

# 11. IFLANET POLICY AND PROCEDURES

Since its inception, IFLANET has become well known in the international library community as a single portal to resources about IFLA and libraries. IFLANET also has provided IFLA with enhanced communications and has succeeded in creating a "virtual IFLA" that is available to its members and to the wider international library community. All units of IFLA regularly contribute documents, reports, and project information to the Web site.

Now that the Web site has become an integrated part of IFLA, it has been officially recognised as the primary and exclusive vehicle for electronic communications within IFLA and the repository of all official, online IFLA information and documentation, regardless of language.

This document covers several items of policy and procedure:

- roles and responsibilities of IFLANET, IFLA Headquarters, and the Divisions and Sections
- mirroring of the IFLANET Web site on other continents
- centralisation of IFLA electronic resources
- multilingual documents
- IFLANET document formats
- instructions to authors submitting works for electronic publication
- the Conference Papers CD-ROM
- mailing list policies and procedures

## 11.1 IFLANET ROLES AND RESPONSIBILITIES

The development, administration, and management of IFLANET involves several tasks, such as coordinating the collection of documents, HTML coding, scanning, and site maintenance. The tasks are carried out by:

- IFLA HQ
- IFLANET Administration
- Divisions, Sections and Core Activities

Detailed descriptions of the tasks performed by each entity follows below.

### 11.1.1 IFLA HQ

IFLA HQ is responsible for collecting and providing to IFLANET Administration the information and documentation to be placed on IFLANET. This information includes, but is not limited to:

- information about the Divisions and Sections
- membership activities
- journal articles
- press releases
- conference papers
- other general IFLA information.

Documentation from the Divisions, Sections and Core Activities is also sent to IFLANET Administration directly.

### 11.1.2 IFLANET ADMINISTRATION

IFLANET Administration is responsible for overall electronic services management and for all routine, day-to-day functioning of the central IFLANET Web site located at INIST. IFLANET Administration performs both management functions and technical functions, outlined below.

## ***IFLANET MANAGEMENT FUNCTIONS***

IFLANET management functions include:

- preparing the overall design of the IFLANET WWW service
- maintaining consistency across the IFLANET WWW service, including preparing received documents and maintaining guidelines for Division and Section distributed sites
- reporting Web statistics at the central IFLANET site
- liaising with IFLA HQ, Divisions, Sections and Core Activities
- liaising with the host regarding IFLANET structure and technical issues
- archiving all documents appearing on the central IFLANET site
- developing and maintaining unique IFLANET services and collections
- assisting IFLA Headquarters with electronic promotions
- moderating IFLA's IFLA-L, DIGLIB, FAIFE-L and LIBJOB discussion lists
- new services development.

## ***IFLANET TECHNICAL FUNCTIONS***

IFLANET technical functions include:

- managing IFLANET directory structure
- uploading files to the infoserver
- performing HTML coding or generating PDF files, as appropriate
- performing image scanning
- compiling Web statistics
- link checking
- graphic design
- perform initial set-up of discussion lists and to provide list owners with documentation
- storage capacity planning, in cooperation with INIST
- bandwidth capacity planning, in cooperation with INIST
- software upgrades
- hardware upgrades
- construct Web site indexes
- plan, model, and develop database applications
- trouble-shooting of Web pages and discussion lists
- performing other technical tasks, as required.

### ***11.1.3 DIVISIONS, SECTIONS AND CORE ACTIVITIES***

The Divisions, Sections and Core Activities provide IFLA members with electronic access to content through the central IFLANET Web site. Specific tasks performed by the Information Coordinators include:

- content development, include gathering existing text or arranging for original authoring
- sending documentation about activities (e.g., projects, newsletters, special tools or resources) to IFLANET according to IFLANET guidelines
- providing camera-ready copy for creation of PDF files if documents are not available in electronic form
- keeping submitted materials and links up-to-date.

## **11.2 INDEPENDENT IFLA WEBSITES**

IFLANET is officially recognised as the primary and exclusive vehicle for electronic communications within IFLA and as the repository of all official online IFLA information, regardless of language. Therefore, IFLA units should not create their own independent Web sites containing official IFLA information and documentation, but rather, should place their documents on IFLANET.

Creating independent Web sites raises serious issues regarding look-and-feel, quality control, indexing, archiving and mirroring. The advantages of centralising IFLA official information and

publications are outlined in the next Section.

### **11.2.1 ADVANTAGES TO MAINTAINING ALL INFORMATION ON IFLANET**

IFLANET centralisation refers not to control over content (which remains the purview of IFLA units) but to the storage of Web-accessible information about IFLA on the IFLANET server. There are distinct advantages, for both individual IFLA units and for the IFLA organisation as a whole, in putting all information on IFLANET. For example, using IFLANET as the central host:

- **Putting materials on IFLANET allows IFLA units to focus their energies on content, rather than the minutiae of running a Web site.** While it is easy to create a simple HTML document, creating more complex HTML documents, to ensure adherence to recognised standards, provide search tools and keep in step with hardware and software advances, is decidedly more difficult. With IFLANET as the central repository, such tasks are done for the IFLA unit, allowing more resources to be put toward carrying out core activities.

### **DOCUMENT MANAGEMENT ISSUES**

- **Materials on IFLANET are updated according to a regular schedule by staff devoted exclusively to managing IFLANET,** materials are kept up-to-date.
- **Materials held on IFLANET are mirrored on official IFLANET mirrors.** Materials stored on independent Web sites will not be represented on mirror sites because mirroring software only copies files from the IFLANET. There are currently two mirror sites located in the USA and in Singapore, with two others planned for the remaining IFLA Regions (i.e., Latin America and the Caribbean, and Africa).
- **Materials held on IFLANET are retrievable using the IFLANET keyword search tool.** IFLANET has an advanced, Oracle-based search tool that indexes and makes key-word accessible all documents held on the Web site. The contents of independent Web sites are not indexed. Thus, searches of the main IFLANET index will not retrieve documents located off-site.
- **Materials held IFLANET will be part of IFLANET's long-term archive.** Safety backup and long-term archiving of IFLANET information can only be guaranteed when it is stored at the institutionally-supported central IFLANET site.

### **AUTHORITATIVE SITE ISSUES**

- **Materials on IFLANET have a recognisable "brand" or corporate look-and-feel.** Independent Web sites cannot be guaranteed to conform to IFLANET's look-and-feel, nor will they be included in any future changes to that look-and-feel. It is very difficult to maintain consistency across independent Web sites. Individuals working autonomously will tend to use divergent styles. It is important that IFLA present a common and consistent "corporate image" in its electronic offerings. When all materials are held centrally, look-and-feel can be maintained and quickly modified when needed.
- **IFLANET is easily identifiable the authoritative IFLA Web site.** IFLANET, and its mirrors, provide one place to look for IFLA users. With one site, there is no confusion among users as to which IFLANET site is authoritative.
- **Holding all materials on IFLANET allows for the provision of consistent user support.** IFLANET allows IFLANET Administration to respond rapidly and authoritatively to user comments and concerns.

### **QUALITY CONTROL ISSUES**

- **The placement of materials on IFLANET allows for easy modification, link checking, and updating.** Global changes across all IFLANET documents can be undertaken with relative ease, as can regular link checking and document updating. This is not so for independent Web sites which may vary as to the regularity of maintenance changes.

## MANAGEMENT ISSUES

- **Only materials held on IFLANET will be included in any initiatives designed to keep the Web site in step with network advances.** Examples of these initiatives are the addition of document metadata, Java scripts, Cascading Style Sheets, Dynamic HTML, or Extensible Markup Language (XML).
- **Independent Web sites of Sections and Divisions cannot be guaranteed to have continuous support over time.** The responsibility for these IFLA units can shift from person to person and institution to institution over time, putting the support of existing independent Web sites in question. A central, institutionally-supported Web site is less susceptible to service failures, economic variance, shifting priorities, and personnel changes, than independent IFLA Web sites.

### 11.2.2 Policy regarding IFLANET

The Policy outlined below is designed to strengthen the official status of IFLANET as the central repository of electronic information within IFLA.

The Executive Board decided, in August 1999, that:

- 2.2.1 IFLANET is officially recognised as the primary and exclusive vehicle for electronic communications within IFLA and the repository of all online IFLA-related information regardless of language.
- 2.2.2 Individual IFLA unit Web sites are prohibited, and those in existence shall be migrated to IFLANET.
- 2.2.3 IFLA Annual Conference sites shall be hosted on IFLANET. Further arrangements shall be made with the Conference Organisers to cooperate on various aspects of their creation, with some pointers to external sites (e.g., online registration databases, hotel information). However, the main Conference site shall reside on the IFLANET server. A clear statement of roles and responsibilities shall be added to the IFLA Conference Organisers binder.
- 2.2.4 Consortia of members in a country or language group may establish a site making use of some IFLA material that they translate. However, such sites can only be created if it is made clear that they are not official IFLA sites and if they do not carry the IFLA logo.

[**NOTE:** For this purpose “IFLA unit” is defined as any Division, Section, Discussion Group, Core Activity, Regional Office and any comparable unit which might be established in the future]

## 11.3 MIRRORING IFLANET

IFLANET is a popular resource for librarians and is accessed from over 100 countries around the world. However, many international users can face long download times when using the IFLANET server because Internet links can become congested. To remedy this situation, IFLANET Administration, in cooperation with IFLA HQ, is developing mirror sites in the IFLA Regions.

Mirroring is useful in circumstances where the local (regional or national) network is fast but the connections beyond such a fast region are considerably slower. Local users benefit from mirrors since the speed of delivery of information is increased. Mirror sites also reduce the number of accesses to the master server, decreasing its work load, and further reduce the traffic on congested, critically slow Sections of the network.

### 11.3.1 MIRRORING SOFTWARE

Efficiently managing the mirroring of a Web site requires the use of mirroring software. It works by making regular copies of the files from a master source to another server. The copying is often carried out on a daily basis, at off-peak times, transferring only those files that have been changed since the previous copying operation.

### **11.3.2 IFLANET mirroring policy**

Potential IFLANET mirror sites must agree to the policies and procedures listed below before they can become candidates for IFLANET mirror sites.

IFLANET mirror sites will be expected to:

- run HTTP-based mirror software on their local server
- maintain the currency of an IFLANET mirror according to a regular, agreed-upon schedule
- mirror the site in its entirety, without deletions, additions, translations, or modifications to content or URLs
- retain absolute URL pointers back to the central IFLANET site when CGI, gateway or indexing services are referenced
- compile and deliver monthly statistics regarding the use of the mirror.

### **11.3.3 BECOMING AN IFLANET MIRROR SITE**

IFLANET Administration plans to have the central IFLANET site mirrored in the three IFLA Regions: Africa, Asia and Oceania, and Latin American and the Caribbean. There is currently a mirror in the USA and in Singapore. Candidate mirror sites will be selected according to:

- the geographic location of the institution
- the availability of bandwidth in the institution's region
- the technical capability of the institution to support a Web site.

To inquire about becoming an IFLANET mirror site, please contact IFLA HQ. Candidates will be asked to fill out a technical questionnaire to help determine site suitability. Once selected, mirror sites will be required to sign a memorandum of understanding with IFLA HQ and IFLANET Administration outlining roles and responsibilities of the signatories.

## **11.4 MULTILINGUAL DOCUMENTS ON IFLANET**

IFLANET Administration will make every reasonable effort to make multilingual documents available, as provided by IFLA units. IFLANET Administration, however, cannot translate documents. Translations must be provided by the IFLA unit supplying the original.

Documents that require extended character set support (i.e., for accented characters) should *not* use US ASCII format, which does not provide extended character support. Instead, they should be coded in the ISO Latin 1 character set. Users are requested to contact IFLANET if they have any questions about this issue.

Because the display of non-Roman character sets can be problematic on the Web, materials written in non-Roman lettering should be submitted as camera-ready copy. They will be scanned and put up on IFLANET in Adobe Acrobat PDF format.

## **11.5 PUBLISHING ON IFLANET**

IFLANET Administration will work with content providers (authors or organisational units) to determine the appropriateness of a new resource and the technical feasibility of providing it. Due to resource constraints, large-scale projects (e.g., databases) will be dealt with on a case-by-case basis.

The remainder of this Section outlines the procedures to be used by authors wishing to publish electronically on IFLANET.

### **11.5.1 MATERIALS ELIGIBLE FOR ELECTRONIC PUBLICATION ON IFLANET**

In principle, all IFLA publications will be made accessible via IFLANET. IFLA publicity materials and various membership publications (including IFLA Directory, IFLA Statutes) are already on IFLANET. The responsibility for the inclusion of these materials and the updating of it rests with IFLA HQ staff.

IFLA's publisher, K.G. Saur, approves of the making available of IFLA Publications via IFLANET as it is expected that this will have a positive effect on overall sales.

### ***IFLA JOURNAL***

Starting with the 1997 volume the IFLA Journal has been placed on IFLANET.

### ***IFLA PROFESSIONAL REPORTS***

Henceforth, the full text of every IFLA Professional Report published will be placed on IFLANET. Existing Professional Reports will be assessed individually with regard to their current timeliness, relevance, etc.

### ***MONOGRAPHS***

Monographs in the series 'IFLA publications' will be assessed individually: although in most cases, because of considerations of space and volume, only the contents and introduction alone will be placed on IFLANET.

### ***CONFERENCE PAPERS***

IFLA Conference papers are put on IFLANET. Papers from all conferences will be kept in perpetuity on IFLANET.

## ***11.5.2 PERMISSIONS AND COPYRIGHTS***

Authors are expected to respect international and national copyright conventions and obtain appropriate permissions for electronic publication whenever appropriate.

# **11.6 PREPARING DOCUMENTS FOR SUBMISSION TO IFLANET**

Authors should follow the following procedures and guidelines when preparing their documents for submission to IFLANET.

## ***11.6.1 SUPPORTED ELECTRONIC FILE TYPES***

IFLANET can accept documents in the following formats **only**:

- MS-Word
- PostScript and Encapsulated PostScript
- Adobe Acrobat PDF files

IFLANET cannot accept files in desktop publishing formats (i.e., PageMaker) or in other proprietary formats. Information Coordinators wishing to supply database information to IFLANET are requested to contact IFLANET Administration directly.

If graphics are embedded in a document, they should be made available as separate files. File formats should be GIF, JPEG or TIFF. Proprietary graphics formats such as Corel or Microsoft cannot be converted by IFLANET Administration.

If materials are to be compressed for transfer, please use common compression formats (i.e. WINZip).

## ***11.6.2 REQUIRED ADMINISTRATIVE METADATA***

To help identify materials sent for publication on IFLANET, all texts should include the following administrative metadata:

- author(s)/organisation name(s)
- Information Coordinator's name
- IFLA Unit or other affiliation
- descriptive document title
- email address
- mailing address/phone number

### **11.6.3 HTML (HYPERTEXT MARKUP LANGUAGE) SUPPORT**

IFLANET Administration does not encourage IFLA units to do their own HTML coding. In practice, it is very difficult to maintain consistency across IFLANET when many individuals engage in HTML coding independently. It takes more time to modify documents received in HTML format, than to code them locally in their entirety. It has become established (and the preferred) practice at IFLANET to receive materials as word-processed documents which are subsequently HTML coded by IFLANET personnel. Information Coordinators are asked not to send HTML documents.

### **11.6.4 SUPPLYING INFORMATION ABOUT DOCUMENT STRUCTURE AND PLACEMENT**

To facilitate HTML coding and placement of documents on IFLANET, Information Coordinators and other contributors must provide information about their documents' structures and proper location. While standard templates are used on IFLANET, information about a document's structure is required to construct it appropriately.

Please provide the following information about document structure and placement:

1. Indicate what the document is, and where it should go on IFLANET. Please provide the specific URL of the page from which the new page should be linked.
2. Indicate where graphics, if any, should be placed in the document.
3. Indicate what the linkages are among components in multi-component documents.
4. Indicate what the linking text is on the "parent" page from which the new document links (that is, the string of words that should be active as the link).

### **MODIFYING EXISTING PAGES**

When modifying existing pages, please be very specific as to what page, and where on that page, you want changes to be made. IFLANET Administration deals with hundreds of requests per year to modify the many thousand of pages on IFLANET. Thus, it is imperative TO BE SPECIFIC. In addition to the information outline in Section 4, please include the following information when making changes:

1. Include the URL of the page you want modified. Please include the filename as it exists on IFLANET.
2. Indicate clearly what paragraphs are to be changed or replaced.
3. Indicate clearly what links are to be added, or removed (include the URL).
4. Please supply linking text.

**[NOTE:** Please provide URLs and filenames when referencing documents and pages on IFLANET. This is the most efficient way of identifying pertinent pages out of the thousands that are maintained by IFLANET Administration. ]

### **11.6.5 FILE NAMING CONVENTIONS**

Files have both names and extensions. The file names are the first eight letters (according to the DOS standard) and the extensions are the three letters following the dot. Standard extensions are used to denote the file type and application used to create the file. To aid in managing files, authors are asked to adhere to the following conventions:

Text files:	<i>filename.txt</i>
MS Word files:	<i>filename.doc</i>
PDF files	<i>filename.pdf</i>

PostScript files	<i>filename.ps</i>
Encapsulated PostScript files	<i>filename.eps</i>
JPEG files	<i>filename.jpg</i>
GIF files	<i>filename.gif</i>
TIFF files	<i>filename.tif</i>
	...etc...

### **11.6.6 DATABASES**

Database projects, which can be resource intensive, will be dealt with on a case-by-case basis. Please contact IFLANET Administration directly to discuss the possibility of creating databases of materials.

### **11.6.7 NON-ELECTRONIC SUBMISSIONS**

Information Coordinators should submit their documents in electronic format where possible. In cases where this is not possible (e.g., lost files, non-Roman characters), paper documents should be scanned and converted to PDF for delivery through IFLANET.

[**NOTE:** IFLANET personnel will not re-key or OCR paper documents. ]

### **11.6.8 SENDING FILES TO IFLANET ADMINISTRATION**

The following methods are acceptable for sending files to IFLANET Administration.

#### ***ELECTRONIC MAIL ATTACHMENTS***

IFLANET can receive electronic mail attachments from mail systems that support the Internet MIME (Multimedia Internet Mail Extensions) standard. **This is the preferred method of receiving materials.** Simply attach the document to a notification message and send it to: IFLANET@ifla.org. Users are requested to send an email message to IFLANET Administration when files have been transferred.

#### ***CD-ROM OR 3.5" DISKETTE***

Electronic files can be sent to IFLANET on CD-ROM or 3.5" diskettes using the IFLANET postal address. Disks or diskettes should be clearly labelled as to their contents.

## **11.7 PRESERVATION AND ARCHIVING IFLANET**

IFLANET Administration will be responsible for preserving and archiving the contents of IFLANET. A "snapshot" of IFLANET will be taken periodically and preserved.

## **11.8 IFLA MAILING LISTS**

Under most circumstances, IFLANET can provide IFLA members with LISTSERV mailing lists on topics related to the mandate of IFLA. Due to the potential for significant technical resource requirements posed by mailing lists, proposals for lists will have to be addressed on a case-by-case basis in consultation IFLA Headquarters. The appropriateness of proposed topics will be evaluated by IFLA HQ.

### **11.8.1 STARTING AN IFLA MAILING LIST**

In general, small and closed lists pose few problems and have only marginal resource requirements.

IFLA only sets up and maintains one mailing list per professional unit.

Proposals for new lists should provide the following information:

1. The short title (i.e., list name) of the proposed list, (e.g., DIGLIB)



2. A descriptive, long title of the list, up to 75 characters (e.g., Digital Libraries Research Mailing List)
3. One or more individuals who will be responsible as list owner (see below for responsibilities of the list owner)
4. The email addresses of list owners
5. A short paragraph describing the purpose of the list (the scope note). This note will be used in the welcome message that will be automatically sent to each subscriber.
6. A statement whether the list is open to the public or closed
7. All IFLA-sponsored mailing lists must be moderated.

Please send the proposal to [IFLANET@ifla.Org](mailto:IFLANET@ifla.Org)

### **11.8.2 RESPONSIBILITIES OF LIST OWNERS**

List owners are responsible for the list, and each list must have a list owner. List owners are typically someone from the community of users served by the list. **The new list owner is expected to develop familiarity with the LISTSERV software** and is expected to deal with the routine technical considerations of list ownership and email management.

List ownership confers certain responsibilities on individuals. These are:

- to respond to subscriber requests for information
- to maintain the integrity and accuracy of the mailing list
- to subscribe, unsubscribe, and change the options for users as required
- to deal with the email errors resulting from failures in transmission, inaccurate mailing list information, or other sources of mail interruption.

Mailing list owners are expected to become self-sufficient. Management of mailing lists is strictly that of the list owner once the initial set-up occurs. List owners are also responsible for providing information beyond LISTSERV default information to subscribers, such as questions about the list itself.

MAILING LIST WWW GATEWAY URL: <http://infoserv.INIST.FR>

### **11.8.3 RESPONSIBILITIES OF IFLANET ADMINISTRATION**

IFLANET Administration will:

- provide guidance and documentation for setting up lists on the LISTSERV
- provide a limited amount of continuing technical support.
- not act as list owners or moderators for any new lists

Lists that are unused, dormant or poorly maintained may be removed from the LISTSERV in consultation with the list owner and IFLANET Administration.

### **11.8.4 MIGRATION OF EXISTING LISTS TO THE IFLANET SERVER**

If a list is to be started with a pre-existing list of subscribers, the list must be supplied in the following format:

email@address firstname lastname

Examples:

joe.smith@library.ca Joe Smith

j.baker@stage.us Janet Baker

dewey@public.library.uk Melvyl Dewey

**[NOTE:** There can be only one space between each of the email address, first name and last name. Failure to do otherwise can have an impact upon the conversion of the addresses to the LISTSERV.]

### **11.8.5 MAILING LIST ARCHIVES**

In general, list archives will not be maintained, except IFLA-L, Diglib, Libjobs and FAIFE-L.

## **11.9 CONTACTING IFLANET ADMINISTRATION**

To send materials for coding and uploading on IFLANET, to make inquiries about the Web site, or to make comments, please use IFLANET@ifla.org.

**Mailing Address:**

IFLANET Administration  
IFLA Headquarters  
P.O. Box 95312  
2509 CH The Hague  
Netherlands

**E-mail:** IFLANET@ifla.org  
**Telephone:** +31-70-3140884  
**Fax:** +31-70-3834827  
**URL:** <http://www.ifla.org>