IFLA

International Federation of Library Associations and Institutions

IFLA Section of Public Libraries
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The Editor Speaks

Dear colleagues,

Welcome to year 2004! In this first issue of the year, we usher in a new look for the newsletter and the website – making it more reader friendly and hopefully, useful and relevant as before. New sections such as Notes from the Chairman and Secretary of the section and Highlights from various libraries have been incorporated to make this newsletter as interesting to you as possible.

Some of you who had attended our last meeting at Berlin, would have witnessed the appointment of our new office bearers. In this issue, we hear from our new Chair, Torny Kjekstad and our new Secretary, John Lake, on their roles.

Find out more about how business services evolved in Malmo Public Library and various libraries' Strategic Plans for year 2003-2004. The Minutes of the Section's last meeting and the Agenda for the upcoming one are also included in this issue for your informaton.

As your new Information coordinator, I wish to thank all who have contributed to our newsletter and website. I gladly welcome future contributions from you all and do keep your interesting articles rolling in.

Best wishes,

Ngian Lek Choh
Information Coordinator

Contents

Cover picture: Dance village in **library**@esplanade, Singapore's first performing arts library
Editorial Assistance: Karen Tan

Notes from the Chair, Torny Kjekstad

A very Happy New Year to all the members of the Public Library Section and to all friends of IFLA and Public Libraries.

I travelled to The Hague to attend my first IFLA Governing Board (GB) and Professional Board (PB) meetings, in early December 2003. It proved to be a very interesting experience and I am looking forward to the coming meetings in March.

I learnt pretty fast that being a GB/PC member meant reading a lot of papers. I got them by email days before and to my surprise even more papers were waiting for me at the hotel!

The first GB-meeting was a planning day with focus on the presidential theme, the future of IFLA and development of policy and strategy. As part of this planning day, small working groups were set up. These groups focus on different themes and report back on the March meeting. I was asked to be the convenor of a working group focusing on the branding for the IFLA name.

The rest of the week was business meetings – either PB or GB. The new Secretary General Mr R. Ramachandran attended the GB meetings.

On the PC Agenda were all strategic plans and large project proposals that have been discussed and approved in the Sections and Division - CB meetings. PC has a restricted budget for projects. Our strategic plan was accepted in content.

Public Section had only asked for one large project - a 2-year program that will be supervised by Barbara Clubb. The title is Public Libraries, Museums and Archives: Trends in Co-operation and Collaboration.

Sjoerd Koopman gave an update on the about status to the translation of the Public Library Guidelines. HQ had received a proposal from the Indian Library Association which asked for acceptance and funding to translate the Guidelines into 18 Indian languages, which are, apart from English,are currently accepted as Regional Languages by the Government of India. The proposal was approved and Sjoerd Koopman will be the contact person in IFLA HQ for the project. This project will almost double the number of the translations of the guidelines.

The mid year meeting of the Section will be in Sweden from March 3 – March 7th. Our Swedish Section members Kerstin and Gunilla, have set up a very good program. Our secretary John Lake will send out the Agenda in February.

All the best to you all,

from Torny

Notes from the Secretary, John Lake

I took up my role to represent the UK on the IFLA Public Libraries Section in 2001 and was both surprised and delighted to find myself elected as Secretary of the Committee in 2003.

My current work programmes for IFLA are to lead a project on Meeting User Needs, assist with the promotion of the IFLA/UNESCO Public Library Guidelines published in 2001 under the IFLA Publications series and fulfill the role as Secretary of the Committee by producing the usual paperwork to service the Committee, preparation of the Strategic Plan and ensuring our programmes and applications for funds for forthcoming Conferences and projects are submitted on time. In addition, the post involves representing our Section on the Co-ordinating Board for the Division III (Libraries Serving the General Public) of IFLA.

The aim of the Meeting Users Needs project is to produce a best practice resource on IFLANET with examples of how public libraries meet their user needs through surveys, comments schemes, use of statistics, focus groups, friends of libraries schemes and consultation with their users. My colleagues Elena Boretti (Italy), Monica Medina Blanes (Spain) and an ex Committee member, Assumpta Bailac (Spain) are pooling examples from around the world of how individual libraries have used innovative methods to produce a change in their service through the use of the above practices which has brought about a major benefit to the community they serve.

If you have achieved this in your own library or know of another library who is considered to be a leading or "beacon" library for others in your country let one of us know. We would be pleased to include recent examples for other library colleagues to follow and assist in providing a better service to their communities around the world.

We are working on a workshop to be presented at the 2004 World Library and Information Congress in Buenos Aires which will promote this programme and concentrate on how statistics can be used to provide excellent services in collaboration with the Statistics and Evaluation Section of IFLA.

The Public Library Guidelines represent a significant achievement for the work of our Committee under the steering hand of Philip Gill (UK) and replace the previous IFLA publications Standards for public libraries (1973) and Guidelines for public libraries (1986).

Now that the guidelines have been produced in English, it is the job of our committee to assist and encourage their translation and publication into as many languages as possible. 18 languages have been produced to date (see details on the Public Libraries Section of the IFLANET website), translations in German, and Latvian are completed awaiting publication and there is a major project now given funding approval by IFLA to translate 18 of the Indian languages through the auspices of the Indian Library Association. My specific tasks for the marketing of the guidelines are to produce posters and leaflets in English and then Spanish (for the Buenos Aires Conference in 2004) and a template for assisting with their promotion on PowerPoint for use in Library Schools, Library Associations and workplaces world wide which will all be ready in the early part of 2004.

It is a great honour to be serving on the Committee. It does represent a good deal of (unpaid) work over a weekend, for all IFLA Section representatives who often hold down demanding senior jobs as well as participating in the professional life of our individual countries. It nevertheless, is a unique professional experience to be able to assist with, and support, public library service provision worldwide amongst a network of excellent colleagues and friends, all of which is a real pleasure and reward in itself.

All the best,

from John

Minutes of the last Standing Committee Meeting
Berlin, Germany
August, 2003

Time:	Meeting 1: Saturday, 02.08.2003, 08.30-11.20 (meeting room: 81) Meeting 2: Friday, 08.08.2003, 08.00-10.00 (meeting room: 10)
Location:	International Congress Centre Berlin (ICC), Germany
Members Present:	**First Meeting:** Assumpta Bailac (AB), Monica Medina Blanes (MMB), Klaus-Peter Boettger (KPB), Elena Boretti (EB), Clara Sinay Budnik (CB), Jarmila Bugetovà (JB), Ngian Lek Choh (NLC), Barbara H. Clubb (BC) Chair, Vladimir Firsov (VF), Kerstin Hassner (KH), Torny Kjeksted (TK), John Lake (JL), Tuula Matikainen (TM), Gunilla Konradsson-Mortin (GKM), Florence Poncé (FP), Jan-Ewout van der Putten (JEP) **Information Co-ordinator:** Mary Sherman (MS), Kent Skov (KS) **Secretary:** Borge Sondergard (BS) **Second Meeting:** Assumpta Bailac (AB), Monica Medina Blanes (MMB), Klaus-Peter Boettger (KPB), Elena Boretti (EB), Clara Sinay Budnik (CB), Jarmila Bugetova (JB), Barbara H. Clubb (BC), Vladimir Firsov (VF), Karin Kitching (KK), Torny Kjestad Chair (TK), Jingxia Li (JiL), Tuula Martikainen (TM), Gunilla Konradsson-Mortin (GKM), Florence Ponce (FP), Mary Sherman (MS), Kent Skov (KS) **Information Co-ordinator:** Ngian Lek Choh (NLC) **Secretary:** John Lake (JL)
Apologies	**First Meeting:** Bernard Margolis (BM), Jingxia Li (JiL), Morwadi M. Pilane (MP) **Second Meeting:** Bernard Margolis (BM), Morwadi M. Pilane (MP), Kerstin Hassner (KH)
Absent Members	**First Meeting:** Karin Kitching (KK), Nerses Hayrapetyan (NH), Fernando Platero (FPF) **Second Meeting:** Nerses Hayrapetyan (NH), Fernando Platero (FPF)

1. Opening, Announcements and Documents Check

The outgoing Chair, BC, opened the meeting by welcoming everyone to Berlin. She noted that only three members have announced apologies. New members then gave short presentations of themselves.

KH and TK volunteered to do the Booth duty on Monday.

2. Welcome to New Members of the Committee

BC gave the new members a short introduction to the work, and the Committee's new Mentor-scheme, that was introduced for the first time.

3. Approval of the Agenda

The Chair moved that Rasheda Begum, Malaysia, be allowed to report from the conference in Penang as item 7a on the agenda.

4. Programmes for IFLA 2003 Berlin

• Over 60 participants attended a joint pre-conference on library buildings in France organised by PL and Building and Equipment Section. FP reported that a CD-ROM would be produced and a website set up to follow up on the work of the seminar. It was noted that a pre-conference seminar will be organised for Oslo in Brenna.

• For the Division III Open Forum the PL Section had contributed a part focusing on our project: Life long learning, UNET, Public Library Guidelines, Public Library Manifesto, Libraries and Democracy Discussion Group. John Day, outgoing Chair of Division III, will give a report. Other speakers will be Jens Thorhauge (Denmark), Claudia Lux (Germany) and Grace Kempster (UK).

• Public Libraries Open Forum will focus on Innovation in Public Libraries. NLC has organised a very wonderful programme.

• Gates Foundation Announcement of the Access to Learning Award.

• The PL Section organises the workshop: Inspiring Life Long Learning in Public Libraries. This will be the end of our project on LLL and is organised with exciting speakers by TK, GKM and Britt- Marie Häggström.

• The planned joint conference with the Blind's Section was dropped as speakers could not be confirmed in time.

• The Democracy in Public Libraries discussion group could not be organised for Berlin but will take place in Buenos Aires in 2004.

5. Elections of New Chair, Secretary and Information Coordinator

The Committee congratulated the following members who would serve as officers for the term 2003-2005:

Chair: Torny Kjekstad, Norway
Secretary: John Lake, UK
Information Coordinator: Ngian Lek Choh, Singapore

BC thanked AB, BS and JEP, who would be leaving the committee.

6. The Outgoing Chair's Report

- Finances in good shape.
- All new PL Standing Committee members have been assigned mentors.
- Development of a new strategic plan for the next two years by 15 Oct 2003.
- The PL Section has an opportunity to produce a report on UNET and the results of the investigation on Life Long learning in an official IFLA publication.

7a. Rasheda Begum reports on Penang Conference

The report on the Library Conference held in June 2003 in Malaysia, was produced. There had been two special sessions on Public libraries that have dealt with the dissemination of the PL Guidelines and the actual library situation in South East Asia.

7b. Approvals and Follow-up of the Minutes from the Bologna Meeting, March 2002

The approved minutes had been circulated by email, and can also be found at:
http://www.ifla.org/VII/s8/news/plminutes0303.htm

8. Reports from Coordinating Board, Division III

Minutes from the March 2003 Meeting can be found at: *http://www.ifla.org/VII/d3/div30303.pdf*
BC and BS reported from CB Meeting 1 of 01 August 2003:

- All sections must conduct a review of their work and impact in the year 2007. A pilot for the review process will be FAIFE. The review will deal with both the past and the future and will consist of two phases: a self-assessment followed by an expert assessment assigned by IFLA.

- Officers' handbook is coming out in the Autumn/Fall. BC and BS have recommended it to be online if printing would delay things.

- Proposal from two Danish librarians for a "young librarians discussion group" within IFLA.

- There will be a President Elect Brainstorm programme on Wed. 06 Aug. The purpose is to discuss how each section can contribute to Kay Raseroka's theme: Libraries and Life Long Literacy. The brainstorming will also deal with telecentres in opposition to libraries and

there will be two tables on advocacy and indigenous knowledge.

- There will be a new structure for future IFLA conferences. They will be shorter and will limit sections programme to one slot only. Best way for more impact is to do joint sessions with other sections and groups. The new structure will be in effect at Buenos Aires.

- New Strategic Plan 2004-2005 is due at IFLA by 15 Oct. It will be approved by the Professional Committee in December 2003.

- Final draft for the programme for the Buenos Aires Conference in 2004 must be in by January 2004 rather than March to allow for more marketing. All sections are urged to include Portuguese and Spanish speaking speakers.

- Buenos Aires Conference has moved by one day. SC first meetings will begin on Sunday instead of Saturday.

- Coordination Board (CB) of DIV III will decide whether to support the establishment of a new Section on Continuing Education.

9. Reports from Professional Committee

Covered by 8 above

10. Report on Membership

At the end of July 2003 there were 322 members registered with the PL section. Of these 249 have paid their fees in full for 2003. NLC/JL will ask IFLA HQ for a list of the members of the standing committee.

11. Finances

Finances were reported to be in good shape.

12. Country Reports

There were both oral reports from SC members, but also many written reports. Everyone is strongly urged to send their written report by e-mail to NLC, so she can put it on the website.

13. Review of Strategic Plan 2002-2003

The Strategic Plan was reviewed and will be updated by BC.

Meeting 2 minutes.

The following amendments to the agenda were made:

Received a message from Carol Erikson concerning the Access to Learning Award from the Bill and Melinda Gates Foundation through Jessica Dorr from the Foundation.

Jessica Dorr thanked the Committee for its involvement in the awards and on behalf of the foundation hoped that the Committee would continue this in future years by actively encouraging libraries around the world, particularly from countries and continents which were in need of support for IT system based development, to apply for the 2004 award.

The Committee welcomed this approach and agreed to assist the Foundation in bringing the awards to the attention of appropriate libraries.

14. New Strategic Plan 2004-2005

TK introduced this item explaining the need to integrate the President's theme towards Lifelong Literacy in our programmes and during discussion the following items were suggested:

- Lifelong Learning – continue by promotion of the work completed.
- Networking amongst library staff.
- Encouraging the Public Library to be a stronger lobbying organisation.
- Encouraging the involvement of political members/elected members in the work of IFLA.
- Marketing the Public Library Guidelines.

FP was concerned that we should not overlook the issue about the IT divide (information rich/information poor) and suggested that a programme could be developed to involve developing countries for Buenos Aires on the theme of helping to minimise the divide. KK emphasised the importance that countries needed to be encouraged to take responsibility for their own development in this context rather than a reliance on external assistance.

BC reminded the meeting of the new programme structure which is aimed at shortening the length of the conference to 4 days as from 2004. All programmes will be of 2 hours in duration whether they are a workshop, open session or discussion group and each Section will only have one slot per Conference. It will be possible to apply for additional programme slots but these will be limited in number and subject to the Professional

Committee's approval as usual. This will mean that we will have to be more focused in our planning for the Conference and concentrate our efforts into non-Conference activity which is one of the aims on the new arrangements. It is possible to share slots with other Section and Regions to get better value from the programme allocation subject to the 2 hour maximum.

Further ideas and actions were discussed as follows:

- Committee to provide information about Library projects for the Gates Foundation as agreed to above.
- KS suggested that there may be useful partnerships made with UNESCO for Education in our work.
- CB suggested that a programme in Buenos Aires regarding basic best practices be considered.
- NLC – thought we could concentrated on programmes which showed how libraries can deliver service through partnerships in short 10 – 15 minutes sessions.
- TK reported that the Management & Staff Development Section were willing to use their programme time for a joint session concerning skills for librarians in the digital world with our Section to input into the content and speakers.

In concluding TK thanked everyone for the many ideas and summarized that our main strategies for 2004 – 2005 would be:

- Marketing the Guidelines
- Meeting Users Needs
  - Joint Workshop with the Statistics and Evaluation Section for Buenos Aires.
- An additional programme for Buenos Aires on libraries for developing countries (see above) entitled Conquering the Digital Divide
- Commenting on and lobbying the situation regarding the World Summit
- Completing the UNET project
- Lifelong Learning
  - publicising the completed project
- Management & Staff Development joint session on skills for librarians on the digital world.
- Innovation in Public Libraries programme
- Research project on co-operative development between Libraries Archives and Museums. Funds for a small project to be applied for.
- Advocacy in libraries programme for 2005/2006

15. Review of Ongoing Projects

a) Life Long Learning.
There will be the workshop during the conference, which will mark the end of the project. The committee discussed other ideas to publish best practices than through a traditional printed book.

b) Meeting User Needs.
JL gave a short overview of the present state of the project. After the scoping document the group has worked on a best practice resource list for IFLANET. SC to aim at a workshop in Buenos Aires.

c) Marketing Guidelines. BC presented a very big document on the project which will be on our website shortly. JL presented some proposals for a poster and pamphlet to be taken forward.

d) UNET: The evaluation is completed and so is the project. To go for an article in the IFLA Journal and maybe a publication. BC will write the evaluation.

16. Website, Newsletter and Brochure

• PC has discussed the format of newsletters and decided that Sections can send newsletters electronically; 8 paper copies must be sent to IFLA HQ for archive purposes; Sections should send paper copies to all members who request this. Sections can still distribute printed versions, should they so decide, but should also put the newsletter on IFLANET.

• IFLA HQ has now developed one general brochure 'IFLA Divisions and Sections' which includes the mission statements of all the IFLA Sections. This way interested people can still read about the mission of a Section.

17. Programmes for IFLA 2003 in Buenos Aires

See above in item 14.

18. Preliminary Programme for IFLA 2005 in Oslo and 2006 in Seoul

See above in item 14.

19. Other Reports and Items

Spring Meeting 2004. GKM and KH welcomed the committee to Sweden during week 10 or 11 or 2004 depending on the dates for the PC and CB board meetings.

The draft programme is:

• Wednesday arrive Stockholm
• Thursday and Friday – Meeting
• Friday evening/Saturday morning – Train/Plane to Malmo
• Saturday – Malmo.
 Visit Library and stay overnight
• Sunday- Depart.

20. Closing

The meeting was alerted to the recommendations of the Governing Board regarding a future structure for the IFLA divisions prepared by Sjoerd Koopman dated April 2003. This is available on IFLANET and the Committee was urged to read this in preparation for discussions at our meetings in 2004. KPB informed the meeting that the German translation of the Public Library guidelines had been completed in the week.

TK thanked everyone for the contributions and looked forward to working as the incoming Chairperson with the Committee over the next 2 years. The Committee congratulated her on being elected chair to the Co-ordinating Board for Division 3 and elected to the Professional Committe.

Minutes taken by Borge Sondergard & John Lake (abridged slightly for newsletter)

**IFLA Public Libraries Section
Standing Committee Meeting**

Mid-Winter Meeting in Ljusdal and Malmo, Sweden
3 - 6 March 2004

Time:	Meeting 1 Thursday 4 March: Järvsöbaden. Meeting 2 Friday 5 March: Järvsöbaden. Meeting 3 Saturday 6 March: Malmo Library
Location:	Ljusdal and Malmo

1. Opening, Announcements and Documents Check (Kjekstad)

2. Welcome to Sweden and Details of Arrangements (Hassner & Konradsson-Mortin)

3. Approval of the Agenda (Kjekstad & Lake)
   Previously circulated but can also be found at:
   http://www.ifla.org/VII/s8/news/minutes03.pdf

4. Chair's Report (Kjekstad)

5. Approvals and Follow-up of the Minutes from the Berlin Meetings 2 & 8 August 2003 (Kjekstad)

6. Programmes for IFLA 2004 Buenos Aires (Kjekstad, Lake, Budnik, Sherman)

7. Reports from Co-odinating Board, Division III (Kjekstad & Lake)

8. Reports from Professional Committee (Kjekstad)

9. Report on Membership (Lake)

10. Finances (Clubb)

11. Country Reports – To consider how these should be presented in the future (Kjekstad)

12. Review and report on approval of Strategic Plan 2004 – 2005 (Kjekstad & Lake)

13. Report on Kampala Meeting (Hassner)

14. Review of Ongoing Projects

    a) Meeting Users Needs (Lake, Boretti and Blanes)

    b) Marketing Guidelines (Clubb & Lake)

    c) Libraries, Archives and Museums Research Project (Clubb)

    d) UNET Project (Hassner)

Torny Kjekstad (Chair) & John Lake (Secretary)

A Day in the Life of National Library Board, Singapore

Music Post

Browsing through the collections at **library**@esplanade

Auto cancellation of loans via bookdrop

Storytelling at children's library

Borrower's Enquiry & Payment station

Strategic Plan of the Section of Public Libraries (Draft)
2004-2005

Introduction
The 2004-2005 strategic agenda of the IFLA Section of Public Libraries has been developed by the Section's 20 member Standing Committee. As a part of the IFLA Division III - Libraries Serving the General Public, the Public Libraries Section works closely with other sections including: Children and Young Adults; the Blind; Disadvantaged Persons; School Libraries and Resource Centres; Multicultural Populations, as well as three related round tables: Metropolitan City Libraries (INTAMEL), Mobile Libraries and National Centres for Library Services. The Public Libraries Section also collaborates with other groups within IFLA.

Mission/Scope
The IFLA Section of Public Libraries provides an active international forum for the development and promotion of public libraries, which serve the whole community in the context of the information society and ensure access to information at the local level. Our goals, objectives and strategies are developed within the context of the principles enshrined in the Public Library Manifesto and the IFLA Professional Priorities. Currently, the Section of Public Libraries has over 322 members and is the fourth largest section in IFLA's 45 sections.

Communications
The Section of Public Libraries issues a semi-annual newsletter for members containing news of public library issues world wide. Information about our strategic agenda, projects, publications, conferences and seminars, minutes of standing committee meetings, annual and country reports and useful addresses may be found on the Section's website: *http://www.ifla.org/VII/s8/spl.htm*

	Program Goals And Strategies	Section Lead	IFLA President's Priority	Status
1	**To promote equal access to all**			
1.1	Raise awareness of the principles enshrined in the Public Library Manifesto • UNET (UNESCO Model Public Libraries Project • Complete evaluation of project. KH writes an article for IFLA journal	KH	1	• Kerstin Hassner presented at a conference in Uganda August 2003
	• Africa • Latin America • Participate in one PIC-BIC conference • Assist Latin American librarians and those in Trinidad Tobago in developing/translating education manuals • Mount more Manifesto languages on the PL website	CB BC NLC	1 3 1	• Clara Budnik appointed liaison; workshop on gov't information in planning for 2003/4 • Barbara Clubb had meeting in Berlin 2003 to plan project • Ngian Lek Choh to co-ordinate and get translations mounted on IFLANET.
2	**To raise the quality of services in public libraries by defining standards, developing guidelines, and documenting and disseminating best practices.**			

2.1	Develop and implement Guidelines promotion strategy	BC/JL/ KH/BM BC/NLC	1	
	Ensure Guidelines translation into minimum of 30 languages and mount on PL website by 2005		1	• 18 languages published 7 on website. German translation complete awaiting publication. Project for 18 Indian languages underway.
	Produce poster, leaflet and Powerpoint package by end of November 2003.	JL	1, 3	
2.2	Promote guidelines of sister sections in Division 3 Children's guidelines Blind guidelines	TK	1, 2, 3	• Draft guidelines for the blind prepared 8.03. • Children's guidelines to be ready November 2003.
2.3	Mount Library Acts/Legislation and related information on the IFLA-PL website		1	
	Continuing: needs strategy; seven to date; but last updated Dec 2001; need to decide whether to continue. K-PB is contact	KPB/ NLC		
2.4	Work with the IFLA Statistics committee to advocate that standards reflect public library interest and needs		2	
	Joint programme for Argentina in 2004 to be submitted	JL/EB/MB		• Agreement with Statistics and Evaluation Section on programme.
2.5	Implement, research and develop a check list of best practices to focus on users' needs in their planning and service provisions	JL/EB/MB	1.3	• Funding obtained; Buenos Aires 2004 workshop in preparation
2.6	Research and identify best practices for public libraries	KS/KPB/ NLC	1	• Innovations programme to be submitted for Argentina in 2004
3	**To promote the importance of training and professional development for librarians**			
3.1	Workshop together with Management and Marketing section 2004 Argentina	TK	2, 3	• Joint session on skills for librarians on the digital world • TK have been in contact with my Norwegian colleague to check what the status is for cooperation with and involvement from our Section in this. It will be in the strategic plan fo M&M
3.2	Develop a programme for creating an understanding for the need for advocacy in the political process of library administration. • Work with Library Associations Standing Committee	FP/TK (TBC)	1	• Programme for Libraries - "A voyage of Discovery" in 2006 (tentative).
4	**To defend the role of the public library in democratizing access to and the use of information technology**			
	Support the Public Libraries & Democracy discussion group	MS	1	• Discussion session to be organised for Argentina 2004.
	Commenting on and lobbying the situation regarding the World Summit on the Information Society (WSIS)	All	1	
5	**To promote literacy, reading development and lifelong learning projects**			

5.1	Complete research Life Long Learning project • Disseminate results of research	KH/TK	1, 3	• 300 Euros from the Division at the CB
6	**To promote networking and cooperation between libraries and other agencies**			
6.1	Document and demonstrate how libraries, museums, archives and other agencies can work together and develop service partnerships Literature search in progress; paper will be completed by December; members urged to send examples.	BC (TBC)	2	• Research project approved as a large project E3000 by Coordinating Board
7	**To Balance the Needs of Users with the Intellectual Property Rights of Authors**			
7.1	Monitor Copyrights and Licensing issues related to public libraries • Work with CLM to promote public library needs and interests in legislation New PLSC liaison needed	(TBC)	2	
8	**To promote the role of Libraries in Society**			
8.1	Promote the marketing of libraries using the "@ your library" campaign to create a positive image for library services.	KK (TBC)	1	
	ADMINISTRATION GOALS AND STRATEGIES			
9	**To develop section membership**			
9.1	Grow membership to 350 from 300 322 members at July 2003	ALL		• Continuing – as member of PC Torny has been appointed to the IFLA membership development committee
9.2	Establish mentoring program for new SC members Follow up and evaluate for new members in 2005	FP/GKM/KH/KPB/MS	3	• Mentors assigned for all new members on the Committee in 2003.
10	**To market the Public Libraries Section more aggressively**			
10.1	Website – 1. Keep up to date 2. Expand Number of Library Acts on site (see also 2.3) 3. Mount Guidelines in 10 + languages (see also 2.2) 4. Solicit involvement from IFLA PL members via website/ email/ listserve Develop the practice of involving these members as an Idea Resource via email for the Standing Committee to draw from. Create an email address on the web site for concrete professional assistance to questions from librarians around the world.	NLC KPB/ NLC BC/JL/ SK NLC/FP	 1 1 2	

10.2	Conduct memberships campaign in SL member countries	ALL		
10.3	Create new section brochure	NLC		
10.4	Send welcome letter to each new member	TK/JL		
10.5	Market PL Section at other conferences	ALL		
10.6	Plan mid-term meetings 2004 Sweden 2005 (TBC)	GKM/ KH		
11	**To mount successful programs at IFLA conferences**			
11.1	Plan and execute program for Argentina 2004	ALL		
11.2	Plan and execute program for Oslo 2005	ALL		
11.3	Encourage sponsorship of members to IFLA conferences	TK		
11.4	Plan programs and partnerships for Seoul, Korea '06; Durban South Africa '08; Quebec 2009	ALL		
11.5	To continue to assist with the organisation of the "Access to Learning Awards" at IFLA Word Congresses and to actively encourage suitable libraries to apply for the awards.	TK/JL/+ ALL	2	
12	**To manage section finances effectively**			
12.1	Seek additional sponsorships for support for delegates from developing countries to participate in UNET and similar activities	TK/BC	2	
12.2	To encourage IFLA HQ to institute a method of sponsoring speakers at the annual conferences	TK		

TBC: To be confirmed

IFLA President's Priority.

1. Advocacy.
2. Partnerships and Alliances.
3. Continuing Professional Development

IFLA Approved Professional Priorities

a) Supporting the Role of Libraries in Society
b) Defending the Principle of Freedom of Information
c) Promoting Literacy, Reading and Lifelong Learning
d) Providing Unrestricted Access to Information
e) Balancing the Intellectual Property Rights of Authors with the needs of Users
f) Promoting Resource Sharing
g) Preserving Our Intellectual Heritage
h) Developing Library Professional
i) Promoting Standards, Guidelines and Best Practices
j) Supporting the Infrastructure of Library Associations
k) Representing Libraries in the Technological Marketplace

Best Practice for Public Libraries

Library Services for Visually Impaired People: A Manual of Best Practice

This manual was first published in October 2000 and subsequently revised in May 2002. It provides advice and guidance of the needs, policy and good practice for the provision library services to the visually impaired in the United Kingdom.

Library Services for Visually Impaired People: A Manual of Best Practice.
Resource: The Council for Museums, Archives and Libraries. Rev. ed. 2002.
National Library for the Blind. *http://bpm.nlb.online.org*

Best Practices 2003: Innovative Internet Use in Canadian Public Libraries

LibraryNet in Canada recognizes leaders in the public library sector with Best Practices awards. In 2003, the Innovative Internet Use in Canadian Public Libraries project was awarded the Best Practice award. The following criteria were used to evaluate innovative public library projects:

- Innovation
- Community Engagement
- Community Enhancement
- Improved Service
- User Friendly
- Transferability

"Best Practices 2003: Innovative Internet Use in Canadian Public Libraries".
LibraryNet Best Practices Awards 2003 and Award Criteria.
<http://ln-rb.ic.gc.ca/e/about/bestprac/bestprac03.asp>

Strategic Plans for Public Libraries

Turning Vision into Action for Public Libraries
Framework for the Future was published by Britain's Dept for Culture, Media and Sport (DCMS) in February 2003 as the Government's ten-year vision plan for public libraries. The main thrust of the report was how best libraries can best serve their communities in the 21st century. Resource: The Council for Museum, Archives and Libraries was commissioned to prepare a three-year action plan to turn the vision into action for public libraries.

Turning Vision into Action for Public Libraries. Resource:
The Council for Museum, Archives and Libraries. 17 Sep 2003.
http://www.resource.gov.uk/action/framework/framework.asp

A Strategic Plan for Public Library Services, 2002-2005.

The Thunder Bay Public Library has published its Strategic Plan for Public Library Services, 2002-2005.
It has decided to focus on the following areas: quality and focused services in collections and technology; increase the profile of the library effectively through funding, partnerships and marketing; and institute a more effective structure.

A Strategic Plan for Public Library Services, 2002-2005. Canada.
Thunder Bay Public Library. May 2002.
http://www.tbpl.thunder-bay.on.ca/stratplan/STRAT1.PDF

San Francisco Public Library Strategic Plan 2003-2006.

The three main goals of this strategic plan are: General Information to meet the information needs of the community on work, school and personal life; Lifelong learning; and Current Topics and Titles for information on popular cultural and social trends of the community. The three-year strategic plan was based on the "New Planning for Results" model prepared by the Public Library Association of the American Library Association.

San Francisco Public Library Strategic Plan 2003-2006.
San Francisco Public Library. 2 Oct 2003.
http://sfpl4.sfpl.org/librarylocations/administration/strategicplan.pdf

St. Charles Public Library Strategic Plan 2003-2008

The main goals of this strategic plan are: provide and maintain high quality collections; attract and retain high quality staff; provide a user-friendly environment; provide information, community education and training; maintain and continuously upgrade technology; and provide for technology as affordable/usable.

St. Charles Public Library Strategic Plan 2003-2008.
St. Charles Public Library. 2003.
http://www.st-charles.lib.il.us/contact/policy/strategicplan.htm

Monroe County Public Library 2003-2005 Strategic Plan

The key areas and emphases of this strategic plan are: access; responsive service; community gathering place; and productivity and effective library process.

Monroe County Public Library 2003-2005 Strategic Plan. 20 Feb 2003.
http://www.monroe.lib.in.us/administration/stratplan.pdf

Measuring Our Value

A study by the British Library to measure the Library's direct and indirect value to the UK economy has just been completed. "The study shows - taking conservative estimates - that for every £1 of public funds the Library receives it generates over £4 of value to the UK economy. In addition, the findings show that the Library adds £363 million of value each year - £304 million indirectly and £59 million directly - and that, without the Library, the UK would lose £280 million of economic value a year."

Measuring Our Value. British Library. 10 Dec 2003. *http://www.bl.uk/pdf/measuringourvalue.pdf*

Ghana Libraries "In a State of Decay"

Reports that Kosi Kedem, a Ghanaian legislator, has appealed for funds to revive Ghana's public library system. The Ghana Library has 62 branches and used to be "greatest public library system in Africa in the 1960s". Through lack of funding, public library services and collections have deteriorated and libraries understaffed.

"Ghana Libraries 'In a State of Decay'". Library Journal. 19 Dec 2003.
http://www.libraryjournal.com/article/CA341763?display=NewsNews&industry=News&industryid=1986&verticalid=151

The Library Reloaded

While the 1990s were known for high-profile central libraries, the next decade may focus more on the renaissance community branch libraries. Author discusses some important trends in future library buildings:

Mixed-use concept, where a library is fused with housing and retail shops in one building;

- Modernist aesthetic, one that emphasizes natural light and transparency;

- New hybrids, a place for patrons to interact and enjoy, often integrated with a cafe and "mechandise" books that are displayed on low shelves.

- Flexible design, one which is equiped with possible infrastructure to serve flexible growth over time.

- RFID-impacted design, where the circulation desk will be eliminated and replaced by some form of "concierge activities" desk.

- Modern functionability, one that provides access to the highest level of technology, including high- speed connections and optimal hardware, such as a robust media centre, a state-of-the art auditorium and even suites for working with text and visual media that can be used for training and collaboration.

To summarise, library buildings of tomorrow should be flexible, inviting and connected to the world outside.

Kenney, Brian. "The Library Reloaded". Library Journal.
Special Report. 15 Dec 2003.
http://www.libraryjournal.com/article/CA339667?display=Special+ReportsNews&industry=Special+Reports&industryid=20881&verticalid=151

Public Libraries in Singapore Hit Milestones

Introduction
Public libraries in Singapore achieved significant milestones in the past two years – with opening of new libraries, introduction of new innovations, services and programmes, as well as forging of business deals and closer ties with our international partners.

As the National Library Board (NLB) of Singapore continues striving to provide knowledge that ignites the imagination and deliver library services that are convenient, accessible and useful, let's take a look back at the major milestones in these two years.

New and Upgraded Public Libraries
With the changing demands of our library customers, the NLB has been constantly looking for ways to reinvent its public libraries and services.

In the past two years, we witnessed the re-opening of two upgraded existing libraries and the introduction of two new libraries.

- **The opening of library@esplanade**
  library@esplanade is a lending library dedicated to the performing arts. Opened in September 2002,

  it is divided into four villages, Dance, Music, Theatre and Film. It features innovative new services such as video projection on glass, mini videos, music sampling posts and a piano practice room.

- **The opening of Sengkang Community Library**
  Sengkang Community Library boasts being the first Do-It-Yourself (DIY) library in Singapore. Opened in December 2002, signing up for membership, replacing lost card, borrowing a book or making an enquiry can all be done via self-service kiosks. No librarian is stationed physically on-site, and users can interact with librarians via a self-service kiosk called cybrarian service.

- **The re-opening of Queenstown Community Library**
  The once rather old Queenstown Community Library gives way to a rejuvenated and modern library, with floor-to-ceiling windows, cheerful reading rooms, a cafe and a host of new services and facilities that promise to promote inter- generational bonding between young and old. This was the theme chosen for the library.

- **The re-opening of Ang Mo Kio Community Library**
  After a major renovation, the Ang Mo Kio Community Library re-opened its door to the public in January 2003. Transformed into a bright, spacious and modern building, the library has special areas such as the "Thinking Zone", "Curiousity Zone" and "Gaming Zone".
  It also features Singapore's first Indian library services, which includes a collection made up of Tamil and English books on all things Indian, a Music Post featuring Indian music and a web-based Tamil online catalogue.

Service Innovations
With the ever-changing technological advances, innovative services were introduced in the past two years to deliver better services to our library customers.

- **eLibraryHub: www.elibraryhub.com**
  NLB's one-stop information portal was enhanced with the addition of new services such as the NLB Digital Library which not only maps across the physical library services for online access, it also provides rich contents such as ebooks, online databases and reference resources.

- **Electronic Library Management System (ELiMs)**
  ELiMs, which was the was radio-frequency identification tagging system, rolled out to all public libraries in April 2002. It allows for easy self-service borrowing, returning and tracking of library items. The library's 32 million loans a year is now transacted by users themselves without the need for library staff to assist them.

Creativity in Our Programmes

NLB continues in its effort to instill the love for reading among our citizens. Various initiatives were introduced to satisfy the thirst for knowledge of our library customers.

- **Born to Read, Read to Bond**
  Targeted at children aged 0 to 3, the programme aims to reach out to the very young and to inculcate in them, a love for reading. Activities in the programme includes a membership drive at hospitals and libraries, reading programmes and parent workshops. Over S$1 million worth of sponsorship was secured for the year-long project.

- **Asian Children's Festival 2002 and 2003**
  Held annually, this festival aims to capture the imagination of children in Singapore with its lively performances, programmes and activities. Activities includethe Asian Children's Expo, the Drama Festival and Asian Storytelling Carnival. Some 200, 000 participants took part in the event.

- **Great Singapore Stories**
  Organised as part of the Asian Children's Festival, this refreshing initiative brought children into the Mass Rapid Transit (MRT) trains for captivating storytelling sessions conducted by renowned storytellers from across the region.

- **Profile of a Singapore Entreprenuer**
  A series of talks jointly organised by the NLB and Hong Leong Finance,a private enterprise, held at library@orchard. These talks target local and budding entrepreneurs with an interest to learn more about carving their niche in the business world. Some 200 participants attended each of the sessions held.

- **Library Ambassador Campaign**

  This year-long campaign promotes learning by bringing in well known personalities to promote library services. Its activities include regular storytelling sessions, festival celebrations and book reviews by celebrities.

Building Our Community Ties

NLB continues to contribute to the community through the sharing of our expertise on library and information services as well as giving to charity.

- **NLB Charity Book Donations**
  This annual book donation was organized together with the annual NLB Library Booksale. Over 200 volunteers from NLB's Corporate Volunteerism Programme helped out in organizing the event, choosing the relevant library materials and packing them for near 60 beneficiaries, such as orphanage, hospitals and disadvantage groups.

- **Library for Salvation Army Gracehaven Home**
  Under NLB's Corporate Volunteerism Programme, the residents of the Salvation Army Gracehaven Home welcomed a new library in 2002 as well as a Multimedia Resource Centre.

- **Senior Volunteers in the Library**
  The Seniors Community Project was initiated to encourage senior citizens to be actively involved in the library's operations and functions while doing volunteer work. Many of them offer their time to the library to do user education and storytelling.

BiblioRedes trains 75,000 people in 2003
By Gonzalo Oyarzun

Public Libraries of Chile, leaders in computer literacy training

Through the "BiblioRedes: Abre tu Mundo" Project, thousands of Chileans have been able to obtain basic computer skills in order to participate actively in the new millennium.

In the framework of the Computer Literacy National Campaign, Chilean public libraries have trained more than 75 thousand people, most of them adults between ages 19 and 65.

From the total people trained, 65% of them are women of which one third are housewives. Therefore, each computer course, in addition to being a space for learning, has become a tool to improve their self-esteem. Another important group and some of our most enthusiastic students are senior citizens, who are always eager to learn a new language.

All of the above is possible thanks to the "BiblioRedes: Abre tu Mundo" project, which was implemented at the end of 2002 in Chilean public libraries providing public access computing and Internet, local content development and training. Therefore, libraries in Chile have joined the fight against the digital divide which in Chile represents dramatic numbers: close to 71% of the population has no knowledge of the Internet, being the lower income population the group with the least possibilities of accessing the new technologies.

BiblioRedes is an initiative that was set up in 368 public libraries located throughout the country thanks to a grant from the Bill & Melinda Gates Foundation. More than a technological project, where numbers and equipment are impressive by themselves, this project has become a space where people meet from their specific geographic, social and human conditions. The strength of this project lies precisely in the community itself, for they are the ones becoming dynamic agents of the cultural and social development of their hometowns.

This initiative blossoms in the lives of the people. The following testimony of Carmen Gloria López, a patron of the rural town of Nilahue Alto, is an example:

> "When I just started learning it was great fun, and we didn't
> even noticed when we were in class 13. Thanks to this I can
> now write to my family in Santiago since I live very far and it's
> difficult for me to get to Lolol and leave my 4-year-old daughter
> alone, but I am very happy learning."

Promoting the Public Library Guidelines
By Kerstin Hassner

In August 2003 the Pan African Conference "Literacy without borders" waS held in Kampala - Uganda. It was a big conference with about 600 participants from more than 20 countries in Africa. Participants included publishers, writers, donors, teachers, researchers, librarians, journalists and politicians. The conference emphasised the importance of promoting the reading culture in a wider aspect in Africa.

Several interesting Keynote speaches, papers and workshops were held in many subjects, and 215 papers were presented. In a workshop called Libraries for Africa Mrs Kerstin Hassner, Sweden from the IFLA Section for Public Libraries, gave a paper entitled: "The Public Library service: IFLA/UNESCO guidelines for development." Mrs Hassner gave a presentation of Library Manifesto. These guidelines provide a tool for people fighting to improve the public library service for everybody as an important basis for life long learning.

During that workshop Mrs Gwenneth Evans also gave a paper on Library-based literacy programmes and she also gave some practical suggestions.

The workshop was wery well attended.

Business Services at Malmo Public Library
By Gunilla Konradsson

Do you run your own business? Are you interested in starting up a business of your own – or just interested in economy? In that case you are most welcome to visit our Business Service. You will find it at the department for Humanities & Social Sciences at Malmo Public Library.

At your service we have experienced librarians and information specialists, who will help you find the information you need.

At the Business Services department you have access to a variety of databases containing business information, legislation, statistics, company and financial information services and much more.

You can also find the latest reference books on business topics and a variety of handbooks for lending.

If you need a little extra help we can offer extended information service every thursday between 11.00 and 13.00. This can be very useful if you have a complex question, or if you want to learn how to use the databases in an optional way.

We have time for you when you need help!

Welcome to visit or call us:
Företagsservice at Malmö Public Library,
second floor
Tel: 040-660 86 35
e-mail: hb.humaniora@mail.stadsbibliotek.org

Conferences And Seminars

ICDL 2004: International Conference On Digital Libraries: Knowledge Creation, Preservation, Access And Management
February 24 -27, 2004
New Delhi, India.
<http://www.teriin.org/events/icdl >

Public Library Association 2004 National Conference
February 24-28, 2004.
Seattle, Washington, USA.
<http://www.ala.org/Content/NavigationMenu/PLA/Conferences,_Events_and_Online_Learning/National _Conference/PLA_National_Conference.htm>

The 5th annual IMLS Web-Wise Conference on Libraries and Museums in the Digital World
March 3-5, 2004
Chicago, U.S.
<http://www.imls.gov/whatsnew/current/pscurrent.htm#5>

The 19th Annual Computers in Libraries conference and exhibition-Computers in Libraries 2004
March 10-12, 2004.
Washington D.C., USA.
<http://www.infotoday.com/cil2004/default.htm>

26th European Conference on Information Retrieval (ECIR-04)
April 5 - 7, 2004.
Sunderland, United Kingdom.
<http://ecir04.sunderland.ac.uk/>

Libraries in the Digital Age (LIDA) 2004
May 25 - 29, 2004.
Dubrovnik and Mljet, Croatia.

Joint Conference On Digital Libraries (JCDL) 2004 Global Reach
And Diverse Impact
June 7-11, 2004.
Tucson, Arizona, USA.

ALA Annual Conference 2004
June 24-30, 2004.
Orlando, Florida, USA.

70TH IFLA General Conference and Council "Libraries: Tools for Education and Development"
August 20 – 27, 2004.
Buenos Aires, Argentina.

ECDL 2004 (European Digital Library Conference)
September 12-17, 2004
University of Bath, United Kingdom.
<http://www.ecdl2004.org/>

Dublin Core Metadata Initiative Annual Conference
October 11-14, 2004
Shanghai, China
<http://dublincore.org/news/pr-20031210.shtml>