



Date/Time	Programme Details
	meeting point for new opportunities and ideas while creating value and providing knowledge. It will also be an arts and cultural venue to support the vision of making libraries a key pillar in creating a connected Singapore. The new building will house key flagship reference libraries such as the Heritage, Business and Arts as well as a lending library with a special literary award-winning collection.
11.30-12.30 pm	<b>Members' Presentation</b> <ul style="list-style-type: none"> <li>▪ <b>“People Places: The NSW Public Library Network”</b> by Kathleen Bresnahan, Assistant State Librarian, Public Library Services, State Library of New South Wales, Australia and Dr David Jones, Principal, Building &amp; Planning Advisory Service, State Library of New South Wales, Australia</li> </ul>
12.30-1.30 pm	Lunch
1.30-2.30 pm	Tour of Woodlands Regional Library
2.30 pm	Depart for Sengkang Community Library
3.00-4.30pm	Tour of Singapore's first <b>Do-It-Yourself</b> Public Library, Sengkang Community Library
6.00 pm	Pick-up from Hotel
6.30-9.00 pm	Seafood Dinner
<b>Tuesday, 28 Sep</b>	
8.15 am	Pick-up from Hotel
9.00-9.45 am  9.45-10.30 am	<b>Members' Presentations</b> <ul style="list-style-type: none"> <li>▪ <b>“Library developments in the United Kingdom: an Update”</b> by David Bradbury, Director of Libraries and Guildhall Art Gallery, Guildhall Library London, United Kingdom</li> <li>▪ <b>“Cultural Diversity: How public libraries can serve the diversity in the community”</b> by Ton van Vlimmeren, Director of Public Library of Utrecht, Netherlands. Presentation focuses on a survey done on four continents that analyzed reasons why libraries should serve the diversity in their community, what roles libraries can play and the key factors for success.</li> </ul>
10.30-11.00 am	Tea Break
11.00-11.45 am	<b>Members' Presentations</b> <ul style="list-style-type: none"> <li>▪ <b>“Taming the Complexity of Libraries: Using Information Architecture at Carnegie Library of Pittsburgh”</b> by Gladys Maharam, Deputy Director, Carnegie Library of Pittsburgh, USA The objectives of the presentation are to: <ul style="list-style-type: none"> <li>○ review how the application of the principles of the study of information architecture can be used in a detailed examination of Carnegie Library of Pittsburgh's facilities, collections, services, and technology from the customer's perspective and</li> <li>○ demonstrate how the implementation of the findings of the</li> </ul> </li> </ul>

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11.45-12.00 pm	<p>information architecture study can connect users to their library needs and improve their overall interaction and impression of the library.</p> <ul style="list-style-type: none"> <li>▪ <b>“Books on the Bayou: Houston’s Reading Initiative”</b> by Barbara A B Gubbin, Director of Libraries, Houston Public Library, USA. A short presentation on a successful program where the library asked everyone in the city to read the same book at the same time and to come together to discuss it. The book is chosen to promote thoughtful discussion about a topic of interest where people would be expected to have different views. The program began in Seattle a few years ago but many libraries have adopted it in the US. It has been successful and is something any public library could do to promote reading.</li> </ul>
12.00-1.00 pm	Lunch
1.00 pm	Depart for Singapore Post
1.30-3.30 pm	Visit <b>Singapore Post</b> to view the handling of “Return at Any Branch” process.
3.30 pm	Depart for hotel
5.15 pm	Pick-up from Hotel
5.30-7.00 pm	Dinner
7.00 pm	Depart for Night Safari
7.45-9.30 pm	<p><b>Light Moments</b> Visit to the Night Safari</p>
<b>Wednesday, 29 Sep</b>	
8.15 am	Pick-up from hotel
9.00-9.45 am	<p><b>Members’ presentations</b></p> <ul style="list-style-type: none"> <li>▪ <b>“Implementing Customer Self Service”</b> by Christine Mackenzie, Chief Executive Officer, Yarra Plenty Regional Library, Australia and Ton van Vlimmeren, Director of Public Library of Utrecht, Netherlands</li> </ul> <p>In 2002 the Bertelsmann Foundation published a research report by Glen Holt, Jens Ingemann Larsen and Ton van Vlimmeren on ‘Customer self-service in the hybrid library’. This paper is an update on that report and also tells of the experience of Brisbane City Council Library Services, Australia and Gemeentebibliotheek Utrecht, The Netherlands, in implementing customer self service. The aim of this report is to share these experiences with colleagues so others may benefit from lessons learned.</p>
9.45-10.30 am	<ul style="list-style-type: none"> <li>▪ <b>“A year after the opening of the new Main Library of Vienna – A success story”</b> by Alfred Pfoser, Director, Main Library of Vienna, Austria</li> </ul>

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10.30-11.00 am	Tea Break
11.00 am-12.30 pm	<p><b>Members' presentations</b></p> <ul style="list-style-type: none"> <li>▪ <b>“The New Central Library of Amsterdam”</b> by Hans van Velzen, Director of Amsterdam Public Library</li> <li>▪ <b>"The Core Competencies of Library Professionals in Fusion Libraries"</b> by Shaan Sathy, Legal Officer, National Library Board Singapore</li> </ul> <p>Presentation will focus on a research thesis on core competencies of information professionals in a knowledge-based organization such as the fusion libraries.</p> <ul style="list-style-type: none"> <li>▪ <b>“The Changing Times: How the Hong Kong Public Libraries evolved to meet the information needs of the 21<sup>st</sup> century”</b> by Terry Lee, Chief Librarian, Hong Kong Public Libraries</li> </ul> <p>Presentation will trace the evolution of the Hong Kong Public Libraries in meeting the community's growing needs for information, lifelong learning, cultural enrichment and recreation. In particular, it will examine the important role played by technology in the delivery of library services</p>
12.30-1.30 pm	Tour of the Jurong Regional Library
1.30-2.30 pm	Lunch
2.30 pm	Depart for Singapore Press Holdings
3.00-5.30 pm	Visit to <b>Singapore Press Holdings</b> building & library
5.30 pm	Depart for hotel
Evening	Free
<b>Thursday, 30 Sep</b>	
8.15 am	Pick-up from Hotel
9.00-11.00 am	<b>Business Meeting, Metropolitan Libraries Section of IFLA</b>
11.00-11.30 am	Tea Break
11.30-12.30 pm	<p><b>Members' presentations</b></p> <ul style="list-style-type: none"> <li>▪ <b>“Paris Public Libraries: a Hub for Cooperation and Exchange”</b> by Aline Girard-Billon, Interim Secretary, Metropolitan Libraries Section of IFLA</li> </ul> <p>Presentation will describe how Paris public libraries exchange information and cooperate with libraries located within Paris through OPLPP (Observatoire Permanent de la Lecture Publique à Paris) and</p>

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	<p>ADBGV (Association des directeurs des bibliothèques des grandes villes de France).</p> <ul style="list-style-type: none"> <li>▪ <b>“The Congress of Southeast Asian Librarians (CONSAL): an Introduction”</b> by Johnson Paul, Deputy Director, Information Services, National Library Board Singapore</li> </ul> <p>Presentation will give an overview of the mission and objectives of CONSAL as well as some highlights of its principal activities and projects. The goal of the congress is to promote cooperation in the fields of librarianship, bibliography, documentation and related activities. Currently, CONSAL has 10 members comprising library associations and librarians from Brunei, Cambodia, Laos, Philippines, Singapore, Malaysia, Indonesia, Vietnam, Thailand and Myanmar.</p>
12.30 pm	Depart for lunch
12.45-1.45 pm	Lunch
2.00-4.30 pm	Tour of NLB Singapore’s <b>Library Supply Centre</b> , which is responsible for collection development, acquisitions, bibliographic services supply chain management, e-content management, digitization, leasing service and library delivery service.
4.30 pm	Depart for hotel
7.15 pm	Pick-up from hotel
7.30-9.00 pm	<b>Gala Dinner</b>
<b>Friday, 1 Oct</b>	
8.45 am	Pick-up from hotel
9.00-12.30 pm	Local heritage walking tour (Civic District)
12.30 pm	Depart for <a href="#">library@orchard</a>
1.00-2.00 pm	Lunch
2.30-6.00 pm	<p><u>Library Visits</u></p> <p><b>Community Children’s Library</b> – these libraries are built for children up to 10 years old and are located in the void decks of public housing flats, literally bringing library services to the doorstep of our users. This is a joint partnership between the National Library Board and a community agency, People’s Action Party Community Foundation to foster a love for reading in our young.</p> <p><b>OR</b></p> <p><u>Optional Tours</u> (not included in conference fee): <b>S\$25</b> Ethnic Flavour (Chinatown &amp; Little India) subject to confirmation of a minimum of 15 registered participants.</p>