looking for? Why do borrowers come to the library? At the end of the questioning notes are made of information requested but not available. A profile of users is kept and this enables us to serve as a very active receptor of information vital to the correct provision of what the customers need.

Librarians by the nature of our work are collaborative creatures who communicate extensively and constantly. Even personal contacts with fellow Librarians have been characterised by sharing and exchange of ideas where ever they meet. The Ghana Library Association's Annual General Meetings, workshops and seminars/conferences have continued to provide useful opportunities for library staff to identify special libraries that can also provide information to satisfy the needs of users of the EPA Library. Library staff identify individuals and organizations working

with experts in environmental management that create and are willing to share information with others. This is done through the e-mail, fax, and telephone and through person contacts.

Accessibility to Information and Communication Technology (ICT) in the Agency has in a many ways brought benefits to users of the EPA Library. ICTs are used to create functional linkages among sectors to encourage dialogue and consensus building for the purpose of data gathering, sharing and management of natural resources. With the presence of the Internet we are able to access information that is non-existent in books, conference, workshops, seminars and journals. This has helped to reduce the rather high cost of obtaining information in the environment sector.

Information on the programmes and activities of the Agency is made available on our website at www.epa.gov.gh.