



# IFLA Section of Public Libraries

## Newsletter

Issue no 22, March 2000

### Standing Committee 1999 - 2001

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Your dynamic connection to the  
international world of library  
and information services



Chair: Barbara H. Clubb, Canada

Greetings to all working to build and improve public library service throughout the world. Though we work in many different circumstances, under different laws, with vastly differing funding arrangements and use dozens of different languages, we are united by a common cause that is stated most clearly in the Public Library Manifesto – *“the public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.”*

Your IFLA Public Libraries section is working on several projects that help bring the Manifesto to life. First is the development of public library guidelines to accompany the Manifesto. The guidelines committee will have its final draft ready to present to the IFLA annual conference in Jerusalem. In addition, there are projects related to the public library and life long learning and the public library and information technology with a

## THE VOICE OF THE CHAIR:

focus on the role that public libraries should/could play in the development of computer literacy. We are also working this year on building stronger links with the IFLA Section of Marketing and IFLA Section of Libraries for the blind. Watch for more information in the next issue of the newsletter.

These projects focus on public libraries and their development in the near future. But what can we expect, in this world so dominated by the Internet in both developed and developing countries, for the future of public libraries in the longer term future. As we enter a new millennium, what will the next 100 year bring? There have been a few studies done recently that point to a number of trends.

First libraries, like many other services are becoming more self-serve. A word often used is “disintermediation”. Nothing makes this clearer than, the hoards of clients flocking to the Internet terminals when they used to “ask the librarian”. At the same time reference librarians report that the questions they are asked are becoming more complex and require more time and often involve both print and electronic resources. If librarians are to be information navigators, this trend has significant implications for staff training and our investment in information technology.

Second, we are seeing in many areas a growing interest in reading for pleasure. In North America this is evidenced by the growth of super-bookstores, proliferation of book clubs, and the focus on reading by such television celebrities as Oprah Winfrey. Years ago when many libraries were just starting out, materials for pleasure reading was a low priority compared to educational materials. Now some libraries see super-bookstores, with their coffee shops and story times for children and competition for public libraries. Will this interest in pleasure reading continue to grow and what should the public library role be?

In our next issue I will look at more trends that public libraries should be considering in their planning. I invite all members to contact me via email or regular post or fax with your questions and concerns. Best wishes for the millennium.

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# INTERNATIONAL LIBRARY CONFERENCE IN COPENHAGEN

by

*Rolf Hapel, director of Århus City Library, Denmark*

The first Pan-European conference on the role of public libraries in the information society was held in Copenhagen on the 14th and the 15th October under the title "Something for Everyone - Public Libraries and the Information Society".

In many European countries Public Libraries have already become key players in the development of informed communities, encouraging involvement in the new networked-based resources. Public Libraries are vital agents for social inclusion being freely accessible to all citizens, providing the opportunity to bring the benefits of information and lifelong learning to everyone.

The conference was an "invitation-only" event which attracted more than 100 top decision-makers from 31 countries. "Something for Everyone" thus brought together national policy makers and public library managers from across Europe to debate the positioning of public library services within national and European policy developments. Among the speakers were the Danish Minister of Culture Elsebeth Gerner

Nielsen; the Finnish Member of Parliament Mirja Ryyänänen, who, as a member of the European Parliament's Committee on Culture, wrote an own-initiative report on the role of the public libraries; IFLA's General Director Ross Shimmon, Mr. Bernard Smith, the Head of DG XIII's office for museums, archives and libraries, and a number of other prominent people from the European library sector.

The conference intended to attract attention to the possibilities in European library policy.

It should:

- Raise awareness of public libraries' vital role in social inclusion and the emergence of the Information Society
- Highlight the importance of national information policies and provide models on best practice across Europe
- Demonstrate success stories where public libraries are at the heart of the move to the Information Society
- Create an on-going network for the development of European public libraries

The role of the public libraries in

the emerging information society in relation to democracy, economic development, lifelong learning and cultural diversity was on the agenda. Based on the fact that Europe's more than 40,000 public libraries, together with the development of virtual networks, form a strategic potential for a marked improvement of the citizens' quality of life and democratic opportunities by providing free and equal access to information of a high quality.

The conference naturally resulted in the exchange of knowledge and a foundation of networks among the participants, but a further result was a policy-statement, "**The Copenhagen Declaration**", which was endorsed by the participants. With that a policy-document, which could influence the development in the library sector in Europe, is now available.

The conference was organised by "PubliCA" - EU's public library policy initiative under the so-called library programme in Directorate General XIII.

Information of the conference and the Copenhagen Declaration is available at this web site: <http://www.publica-europe.net>



## New EBLIDA President

Standing Committee Member and Section Public Libraries Secretary Britt Marie Häggström was elected President of EBLIDA (European Bureau of Library, Information and Documentation Associations) this fall. Just recently EBLIDA's esteemed Director Barbara Schleihagen, Germany has left office for personal reasons. The new Director of EBLIDA is Teresa Hackett, Ireland. EBLIDA web-site: <http://www.eblida.org/>.

Britt Marie Häggström, Sweden

# THE COPENHAGEN DECLARATION



On 14 and 15 October 1999 senior politicians and policy makers from 31 European countries met to consider the vital role of public libraries within the emerging Information Societies. Those attending the meeting heard about the key roles already played by many European public libraries in encouraging community identity, economic development, lifelong learning and cultural diversity.

At the end of the meeting those present agreed the following declaration as a statement of intent for the future of public libraries across the continent of Europe.

In support of the

- UNESCO Public Library Manifesto
- IFLA Guidelines on Public Libraries
- Report on the Green Paper on the Role of Libraries in the Modern World of the Committee on Culture, Youth, Education and the Media of the European Parliament and the
- European Commission's study – Public Libraries and the Information Society
- Council of Europe Cultural Committee report: Library Legislation and Policy in Europe
- IFLA statement on Freedom of Expression

we declare the following as a common basis for national and European policies regarding public libraries:

## **ROLES FOR THE PUBLIC LIBRARY**

We support the following roles for public libraries, highlighted in the Leuven Communiqué.

o **DEMOCRACY AND CITIZENSHIP** – Public libraries have a strategic opportunity to increase quality of life and democratic possibilities for citizens of the Information Societies by providing free and equal access to high-quality information.

o **ECONOMIC AND SOCIAL DEVELOPMENT** – Public libraries support the growth of communities through the provision of information services designed to meet local needs. They are important tools for reducing disparity between the information rich and the information poor citizens of Europe.

o **LIFELONG LEARNING** – Public libraries provide, through their widespread distribution across Europe, a cost-effective infrastructure for lifelong learning and easy access to the content of the virtual networks. They also support students at all levels of formal education.

o **CULTURAL AND LINGUISTIC DIVERSITY** – Public libraries are cultural institutions in accordance with the cultural dimension of the EU-Treaty with a great responsibility for cultural heritage, literature and literacy.

## **ACTION BY THE EUROPEAN COMMISSION**

We call on the European Commission to support the European Parliament initiative

“The Role of Libraries in the Modern Society” by promoting practical actions to implement the recommendations of the report. These actions should stress the key role of public libraries in the emerging Information Society and the need for a European level information policy.

## **ACTION BY NATIONAL AND FEDERAL GOVERNMENTS**

We call on all national and federal governments to take the following actions:

- Prepare a national information policy for the development and co-ordination of all relevant resources, in the public interest. This policy framework will recognise the vital and unique role of public libraries as access points for the majority of citizens and be supported by suitable library legislation.
- Create suitable networking infrastructure to support the development of a national information policy in the Information Age. The network infrastructure should draw together all information creating agencies, especially the traditional memory institutions (libraries, museums and archives), to encourage information sharing and the creation of joint resources. The infrastructure should also encourage practical co-operation between public libraries.
- Implement a development

programme for public libraries that ensure minimum standards of access to every citizen including appropriate information and communication technologies and suitable levels of investment to meet those standards. This programme should reflect the need for there to be control of developments at the level of the local community through the relevant municipality or other organisation

- Ensure that public libraries are equipped to provide maximum access to the new information

resources for all citizens regardless of financial, physical or educational abilities and that those libraries have adequate resources to sustain the services over time.

- Lobby the European Parliament to place public libraries high on the social agenda now and in the future.
- Work to ensure that there is an equitable balance between the rights of the creators of information and the rights of citizens' access to the information that will help them to lead better lives.

## **ACTION BY PUBLIC LIBRARIES**

- Be prepared to re-assess roles and resources and re-design services to respond to changing social needs.
- Work towards long-term co-operation and partnership with other memory institutions and those involved with community education.
- Ensure that citizens are aware of and feel able to exploit fully all the resources of the public library network by effective marketing of services to all sectors of the community.

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## *EDITOR'S CALL FOR ARTICLES*



I would very much like to make this Newsletter as interesting as possible for everyone. The Newsletter has a tendency to deal with public library matters of Europe and North America. This is rather one-sided, and does not reflect the variety of public libraries all over the world.

We all need to hear about, just how you deal with the problems of developing public libraries in your country. We can all learn from this and get a better perspective of things.

So I urgently call for articles from colleagues in *Africa, The Middle East, India, Asia and South America*. In order to publish as many as possible, please keep your article short – max. 1 page. If I can't get all of the articles in the Newsletter, I will put them on our website: <http://ifla.org/VII/s8/spl.htm#3>.

Please send your article to me, preferable by E-mail but you are most welcomed to use fax and letter as well.

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# COPYRIGHT AND PUBLIC LIBRARIES

by

*Tuula Haavisto, Finland*

*Awareness about copyright was not demanded so much in the age of printed material. Audio-visual material awoke the need, to understand copyright systems better. Electronic environment is putting copyright into focus. When libraries no more buy physical objects but access to electronic sources, the legal provisions of library use are a burning matter.*

The basis for copyright legislation is the authors' exclusive right to say, what can be and what cannot be done with her/his work. There are two elements in the copyright: The **moral rights** deny outsiders to change the content of a work, or present it without mentioning the name of the author. The **economical rights** say that the author must get reasonable remuneration for the use of her/his work. The author can sell the economic rights to the producer/publisher, who as well get then the status of a right owner.

According to international copyright agreements, countries are allowed to give **exemptions** from the exclusive rights. An exemption means that users need not to ask permission and in many cases need not to pay for the use of a work. This is important for libraries, because their work is based on these exemptions. In general, exemptions must be related with definite educational, social or cultural purposes, and the exempted use must be non-commercial.

Copyright in printed world is no problem for public libraries. Books can be **loaned** from libraries, because most copyright laws say that after the first sell of the work printed matters can be disseminated freely. In many copyright laws there is even an article saying that publicly financed libraries may lend material without permission. Concerning **copying**, it is usually exempted from the exclusive right of the author in definite cases, like for education and research, or for private purposes.

There might be **remuneration systems** (Public Lending Right systems) for the right owners, to compensate availability of books in libraries, but they are not obligatory in printed world. Compensation for copying for private purposes or education etc. is organised in different forms in different countries, with levy systems, voluntary or compulsory extended licenses etc.

The situation changed when libraries began to purchase recorded music and videos, not to speak about computer programs and data bases – these forms of media have stricter rules concerning provisions in lending and copying. More permissions must be asked by libraries, and licensing agreements must be made in some form or another.

Still, the final revolution came with the web documents. Possibilities to **easy, high-quality electronic copying** alerted the right owners

and decision makers world-wide. To regulate copyright in electronic environment, two **WIPO Treaties** were adopted after dramatic negotiations in December 1996. In these treaties, a very important preamble text was accepted: *all present exemptions can be carried forward to electronic environment, and even new appropriate ones can be adopted.* These treaties give the basis for re-writing the national copyright laws. App. ten countries (incl. United States) had completed the process in December 1999 and ratified the treaties after making changes in their legislation. In the European Union and in Australia, a strong fight is going on between copyright interested partners, how to balance the positions of users and right owners. It seems that in many other countries libraries have not been consulted in re-writing the laws, although they form a remarkable user group for copyrighted electronic works.

Libraries world-wide should be more active to influence the copyright laws. The law wordings are very important because they define on which area and on which provisions libraries can legally work.

The IFLA Committee on Copyright and Other Legal Matters is on its part working to get libraries more aware of copyright. In the Jerusalem IFLA conference the Public Library Section, too, will offer programmes about copyright and licensing matters.

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(WIPO = World Intellectual Property Organisation, a sub-organisation of the United Nations, [www.wipo.org/](http://www.wipo.org/))

For interesting sources, see: <http://ifla.inist.fr/II/cpyright.htm> (international) [www.eblida.org/ecup](http://www.eblida.org/ecup) (Western Europe), [www.eblida.org/cecup](http://www.eblida.org/cecup)

(Central and Eastern Europe) [www.library.yale.edu/~license/index.shtml](http://www.library.yale.edu/~license/index.shtml) (United States of America) [www.copyrightlaws.com](http://www.copyrightlaws.com) (Canada and international) [www.jpo-miti.go.jp/](http://www.jpo-miti.go.jp/) (Japan) <http://Tony-Barry.emu.id.au/interests/library/ada/index.html> (Australia)

There are library discussion lists like [AFLIB-L@statelib.pwv.gov.za](mailto:AFLIB-L@statelib.pwv.gov.za) (Africa) which occasionally follow also copyright matters, but they have no archives.

Tuula Haavisto [tuulah@fla.fi](mailto:tuulah@fla.fi)  
Secretary general (on leave)  
Finnish Library Association

## KOSOVO LIBRARIES NEED URGENT SUPPORT

by

*Carsten Frederiksen, IFLA/FAIFE Office*

### **Libraries severely damaged and an urgent need for support of education and culture at local level in Kososvo.**

The UN Interim Administration Mission in Kosovo (UNMIK) and the library professionals in Kosovo face a major task to reconstruct library buildings and re-establish library services at all levels. This is the overall conclusion of an assessment of the situation concerning libraries performed by a joint expert mission of UNESCO, the Council of Europe (COE) and the International Federation of Library Associations and Institutions, IFLA.

The mission has been carried out during the period from February 25th to March 7th by Mr. Frode Bakken, County Librarian of Buskerud, Norway (former president of the Norwegian Library Association) and Mr. Carsten Frederiksen, Deputy director of the IFLA/FAIFE Office in Copenhagen, Denmark. The mission has been generously supported by the librarian's organisations in Denmark, Norway and Sweden.

The National and University

Library and other special libraries are in decay, the preservation of cultural heritage in terms of printed materials endangered and the national systems to record and disseminate documents are practically out of function. Large parts of the valuable collections in the National and University Library have been removed and probably destroyed during the period 1990-1999.

Many public and school libraries, especially in the countryside, have been totally burned down, others have had their book collections removed or destroyed, and those who are still functioning suffer from the effects of almost 10 years of neglect in acquisitions. Equally many library books have been burned along with the homes of users. An estimated total of almost half the stocks of all the public libraries are lost. A great part of the remaining books are either outdated or irrelevant to local inhabitants due to their ideological, linguistic or ethnic character. Practically all equipment has been removed and most of the present staff needs training after a long period without professional practice and systematic education.

There is no co-operation, or even contact, between professionals of the ethnic Albanian majority and professionals in ethnic Serbian enclaves.

In general there is a heavy need for reading rooms, children's literature, current professional literature and access to new technology. International support in terms of funding and professional assistance is now needed to reconstruct libraries and a functioning library network.

Library services may be an important, and fairly easily applicable, tool in the promotion of reading, education and culture in a region with few or no other offerings and a population with a large share of children and youth. Libraries may, not least in an area like Kosovo, provide local gateways to knowledge, reflect the plurality and diversity of society and support the process of democratisation.

The full report of the joint UNESCO, CoE and IFLA mission including suggestions for rehabilitation guidelines in short and medium term will soon be available on <http://www.faiife.dk>.

# SECTION'S PROJECTS

## REVISION OF GUIDELINES

The IFLA Section of Public Libraries is revising the "Guidelines for Public Libraries" last published in 1986. A seminar attended by librarians from countries all over the world with public libraries at different stages of development was held in August 1998. Recommendations were produced on the form and content of the new document. A working group of six members of the committee prepared a first draft, which it sent out for consultation to the seminar delegates and others who had expressed an interest in the project. It was also distributed widely at the IFLA Conference in Bangkok and was discussed at the Section's Open Session. Taking account of the comments received as a result of the consultation and the Bangkok meeting a second draft is being prepared. This will also be sent out for consultation and be a topic for open discussion at the IFLA conference in Jerusalem in August 2000. The target is to have it ready for publication by the end of 2000.

Preparing a set of guidelines and standards for international applicability raises many questions including the following important issues:

- Should the document include quantitative standards as well as guidelines?
- Can a document be prepared which will have universal relevance?
- Is it possible to fully define the role of information technology

in public library development?

The group hope to be able to provide a positive answer to all those questions.

It is planned to illustrate the text with examples of public library practice from all over the world. We need more of these so we would welcome brief details of any examples of public library practice or service provision, which you think would be of interest. The more we have the better. Please send them to me at the following address.

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## LIFELONG LEARNING

The project of public libraries and lifelong learning involves gathering and analysis of best practices examples to develop and prepare the public libraries' role in the lifelong learning process.

The section's project on Lifelong learning was adopted 1999 as a four year IFLA project. The work has not quite started, but will hopefully do so after the Paris meeting. At the Bangkok meeting the section did not have time to discuss the project in details.

The collection of best practice is at the moment two, the excellent work that is done in UK and in Slovenia, with their lifelong learning week.

The research part of the project is handed out to the Library School in Lund, Sweden. On March 16<sup>th</sup> the students have their final decision of subject for their paper.

### Urgent message to readers of the Newsletter:

Those of you who have examples useful to be added to the best practice list please let us know. By mail to:

[bmha.dik@akademikerhuset.se](mailto:bmha.dik@akademikerhuset.se)

Britt Marie Häggström

## INFORMATION TECHNOLOGY IN PUBLIC LIBRARIES

A feasibility study for one year to prepare recommendations on the use of Information Technology in Public Libraries including development of Computer Literacy among library users.

The project has not quite started yet. Any comments or suggestions concerning the project are most welcomed.

Please contact:

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## Reports from Public Libraries Around the World

### AUSTRALIA

#### *Library Services to Indigenous Peoples, Queensland, Australia*

Queensland is the second largest State in Australia, approximately 2,000 kms. (1,200 miles) north to south and 1,500 kms. (900 miles) east to west, with a population of 3 million people. 100,000 people are of Aboriginal or Torres Strait Islander descent. The Aboriginal peoples are the original inhabitants of Australia, whose history can be traced back some 60,000 years. There are 17 communities, mainly in the north and Far North of the State, which are predominantly Aboriginal and have their own elected Community Councils. Several Outback towns have significant Aboriginal populations, and every town and city has local communities. Islanders originate from a group of islands in the Torres Strait, located between the tip of north Queensland and Papua New Guinea. Some 6,500 Islanders inhabit the islands, in 18 Islander communities, and at least the same number live on the mainland.

In 1972 the Government established the Country Lending Service, within the State Library of Queensland, to provide library services to rural and isolated communities throughout the State. 75% of local governments in Queensland have populations below 10,000 people, and to provide a comprehensive library service is economically unviable. The essence of the Country Library

Service is to provide shelf-ready resources from the headquarters, exchange these resources at regular intervals, and support the services through comprehensive training courses, advisory services and an inter-library loan network. Over 150 libraries now participate in the scheme, and 100 of these utilise a computer circulation system developed by the State Library to facilitate internal operations and networking with the headquarters.

The first library to be established, in 1972, was on Thursday Island in the Torres Strait, but only five other libraries have been opened in Indigenous communities since then. The slow development has mainly been due to the logistics involved in reaching these often very remote communities, and bridging the gap between the oral tradition and the printed word.

In 1997 the State Library gained government funding to roll out the Internet to libraries throughout the State, and now 200 of the 350 public libraries have access to the Internet. At the same time funding was given to establish an Indigenous Libraries Unit in Cairns, in the Far North of the State, to provide Internet and multimedia facilities and training for Indigenous peoples. The Unit, staffed by Aboriginal and Islander field officers, has undertaken a comprehensive series of over 80 training programmes since its inception, both within the Unit and in the communities. Over 400 Indigenous people have been trained in Internet and multimedia usage, and a training room within the Unit, hosting 10 computers, is

now a regular drop in place for local and visiting Indigenous peoples.

The training in the use of the Internet and multimedia before the establishment of libraries in the communities does seem an anomaly, but any opportunities for funding cannot be passed by. The unprecedented success of the Unit has resulted this year in over US\$500,000 being allocated to the continuation of the Indigenous Libraries Unit and the broadening of its activities to include the establishment of libraries in all Indigenous communities. Two libraries will be established and one existing mainstream library remodelled over the next three months. The importance of consultation, and participation and local ownership cannot be overemphasised. Approaches have been made to the peak bodies, the Aboriginal Coordinating Council and the Islander Coordinating Council, to recommend which communities should be approached. Meetings are currently being held with Community Councils and elders, and local Reference Groups are being assembled to advise on the operations of the new libraries. Issues to be determined are access, procedures for use of the collections, what resources should be included, the location of the library (as to whether it should be a separate building, joined with other Council services, or in a local school), and even whether the name 'library' is the most appropriate term. Preliminary consultations indicate that the centres should feature computers



## Reports from Public Libraries Around the World

with Internet access, CD-ROMs, music tapes and CDs, videos, computer games, such as PlayStation or Nintendo, magazines, talking books, graphic novels, children's picture books, literacy resources, books on Indigenous issues and about Indigenous peoples, photographs and family history.

While the initial focus is to concentrate on establishing libraries and continuing training, future directions will include remodelling mainstream libraries to meet local Indigenous needs, providing Cultural Awareness programmes, introducing information and resources from other Indigenous cultures around the world, and establishing librarianship traineeships for Indigenous peoples.

Robert Pestell,  
Director, Public Libraries Division,  
State Library of Queensland,  
Australia

### CANADA

#### **Connecting Canadians**

For several years the Canadian Government through its department (ministry) of Industry Canada has funded a program (Rural CAP) to help rural communities establish electronic public access sites.

Public libraries have been one of the major groups to benefit. Now Industry Canada has extended that program (calling it UrbanCAP) to Canada's almost 100 urban centres serving populations over 50,000. Canadian organizations such as

education institutions, public libraries, community organizations and municipal and territorial governments are eligible to become urban CAP (Community Access Program) sites. Public Libraries have a separate funding stream and so don't have to compete with other agencies. Each library serving a population over 50k will be eligible for \$17,000 per branch. The flexible criteria will allow purchase of equipment, furniture and staffing related to the project.

#### ***Sustainability***

After funding for rural CAP sites ends, small libraries have had to continue the program from their own resources or appeal to their municipalities. Equipment may need upgrading, staff may need training and programmes such as web page design for local non-profit organizations may be only half-finished. Market research is clear that some kind of sustainability funding is the most cost effective way for the federal government to meet its "Connecting Canadians" objectives. Therefore rural libraries throughout Canada were delighted when on February 14, 2000 Industry Canada announced a sustainability program making \$6,000 available for each site. It is hoped that this new program will be multi-year.

#### **Gates Library Initiative for public libraries in Canada**

Public libraries in three Canadian provinces are the most recent recipients of funding from the Gates Library Initiative. The money is part of a \$35+ million

initiative for libraries in the US and Canada. On the west coast, the province of British Columbia, received a \$2.5 million gift to buy computer equipment, improve Internet access and provide computer-training facilities for library staff and the public including 401 workstations in 101 library branches as well as four stationary training labs and a mobile training lab. Separately Microsoft Canada will provide software with a retail value of \$1.02 million to libraries receiving Foundation grants. In Ontario, Canada's largest province, public libraries will receive \$8.4 million in grants and services and Microsoft will donate software with a retail value of \$3.2. This funding will build on the important work that the province of Ontario has done with its Network 2000 strategy and will include financing for training labs. In the province of Manitoba, located in the middle of the country, public libraries will receive over \$300,000 to aid 46 Manitoba libraries by providing 128 Internet pre-loaded workstations and two training labs.

The Gates Library Initiative is one of the programs of the Bill and Melinda Gates Foundation which places a major focus on helping to improve people's lives through global health and learning. Other significant projects include a \$750 million commitment to the global Fund for Children's Vaccines; a \$50 million commitment to prevent pregnancy related deaths of women in developing countries; and the Gates Millennium Scholars program- a \$50 million annual commitment for 20 years to



## Reports from Public Libraries Around the World

provide financial assistance to high achieving minority students who are in severe financial need and would otherwise be excluded from higher education.

For more information: <http://www.gatesfoundation.org>

### Ontario Web Awareness Week A Success

A consortium including the national non-profit Media Awareness Network (MNet), the public library and education sectors, the National Library of Canada, the Canadian Library Association and the Ontario Library Association launched Web Awareness Week October 18-24, 1999 for the province of Ontario. Plans are underway to take it nation-wide in the year 2000. Workshops for librarians, library staff, parents and educators were given between September and November across the southern part of the province. These will continue for the northern part and for Francophone communities during the winter and spring of Y2000. Support for the initiative include a website with training modules as well as print resources. MNet is offering its web awareness training modules for any librarian who completes a User Agreement Form. There will be no charge for the modules in the foreseeable but MNet wishes to track users in order to be able to provide appropriate ongoing support.

For more information: <http://www.webawareness.org>

### Millennium Madness

Many libraries across Canada are using the millennium to mount a variety of reading related

initiatives. In Ottawa, Canada's capital, the eleven public library systems have launched *1,2,3 Read With Me/Lis avec moi*. It is an infant literacy program to connect to all 10,000 babies born in the Ottawa-Carleton Region in the year 2000 and provide them and their families with a special book bag full of parenting resources, an invitation to sign up the new baby at the library and a free board book when the parents and baby make their first visit to the library. The program has the support of local government, the Canadian Millennium Commission, Friends of the Libraries groups, a local newspaper, the hospitals, local sororities and community nurses who do follow-up with the newborns and their families. There is a special emphasis on infants at risk. There is a Canadian Library Association task force currently working on a program to extend the program to the whole country.

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### Library Advocacy

The Canadian Association of Public Libraries (CAPL - a division of the Canadian Library Association) is sponsoring the creation of a web-based advocacy tool kit for public libraries. CAPL believes this will have greater potential to reach more members and have a more sustained and measurable impact than a brochure. The web-site will include written components, interactive components and links to other advocacy resources and trustee web sites. CAPL's *Library Advocacy Now!* program has been designed to teach public librarians

and trustees how to promote and develop support for public libraries from the public as well as elected and appointed officials at all levels of government. It is modelled on a similar program of the American Library Association.

### Canadians Choose Libraries for Public Access

Preliminary results are in from the "Privacy, Access and the Shifting Marketplace Survey" conducted by Ekos Associates for Industry Canada. Building on earlier studies performed by Ekos, the survey is a random sample of Canadians taken over the summer of 1999.

The most interesting results for public libraries are the responses to two questions about usage of the Internet in public places. 45% of the respondents said that they had used the Internet in a library, second only to schools. Even more encouraging, in response to the question "Where would you be most likely to use the Internet if you could go to a public place and get access?", 53% of respondents without home access chose the library (as compared to 10% who chose school, 6% who chose an Internet café, 3% who chose a community centre and 3% who chose other). Contact Ekos for permission to reproduce the results.

For more information: <http://www.ekos.com/>  
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## Reports from Public Libraries Around the World

### CZECH REPUBLIC

The transformation process after political and economical changes in November 1989 was also reflected in public libraries. It has been demonstrated not only by the loss of the independence of local libraries and by the disintegration of the cooperation systems, but also by the transfer of district libraries from the district authorities to the municipal ones. This transfer has been accompanied by many risks and negative phenomena. In the re-evaluation of the activity of former district libraries some of the functions are sometimes abolished which were ensured by the district library, the numbers of employees and the budgets are reduced and this, from the point of view of the long-term prospects of the development of Czech libraries, may have an unfavourable effect on the functioning of the library system in the Czech Republic in the future.

In spite of the problems mentioned, however, the development of public libraries in the Czech Republic has not ceased. Many of the libraries returned to the administration of the community have better conditions of existence today - larger premises, more money for the purchase of literature, the prestige of the library in the community has improved. In the past nine years many libraries have been adapted and modernized. A further positive factor is that there are now being published immense quantities of books, periodicals and other media which should not be lacking in public libraries.

The first half of the nineties in the Czech Republic is characterized, as far as public libraries concerns, by the rapid introduction of computer technology. It can really be described as a boom. A number of libraries are completely automatic today - including a lending protocol using the bar code. For the Czech public libraries it is already a matter of course that they are equipped with further technical appliances such as copying machines, CD players, and databases on diskettes and on CD-ROM are used. The access of all public libraries to INTERNET is also not very far off in the future. All these facts go to show that the public libraries of the Czech Republic have retained their place in the cultural life of the country. Since 1990 the professional public has been discussing with bodies of the state and territorial government a new legislative amendment which should reflect the social changes since 1989 and define the standing and tasks of public libraries in connection with this.

Considerations on the prepared new Library Law must, of course, be based on the present state of the reform of territorial administration which is now in its very beginning.

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### FINLAND

#### Internet use for benefit of the users

In Finland the new Library Act (for public libraries) came into force in January 1999 (in English, see [www.fla.fi/flj/news/libact.htm](http://www.fla.fi/flj/news/libact.htm), in

Swedish [www.minedu.fi/uvm/kupo/ky/bibliotekslag.htm](http://www.minedu.fi/uvm/kupo/ky/bibliotekslag.htm)). After that, a new strategy for public libraries has been under work. The main point is to integrate public libraries still tighter with the information society strategies in Finland, especially on their important part in charge for education and culture.

Many current projects in Finnish public libraries seek better use of Internet for benefits of their users. Tampere City Library is together with the ICT company TietoEnator developing tailor-made service for the library users, who can order information to be sent them via Internet e.g. about new acquisitions on definite areas of interest, reminders of the due date of one's loans etc. ([www.tampere.fi/kirjasto/iaeng.htm](http://www.tampere.fi/kirjasto/iaeng.htm)). This service is charged by 1,3 euro per month. ATP Akateeminen Tietopalvelu Ltd. offers a possibility to send reminders, news information etc. to the mobile phone of the customer, and even more: the customer can be identified by fingerprints ([www.atp.fi/atp\\_eng\\_origo.htm](http://www.atp.fi/atp_eng_origo.htm)).

There has been lots of talks like "Internet is destroying reading". But in Helsinki City Library Internet is used to promote reading and writing of the youth. The new Internet forum for young writers is called Vimma ("Frenzy", [www.lib.hel.fi/vimma](http://www.lib.hel.fi/vimma), also in Swedish). It three first weeks in Summer 1999 more than hundred writers had sent their contributions there. Now and then all readers of Vimma vote for the best text. In the virtual book cafe they can discuss books they have read and exchange



## Reports from Public Libraries Around the World

experiences. One can also participate in writing a serial story etc.

For more current news from Finnish public libraries, see the web pages of the Finnish library journal Kirjastolehti: [www.fla.fi/flj/](http://www.fla.fi/flj/). Basic information about public libraries in Finland: [www.minedu.fi/eopm/kupo/eky/libraries.html](http://www.minedu.fi/eopm/kupo/eky/libraries.html) (Ministry of Education, most administrative information) and [www.publiclibraries.fi](http://www.publiclibraries.fi) (the largest and most general web source, including a.o. the Link Library information).

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### FRANCE

#### Public libraries with a regional mission

Many public libraries have been built in France over the past 20 years: between 1980 and 1999, the number of public libraries has increased from 930 to more than 2,500, covering a total surface of 679,136 square meters in 1980 to more than 1.7 million today. Since 1992, the French government has initiated a programme for supporting the building of public libraries with a regional mission: 12 cities have been elected to benefit from government funding which may amount to as much as 40 % of the total budget. Several libraries have now been completed and are open to the public: Orléans, Poitiers, La Rochelle, Limoges.

Châlons-en-Champagne, Reims, Marseilles, Montpellier, Nice, Toulouse, Troyes and Rennes will be opening in the next 3 years.

#### Libraries and architecture

The "Architecture and libraries" seminar (Paris, BPI, February 3-4, 2000) was an important step in exchanging ideas on this topic. It was followed by a study trip which enabled an international group of architects and librarians (Spaniards, Canadians, Italians, Portuguese, Germans, Austrians, Israelis, Finns, Russians...) to visit these new libraries.

#### The Internet and electronic documents

The development of public libraries is partly linked to the increasing access to the Internet in public libraries, whether it be the opportunity for readers to explore the Net (the web) on library premises, or the existence of library web sites giving, among other possibilities, access to online catalogues. Current available figures date back to 1998, when approximately 10 % of libraries offered this facility, but this percentage is likely to be far higher today. The increase in the consultation and loan of electronic documents (CD-ROMs) is also noticeable: 15 % of public libraries offered this service in 1998.

#### The reopening of the Bibliothèque Publique d'Information

Another recent fact worth mentioning is that last January 26, the Bibliothèque Publique d'Information reopened to the public, after a 27-month closure of

the Centre Pompidou during which a temporary location in a separate building gave access to a reduced stock of documents. It seems that the "new" BPI has met the public's expectations with the new building layout, the new services provided, the renovated furniture and signposting. 378 computers will be gradually put at the public's disposal, giving readers access to the online catalogue, two CD-ROM networks, digitised press kits, web sites, etc. (see photo).



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### NORWAY

Activities in Norwegian public libraries have been characterised the latest years by a large focus on new technology. All public libraries now have access to internet and most of them offer internet services also to the public. Loans have been rather stable through many years with an increase in videos, CDs (music) and CD-ROMs and a slight decrease in traditional books. We can register a general increase in use of libraries and in reference requests. Most libraries are represented on the net with their own websites and some have put out a lot of valuable information for the public.



## Reports from Public Libraries Around the World

### Library net

As a part of a national project a "Library net" has been established with a general presentation of Norwegian library and information resources on internet and with relevant news. <http://bibliotek.kulturnett.no/>

### Government report

The government with prime minister Kjell Magne Bondevik (which resigned today 10.3.00) has in December 1999 presented for the Parliament a report on archives, libraries and museums <http://www.odin.dep.no/repub/99-00/stmld/22/>. The main focus is on museums and also on co-operation between the three arenas in information technology projects. The government (which now has resigned) makes the following proposals concerning libraries:

- the state directorate for public libraries should be merged with the similar institution for museums
- the mandatory demand for a county library in each county should be taken away
- the present legislation concerning free access to library services should be changed so that services specially presented and developed for a single user can be fee-based while services which are for many users (multi-use) shall not be fee-based. Municipalities shall based on the mentioned principle be able to decide themselves to what extent fees shall be introduced
- The Oslo-based part of the National library (with Sissel Nilssen as the director) will get financial support in the coming years to refurbish and extend its building.

A debate is (as normal) going on

inside the library community and in news media concerning the fee question. A new government is formed by the Social Democratic Party (Arbeiderpartiet) and the new Minister of Culture is a prominent theater director, Ellen Horn. It is at the moment not clear if the new government will withdraw the mentioned report. If the report will not be withdrawn, the Parliament will finish its discussions on the report on 30th of May 2000. There has also in the media been a lot of focus on the Oslo-based part of the National library as the funding is expected to be too scarce to represent a sufficient refurbishing of the buildings.

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### SWEDEN

The present discussion in the Swedish library world is "contracting out". The Stockholm city council urged all Community administrations to investigate what can be contracted out. First on the priority list were libraries and Museums. A violent debate took place in TV, radio and the daily press. Privatisation of the libraries, no more loans free of charge no more free access to information were the headlines for many weeks. The forceful reaction shows that libraries are close to people's hearts.

It was a wish from the city council that librarians would be interested

to take over and run libraries, but so far non is.

A "contracting out" is not the same as privatisation where the politicians have no control of what is done. A "contracting out" needs a proper contract accepted on the highest political level in the community. A contract can be cancelled or renegotiated if needed.

NGO's can never run a public library. Their work is to get more members to their organisations.

### The library law is under revision.

The role of school libraries and public libraries in the educational world is slowly improving.

Congratulations to UK for the newly adopted "Minimum standards for public libraries". The text can be found: <http://www.culture.gov.uk/heritage/intro.html>.

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## NEWSLETTER ON-LINE ?

The Section's Newsletter will always appear on our IFLA website immediately after the release. It will be put on the website in pdf-format, which requires the free software Adobe Acrobat Reader on your computer. In order to save money spent on paper and posting, I would like to ask you, if you would be satisfied with only reading the Newsletter on-line ?

I will of course set up a mailinglist, and I will send you a message every time there is a new issue out, and of course direct you to the website, where you can download the free software Adobe Acrobat Reader.

If you are interested, please confirm to me by mail or fax.

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Borge Sondergard  
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## SECTION'S PROGRAMME IN JERUSALEM

**Public Library Open Session, chaired by Barbara H. Clubb (CA), have the following speakers:**

*Britt Marie Häggström (SE):* Public Libraries and Lifelong Learning

*Tuula Haavisto (FI):* Licensing and Copyright Update

*Dr. Ora Nebenzahl (ISRAEL):* Today's Public Library Service in Israel

*Philip G. Gill (UK):* Public Libraries Guidelines Overview

*Dr. Margaret Evans (UK):* Quality Management Self Assessment Techniques

**Division III Open Session, chaired by Philip G. Gill (UK).**

The session will be a major presentation for the revised Public Library Guidelines.

*Speakers:*

Barbara Clubb (Canada)

Kerstin Hassner (Sweden)

Robert Pestell (Australia)

Nerses Hayrapetyan (Armenia)

Ilona Glashoff (Germany)

## IFLA/PL Newsletter

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