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Dear Colleagues,

Thank you for contributing to the second issue of the newsletter. A great deal has taken place including the appointment of new committee members. In addition, this year's IFLA General Conference will be held in Norway, much to the excitement of our Chair, Torny Tjekstad. With the theme 'Voyage of Discovery', this Conference promises much, beginning with His Majesty King Harald of Norway, gracing us with his presence at the Opening Ceremony.

This issue will provide updates on some of the interesting programmes and services undertaken by the Norwegian and Chinese libraries, the opening of Singapore's newest public library, which is the Central Lending Library located within the new National Library, and how public libraries have come through for the people of Chile when townships were hit by recent earthquakes.

On a separate note, this will be my last newsletter for the Section. It's been wonderful working with everyone! With the change of my portfolio to Director of the National Library Singapore, it is with a heavy heart that I leave the Committee.

Good Luck with all your future projects and do keep in touch.

Best Wishes,  
Ngian Lek Choh  
Information Coordinator

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Cover picture: Fredrikstad Public Library, Norway  
Editorial Assistance: Phoebe Seow



## From the Chair



Welcome to the annual 71st IFLA General Conference to be held in my home country of Norway. The weather in August is usually warm and pleasant but the bright summer nights are becoming shorter, signalling the arrival of fall - something we Norwegians are not too fond of.

We are very excited to host this conference and have worked tirelessly to organise not only a professional event for our delegates but a social one as well. I am also pleased to inform you that His Majesty King Harald will grace us with his presence at the Opening Ceremony of the Conference. We, therefore, hope that your "Voyage of Discovery" will give you lots of fond memories.

On a separate note, 2005 is election year for IFLA. A warm welcome to all our new members. We will need to work closely together in sometimes unique and creative ways to fulfil the Section's strategic plan.

There are prevalent challenges with some of the existing projects which need to be addressed. But once resolved, we can enjoy the fruits of our labour. For example, the past section members have successfully marketed the new Public Library Guidelines. Likewise, we are now tasked to come up with ideas for new projects and we will each have to work hard, putting in the necessary time and effort to ensure a job well done.

Thankfully, we will have the opportunity to get to know each other better at the Section's next business meeting.

Best from Torny Kjekstad  
Chair of Public Section



**From the Secretary**

The World Library and Information Congress in Oslo will be a "Voyage of Discovery" in more ways than one as our Section will see new representatives from around the world working together in new and sometimes different ways towards a common purpose.

We say goodbye and thank you to some wonderful colleagues who have done a great deal to assist with the Section's progress.

Those leaving the Section Standing Committee after the Conference in Oslo are:

- Elena Boretti from Bologna Italy who assisted with the Meeting User Needs project.
- Barbara Clubb from Canada who served two terms on the Committee as chair and treasurer. Barbara has been actively involved with the creation and promotion of the IFLA/ Unesco Public Library Guidelines and the Libraries Museums and Archives research project.

- Kerstin Hassner also served a second term and worked hard to ensure the success of the UNET project.
- Bernard Margolis from Boston USA who also served two terms and has been an important liaison to the Bill and Melinda Gates Access to Learning Awards.
- Ngian Lek Choh from Singapore who transformed our newsletter and website and hosted a successful 2002 mid-year Committee meeting in Singapore.
- Tuula Martikainen from Finland.
- Jarmila Burgetova from the Czech Republic.

We will miss you all so do keep in touch.

Also, I'd like to wish a warm welcome to our new members:

- Gonzalo Oyarzún from the Public Library of Santiago, Chile
- Marja Malminen from the Lahti City Library - Regional Library, Finland
- Suzanne Payette from Bibliothèques Publiques de Québec, Canada
- Gloria Pérez-Salmerón from Servicio de Bibliotecas - Diputacio de Barcelona, Spain
- Carolyn de Klerk from the Nelson Mandela Metropolitan Municipality, South Africa
- Barbara Gubbin from Jacksonville Public Library, United States
- Yuk-man Lee from the Hong Kong Public Libraries Head Office, China
- Olga Ustinova from the Central City Public Library, Russian Federation
- Libuse Nivnická from Jiri Mahen Library, Czech Republic

This term, we also have a special relationship with the Mobiles Libraries Section who, unfortunately, was unable to make the minimum numbers to form a Section having moved from the Round Table within IFLA. The Committee welcomes:

- Joyce Jelks from Atlanta, USA
- Ruth Ornholt from Bergen, Norway
- Ian Stringer from Barnsley, UK
- Victoria Okojie from Abuja, Nigeria

We look forward to working with you to help address the needs of mobile libraries around the world.

John Lake, Secretary  
Barbican Library, Corporation of London, UK

**IFLA Public Libraries Section  
Standing Committee Meeting**

**Francesca Bonnemaison Library, Barcelona, Spain**

<b>Date</b>	Thursday 17 February and Friday 18 February 2005	
<b>Location</b>	Francesco Bonnemaison Library, Barcelona, Spain	
<b>Members Present</b>	Monica Medina Blanes (MB) Kerstin Hassner (KH) John Lake, Secretary (JL) Florence Ponce (FP) Kent Skov (KS)	Klaus-Peter Boettger (KPB) Torny Kjekstad, Chair (TK) Tuula Martikainen (TM) Mary Sherman (MS)
<b>Members Apologies</b>	Elena Boretti (EB) Jamila Burgetova (JM) Gunilla Konradsson-Mortin (GKM) Bernard Margolis (BM)	Clara Sinay Budnik (CB) Barbara Clubb (BC) Karin Kitchin (KK) Ngian Lek Choh, Information Co-ordinator (NLC)
<b>Members Absent</b>	Morwardi Pilane (MP), Li Jingxia (LJ)	

**1. Opening, Welcome Note and Document Check**

TK welcomed the Committee members in attendance and recorded the apologies for absent members.

TK thanked MB for organising the programme, which included the meetings, visits to the libraries and meals with local colleagues.

A document check was carried out and additional papers on the Libraries, Museums and Archives Research Report, Financial Report, IFLA Position on Public Lending Rights and Strategic Plan were updated.

**2. Approval of the Agenda**

The following additional items were approved for discussion under item 20.

- Three Pillars of IFLA
- Lifelong Literacy papers from Cristobal Pasadas Urena
- IFLA Position on Public Lending Right

**3. Chair's Report**

TK reported on a list of items following the August 2004 meetings.

- a) Emails on a wide range of matters.
- b) Revision of the Strategic Plan to the approved format by JL.
- c) Annual Report by JL which will assist with this year's Review of Sections.
- d) Approval of the Democracy Discussion Group as an official discussion group at Oslo.
- e) Meeting with JL in January to prepare for the 2005 mid-term meetings.
- f) Preparation of the programmes for the August Conference in Oslo.
- g) Preparation of the programmes for the August satellite meetings in Bergen and Stavanger.
- h) TK's appointment to the Bill and Melinda Gates Awards Committee in 2005.
- i) TK's attendance at the Presidential Committee.
- j) Discussion on Public Lending Rights at the Governing Board.

#### 4. Election of Committee and Officers to the Section and Division III, 2005

TK referred to the revised Election Process procedures (GB 04 -123) that were distributed. She also listed those members of the Committee who were required to stand for re-election and those who were finishing their term in 2005.

Members standing for a second term re-nomination in 2005 are Klaus-Peter Boettger, Torny Kjekstad, Gunilla Konradsson-Mortin and John Lake.

Members leaving the Committee in 2005 are Elena Boretti, Jarmila Burgetova, Barbara Clubb, Vladimir Firsov, Kerstin Hassner, Bernard Margolis, Tuula Martikainen and Ngian Lek Choh.

Nominations for the new Committee members were done and an election would be carried out as the numbers exceed the approved 20-member committee. The results of the elections would be known in April 2005.

TK/JL will send out 'Welcome' letters to the Committee and assign mentors to the new members.

#### 5. Approval and follow-up of the Minutes from the Buenos Aires, Argentina meetings

Item 9 – Intamel is now called Metlib.

Highlights of the Conference were reported to the Professional Committee as discussed at the Division III Committee meeting.

Item 19 –The Oslo programme was approved.

The ethical standards bid was withdrawn by TK. The remaining funds from the Lifelong Learning Project will be transferred to the promotion of the Public Library Guidelines.



*The Committee at Biblioteca Fort Pienc, Barcelona*

#### 6. Programmes for the World Library and Information Congress 2005 in Oslo, Norway

The programme for the Conference would include:

- 2 satellite meetings

1. Public Libraries: From Public Education to What?

A 2-day conference organised with the Section for Children and Young Adults in Stavanger, Norway from 10 – 11 August.

It was agreed that Knud Schulz's perspective would be a better fit with the main conference and should, therefore, be replaced with someone speaking on the reading/book dynamic. TK to contact the organiser.

2. Management, marketing, evaluation and promotion of library services, based on statistics, analyses and evaluation in your own library.

A 2-day conference organised with the Management and Marketing as well as the Library Theory and Research Sections in Bergen, Norway from 10 – 11 August.

- Division III programme on "Partnerships" in the main conference.

1. The Oslo City Librarian will speak on the new library in Oslo.
2. A speaker, possibly Carol Erickson, from the Bill & Melinda Gates Foundation . (To be confirmed.)
3. Beth Hovius from the Libraries for the Blind Section.



*The Librarian of Biblioteca Can Fabra, Barcelona*



*Dinner with Generalitat de Catalunya (Catalunya Government) on the last day*

- Sectional programme on "Trends in Public Libraries" focusing on the new roles of staff in branch libraries. After discussion, it was agreed to rename this session "The Library as a Hotspot". This would include the dimensions of cultural change and IT developments.

The proposed speakers would be:

1. Anne Cunningham from Tower Hamlets, London to speak on the " Ideas Stores" . JL to approach.
2. MB to speak on " How public libraries can attract young people"
3. Rolf Hapel to speak on the " Digital & online services in public libraries in Denmark" . KS to confirm.
4. Carol Nuys to speak on the " Norwegian Digital Library" . TK to confirm.
5. A speaker from Estonia to speak on " Developing Libraries in Society in Estonia" . KH to confirm.

- A visit to TK's library on the Thursday evening, the only available timeslot, of the conference. Finances posed a problem for this.
- The Committee dinner in Oslo on Sunday evening.
- A Poster session on the Public Library Guidelines is to be confirmed. A budget of 500 E was set aside for this purpose. JL will organise and KPB will assist with the placement of the poster materials.
- A Democracy Discussion Group with Jens Thuruge from Denmark as convenor. MS and KS to organise.
- The Learning Awards Ceremony in the Peace Centre (Arena). TK to co-ordinate.
- Section Committee meetings on Saturday, 13 and Friday, 19 August.

#### 7. Report from Co-ordinating Board, Division III

TK reported her concern on the number of Sections in IFLA and the effect of this on its financial viability. KPB expressed the need to continue co-operating with the Sections. FP suggested that further discussion on the position of Division 8 (Regional Sections) relative to the structure, would be beneficial.

CB minutes are available on IFLANET for reference.

#### 8. Report from Professional Committee

Peter Lor assumed the post of Secretary General from 14 February following the resignation of Rama.

TK reported some key points.

- Future Co-ordinating Board projects will move away from smaller projects and continue to be approved at the Professional Committee.
- Co-promotion of all the guidelines could be made a priority. Partnerships with Sections and other organisations should be encouraged.

KS suggested that some best practices be established to enable new ways of working.

KPB suggested that we look at establishing international exchange programmes. TK reported on a recent Chinese Librarians seminar at IFLA HQ in Spring 2005, which could be a source of income for IFLA.

KH to complete the IFLA journal article on UNET.

#### 9. Report from the Governing Board

Keith Files will put up a paper on ways in which IFLA can raise money for its work.

The future model for IFLA Conference is to be an income generator and not Government funded.

The FAIFE office will be moved to the Hague.

IFLANET requires substantial investment to be improved.

#### 10. Report on Membership

JL reported that our membership in August was 299. This was when funding for administration was set. Sections with less than 300 members would receive an allowance accordingly. Since then, membership has increased to 303 as at 3 December.

TK reported that Kelly Moore was to provide an Officer's Toolkit for promotional purposes at the Conference in August.

#### 11. Finances

KPB reported on the difficulties he faced with setting up an IFLA bank account in Germany this January. He had to use both his name and IFLA to set up the account. Also, there were some losses due to the conversion rate (from Canadian dollars to euro) when moving funds from the Canada account to the Germany account.

Barbara Clubb put together a full account of the finances as at 31 December 2005. The document has been circulated. There were no queries on the accounts.

#### 12. Responding to the East Asia Tsunami Disaster and the HIV/Aids Crisis in Africa

JL proposed that the Committee prioritised the two situations for future strategic work and conference programmes, introducing a mixture of mentoring, training offers and adoption of a library service. These should aim to support the professionals of the affected continents in the long run, sustaining communities beyond the existing funding initiatives. Many countries were already receiving funds for their short term survival needs.

To take this forward, JL will approach Russell Bowden from Sri Lanka to attend the next Committee meeting in Oslo. TK will approach a Governing Board member from Africa to advise on the appropriate approach for Durban. Both initiatives need to be handled carefully.

#### 13. Review and Report on Approval of the Strategic Plan 2004 – 2005 and Annual Report

The Annual Report is now available on IFLANET. JL did a retrospective report dating back to 2001. This would be useful when the Committee concludes the Section Review later this year.

The Strategic Plan was examined and JL will provide an updated plan.

#### 14. Review of Sections in IFLA

TK reported that the Annual Plan would be used extensively to support the review by the new Governing Board. This will be completed in 2005. There will also be a training session on the review process for officers in Oslo.

#### 15. Review of Ongoing Projects

##### a) Meeting user Needs

JL reported that little work has been done since August. The intention is to complete the project in time for Oslo with the production of a leaflet listing the best practices. This leaflet will be on IFLANET.

He asked the committee to submit examples of best practices from libraries around the world by 31 March. JL will send samples to the Committee. JL and MB will then produce the leaflet for dissemination at the Conference

##### b) Marketing the Public Library Guidelines

It was agreed to:

- use the remaining English posters and leaflets at the Oslo Conference. JL to send to TK.
- print a Spanish edition of the leaflet and poster using the translation provided by MB for Buenos Aires. MB to seek funding within Spain. If unsuccessful, the Committee will fund the project depending on the costs.
- seek funding for a Norwegian poster and translate the leaflet into Norwegian for Oslo. This will be done through the Norwegian Library Association.
- promote the guidelines via the Poster session in Oslo.

JL reported that the Guidelines were now translated into 27 languages with 8 languages available for free download on IFLANET. The project on translating the guidelines to 18 Indian languages was progressing well. This project is funded by IFLA's special project funds.

##### c) Libraries, Archives and Museums Research Project

BC provided a draft report for comments. As a presentation is inappropriate for the Oslo conference, it was agreed that this would be considered for the Seoul Conference in 2006. BC noted that more work needs to be done with the CIA (International Archives Organisation).

FP agreed to co-ordinate comments on the draft for BC. It was noted that there may be potential to collaborate with the Pulman Project.

#### 16. Website, Newsletter and Brochure

The February edition of the newsletter is now available on the website and those that had seen it made favourable comments. The 4 news updates from 2004 were available on the website as were the previous editions. It was noted that a new Information Co-ordinator would be required to replace NLC after August 2005. A discussion took place on how the high standards set by NLC could be continued.

#### 17. Preliminary Programme for the IFLA World Library and Information Congress 2006 in Seoul, Republic of Korea and 2007 in Durban, South Africa

The following topics were decided for the Sectional programmes:

- Digitised services for audio-visual material for the 2006 conference in Seoul.
- HIV/Aids Health Information for Durban in 2007.



*Kent Skov in the CD section of Biblioteca Bon Pastor, Barcelona (Monica's Library)*

**18. Other Reports and Items**

**a) The IFLA Position on Public Lending Rights**

The paper was discussed and the overall sentiments and recommendations were agreed on although there were some concerns on how public lending rights could be achieved in some countries. It was agreed that the paper was a good example of the type of materials IFLA should be providing to the international library community. Further comments will be directed to TK by 25 February.



*IFLA officers find IFLA reports in the staff library in Barcelona Province. Servei de Biblioteques, Diputació de Barcelona*

**b) Three Pillars of IFLA**

This strategy will underpin our Strategic Plan from 2005.

**c) Lifelong Literacies**

TK requested assistance and comments on the three papers that were circulated. It was agreed that our Lifelong Learning Project should be included in the assessment.

KS suggested that a feature on this could be included in Denmark's Union Magazine.

'Libraries for Lifelong Learning' is available on IFLANET.

**d) IFLA Raffle**

It was decided that the inclusion of the raffle would not be an annual event in the Conference. Ideas were sought for alternatives in Oslo. Two ideas were suggested.

- Collecting spare change from participants that were departing instead of having them leave this at the airport collection points.
- Auctioning signed books/works by authors from around the world.

**19. Closing**

TK thanked the Committee for their hard work. She also thanked MB and her colleagues for the visits to the libraries and for organising the receptions.

Torny Kjekstad (Chair) & John Lake (Secretary)

**IFLA Section for Public Libraries  
Standing Committee Meetings  
During Oslo World Library and Information Congress**

<b>Date</b>	Meeting 1: Saturday 13 August 2005, 08.30-11.20 Meeting 2: Friday 19 August 2005, 08.00-10.50
<b>Location</b>	To be advised

1. Greetings and apologies for absence (Kjekstad)
2. Welcome new members of the Committee (Kjekstad)
3. Opening, Announcements and Documents Check (Kjekstad)
4. Approval of the Agenda (Kjekstad)
5. Approval and Follow-up of the Minutes from the Mid-Year meeting in Francesca Bonnemaïson Library Barcelona, Spain, 17 & 18 February 2005, previously circulated (Kjekstad)
6. Programmes for Oslo including Booth Duty for IFLA (Kjekstad/Skov/Lake/Sherman)
3. Mentoring for new members of the Committee (Kjekstad)
4. Chair's Report (Kjekstad)
5. Financial Report (Boettger)
6. Report from Co-ordinating Board (Kjekstad/Lake)
7. Report from Governing Board and Professional Committee (Kjekstad)
8. Evaluation of Sections (Kjekstad)
9. Review and Report on Strategic Plan 2004-05 and discuss Strategic Plan for 2005-07 (Kjekstad/Lake)

10. Responding to the East Asia Tsunami Disaster and the HIV/Aids Crisis in Africa (Lake)
11. Review of Ongoing Projects
  - a) Meeting User Needs (Lake, Blanes & Boretti)
  - b) Marketing Guidelines (Clubb & Lake)
  - c) Public Libraries, Museums and Archives Research Project (Clubb)
  - d) @ Your Library (Boretti & Kitchin)
12. Proposals for New Projects (All)
13. Website, Newsletter and Brochure (Lek Choh)
14. 24-hour Digital Services Around the World (New York Public Library email)
15. Programmes for IFLA 2006 in Seoul
16. Preliminary Programmes for IFLA 2007 in Durban
17. Venue for Mid-Year Meeting 2006
18. Other Reports and Items
19. Closing

Kjekstad & Lake

### People's Network Launches Live-chat 'Enquire' Service

The People's Network in the UK has launched 'Enquire', a new 24-hour 'live-chat' and email service. The service provides the public with online access to library information and library staff across England, the United States and Canada. The full suite of online services, which also includes innovative discovery and reading based services, will be officially launched this October.

*People's Network Launches Live-chat 'Enquire' Service. Museums, Libraries and Archives. 19 May 2005. <[http://www.mla.gov.uk/news/press\\_article.asp?articleid=806](http://www.mla.gov.uk/news/press_article.asp?articleid=806)>*

### S'pore Beefs Up Library Borrowing System

The National Library Board (NLB) Singapore has improved its library borrowing system with new Web-enabled terminals that provide enhanced security features and easy management. The new "borrowing" kiosks now have built-in cameras that capture the faces of library users while they check out their loans, thus enabling library staff to resolve disputes more easily. The Web-enabled kiosks also allow for the easy retrieval of visual records and convenient, regular maintenance through a Web browser interface. Other initiatives in the pipeline include book recommendations based on borrowing patterns, as well as pinpointing the exact location of an item within the library premises at enquiry stations.

*Tan, Aaron. "S'pore Beefs Up Library Borrowing System". CNETAsia. 16 May 2005. <<http://www.asia.cnet.com/news/systems/0>>*

### Library 10

The Library 10, specialising in music and IT, opened on April 1, 2005 in Helsinki, Finland. Located in the main post office next to the railway station in the heart of the music centre of Helsinki, the new library is open daily to the public. At Library 10, library patrons can create and perform music. This means that patrons can make use of the library's studio to record and edit their music; play musical instruments available at the library; and sing, record and make their own music video. Library patrons can listen to music by loaning Walkmans, special hi-fi areas and wireless headphones. Exhibitions, animations and concerts are staged at the library's stage. Initial customer feedback and visitor numbers are positive.

*Library 10. Helsinki City Library. 5 Apr 2005. <[http://www.lib.hel.fi/page.asp?\\_item\\_id=5934](http://www.lib.hel.fi/page.asp?_item_id=5934)>*

### National Library of the Philippines Creates Public Electronic Library

The Philippine eLib allows Filipinos to access information resources from the National Library of the Philippines from their offices and homes. The country's first public electronic library boasts a collection of more than 800,000 bibliographic records consisting of more than 25 million pages of local and international materials, 29,000 full-text journals and 15,000 theses and dissertations.

Filipinos can access the electronic library with prepaid cards or post paid subscriptions. Passwords and usernames will be provided to access the website. Membership is open to corporate subscribers, partners in this project and guest users who will need a prepaid eLib card to use the system. Thirty-six computer units have been installed in the eKiosk wing of the National Library to benefit those who do not have access to computers.

Some of the databases available through eLib include the EBSCO Academic Package, IEEE Computer Source, ASTM standards and general reference materials such as Britannica Online and Xrefer Plus. This project is funded by the Commission Information and Communications Technology (CICT) through the PHP4 billion eGovernment Fund.

*Rojales, April B. "National Library of the Philippines Creates Public Electronic Library". Access. (Jun 2005): 7.*

### **Conference on Celebrating Knowledge: the Power and Potential**

The new National Library Singapore, a key pillar in Singapore's transformation into a global cosmopolitan city of excellence, will be officially opened in November 2005. As this event marks a significant milestone in the history of Singapore, the National Library Board (NLB) Singapore is organising a series of programmes to celebrate this momentous event. This includes a 2-day international conference on 14-15 November 2005 targeted at library, information and knowledge professionals and business leaders from all around the world.

Entitled 'Celebrating Knowledge: The Power and Potential', this conference focuses on how libraries around the world have harnessed the power of technology and innovation to create new possibilities for sharing useful information and knowledge in knowledge-driven economies. Here, highly acclaimed field specialists will offer insights into the future of libraries and the knowledge world.

Topics to be presented include the following:

- The Future of Libraries
- The Power of Learning Spaces
- A Knowledge-Based Web
- The Future of E-Books
- The Knowledge Worker Redux

For more information, visit <http://www.nlb.gov.sg/conference2005>

### **Tools for Efficiently Meeting Users' Needs**

For years now public library officers have been able to ascertain their users' satisfaction levels using their strong instincts developed through years of meeting and interacting with patrons.

While no one can deny the usefulness of such methods of evaluation, obtaining objective data through feedback from the various stakeholder groups can help in more constructive ways.

In response to this, the Public Libraries Section of IFLA has developed a resource list of best practices from libraries around the world. This resource list, which covers findings and information from friends and user groups, focus groups involving staff and members of the public, statistical analysis, surveys, suggestions as well as feedback schemes, will be made available on IFLANET from 13 August 2005 at [www.ifla.org/vll/s8/index.htm](http://www.ifla.org/vll/s8/index.htm)

For this checklist to remain relevant at all times, members are encouraged to share their best practices whenever possible.

Section members responsible for this resource list are John Lake, Monica Medina Blanes and Elena Boretti.

### **Library's Dial-A-Story Receives Record Calls**

The Toronto Public Library received 22,725 calls for their "Dial-a-Story" telephone service this January, an increase of 46% from last year. "Dial-a-Story", is a 24-hour telephone story service, offering stories rotated on a daily basis, to children up to the age of 12 in eight different languages namely English, French, Cantonese, Italian, Mandarin, Polish, Portuguese and Spanish.

Archived News Releases. Toronto Public Library. Feb 9, 2005.

### **Library Focus Changes From "Quiet!" To "Family".**

The Norfolk Public Library has come a long way since it became the state's first free public library 100 years ago. There is an increasing emphasis on developing interactive programmes for young families and teenagers and growing the library's electronic resources. The changing role of the library will also see the establishment of a new regional library scheduled to open in 2007. This regional library will see significant space set aside for early childhood education, computer banks and community meeting rooms.

Debbie Messina. *The Virginian-Pilot*. Dec 6, 2004.

### **Taipei Public Library Strategic Plan 2005 – 2010**

The Taipei Public Library's strategic plan focuses on 10 objectives to meet the challenges of the future.

They are to:

- Improve librarian professionalism, capabilities and image
- Expand the library's collection and resources with quality materials
- Improve access and services for the disabled
- Improve on the existing IT networks and establish an electronic library system
- Provide multicultural and multilingual services and collections for residents, immigrants and foreigners
- Provide professional and targeted services to people of all age groups
- Partner and collaborate with civic groups to encourage donations, investments and services to the community
- Encourage lifelong learning in the community through various services and activities
- Collaborate with international library organisations so as to provide better services to the community
- Market and promote library services more effectively by enhancing the level of professionalism and the physical environment of the library.

These plans are in place to fulfill one broad objective: to provide better services to the community. In addition, the Library also has plans for a new Taipei Public Library building and self-help libraries in shopping malls and the metro rapid transport stations.

Taipei Public Library. *Taipei Public Library Strategic Plan 2005 – 2010*. 2004.  
<<http://www.tpml.edu.tw/english/about/plan05-10.pdf>>

### **San Mateo PL Gets \$2m for Biotech Centre**

The new \$65 million San Mateo Public Library, scheduled to open in July 2006, will house a first-ever Biotechnology Learning Centre on the second floor of the three-storey building.

The Centre will provide study and meeting places, high-speed technology, teaching equipment and display spaces around a comprehensive materials collection. A total of \$4 million is required to set up the Centre, \$3 million of which will be used to establish the Centre while the remaining \$1 million will be used to start an endowment fund for materials, staff support as well as seminars and workshops. To date, the San Mateo Public Library Foundation has received a \$2 million grant from the Genentech Foundation.

Library Journal Breaking News. Feb 28, 2005.

## Fredrikstad Public Library Benefits from a Facelift

By Torny Kjekstad

The Fredrikstad Public Library has a long-standing history dating back to the early twenties. Although this monumental, neo-renaissance style building was built between 1922-26, with washed brick work and intricately carved granite features, it continues to serve the city's 70,000 population with up-to-date services and equipment.

In view of its architectural, cultural and historical value, the Fredrikstad Public Library was declared a national icon in 1999 and underwent reconstruction as a means to preserving the building.



The oak wall panelling was restored and replicas of the original free-standing oak shelves were installed, bringing new life into the lending section. Also, much care and consideration went into integrating the new library functions into the existing layout. Photocopying machines and computers were concealed behind curved, blue partitions and light chairs and tables were used in the work and study areas.

The entrance to the hall features a specially designed sculptured counter with an oak tabletop serving as the issuing and reception desk. On the first floor, the former book vault was vacated and reconstructed into a children's library, including a simple amphitheatre and exhibition room.

From July to August, this exhibition room will be used to showcase original illustrations from a recently published picture book entitled "Why Kings and Queens Don't Wear Crowns" by Norwegian artist Svein Nyhus. The book is based on the story of Princess Märtha Louise and tells the story of how King Haakon, Queen Maud and little Prince Olav came to Norway 100 years ago to become the next Norwegian Royal Family.



## New Library in the heart of Singapore's Arts, Culture, Learning and Entertainment hub

By Mala Devi



Garden space where library activities will be held

The National Library Board (NLB) Singapore recently opened its newest public lending library along the Bras Basah-Victoria Street arts belt.

Located within Singapore's new 16-storey National Library, the Central Lending Library caters to a broad user group of children, the youth and adults and focuses on visual, creative and literary arts, as well as business and management to support the thriving businesses, art schools and groups, as well as the residents in the area.

With a start up collection of 134,000 items, the Library offers a strong Fiction selection comprising almost 45% of the collection.

The selection focuses on award winning and critically acclaimed literature in addition to materials on Business and Management, Visual, Creative and Literary Arts and Singaporeana in the four official local languages of English, Mandarin, Malay and Tamil.

The Central Lending Library aims to develop a distinctive and inspirational fiction collection that offers individuals opportunities to upgrade their fiction diet and encourage them to experience the otherwise undiscovered jewels in world literature.

In addition to the above, the Central Lending Library will hold 74 different newspaper titles from around the world. Also, to augment the library-going experience, NLB plans to organise public programmes and activities, weaving interactivity into the overall learning experience.



The Self-service borrowing Stations



Reading spaces along the garden on the right



Shelves with a view to one of the gardens

## Innovative Publicity

To generate greater publicity in the new National Library, the NLB launched in July a fun and unique interactive computer game called Quest for Knowledge to help users familiarise themselves with the Library's many offerings. This is the first time NLB is adopting a "game" strategy to engage the public and educate them of the Library's expanded collections, facilities and services.

The game comprises two modes: a gaming mode and a walkthrough mode. The "Walkthrough" mode allows users to take a leisurely 'stroll' to explore the Library at their own pace. In this mode, users will encounter hotspots of key facilities, services and collections as they navigate their way around the building. Users simply click on the respective hotspots to gain more information.

In the gaming mode, players will need to complete a series of challenging tasks and quizzes in the shortest possible time. In their quest to finish the game, players also learn more about the library.

The game can be downloaded from the NLB Digital Library at [www.nlb.gov.sg](http://www.nlb.gov.sg).

## Pursuing Excellence -The Innovation and Development of Shanghai Library Lecture

By Chen Xuyan

The Shanghai Library Lecture Service is constantly in pursuit of excellence. The Service has organised over 1,200 lectures for more than 800,000 people and has won praises from Shanghai residents and readers since the lecture service began more than 25 years ago in 1978.

Organizing lectures is now a core service of the Shanghai Library. It organises an average of 200 lectures a year on a range of topics including City Culture, Information Society, Legal Studies, Knowledge and Health, Education and Science to name a few. In addition, the Lecture Service also organises forums such as the New Century Forum, Science Academicians Forum, Youth Forum, Students Forum, and an International Scientists Forum, among others. All have continually received public recognition and praises.



A typical library lecture

Beyond organising lectures and forums, the Shanghai Library also assumes the responsibility of sharing the lecture resources with as many people as possible. While ensuring the intellectual property rights of the materials are protected, the Library began sharing its lecture resources with some 19 cities in the Yangtze River Delta region. In fact, the library has extended this relationship to more than 80 libraries in the country from June 2004 to April 2005.

Also, Shanghai Library recently organised a Recitation Art Troupe where under the guidance of such renown artists as Sun Daolin, the library organised various activities, including workshops, lectures, poetry recitals and recitation competitions. More than this, there were sessions organised to train a number of amateur recitation artists. To satisfy those with rich modern tastes, there was also a programme that looked into the details of creating a recital, which is generally regarded as a highbrow cultural activity, more palatable for the general public.

## Cellular Phone Library-The Short Message Service of Shanghai Library

In an effort to better meet the needs of the general public, the Shanghai Library recently launched its cellular phone library service where users will be able to communicate with the library via their mobile phones.

Users can send in their requests (of up to 70 Chinese characters) for general information, document delivery services and booking of tickets for lectures, for example, 24 hours a day. Real-time replies are made from 9am to 4.30pm, Monday through Friday. Enquiries received outside of these times including those received on public holidays are answered the very next working day.

To date, the service has logged in ticket reservations for lectures and over 400 information enquiries.



Recently launched Cellular Phone Library service

## kidsREAD Programme

By Kiang-Koh Lai Lin

In an effort to promote the love of reading and cultivate good reading habits amongst the 4 to 8 year old target group, in particular those from the lower-income families, the National Library Board (NLB) Singapore in collaboration with the local community, launched a nationwide reading programme called kidsREAD.

Since its inception in April last year, kidsREAD has reached out to some 650 children from lower-income families and has established 18 Reading Clubs.

Run solely by volunteers, the programme has attracted over 215 volunteers to run the Reading Clubs. With a ratio of 1 volunteer to 3 children, kidsREAD activities include storytelling, word puzzles, board games and arts and crafts, all in a bid to make reading an exciting journey for children.



Face painting at Jurong Regional Library

To assist volunteers in running the Reading Clubs, NLB developed a kidsREAD Starter Kit built around 12 thematic units that serve as a resource guide in planning the various storytelling sessions. Each thematic unit comprises a recommended reading list, a poetry and rhymes list and an activities list. In addition, volunteers underwent training on the use of the Starter Kits and necessary skills to work with young children.



International storytellers at the MRT Read-And-Ride

To further children's interests in reading, volunteers organised tours of the libraries, which included signing up as a member for non-members, providing a list of appropriate reading materials and ending off with a storytelling session.

As a treat to the children, a special programme called the \*MRT-Read-and-Ride session, was organised by NLB. Here, children were entertained with stories by local and international storytellers on the public train. But the fun did not end here as the storytelling continued for the next hour at the libraries.

To further promote the cause, NLB organised hour-long workshops to help equip parents with the skills for storytelling. In addition, parents were advised on the books appropriate for children of different age groups.

Moving forward, NLB has plans to set-up an additional 15 Reading Clubs across the island to reach out to children wherever and whenever possible.



Children's performances at the kidsREAD 1st anniversary celebrations

\*MRT stands for Mass Rapid Transit, the name for Singapore's public train system.

## Libraries come through in times of crisis

By Soledad Hernandez

When an earthquake struck North Chile, pulling down telephone lines and electrical cables, making roads impassable to vehicles and pedestrians, the libraries were the only haven for those seeking to communicate with their families outside of their township.

Thanks to the BiblioRedes: Abre tu Mundo (Open Your World) Project, people could continue communications with 16 other public libraries across the affected areas via the Internet supported by satellite connectivity and a single engine generator for power supply.

As there is a public library in each of the districts' major cities, the rural communities continued to remain connected especially the ones that were most affected by the earthquake. In fact, for some places such as in the town of Codpa, the libraries were the only places that offered some form of contact to the outside world. There was 2-way communication via the Internet using MSN Messenger and sometimes even through the telephone. Also, work could continue in Camarones, Codpa and Visviri as the engine and solar generators provided sufficient electrical supply.

Thankfully, through this initiative, people who lived in the city could enquire about their loved ones living in the towns. They made contact with their families through the Head Librarian using MSN Messenger. The librarian, in turn, used a radio system to locate the respective people. In addition, BiblioRedes' Regional Operations Officer, installed a link office at Iquique's public library where a number of parents went to enquire about their children who were away at boarding schools in the interior towns.



Church of Camiña, North of Chile



Public Library of Pica, North of Chile



Church of Matilla, North of Chile

## READ!Singapore

By Klang-Koh Lai Lin

On 24 May 2005, the National Library Board (NLB) Singapore embarked on its first-ever 10-week nationwide project aimed at promoting the habit of reading to those aged 15 and above.

READ!Singapore, which was adapted from the highly successful "one book" projects in American cities such as Chicago, Houston and Seattle, is aimed at celebrating books and reading, while fostering an appreciation of literature, promoting lifelong learning and the joy of reading.

READ!Singapore transformed the island into a flurry of reading activities, ranging from book discussions and reading clubs to reading marathons, plays, drama performances, reading carnivals and meet-the-author sessions.

To kick off the festivities, Singaporeans were encouraged to read any one of the 12 recommended books. There were three books in each of the 4 official local languages of English, Mandarin, Malay and Tamil.

The books were selected based on the theme 'Coming of Age', which emphasised the importance and relevance of life experiences for the understanding of self and reality. The theme was also selected to mark Singapore's 40 years of nation building, from the early days of political tension, ethnic and community unrest to its developed status today.

There were more than 100 reading activities organised at schools, libraries, cafes and bookstores, including a READ!Singapore Marathon. The Marathon ran for 12 hours across various venues such as the Singapore Botanical Gardens and public radio stations.

To further support the initiative, NLB also roped in Ministers, Mayors of the various Community Development Councils and television personalities as Reading Ambassadors to promote reading to the community and to foster interaction between the different races by sharing cultural experiences and encourage the setting up of reading clubs over the next 3 years.



Book discussion at the Singapore Botanical Gardens



READ!Singapore - Book discussion at Punggol Plaza Food Court



READ!Singapore Marathon - Book Discussion with Taxi Drivers

## Conferences And Seminars

### **14<sup>th</sup> European Conference on Reading: Literacy Without Borders**

July 31 – August 3, 2005

Zagreb, Croatia

<http://www.hcd.hr/conference/index.php>

### **Public Libraries: From Public Education to What?**

(IFLA Pre-Conference)

August 10 – 11, 2005

Stavanger, Norway

<http://www.rogaland.fylkesbibl.no/ifla/>

### **The Physical Library and Beyond**

(IFLA Satellite Meeting)

August 11 – 12, 2005, Finland

<http://www.fla.fi/PHYSICALvsVIRTUAL05/>

### **Continuing Professional Development – Preparing for New Roles in Libraries: “A Voyage of Discovery”**

6<sup>th</sup> World Conference on Continuing Professional Development & Workplace Learning for the Library and Information Professions

August 11 – 13, 2005

Oslo, Norway

<http://www.ifla.org/IV/ifla71/call-2005-cpdwl-e.pdf>

### **World Library and Information Congress: 71st IFLA General Conference**

August 14 – 18, 2005

Oslo, Norway

<http://www.ifla.org/IV/iafla71/index.htm>

### **neXt 2005: ALIA National Library and Information Technicians Conference**

September 6 - 9, 2005

Sydney, Australia

<http://www.conferences.alia.org.au/libtec2005/>

### **Libraries Without Walls 6: Evaluating the Distributed Delivery of Library Services**

An International Conference Organised by CERLIM

September 16 – 20, 2005

Aegean Island of Lesvos, Greece

<http://www.cerlim.ac.uk/conf/lmm6/>

### **Internet Librarian International 2005**

October 10 – 11, 2005

London, UK

<http://www.internet-librarian.com/index.shtml>

### **3<sup>rd</sup> International Evidence Based Librarianship Conference**

October 16 – 19, 2005

Brisbane, Queensland, Australia

<http://www.conferences.alia.org.au/eb2005/index>

### **Celebrating Knowledge: The Power and Potential**

November 13 – 15, 2005

InterContinental Hotel, Singapore

<http://www.nlb.gov.sg/conference2005>

### **Public Libraries Association: 11<sup>th</sup> National Conference**

March 21 – 25, 2006

Boston, United States of America

<http://www.eshow2000.com/pla/>

### **XIII CONSAL Conference 2006: CONSAL at the Crossroads: Challenges for Greater Regional Cooperation**

March 25 – 30, 2006

Manila, the Philippines

[http://www.consal.org/XIIIth CONSAL CONFERENCE.doc](http://www.consal.org/XIIIth_CONSAL_CONFERENCE.doc)