



# IFLA National Libraries Section

## STANDING COMMITTEE

71st General Conference, Oslo

### Minutes

2<sup>nd</sup> MEETING, 19th August 2005, 14:00-16:50

#### *Members present:*

Martin BOSSENBROECK, Netherlands  
Jasmine CAMERON, Australia  
Fernanda CAMPOS, Portugal (Chair and Treasurer)  
Genevieve CLAVEL-MERRIN, Switzerland (Secretary)  
Kai EKHOLM, Finland  
Andrew GREEN, Wales  
Mr. Graham JEFCOATE, Netherlands  
Renée HERBOUZE, France  
Elisabeth NIGGEMANN, Germany  
Ingrid PARENT, Canada  
Araceli Sanchez PIÑOL, Spain  
Vigdis Moe SKARSTEIN, Norway  
Celia ZAHER, Brazil  
Vladimir ZAITSEV, Russia

#### *Apologies:*

Osvaldo AVALLONE, Italy  
Zawiyah BABA, Malaysia  
Viktor FEDOROV, Russia  
Antonia Ida FONTANA, Italy, represented by Ms. Federica PARADISI  
Zoran KRUSTUOVIĆ, Slovenia  
Steen Bille LARSEN, Denmark  
Deanna MARCUM, USA  
Georges ZACHOS, Greece

#### *Observers:*

Cengiz AYDIN, Turkey  
Sidibé Amadou BÉKAYE, Mali  
Vladimir GNEZDILOV, Russia  
Paula GOOSSENS, Belgium  
Sigridur L. GUDMUNDSDOTTIR, Iceland  
Samia KAMARTI, Tunisia  
Elizabeth KIONDO, Tanzania  
Ian MCGOWAN, UK  
Erland Kolding NIELSEN, Denmark  
Alice RAMOHLOLA, South Africa  
Natalia SANTUCCI, Italy  
Annette SMITH, Barbados  
John K. TSEBE, South Africa  
Andris VILKS, Latvia  
Martyn WADE, Scotland  
Francis ZOGO, Benin

### 1. **Opening of the meeting**

The Chair opened the meeting and welcomed all present, Standing Committee members and observers

### 2. **Review of agenda**

The agenda was adopted with the addition of the Discussion Theme I postponed from the first meeting, and a change in the order of items: Evaluation of Oslo before the programme for Seoul.

### 3. **Evaluation of Oslo Conference**

The overall impression of the Oslo conference was very positive: it was well-organised and exceeded expectations. The Committee should report to the Division that the National Libraries Section was very pleased with the meeting. A special mention was made of the opening of the National Library and special thanks to Vigdis Moe Skarstein.

Evaluation of the Open Session: it was very well chaired and timed, thanks go to Graham Jefcoate for his management. The papers were considered excellent.

The speakers felt though that time was overall too short for 7 speakers: a more dynamic session could be done with 2 speakers providing two opposing points of view and a panel debate

Overall nearly 200 people from a variety of types of library attended the session, with 31 evaluation forms returned, of which 9 found the session excellent, 17 good, 4 satisfactory and only 1 feeling it did not meet expectations. Many future topics were proposed: digitisation, the integrated digital library a follow-up to the 2005 programme, legal deposit of electronic publications, marketing, training, cooperation. It was felt there was some overlap of suggested topics with ICABS and that the Section should work more closely with that group. This proposal will be taken into the strategic plan: support standards and ICABS work.

### 4. **Programme of the 72<sup>nd</sup> annual conference, Seoul 20-24<sup>th</sup> August 2006**

The overall theme for Seoul 2006 is Libraries: Dynamic Engines for the Knowledge and Information Society. The proposed title for the National Libraries' session could be National Libraries: Dynamic Agents for the Knowledge Society. In parallel, there had been some requests for joint sessions that should be evaluated: an initial proposal by the Multicultural section was withdrawn but the following remained

- Management and marketing "The tomorrow people" or "People of tomorrow" – long—term strategies for better management in libraries. One speaker could be from the National Libraries Section.
- AV & Multimedia Section: multimedia access to cultural heritage
- IT Section: Institutional repositories

A further option could be Partnerships with Archives and Museums – following up from Oslo and reflecting Alex Byrne's call for the Society pillar to strengthen partnerships.

Other suggestions:

- National libraries in the information market
- National libraries defining their future role
- New users, new technologies, the new role for national libraries
- Work with the section on Education and training
- National libraries and their advocacy role

The Committee agreed to keep discussions with the three sections interested since national libraries are involved in all areas, for example Jasmine Cameron underlined that the National Library of Australia is interested in institutional repositories as they are working on sustainable e-depositories. Renée Herbouze offered to find a speaker for AV from the Bibliothèque nationale de France.

5. **Selection of papers to be published in IFLA journal**

The Chair informed the Committee that IFLA asks each Section to propose a paper for IFLA journal, and inform other speakers accordingly so that they may publish their papers elsewhere if they wish. The choice was difficult given the high quality of the papers for the open session. The Committee agreed to propose the keynote paper by Jon Birger Østby, Norwegian Archive, Library and Museum Authority, Oslo, Norway: Cross-sectorial challenges for archives, libraries and museums.

6. **Discussion theme I: Performance indicators, Martyn Wade (summarised from papers provided)**

Martyn Wade informed the group that the key performance indicators (KPIs) implemented at the National Library of Scotland were an outcome of the new strategy 'Breaking through the walls', (<http://www.nls.uk/professional/policy/docs/strategy2004.pdf>) agreed by the trustees in March 2004. Extra funding and additional resources were given to the library (2.5% above inflation over 4 years). The indicators serve to demonstrate achievements. There are six areas covered:

- Collection development (qualitative reports, total holdings, additions to collections, conditions of the collections)
- Access (qualitative reports, reader visits – broken down by age, gender, disability, ethnic group, reader satisfaction, coverage of catalogues, visits to events, use of website, use of collections, enquiries)

are the main ones, supported by

- Consultation (qualitative report, media profile, public awareness)
- Partnership working (qualitative report)
- Organisational development (qualitative report, staff absence)
- Infrastructure (qualitative report, IT reliability, website reliability, storage availability)

The current situation is as follows:

- Recording of Library statistics has been standardised and centralised on a Corporate Statistics spreadsheet
- 22 KPIs have been agreed to monitor high-level progress in implementing the strategy (April 2005)
- There is a mix of 6 qualitative reports and 16 statistical measures as above
- Statistical measures are mostly derived from aggregation of lower-level data
- There is a mix of quarterly, six monthly, annual and bi-annual reports
- With a quarterly reporting schedule to Senior Management teams (commenced July 2005)
- A departmental director is accountable for each indicator

The centralised spreadsheet will be the basis of future comparison, within the library and it is hoped across libraries.

Further work planned

- Review and improve indicators, using balanced scorecard
- Integrate KPIs with financial reporting, and forward financial and work plans
- Increase automation of data capture, providing opportunities to develop new performance measures (eg to monitor processing/placing of accessions)
- Improve 'vertical integration' of KPIs to ensure strong link between top-level and low-level data
- Further development of benchmarking and comparisons with other national libraries (possible role for IFLA?)

Jasmine Cameron asked how user satisfaction is measured. Martyn Wade explained that different approaches are used: asking visitors to the site, surveying the web site, usability testing, interviewing samples of people, telephone interviews within the framework of the MORI omnibus survey which will include 10 questions per year among its survey e.g. have you heard of the National Library of Scotland? Do you use the web site? Etc. The library's digitisation strategy will be based in part on replies e.g. parts of the collection deemed interesting.

The Chair thanked Martyn Wade for this very interesting overview and suggested that the Standing Committee keep tracking this area, and pursue it in the strategic plan.

7. **Discussion theme II: TEL-ME-MOR : Andris Vilks (summarised from TEL-ME-MOR documents)**

Andris Vilks presented TEL-ME-MOR: it is a project funded by the European Commission Directorate-General Information Society and Media, Unit E3, Learning and Cultural Heritage under the [Sixth Framework Programme](#) of the [Information Society Technologies \(IST\) Programme](#)<sup>1</sup>. The project started on 1 February 2005 and runs for two years. It has the overall goal of stimulating and facilitating the participation of organisations from the New Member States of the European Union in projects funded within the Information Society Technologies area. Its secondary objective is to bring about the early full membership of national libraries in the New Member States in The European Library, the follow-up to the TEL project which was funded under the Fifth Framework programme and is a forerunner of this project.

The consortium of TEL-ME-MOR includes the following 16 partners:

- **[Die Deutsche Bibliothek \(The National Library of Germany\) - Coordinator](#)**
- **[Koninklijke Bibliotheek \(The National Library of the Netherlands\)](#)**
- **[The British Library](#)**
- **[Bibliothèque Nationale Suisse \(Swiss National Library\)](#)**
- **[Stichting Conference of European National Librarians \(CENL\)](#)**
- **[Eremo srl, Italy](#)** (Scientific manager)
- **[Národní knihovna České republiky \(National Library of the Czech Republic\)](#)**
- **[Ministry of Education and Culture, Cyprus \(Cyprus Library\)](#)**
- **[Eesti Rahvusraamatukogu \(National Library of Estonia\)](#)**
- **[Országos Széchényi Könyvtár \(National Széchényi Library of Hungary\)](#)**
- **[Latvijas Nacionālā Bibliotēka \(National Library of Latvia\)](#)**
- **[Lietuvos Nacionalinė Martyno Mažvydo Biblioteka \(Martynas Mazvydas National Library of Lithuania\)](#)**
- **[Biblijoteka Nazzjonali ta Malta \(National Library of Malta\)](#)**
- **[Biblioteka Narodowa \(The National Library of Poland\)](#)**
- **[Slovenská národná knižnica \(The Slovak National Library\)](#)**
- **[Narodna in univerzitetna knjižnica \(National and University Library of Slovenia\)](#)**

Workpackage leaders are shown in bold. Three of the workpackages are led by the New Member States.

TEL-ME-MOR as a whole raises the profile of national libraries within the EU.

Workpackage 1 will articulate the areas of research in which national libraries have an interest. **All** CENL members will be asked to complete a questionnaire on this topic which can be used to influence the allocation of funding

Workpackage 2 will ensure that 9 national libraries join The European Library more easily and more rapidly than would have been the case and will provide resources for the development of The European Library in general to the benefit of all

Workpackage 3 will define requirements for character set support and investigate cross-language questions with a view to making improvements and attracting funding to focus on this topic

Workpackage four publicises the Framework Programme and raises the profile nationally and internationally of all the NMS national libraries.

People wanting to read more about TEL-ME-MOR can do so in English at <http://www.telmemor.net/index.php> There are also TEL-ME-MOR websites linked from this site in Estonian, Latvian, Lithuanian, Hungarian, Czech, Slovak, Slovenian and Polish. The project is proceeding smoothly.

Andrew Green applauded the idea but regretted that other libraries could not benefit. Elisabeth Niggemann explained that TEL-ME-MOR was specifically targeted to the countries that are new members states of the European Union. Within the European Library, membership is being gradually opened to European national libraries but the project is extensive and complicated and a stable production system needs to be consolidated before any discussions can take place about extending the service to other libraries or heritage institutions. In response to a question from Celia Zaher, she replied the aim is to also to have more digitised material than is currently offered through the service.

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<sup>1</sup> <http://www.cordis.lu/ist/digicult/index.html>

Graham Jefcoate suggested that it would be interesting to evaluate future progress to see if the model (and software) could be applied to developing countries. Elisabeth Niggemann agreed that it would be useful to look at sharing the technical results once they are stabilised. She explained that there is no central database, that some material is harvested, some accessible directly in the libraries creating the need to adhere to standards for metadata, access etc. Andris Vilks underlined the need for good coordination and management with detailed documentation and reporting in order to be able to share results. Renée Herbouze said that the service is more than just a portal: over time it should offer integrated access and this takes longer to prepare. Martyn Wade requested some more information about the linguistic aspects of the system given the multiplicity of countries, and therefore languages involved. Genevieve Clavel explained that within TELME-MOR a workpackage has concentrated on character set and language issues: a questionnaire was sent out to analyse the different characters used and to promote the use of Unicode in order to facilitate cross database searching. A second questionnaire is now addressing the range of subject access tools used in each country with a view to finding areas of cooperation – hopefully cross-language using existing tools or identifying areas to be developed.

The Chair thanked Andris Vilks for this very interesting example of cooperation, and then on behalf of all those present, the Chair thanked both speakers once again for their informative presentations and their willingness to attend the Section meeting.

#### 8. **Strategic Plan 2006-2008**

The Chair reminded the Committee that every two years IFLA requires from each Section an updated strategic plan and this year it is to be submitted by September 30<sup>th</sup>. She gave the floor to Ingrid Parent, incoming Chair. Ingrid Parent proposed that the plan take into account the following elements, some of which had been suggested during the meeting, others requested specifically by IFLA : the Section should support partnerships (e.g. in standards and ICABS work); structure the strategy according to the IFLA three pillars – Society, members, profession; and promote membership in the section. She suggested that the mission would remain essentially the same, with goals: to promote universal availability of information; access to digital cultural heritage; future skills required for future roles, training course (another in Malaysia?); follow-up on WSIS; quality issues. Celia Zaher proposed to retain performance indicators as they are important for evaluation and promotion. John Tsebe requested more information on the recruitment question: are there many areas left uncovered, what are the difficulties. The Secretary proposed to analyse the current membership and provide a breakdown of membership by area, coordinating with CDNL to see which national libraries remained outside the Section. Celia Zaher agreed to provide the contact details for CDNL members to enable comparison.

Graham Jefcoate stressed the need to be clear in the mission statement and activities about the areas covered by the Section and those by CDNL: cooperation was essential and overlap should be avoided.

Ingrid Parent proposed to send a draft incorporating the ideas by mid-September.

#### 9. **Any other business**

On behalf of the Section and Committee, Genevieve Clavel thanked the outgoing Chair, Fernanda Campos, for her dedication, professionalism and kindness in chairing the meetings over the past years, expressing the hope that she would remain in contact with the group and follow its activities in the future.

Genevieve Clavel, September 8<sup>th</sup> 2005