



**IFLA Section of Public Libraries  
Newsletter  
Issue no 27, February 2003**



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## Editorial

The Hague, February 26, 2003

Dear reader,

A lot of changes are coming up in the Standing Committee. As mentioned in the Update of May this year, secretary Borge Sondergard is leaving the Standing Committee, due to his other time-consuming activities for the Danish libraries. Unfortunately, I'm leaving as well.

As you know, I am secretary general of the Dutch association of public libraries and as such I was on the board of the Round Table for Management of Library Associations. Beginning this year, this round table has been changed into a section and the IFLA authorities decided that elections are to be held for the membership of the new section.

In my professional capacity RTMLA and its successor are 'my natural habitat', so I will take my chance and try to get elected into the new section of library associations. In order to do that, I have to resign from the standing committee of public libraries. That is a sad thing to me, because I really appreciate the good working atmosphere and the mutual friendship in our PL-community in IFLA. We hope to find a candidate who can - if the section votes him or her in - represent the lively public library of the Netherlands. With my departure the committee loses its communication officer. As I will stay on board until Berlin, my editorial assistant Anne Hottenhuis and I will do our duty until then.

You can read more on the changes in the Standing Committee further in this newsletter.

Best wishes,

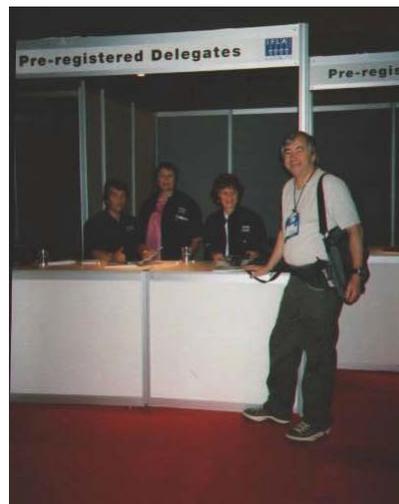
Jan-Ewout van der Putten,  
Information Coordinator, IFLA Section of Public Libraries

Cover: *Troyes library*

*The new city library in Troyes, opened in 2002 : a library to be visited during the pre-conference seminar organized in France (27 July-1st Feb 2003) by the Building and Public Libraries SC, with the support of the Goethe Institut Inter Nationes. More information available on the ifla website and in this newsletter.*

# Minutes

IFLA Section for Public Libraries  
 Standing Committee Meetings  
 During Glasgow Conference  
 17 and 23 of August, 2002



<b>Time:</b>	Meeting 1: Saturday, 17.8.2002, <b>08.30-11.20</b> (meeting room: Morar) Meeting 2: Friday, 23.8.2002, <b>08.00-10.00</b> (meeting room: Carron 1)
<b>Location:</b>	Scottish Exhibition and Conference Centre (SECC)
<b>Members:</b>	<p><i>Present at both meetings:</i> Assumpta Bailac (AB), Klaus-Peter Boettger (K-PB), Elena Boretti (EB), Jarmila Burgetova (JB), Barbara H. Clubb (BC) - <b>Chair</b>, Kerstin Hassner (KH), Torny Kjekstad (TK), Gunilla Konradsson Mortin (GK), John Lake (JL), Ngian Lek Choh (NLC), Bernie Margolis (BM), Tuula Martikainen (TUM), Florence Ponce (FP), Mary Sherman (MS), Borge Sondergard (BS) - <b>Secretary</b>, Jan-Ewout van der Putten (JEP) – <b>Information Coordinator</b></p> <p><i>Present at first meeting:</i> Kerstin Hassner (KH), Clara Budnik Sinay (CB)</p> <p><i>Present at second meeting:</i> Nerses Heyrapetyan</p> <p><i>Apologies:</i> Vladimir Firsov (VF)</p> <p><i>Absent:</i> Fernando Platero (FP)</p>
<b>Guests:</b>	<p><i>1'st meeting:</i> Britt Marie Häggström (Sweden) Bodil Have (Denmark), Laurette Mackey (Canada), Carol Erickson (USA)</p> <p><i>2'nd meeting:</i> Domenico Ciccarello (Italy), Francisco Armando Fernandes (Portugal), Gloria Rodriques (Columbia), Sinikka Sipilä (Finland), Darren Hoerner (USA), Silvija Linina (Latvia), Sumita Vallabl (South Africa), Mpopi Kgaodi (Botswana), Richard M. Atuti (Kenya), Deborah Nyabundi (Kenya), Carol Erickson (USA), Barbara Gubbin (USA), Laurette Mackey (Canada), Pedro Kavungo (Angola)</p>



### 1. Opening, Announcements and Documents Check (BC)

The Chair bid a heartily welcome to Scotland and Glasgow and asked everyone present to introduce himself or herself. BC mentioned, that the committee had two new members, Nerses Hayrapetyan and Fernando Platero, who, unfortunately, were not present. NH and FP are substitutes for Georgeta Clinka and Robert Pestell.

As at every IFLA Conference, the committee has to appoint a member for one-hour duty at the IFLA booth during the conference. BS volunteered.

### 2. Approval of the Agenda (BC and BS)

It was decided to bring item 17 forward on the Agenda, so it was dealt with on the first meeting. Otherwise the Agenda was approved as presented.

### 3. The Chair's Report (BC)

BC just wanted to state a few things:

- She strongly recommended that a member from the committee attend each section meeting of the three regional sections. They very much want cooperation and a liaison with other sections. The purpose was to attend, introduce Section 8 (Public Libraries), mention the work of the Section and ask for help to market the guidelines. It was decided, that BC would go to the Africa Section, CB to South America and the Caribbean section and JL to Asia and Oceania Section.
- Conference registrations are high. At present there were more than 4000 registered from 117 countries. There were to be 31 different library visits

and the IFLA EXPRESS would be in all IFLA languages

- BC urged everyone to be at the Opening Session well in time before start, as a surprise was in stall!
- For the Edinburgh tattoo, coaches would run all day from 10 am to 4.30 pm from outside the Conference Centre. It was a bit of a pity, that Edinburgh and library visits conflicted with our workshop on Thursday
- Section dinner will be at 8 Saturday 17<sup>th</sup> in "78 Vincent Street" and BC hoped to see many of the members to a guided tour at the Mitchell Library in the afternoon. Thanks to JL for arranging both events.

### 4. Approval and Follow-up of the Minutes form the Singapore Meeting, March 2002

Minutes were approved

### 5. Reports from Coordinating Board, Division III (BC and BS)

Minutes from the March 2002 Meeting have been circulated and there will be reports from the CB Meeting of 16 August 2002.

BC wanted to highlight a few things from the CB meeting, Friday 16.8.

- Guest speakers at Open Forums must still pay registration fee. Professional Committee (PC) announced, that this couldn't be altered before 2005. BC and BS had protested wildly to this and the Chair of DIV III, John Day, promised to go back to PC and tell them, that this embarrassing procedure must stop the sooner the better. John Day reported, that PC, though, in its

wisdom had allowed one free guest speaker pr. Division (grotesque!)

- PC had not yet approved the Section's strategic plan 2002-2003, but it is up on the web in the form, that we like – and that is the most important. There are suggestions, that the report on the strategic plan is to be incorporated into fall financial report
- In Berlin PC wants the Open Sessions/Forums limited to 2 hours from 2½ hours and the second Standing Committee meeting limited to 1½ hour. Again, BC and BS had protested wildly, and John Day would bring back our discontent to PB meeting during the Conference.
- In spite of rumours, Buenos Aires is still on as Conference Location for 2004. Governing Board (GB) had just reaffirmed
- GB is having their winter meeting December 12 to 14 in the Hague
- Elisabeth Lundgren, Chair of the Children's Section, announced the creation of a new International prize to author's of children's books, instituted by the Swedish Ministry of Culture in honour of Astrid Lindgren. It is to be a prize to be compared with the Nobel Prize for literature. The Swedish organisers had asked for a liaison with IFLA, and we all agreed that it should be the Children's Section.
- To celebrate the 25<sup>th</sup> anniversary of the School Library Section a children's model library has been built in the Exhibition Area. Please visit.
- Richard Tucker (Blind Section) introduced a whole new funding scheme for development projects where libraries can buy "shares" in a project and get the possibility of winning a trip to check out their "investment".
- Planning group for Berlin Divisions III Open Session Elisabeth Lundgren, Rosemary Kavanaugh and BS. BS asked for good ideas. The theme is: *"Access Point Library: Media-Information-Culture"*

## **6. Reports from Professional Committee (BC and BS)**

Minutes have been circulated by email, but can also be found at:

<http://www.ifla.org/III/pb/pcm0302.htm>

This Item was dealt with under #5.

## **7. Report on Membership (BS)**

The total number of members August 2002 is 328, so we are sure of getting the highest administrative money. But we have room for many more members, please make an effort to get at least two new members in your own country. The Committee had a long discussion on a promotion leaflet aimed specifically to public libraries. A draft had been made by PC/GB, without involving officers of our section. We decided not to be offended, and worked out a lot of corrections and ideas for BC and BS to bring to a meeting later on Saturday with Kelly Moore, Membership Manager IFLA HQ.

## **8. Finances (BC)**

Financial Report was distributed by email, and showed the finances in very good standing with a balance of € 4541,18. Unfortunately the money is Canadian \$ and due to the rising of the Euro and dropping of Canadian Dollars, the real balance is € 3648,40. BC will try and find a way for the money to stay on an account in Europe, and in this way secure the value of the amount. BC urged members to use their project money, so we don't have too much carry over.

## **9. IFLA Internet Manifesto (JB)**

The Manifesto was prepared by FAIFE and approved by the Governing Board 27 March 2002. You will find it in English, French, German and Spanish in IFLA Journal, Vol. 28 (2002) No 2., and page 81-84. You can also find it at <http://www.ifla.org/III/misc/im-e.htm>. JB had prepared an introduction to the discussion. The committee was very much in harmony in praising the Manifesto, so it didn't need that much discussion. The Manifesto is in very fine balance with the Public Libraries Guidelines and the Public Library Manifesto.

## **10. Putting the Library Question on top of the Agenda for the Local Politicians (KH)**

KH, Sweden gave an introduction to the discussion. She advocated for a dedicated involvement of politicians, them being the

main entrance to understanding and money. But how can we attract their interest? Some members found that public libraries were so good, that they were of no interest to politicians; and libraries were also not very “dangerous or sexy” subjects in the political spectre. We need to develop tools on how most successfully to attract politicians, and several members suggested a workshop at a later stage. How about inviting politicians to attend the IFLA conferences? Bring your local politicians with you. BS told about how the Danish Library Association is actually run by politicians and professional in combination. Could this be a model for other National Associations? The professionals have to let go on influence and split power with the politicians.

### **11. Third Pan African Conference on Reading for All (BC)**

The Conference will take place in Kampala, Uganda, 18 to 22 August 2003. The Section has been invited to give a paper or just to participate. Material has been circulated. KH will represent the Section in Kampala.

### **12. Elections of Vacancies in the Committee for 2003-2007 (BS)**

The closing time for nomination will be set for February 2003, so the Committee will have to deal with the issue now. There will be seven vacancies, which are:

Assumpta Bailac (leaving permanently)  
Clara Budnik, Florence Poncé, Mary Sherman and Borge Sondergard (can serve a 2<sup>nd</sup> term).

Nerses Hayrapetyan and Fernando Platero who has just joined the committee as substitutes for Georgeta Clinka and Robert Pestell will also have to leave but may run again if they wish.

By the time of the meeting in Glasgow it was known that FB, MS and BS would run for a second term. There is no news on CB, NH and FP.

The Committee agreed, that it was important to try not to have more than 1 member from each country on the committee and that we should search for members from the Caribbean, Africa and Asia. We do have a contact in China, who is interested, Ms Li Jingxia from Wuhan. For the next year she will serve as corresponding member. BC will write the African Section or Kay Raseroka for

suggestions of candidates. Gloria Rodrigues will try to find a Caribbean candidate.

### **13. Country Reports (all)**

Due to lack of time the country reports were just handed out and not debated. They will go on the website

### **14. Review of Strategic Plan 2002-2003**

The plan has been circulated, but can also be found at

<http://www.ifla.org/VII/s8/annual/sp08.htm>.

Professional Committee (!) has not yet approved the Strategic Plan.

There were the following comments to the Plan (see:

<http://www.ifla.org/VII/s8/annual/sp08.htm>):

1.1 a) Running as planned

1.1.b) Solved by the Rabat conference in 2001 and the upcoming Kampala Conference in 2003

1.1.c) New Conference in Cartagena in Oct. 2003. The School and Public Manifesto will be discussed in Trinidad. They need help for translation

1.1.d) we mount them, as we receive them

1.2) We want to have the discussion group on “Libraries and democracies” for the years to come, but we do not want it to become an IFLA Discussion group, but keep it within the Section. K-PB will find a room in Berlin and JL+K-PB and MS will work on the discussion group

2.1) It is well on the road and will be further developed under item 15e on the Agenda  
2.2) Guidelines now translated into 18 different languages – 5 are on the website.

BC had been promised translation into 18 different Indian languages and Malay  
2.2) The Rabat conference will be followed up in Uganda next year

2.3) BS will contact Chair of Children’s Section to ensure co-op on the Children’s Guidelines. A draft is discussed at the Glasgow Conference, and the Section is still not sure whether it shall go for genuine guidelines or merely descriptions.

2.4) No news

2.5) A cooperation with Statistic’s Section for a Buenos Aires workshop has been initiated. NLC (lead), FP, GK, K-PB will liaison with the Statistic’s Section. We want to emphasise the importance of combining this work with our own project on User Needs (AB and JL)

2.6) Is well under way and will be further dealt with under item 15d on the Agenda

2.7) Section miss a lead on this project. K-PB will lead when his work with the Berlin Conference is done

3.1) A discussion in Boston resulted in several items on this years Open Forum as well as the subject has been reflected several places in the Strategic Plan. 3.1 is considered done!

4.1) Computer literacy project is considered done at the end of the Glasgow Conference. A major workshop will summarize good practises on Thursday and the presentations will go on our website

5.1 TK has taken lead of the Life Long Learning project from Britt Marie Häggström. GK will work with TK to ensure a workshop on the matter in Berlin

6.1 BC has a researcher on the item and will be able to report on the Winter Meeting 2003. TK told that in Norway libraries, museums and archives are now in the same governmental act.

7.1) There is nothing to report. EBLIDA is constantly working with the issues. JEP will report at Winter Meeting 2003

8.1) We still want to pursue a joint conference with the marketing and management Section but we put it on a hold for the time being

9.1) Everyone must get at least two new members

10.1) Nothing to report

10.2) MS is now Chair of PLA International Committee. She will campaign for the Section

10.3) Done

10.4) Continuing process

10.5) Will happen

11.1) Will happen through the week

11.2) Will be planned under item 18 on the Agenda

11.3 BM put forward a suggestion in Singapore, that the surplus of the Boston conference should be used to support standing Committee Members from poorer countries. The motion had been forwarded to DIV III but GB has resolved, that the surplus from Boston shall be used to withstand IFLA conferences with deficits.

12.1) Nothing new

12.2) BC and BS are still hammering at PC's door through CB of DIV III

## 15. Review of Ongoing Projects

a) Life Long Learning (TK). TK and GK will lead a workshop in Berlin. This, together with

a report from Britt Marie Häggström, will complete the project

b) Computer Literacy (FP and BS). BS and FP will conduct a workshop within the Glasgow Conference and will mount the presentations on the website

c) UNET evaluation (KH). KH will report on the evaluation in Winter Meeting 2003 and final report on the evaluation on the Open Forum in Berlin.

d) Meeting User Needs (AB and JL) - a scoping document has been circulated. JL went through the ideas listed in the scoping document. We want a swift working group, very practical oriented and good practises will go on the website. EB is now joining the working group lead by JL and AB. **If anyone in or outside the Committee has good examples on meeting User Needs please report to the group no later than December 2003.** The group wants to take in the issues of performance measurements as well. We decided on a workshop in Berlin and results to go on the website. JL will send a formal request for help with the project and will write a small piece in the Newsletter. BC will ask for money to the project in DIV. III. (We got it!)

e) Marketing Guidelines (BC and JL)

- A follow-up on plans in your own country
- Achievements since last meeting
- Plans for the next year

BC presented a very detailed paper on how to deal with this, the Section's biggest project. Thanks to this paper, we now have a well-described strategic plan for dissemination of the guidelines. BC's revised paper will be sent to the Standing Committee and will be presented on the website.

K.G. Saur has generously promised us copies of the printed Guidelines at a 60% discount in order to support our plan to send each library school in the world one copy.

## 16. Website, Newsletter and Brochure (van der Putten)

The website is constantly being updated thanks to the devoted work of Anne Hottenhuis in NBLC. There has been two Newsletters since Singapore (one short and precise and only on-line) the other an ordinary Newsletter. It was sent on-line to all members, and only those, who specifically asked for a printed version (or e-mail

addresses bouncing back) were offered a printed version (print on demand?). There will be a small electronic Newsletter in late September/early October and an ordinary big Newsletter in December. The new revised brochure will go on our website in PDF format. **Please send corrections as soon as possible to JEP.**

#### **17. Programme for IFLA 2002 in Glasgow**

The Committee went through plans, agreements and arrangements

#### **18. Programme for IFLA 2003 in Berlin (all)**

The Berlin Conference will take place from 1 to 9 August 2003 in Berlin. Standing Committee meetings will take place on Saturday 2 and Friday 8. K-PB will seek for the first meeting to take place in a Berlin public library, as well as a tour of the library. K-PB will arrange the Section dinner (maybe Saturday Night isn't such a good idea, the officers we blamed from some colleagues, that they didn't attend the Officers Reception in Glasgow, as it is a good place to network – maybe Tuesday would be a good idea). Things to remember concerning Standing Committee meetings: Produce special identification for members to wear (ribbons, buttons???), bring extra copies of Agenda and make sure, that the room is equipped with enough chairs for the guests to use.

*Open Session:* It was decided to set up a steering organising group in charge of the Open Session Programme. NLC (lead), K-PB and JEP were elected. At this time four topics were suggested:

- *Public Library Digital Networks in Germany (K-PB)*
- *The Bertelsmann Projects (K-PB)*
- *Final evaluation of UNET(KH)*
- *Maybe something from pre-conference on library building (FP)*

IFLA Programme Enquiry Form (P) must be filled out and sent to IFLA HQ before 18 November 2002.

Details on Open Forum: Introduce members of SC through PowerPoint. Strategic Plan, Newsletter and Brochure to be ready as handouts. Should members greet the participants in the door?

*Open Session – Division III:* BS is elected to a planning group. The theme will be: "Public Libraries as Access Points: Media –

Information – Culture - with Special Emphasis on Guaranteeing Human Culture and Values". Someone from our Section should be prepared to talk about how; the Section through its work has contributed to exactly that. There should also be a presentation on Public Libraries in Germany (K-PB?)

*Workshops:* We will go for two workshops in Berlin in this prioritised order:

1. *Life Long Learning final presentation and discussion (full day) (TK and GK)*
2. *User needs (half day?) (JL and AB)*

IFLA Programme Enquiry Form (P) must be filled out and sent to IFLA HQ before 18 November 2002.

Discussion Groups:

1. *Libraries and Democracy (MS) to be held offsite conference centre*
2. *Public Libraries Section joint with Statistics Section - NLC (lead) with FP, GK and K-PB*

*Pre-Conference:* A pre-conference is to be held in Paris, France 27 July to 1 August 2003. It is a joint conference organised by Library Buildings and Equipments Section and Public Libraries Section. FP is our lead and liaison.

Other possibilities: *Joint workshop with Libraries for the Blind Section, with the following topics:*

- Friendly OPACs and Websites
- Model of Service
- Reader Development
- Marketing Services

*Lead: BC*

#### **19. Preliminary Programme for IFLA 2004 Buenos Aires and 2005 Oslo (all)**

To be discussed further at Winter Meeting 2003 and Standing Committee meetings in Berlin. One topic could be "Political Advocacy". Nothing on Oslo yet.

#### **20. Other Reports and Items**

EB invited the Standing Committee to hold the Winter Meeting 2003 in Bologna. The Committee heartily accepted the invitation. There were some discussion on dates. Many would like to go at the same time of the Bologna Bookfair, but this is late March and maybe then too late, if we have to deal with

items for the Berlin Conference (15 March is probably the latest IFLA HQ can receive material?). BC would like it to be consecutive to the CB Meeting of Division III in The Hague. Dates will be announced ASAP.

**21. Closing**

BC heartily thanked the Members for a brilliant meeting and a good programme in

Glasgow over the week. She thanked all the guests for their participation in the meeting and she wished everybody a safe journey home.

BM expressed his thanks to BC and BS for an excellent organised meeting.

*Borge Sondergard, Secretary*



### **In the spotlight – Clara Budnik**

In March 2000, Clara Budnik was appointed Director of the National Directorate of Libraries, Archives and Museums (DIBAM), the state institution charged with promoting, conserving and providing public access to the cultural heritage of Chile. The institution comprises over 350 public libraries, the national library, the national archive, state museums for fine arts, history and natural history as well 26 regional museums. Prior to this Ms Budnik was Director of Libraries (both National and Public) for the same institution (1998 – 2000).

From 1993 – 1998 Ms Budnik was National Coordinator of Public Libraries and was responsible for creating the strong national network of public libraries that exists today. During her term as National Coordinator Ms Budnik worked to bring the Chilean libraries into conformity with the UNESCO Manifesto for Public Libraries, introducing participative management and direct community involvement as well as initiating many innovative projects such as Bibliometro, book boats to serve the many isolated islands in the Chilean fiordland and bookmobiles, all aimed at providing the most complete library service possible to all Chileans. The level of development of the public library system in Chile has recently been recognized by the Bill and Melinda Gates Foundation which has extended its International Library Initiative to Chile, the first country outside North America to be accepted for this program.

Internationally, Ms Budnik is an active member of two permanent committees of the International Federation of Library Associations (IFLA); Public Libraries, and the Regional Committee for Latin America and the Caribbean (IFLA LAC). She is also a member of FAIFE, the Committee on Freedom of Access to Information and Freedom of Expression. Ms Budnik has also served as a consultant to the Organization of American States (OAS) in the creation of networks of documentation centers and film archives and was Coordinator of the Book Bank of the Inter American Infant Literature project (PILI) of the OAS in Venezuela. Ms Budnik was recently invited to join the International Scientific Board for the Miguel de Cervantes Library, the largest digital library project for Ibero America, which is based at the University of Alicante in Spain.

Ms Budnik is frequently sought as an international speaker and teacher in the area of public library management, especially in Latin America. For the past few years she has worked closely with the Ministry of Culture of Spain in the presentation of professional development courses for library staff in Latin America, an initiative developed as a result of the Summit of Ibero American Presidents.

Ms Budnik received her library qualifications at the University of Chile, where she has since taught a number of times, and has been actively involved in the Chilean Book Council and the Chilean Association of Librarians.

# News about the Public Library Guidelines

## The Public Library Guidelines in Italy

In November 2002 the Italian Library Association published the Italian translation of "The Public Library Service: the IFLA/UNESCO Guidelines for Development". At the time of publication this was the sixteenth translation of the Guidelines, which were published in English in July 2001. Many more translations are on the way. The Italian version was the first to include photographs and statistics of local public libraries making it a very attractive edition. I was invited to talk to two conferences in Italy about the Public Library Guidelines and their relevance to the Italian situation. On 13<sup>th</sup> November I spoke about the IFLA/UNESCO Public Library Guidelines to a conference in Florence organised by the AIB (Sezione Toscana) and the Regione Toscana-Servizio biblioteche musei e attivita culturali. I shared the platform with Elena Boretti, a member of the IFLA Public Libraries Section Committee. Elena spoke on the Guidelines and the Public Library Service in Tuscany. The meeting was attended by about 100 people and there was a lively discussion after we had given our papers. The meeting continued in the afternoon but by then I was on a train to Vicenza for a second conference: "A new Library for the European people: meeting among public libraries in the Alpe-Adria Regions for a cultural network" organised by Biblioteca Civica Bertoliana-Vicenza. The meeting included representatives from Northern Italy, Austria, Hungary, Croatia, Slovenia, and Germany and its primary purpose was to develop co-operative projects within the region involving the participant countries. I was invited to speak on the IFLA/UNESCO Guidelines in particular their relevance to globalisation and the preservation and development of local culture. Before the conference we had an interesting guided walking tour of Vicenza, the city of Antonio Palladio, whose architecture dominates the city and surrounding areas. I would like to thank the organisers of both events for giving me the opportunity to talk about the Public Library Guidelines and for their generous hospitality while I was there. I also learned more about Italian public libraries, many of which have developed significantly in recent years. I am confident that the Guidelines can assist public librarians in Italy in the development of library services.

Philip Gill

### **National or international standards: all are indispensable!**

The contribution analyses the interdependence of national and international standards for public libraries in the organization of public library activities. It is evident that

new IFLA standards for public libraries have taken into consideration the diversity of national environments by preparing directions and definitions, but less known is the connection between the IFLA standards and the national ones. The analysis is based on the hypothesis that national standards cannot support successful and effective development of public libraries if they only pay attention to the national conditions and needs without giving consideration to the international results and good practice experience of foreign library systems included in the international standards for public libraries. The basic reason is the purpose of public libraries which is fulfilled when libraries succeed to surpass the national borders by getting well organized. It is of no less importance that in individual cases national stipulations are more easily enforced at the government level if they are supported and compared with the international ones. The analysis is based on the grounded assumption that it is beneficial and appropriate for each library system to have its own standards. Therefore, the Slovene standards for public libraries are compared to the IFLA standards and the standard provisions are considered as a starting point for:

- planning library programme (content of the library)
- planning work conditions (accessibility of library services)
- measuring library service (the quality of achieving the goals and the quantity of work done).

Silva Novljan  
(National and University Library, Ljubljana, Slovenia)

## Guidelines discussed in Spain

Our Library Association (Catalunya) organized a round table about IFLA Guidelines the 16th October in Barcelona. I moderated the session. Different participants were part of the "table" ... one for every chapter of the guidelines, depending on its role in the library system. It was very interesting and a lot of librarians participated in it.

Assumpta Bailac

## Update of Marketing and Translation Strategy

On the sections part of the IFLA website (<http://www.ifla.org/VII/s8/spl.htm>), you will find an updated version of the Marketing and Translation strategy for the Public Library Guidelines



**In the spotlight – Kerstin Hassner**

### **Personal information**

I was born in 1951, and early on I wanted to become a librarian. When I was 14 years old, I was asked by a wonderful, strong, energetic librarian in my home town of Kramfors to help put the books back into the shelves.

She became my positive role model of a librarian and sort of an idol for me.

I was at the University of Linköping from 1970 – 1973, reading Swedish, English and Information Science.

Alongside with my university studies, I worked as much as I could at the Library of Linköping. I did just about every kind of library work.

At that time it was very difficult to get into the School of Librarianship, you had to have a lot of working experience. But at last I succeeded, and graduated in Borås in 1977.

After graduation, I worked as a school librarian in Mjölby and in Kramfors, where I later became the coordinator of 16 branch libraries. After some years I was appointed deputy library director.

In 1982 I was appointed director of Libraries and Culture in Ljusdal, a wonderful municipality in mid-Sweden.

There was a reorganisation in 1992, at which time Leisure was also integrated into my department. In 1998, it was time for another reorganisation and since then I have had even

broader responsibilities. My title now is Director for the Department of Administrative Service, Culture and Libraries. I also act as coordinator of the group of Directors of municipal departments in of Ljusdal.

Besides my work, I am an expert advisor in culture issues to the Swedish Federation of Local Authorities in the county of Gävleborg. I also have a lot of regional posts in the fields of culture and growth.

Since 1996, I have been the coordinator of UNET, the UNESCO Model Library Network. I have been a member of IFLA Standing Committee for Public Libraries since 1998 and am a member of the Working Group for the Guidelines for Public Libraries.

Nationally and internationally, I have written articles about the UNET work and given talks at several national and international conferences about UNET and about the work of an ordinary Swedish public library in a typical Swedish municipality.

That is a glimpse of me:

### **Kerstin Hassner**

**Adress: VLK, Ljusdal Municipality,  
827 80 Ljusdal**

**Sweden**

**Tel.: +46 651 18010, +4670 45 42 7 43**

**E-mail: kerstin.hassner@ljusdal.se**

**XIII. IFLA Section Library Buildings and Equipment  
Seminar  
Joined with the IFLA Section Public Libraries**

**PARIS (France) - July 27-August 1<sup>st</sup> 2003**

**First Announcement**

The IFLA Section Library Buildings and Equipment joined with the IFLA Section Public Libraries and the Goethe Institut (Paris) organize in Paris an official Preconference to the 2003 Berlin IFLA Council and General Conference. The seminar is presented every two years (former seminars: The Hague, 1997; Shanghai, 1999; Boston, 2001).

**Theme:** Digital technologies, economic pressures, security, shifting user needs and expectations are among the forces that are dramatically reshaping libraries today. These compelling forces affect every dimension of library operations and require a reconsideration of existing and planned library space along many dimensions: user space, collection space, service space, activity space, social space, intellectual space, and virtual space.

The seminar will focus on the following topics:

- Redefining and reinforcing the library's place and exploring how library space is being redefined and reshaped today
- The library as a learning place for developing users' autonomy
- Integrating technologies in an old building
- Impact of security measures on library buildings (surface, space functional organization, costs, buildings security, persons and collections safety,...)
- The "green library": are we able today to promote library buildings that are environmentally responsible, profitable, and healthy places to live and work? And what does it cost?

The goals of the seminar are to engage attendees in an exploration of important issues affecting the future development of library space, and to help them prepare to envision and make the case for innovative library spaces that are directly responsive to user needs and interests of the community.

The seminar proposes a two days trip through the region Champagne with the discovery of three new public libraries (Troyes, Châlons-en-Champagne and Reims with the visit of the Carnegie Library), the visit of the new university library of Paris VIII in Saint-Denis, and a series of presented papers and discussion sessions. Through this mix of presentations, it is planned that not only descriptive information, but also critical and evaluative planning skills will be engendered.

**Speakers:** A call for papers on the topics mentioned above is made from now on.

**Committee:** The Seminar Committee is chaired by **Marie-Françoise BISBROUCK**  
(Tel: + 33.1.43.18.41.85; Fax: + 33.1.43.18.41.88;  
E-mail: [Marie-Francoise.Bisbrouck@paris4.sorbonne.fr](mailto:Marie-Francoise.Bisbrouck@paris4.sorbonne.fr))

**Number of participants: strictly limited to 100**

**Deadline for registration: May 28<sup>th</sup> 2003**

All further information will be available on the IFLA Website: [www.ifla.org](http://www.ifla.org)

**If you are interested in giving a paper or attending the seminar, please, send the following form by fax or e-mail as above.**

**XIII. IFLA Section Library Buildings and Equipment  
Seminar  
Joined with the IFLA Section Public Libraries  
PARIS (France) - July 27-August 1<sup>st</sup> 2003**

**Pre-Registration Form**

**Name** .....

**Institution name** .....

.....

**Address** .....

.....

.....

**Telephone number** .....

**Fax number** .....

**E-mail address** .....

**If you are interested in giving a paper on the topics mentioned on the Announcement, please, describe briefly your proposal:**

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Send this form **by fax** to Marie-Françoise BISBROUCK: + 33.1.43.18.41.88

E-mail address: [Marie-Francoise.Bisbrouck@paris4.sorbonne.fr](mailto:Marie-Francoise.Bisbrouck@paris4.sorbonne.fr)



Standing Committee Meetings, Bologna  
6 to 7 March, 2003

Agenda

<b>Time:</b>	Meeting 1: Thursday, 6 March 2003, <b>13:30-17:30</b> (Palazzo Comunale) Meeting 2: Friday, 7 March 2003, <b>09:00-12:00</b> (Palazzo Comunale) Meeting 3: Friday, 7 March 2003, <b>15:30-17:30</b> (Palazzo Comunale)
<b>Location:</b>	Palazzo Comunale, piazza Maggiore 6, Bologna, Italy

**1. Opening, Announcements and Documents Check (Clubb)**

Please find the strategy at:  
<http://www.ifla.org/VII/s8/proj/mts.htm>

**2. Welcome to Bologna and information on the additional programme (Boretti)**

**14. Website, Newsletter and Brochure (van der Putten)**

Please find the brochure here:  
<http://www.ifla.org/VII/s8/pub/splbro.pdf>. Bring corrections and additions. We need a new print for Berlin

**3. Approval of the Agenda (Clubb & Sondergard)**

**4. The Chair's Report (Clubb)**  
(To be distributed by email)

**5. Approval and Follow-up of the Minutes from the Glasgow Meeting, August 2002**  
Minutes have been circulated by email, but can also be found at: <http://www.ifla.org/VII/s8/news/pl-minutes0802.htm>

**15. Programmes for IFLA 2003 in Berlin**

Plans, agreements and arrangements  
Satellite meetings (Clubb & Poncé)  
Open Forum (Ngian)  
Workshop on Lifelong Learning (Kjekstad & Konradsson-Mortin)  
Discussion Group (Boettger & Sherman)  
Anything else

**6. Reports from Coordinating Board, Division III (Sondergard)**

Minutes from the August 2002 Meeting will be circulated as well as the Agenda for the 10 to 11 March 2003 meeting in the Hague

**16. Preliminary Programme for IFLA 2004 Buenos Aires and 2005 Oslo (all)**

The Chair is very anxious that we are well prepared and in good time before October 2003

**7. Reports from Professional Committee (Clubb & Sondergard)**

There are no new Minutes from either PC, GB or Executive Committee on IFLANET since August 2002, so there will be nothing to report.

**17. Other Reports and Items**

**8. Report on Membership (Sondergard)**

**18. Closing**

**9. Finances (Clubb)**

Financial Report to be distributed by email (Clubb)

*Barbara Clubb & Borge Sondergard*

**10. Report on elections/postal ballot to Standing Committee 2003-2007 (Sondergard)**

Also preparing for new elections of Chair, Secretary and Information Coordinator as from Berlin 2003

**11. Country Reports**

Those who did not present Country Reports in Glasgow (either oral or in print) please prepare one and e-mail to fellow SC members

**12. Review of Strategic Plan 2002-2003**

The plan has been circulated, but can also be found at <http://www.ifla.org/VII/s8/annual/sp08.htm>. Be prepared to give an account for the items, which you are responsible for and which are not dealt with under Agenda #13. Update to be distributed by email.

**13. Review of Ongoing Projects**

- Life Long Learning (Kjekstad & Konradsson-Mortin)
- UNET evaluation (Hassner)
- Meeting User Needs (Boretti, Bailac & Lake)
- Marketing Guidelines (Clubb & Lake)

# World Library and Information Congress Berlin 2003

## New name for IFLA general conference

The biggest annual international gathering of librarians, the IFLA Conference, is to be known in future as the 'World Library and Information Congress'.

IFLA's Governing Board decided on the new title last year. It was due to come into effect with the 2004 event to be held in Buenos Aires, Argentina. However, it has now been decided to adopt it this year- for the meeting due to take place in Berlin, Germany, 1-9 August 2003.

The new title is designed to ensure that the event has a greater impact outside the profession and in the city in which it takes place. "Although IFLA is very well known within the profession, the people in the street and the media have no idea who we are", said Ross Shimmon, IFLA's Secretary General. "But everyone will understand what is going on when they see a banner proclaiming the World Library and Information Congress", he explained.

The Governing Board decided that the current title would be retained as a subtitle to ensure continuity. So, for Berlin, the event will be known as:

**WORLD LIBRARY AND INFORMATION CONGRESS:**  
*69th IFLA General Conference and Council, Berlin, 1-9 August 2003.*

The Board also decided that the title may be translated into languages other than the five working languages of IFLA, where appropriate, in order to have even greater impact.

## First issue IFLA Express

The first issue of IFLA Express for the IFLA 2003 Conference in Berlin, Germany has been released. The English and German versions can be downloaded as PDF-files from the conference web site at:

<http://www.ifla.org/IV/ifla69/express-e.htm>  
(English)

<http://www.ifla.org/IV/ifla69/express-g.htm>  
(German)

This first issue contains (among others) the following information:

- Programme in Brief
- Visa and Letter of Invitation
- New Conference Fee Structure
- International Trade Exhibition
- Information on Berlin and Germany
- Important Deadlines

The second issue of the IFLA Express will be published in May/June 2003, and another five issues will appear each morning during the conference. Members of IFLA will receive the printed version by regular mail.

## Approved Satellite Meetings involving Public Libraries Section

The following satellite meetings have already been approved:  
*Globalisation: empowering women through information. Impact of information availability and use in society on women.* The meeting is sponsored by Women's Issues Section, Information Science Journals Section and Public Libraries Section and is to take place in Berlin 30 July – 1 August. Lead: Leena Siitonen.

*Libraries as Places: buildings for the 21st Century.* The meeting is sponsored by the Library Buildings and Equipment Section and Public Libraries Section and is to take place in Paris 27-31 July. More information and application form in this newsletter and at <http://www.library.uiuc.edu/administration/ifla-paris.htm> or contact Florence Poncé. Approved Open Forums, workshops etc. involving or interesting to Public Libraries Section:  
1. Open Forum: *Innovation in Public Libraries – Presentation on Innovative Services.* Held by Public Libraries Section. Lead: Ngian Lek Choh.

2. Workshop (all day): *Inspiring Lifelong Learning in Public Libraries*. Held by Public Libraries Section. Lead: Torny Kjekstad, Gunilla Konradsson-Martin (and Britt Marie Haggström)

3. Open Forum. *Public Libraries as Learning Resource Centres*. Held by Asia and Oceania & Public Libraries Sections. Lead: Asia and Oceania Section.

4. Open Forum: *How Libraries in General and the work of the Division in Particular Support the 3<sup>rd</sup> Theme of the Berlin Conference: "Guaranteeing Human Culture and Values"*. Held by the Division for Libraries Serving the General Public. Lead: John M. Day.

#### Approved Satellite Meetings 2003

1. Information Technology and DCMI *Converging, complementary or other forms of describing Internet/Digital Objects: DCMI, IFLA and other communities' (museums, archives, industries, governments) standards and guidelines.*

**Sponsors:** IFLA Information Technology Section and State and University Library Goettingen DCMI

**Audience:** librarians, members of scientific learned societies, e.g. mathematicians, physicists, computer scientists, publishers, internet specialists.

**Location:** Goettingen, University and SUB Goettingen.

**Dates:** 11-13 August

2. Library and Research Services for Parliaments  
*19th annual Pre-conference of the Library and Research Services for Parliaments Section*

**Audience:** members of the Section

**Location:** Parliament, Prague, Czech Republic

**Dates:** 2-day pre-conference, dates to be confirmed

3. Performance measurement in libraries and information services: "Northumbria 5"  
**Sponsors:** IFLA Statistics and Evaluation Section, IFLA Library Theory and Research Section and the School of Information

Studies, University of Northumbria at Newcastle

**Audience:** librarians and information specialists from all types of libraries and institutions

**Location:** Durham City, U.K. **Dates:** 28-31 July 2003

**Further information:**

[http://online.northumbria.ac.uk/faculties/art/information\\_studies/lmri/PM5/PM5.htm](http://online.northumbria.ac.uk/faculties/art/information_studies/lmri/PM5/PM5.htm)

4. Globalisation: empowering women through information. Impact of information availability and use in society on women.

**Sponsors:** IFLA Women's Issues Section, IFLA Public Libraries Section and IFLA Information Science Journals Section

**Audience:** Public, academic and school librarians. LIS educators and editors of LIS journals.

**Location:** Berlin

**Dates:** 30 July - 1 August

5. Access Point Library: where do the blind fit?

**Sponsor:** IFLA Libraries for the Blind Section

**Audience:** All concerned with the production and distribution of alternative format materials and the running of libraries for visually impaired readers.

**Location:** Marburg/Lahn, Hessen (Germany)

**Dates:** 27-30 July

**Further information:**

<http://www.ifla.org/VII/s31/slb.htm>

6. E-learning for marketing and management in Libraries

**Sponsors:** IFLA Management and Marketing Section and IFLA Education and Training Section, Université de Genève, Ecole nationale supérieure des sciences de l'information et des bibliothèques (ENSSIB), Lyon (France), Haute École de gestion, Département Information et Documentation (Genève), École de bibliothéconomie et des sciences de l'information (Université de Montréal, Québec, Canada)

**Audience:** Professors, researchers and directors from schools of Library and Information Science worldwide. Practitioners interested in the growing importance of marketing and management issues in the management of libraries and other information services.

**Location:** Geneva

**Dates:** 28-30 July

7. Leadership and risk taking in library management; performance measurement and statistics in library management

**Sponsors:** IFLA Management and Marketing Section, Austrian Librarians Association and University Library of Vienna

**Audience:** Colleagues from academic, public or special libraries who are in middle or higher management

**Location:** Vienna, Austria (University Library of Vienna)

**Dates:** August 10-12

8. Disaster preparedness and risk management: the Blue Shield initiative

**Sponsors:** IFLA Preservation and Conservation Section and IFLA Preservation and Conservation Core Activity (PAC).

**Audience:** Librarians, archivists, museologists and government officials

**Location:** Berlin - Akademie der Wissenschaft, Berlin

**Dates:** 30 - 31 July

**Further information and registration:**

<http://www.kb.nl/iflapreconf/index.html>

**Contact:** Johanna Wellheiser

9. Libraries as Places: buildings for the 21st Century

**Sponsors:** IFLA Library Buildings and Equipment Section and IFLA Public Libraries Section

**Audience:** Librarians planning new buildings or those remodelling or updating older facilities, as well as architects and library building consultants

**Location:** Paris

**Dates:** 27-31 July

**Further information:**

<http://www.library.uiuc.edu/administration/ifla-paris.htm>

10. Is digital different? New trends and challenges in acquisition and collection development.

**Sponsors:** IFLA Acquisition and Collection Development Section and Bavarian State Library

**Audience:** Those interested in collection development of electronic resources

**Location:** Munich, Bavarian State Library

**Dates:** 30-31 July 2003

**Further information:** [kempf@bsb-muenchen.de](mailto:kempf@bsb-muenchen.de)

11. Newspapers and the press in Central and Eastern Europe: access and preservation

**Sponsor:** IFLA Newspapers Section

**Audience:** Professional Librarians

**Location:** Akademie der Wissenschaft, Berlin

**Dates:** 9-11 August 2003

**Further information:** Marieluise Schillig

12. Multilingual Collections; acquisition and communication.

*Acquiring materials; cataloguing; new media communications to multicultural populations, how to give access to multilingual collections and information.*

**Sponsor:** IFLA Library Services to Multicultural Populations Section

**Audience:** Librarians and other individuals interested and Sections and Standing Committee members

**Location:** Utrecht, Netherlands

**Dates:** 11 - 13 August

**Further information:** <http://www.ifla-utrecht.nl>

**Contact:** Lourina de Voogd



### In the spotlight – Ngian Lek Choh

Ms Ngian Lek Choh graduated from the University of Singapore with a B.Sc (Honours) in Physics in 1976, took a postgraduate diploma in Library Science from the University of Wales, UK, in 1981, and a diploma in System Science from the Institute of Systems Science, National University of Singapore in 1985. She also spent a month at INSEAD, France to study Advanced General Management in 2000.

Upon joining the then National Library in 1977, Ngian served as a public librarian in the Toa Payoh Branch Library, then at the National Library's reference library and the Central Lending Library.

Over the years, she accumulated a strong grounding of public library services and management. In 1985, she joined the Singapore Integrated Library Automation Services (SILAS) which runs the National Bibliographic and Union Catalogue Services for libraries in Singapore, serving as Head of User Support Services.

Her next career stint at Corporate Services in 1988 gave her exposure on the finance, human resource and administration functions in running a system of 10 public libraries at that time.

In 1992, she was given the role of Deputy Director, Public Library Services, a function she held when the National Library was turned into a statutory board in September 1995. Over the past 7 years, the National Library had evolved and transformed its system of 10 public libraries and 12 community children's libraries (CCLs) to a

system of 20 public libraries and 46 CCLs. Loans increased from 10 million in financial year (FY) 1994 to 28 million in FY2001 and visitors from 6 million to 27.8 million over the same period. Membership increased from 1 million to just under 2 million today. Ngian played a leadership role in the transformation of the public libraries, by increasing the accessibility, reach and convenience of libraries

In April 2002, Ngian was appointed the Assistant Chief Executive, Operations. In her new capacity, she oversees the entire operations of the National Library Board, including library outlets and all internal suppliers to the outlets, such as collection development, service development, programming development and professional development.

Ngian is a Life Member of The Library Association of Singapore (LAS). She has been actively involved in the Association, having served as Council Member and Treasurer. She also participated actively as a Committee Member of two Sub-Committees in LAS, to look into the feasibility of a National Information Policy and to produce a set of guidelines on the emerging career path of the New Age Librarian and Information Specialist.

For her work in the National Library Board, Ms Ngian was awarded the Public Service (Silver) Award in 2000. She is married, with two children, aged 14 and 12.

## Miscellaneous

### Changes in Standing Committee

Monday 3 February time ran out for candidates to the Standing Committee 2003-2007. There are 8 vacancies:

Fernando Platero and Nerses Hayrapetyan (have to leave as they are serving as substitutes).

Jan-Ewout van der Putten (He is now a member of two Sections, which is not allowed according to IFLA Rules of Procedures). He has chosen to stand for the Standing Committee for Managing of Library Associations' Section.

As you can guess from the above, the Standing Committee is totally without officers, when we face Berlin. Naturally the present officers will arrange and lead the first Standing Committee meeting in Berlin, but there has to be an election of new officers to take over at the final SC Meeting Friday 8 August, because:

- Barbara Clubb has been our Chair for two terms of two years each – all in all for four years. According to the Rules of Procedures, she cannot be elected Chair for another two-year term.

- Borge Sondergård is leaving the Standing Committee and is therefore not Secretary after Berlin.

- Jan-Ewout van der Putten is leaving the Standing Committee and is therefore not Information Officer after Berlin.

### Royal medal for Barbara Clubb

Ottawa (January 28, 2003) - Ottawa City Librarian Barbara Clubb was honoured with a Queen Elizabeth II Golden Jubilee Medal today in a ceremony held on Parliament Hill. The commemorative medal was given to Canadians like Ms. Clubb "who have made a significant contribution to their fellow citizens, their community or to Canada". The honour marks the second time Ms. Clubb has been recognized with a royal medal. In 1978, she was awarded the Queen Elizabeth II Silver Jubilee Medal. Barbara Clubb has won many other accolades as well including the Outstanding Public Library Service Award from the Canadian

Assumpta Bailac (leaving for good after her 2<sup>nd</sup> term).

Borge Sondergard (leaving after 1<sup>st</sup> Term, and not a candidate).

Clara Budnik, Florence Poncé and Mary Sherman (running for a 2<sup>nd</sup> term) Association of Public Libraries. In 2001, she was named Librarian of the Year by the Ontario Library Association. As head of the Ottawa Public Library, Ms. Clubb oversees the fourth largest library system in Canada and the largest bilingual (English/French) public library in North America. The 33-branch system serves the City of Ottawa's population of 800,000 with a staff of 440 full time equivalent employees and a collection of over two million items. Ms. Clubb has been instrumental in the successful amalgamation of 11 former library systems into one cohesive unit. She is a passionate advocate for public libraries, literacy and life-long learning.

### Cybrarians in Singapore

*Nigan Lek Choh wrote this enthusiastic mail to her fellow-members of the Standing Committee, after the opening of the world's first DIY library:*

Thought you might be interested in a short update on our latest addition to a library in a new town called Sengkang.

*Barbara Clubb*



We opened this totally DIY library last Sunday, and had a great turnout that day. Over 12,000 people came on the opening day, and over 13,000 items were borrowed during the opening hours from 11 am to 8 pm. There is no customer service counter in this library, and all library transactions are do-it-yourself (DIY). This includes registration as new members, making payments, checking loan records, reserving and renewal of items, borrowing, returning, making enquiries. Shelfreading is done by a team of outsourced part-timers and we have 2

concierges (who also double-up as the security for the library). The multimedia, internet and online service is provided at the café, where the café operator also doubles up as the support for this service. At our first ever cybrarian booths, we received a total of 255 enquiries. And at the automated registration station, nearly 130 new members registered themselves, including about 20 new premium members. This is a very exciting experiment, that we are watching very closely. If the operations work well, we can extend the opening hours of selected libraries to as long as we want!

