IFLA JOURNAL

CONTENTS

EDITORIAL
Innovation and Development

Stephen Parker

The six papers in this issue, spanning the IFLA year from last year's World Library and Information Congress in Seoul to this year's Congress in Durban, all deal with innovative and developmental aspects of library and information services around the world.

The first paper, 'Bridging the North-South Divide in Scholarly Communication in Africa – a library and information systems perspective', is by Peter Johan Lor, Secretary General of IFLA. The paper takes a broad, general perspective of scholarly communication in Africa, using a simple systems model which identifies and analyses Creators, Contents, Mediation, Users and Infrastructure and recognizes that these must be studied in their cultural, political, economic, legal and ethical contexts. The paper identifies a number of critical issues and problems relevant to the North-South/ South-North divide, including the position and roles of libraries, and emphasizes that scholarly communication has both digital and analogue dimensions and is a complex phenomenon that needs to be addressed holistically.

We remain in Africa with the next paper, which deals with issues at the opposite end of the spectrum from scholarly communication. In 'Information Literacy in Practice: engaging public library workers in rural South Africa', Karin de Jager and Mary Nassimbeni report the results of an information literacy intervention designed for unqualified public library workers employed by Mpumalanga Provincial Library Services. The aim of the intervention was to give public library workers the opportunity to develop their information literacy skills and apply them in their libraries. The paper discusses the information and training needs that were identified, the information literacy campaigns that were developed, their progress and the outcomes. From the outset, emphasis was placed on the importance of measuring and evaluating activities throughout their campaigns in order to be able to assess the impact of their interventions. The paper attempts to show that even small public libraries can make a difference in tackling social exclusion in disadvantaged communities. This is a revised and extended version of a paper presented at the Durban conference.

The third paper, originally presented at the Seoul conference in 2006, takes us to France and the field of multimedia management. In his paper, 'Pushing the Boundaries of Traditional Heritage Policy: maintaining long-term access to multimedia content', Gregory Miura reviews the actions taken by the Audiovisual Department of the Bibliothèque nationale de France (BnF) in order to maintain access to a comprehensive collection of multimedia and electronic documents. The paper describes several experimental technical solutions for preservation, emphasizing the consequences of a requirement for future users to be able to use these documents for research purposes. These result in the use of emulation solutions as well as new practices of collection development policy with regard to the specific structure of information within a multimedia context.

We move to another part of Europe with the next paper, 'The National Library of Belarus: a new stage of development', in which Dr Roman Motulsky, Director of the National Library, outlines the process of planning and construction of the Library's new building and provides a well-illustrated factual description of its main features.

A completely different innovative conception is the subject of the next paper, 'Informationists or Information Specialists in Context (ISIC): six years after conception', by Jean P. Shipman. The paper points out that physicians and other health care providers rarely have the time to practice evidence-based medicine through the application of the best available published evidence, while this lack of time is also often compounded by a lack of retrieval skills and knowledge of the structure of the published evidence. To bridge this gap, the journal *Annals of Internal Medicine* proposed, in a 2000 editorial, a new kind of health professional, the 'informationist' – later reformulated as 'Information Specialist in Context' – who would possess clinical knowledge as well as skills in information retrieval and synthesis. This paper,

based on one originally presented in Seoul in 2006, describes the evolution of this concept.

The final paper in this issue describes yet another innovative development, one which itself is designed to support innovation in library services. In 'Towards Constructing a Chinese Information Extraction System to Support Innovations in Library Services', Zhang Zhixiong, Li Sa, Wu Zhengxin and Lin Ying describe their efforts to construct a Chinese information extraction system capable of effectively processing information resources in the Chinese language. The authors developed a Chinese information extraction plug-in based on the GATE (General Architecture for Text Engineering) system from the University of Sheffield. Their paper analyses the framework of the GATE system, describes the Chinese solution based on the GATE system and discusses the main difficulties in implementing a Chinese information extraction system. The authors successfully implemented this system and carried out an experiment in which the Chinese system successfully extracted thousands of pieces of science and technology news.

The section of Reports and Speeches from Durban includes the Secretary General's Report, 2007, by Peter Johan Lor, the Welcome Speech at the Opening Ceremony by Ellen Tise, President-elect, 'Libraries on the Agenda': Presidential speech at the Closing Session, by Claudia Lux, the Address to Council, 73rd IFLA General Assembly, also by Claudia Lux, and 'WLIC Durban, 2007: a personal view', by Ian Stringer. Also in this issue is a summary report by the Secretary General on his attendance at the 34th General Conference of UNESCO, in October 2007.

The President's Page

A new feature in this issue is The President's Page, initiated by new IFLA President Claudia Lux as a way of communicating to members her views and ideas on issues of concern to IFLA and the library and information profession worldwide.

New Professionals – Write for IFLA Journal!

In response to a suggestion from IFLA's New Professionals Development Group, IFLA Journal makes a call for submission of papers about issues related to new professionals. Topics may include but are not limited to new professionals and their involvement on professional associations, their views on their role within the profession, management positions and new professionals. Papers should be submitted to the Editor for evaluation by members of the Editorial Committee in accordance with the Notes for Contributors at the end of this issue.

Errata

Nicholson, D.R. (2006) Intellectual Property: benefit or burden for Africa?, 32 (4): 310–324.

The superscript reference numbers in the above article were incorrectly reproduced. Number 8 being omitted in the text, the subsequent numbers incorrectly refer to the reference entry one below that intended. The Journal wishes to apologize for any confusion caused.

Byrne, Alex (2007) President's Report to Council in Durban, 23 August 2007, 33 (3): 261–264.

The Report contained a regrettable error (p. 261) in regard to the revision of the Statutes which were approved by the IFLA Council in Jerusalem in 2000. It stated, "The revision of the Statutes during the term of President Bob Wedgeworth updated and modernised them." The reference to Bob Wedgeworth was incorrect because the IFLA Working Group on the Revision of the Statutes and Rules of Procedure was established following the IFLA Conference in Copenhagen in 1997 at the outset of the presidency of President Christine Deschamps. The Working Group reported at the Bangkok Conference in 1999 and the Jerusalem Conference in 2000. The sentence and its sequels should have read "The revision of the Statutes during the term of President Christine Deschamps updated and modernised them. It provided a foundation for IFLA to work more effectively as a global organisation. The introduction of postal voting for the Governing Board and President returned members from all six inhabited continents – all except Antarctica – for the first three terms, demonstrating IFLA's global reach and relevance."

— **Alex Byrne**

The President's Page

Claudia Lux, IFLA President, 2007–2009

Dear IFLA Members

After a successful World Library and Information Congress in Durban, where I took over as President of IFLA, together with our new President-elect, Ellen Tise, my first presidential letter came out in September and was distributed on the IFLA mailing list, IFLA-L. The presidential letter will come out at least once a month to inform our membership about some highlights of the activities of the President, the Governing Board and the Headquarters staff.

On the President's Page there will be regular information about 'Libraries on the Agenda', my Presidential theme. It is all about how we influence government representatives to be aware of the important role of libraries and to support the development of libraries. We ourselves have to ask more strongly for support and development, as our role in the information society will be crucial to reducing the gap between information rich and information poor. Librarians stand up for libraries and the values they represent. Thank you for your daily support for 'Libraries on the Agenda'.

Snippets of 'Libraries on the Agenda'

July 2007: Supported by the Brazilian Library Association FEBAB and the Goethe Institute and organized by the Library of the Federal Senate of Brazil, I met with Senator Papaléo Panes (State of Amapá) and Marisa Serrano (State of Mato Grosso do Sul) to discuss Libraries on the Agenda.

August 2008: During WLIC in Durban, I had talks with Mr Abdul Waheed Khan, Assistant Director General for Communication and Information of UNESCO, with the South African Minister of Arts and Culture, Dr. Z. Pallo Jordan, and other representatives of the South African government. I also met with Mr. Adama Samassékou, a politician from Mali and current President of the African Academy of Languages, who supported IFLA's activities at the World Summit of the Information Society (WSIS).

August 2007: I gave a talk about 'Libraries on the Agenda' at the Meeting of the Swiss Library

Claudia Lux, IFLA President 2007–2009

Association in Sierre. The deputy cultural minister was present at that meeting.

September 2007: In connection with the implementation of Action Line C.10, 'Ethical dimensions of the information society' of the Geneva Action Plan of the World Summit of the Information Society a meeting organized by the French Unesco Commission took place in the Council of Europe in Strasbourg. Representatives of Unesco and the European Parliament and experts from non-governmental organizations, universities and other institutions were invited. During a round table about ethical issues regarding access to information, knowledge and culture, I gave a short statement on the important role of libraries to guarantee access to information and privacy.

September 2007: organized by the Bulgarian Library Association and supported by the Goethe Institute, I met Mr Georgi Priniski, Chairman of the National Assembly of the Bulgarian Parliament, to discuss Libraries on the Agenda. I also met again with the Vice-minister of Culture, Nadezhda Zaharieva, who had been at the 1st IFLA Presidential Meeting in Berlin in January 2007. I was honoured to be awarded an honorary doctorate of the State University of Library and Information Science in Sofia, Bulgaria.

2nd Presidential Meeting

The 2nd Presidential Meeting is coming up on 21–22 February 2008 in Berlin – please register now. Theme: Free Access and the Digital Divide – challenges for research and society in the digital age.

Please look for more information, the programme and registration under: http://www. ifla-deutschland.de/de/ifla_praesidentschaft/ anmeldung.php (An English version of the information will be available on the web soon.)

IFLA Mailing Lists

I have learned that some colleagues do not know how to get all the wonderful IFLA mailing lists, which show so much of our active professional life. For information about all the numerous IFLANET Mailing Lists, please see: http://www. ifla.org/II/iflalist.htm

For information about the general list, IFLA-L, please see: http://www.ifla.org/II/lists/ifla-l.htm

Bridging the North–South Divide in Scholarly Communication in Africa – a library and information systems perspective

Peter Johan Lor

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Abstract

This article takes a broad, general perspective of scholarly communication in Africa, using a simple systems model based on the Lasswell formula. The model identifies and analyses the following components: Creators, Contents, Mediation, Users and Infrastructure. It recognizes that these are to be studied in their cultural, political, economic, legal and ethical contexts. Taking each component in turn, a number of critical issues and problems relevant to the North-South/South-North divide are identified and some observations are made on the position and roles of libraries. The article presents a list of desiderata and emphasizes that scholarly communication has both digital and analogue dimensions. It is a complex phenomenon that needs to be addressed holistically.

Introduction

Many interlinked factors play a role in bridging the North-South divide in scholarly communication. The divide is by no means purely digital. It is a complex problem that has to be tackled holistically. In this article a simple, old-fashioned systems model is used as a heuristic tool, serving as a roadmap for an exploration of the terrain. Along the way, I make some critical comments on various features on the map, emphasizing their relevance to the North-South divide. I shall also make some observations on the position and roles of libraries. In this paper I draw extensively on a number of recent papers, mostly co-authored with Hannes Britz, in which we have dealt with various aspects of international information flows.

An Old-Fashioned Systems Approach

The point of departure for the roadmap is the well-known 'Lasswell Formula' of Harold D. Lasswell. It dates from 1948 and although it is no longer so politically correct, coming as it does from a behaviouralist stable, it has proved remarkably useful over the years (Barton, 2005). The model is depicted in Figure 1.

Lasswell, who belonged to the Chicago school of sociology, was mainly concerned with mass media and propaganda, and his model provides for one-way communication only. A contemporary model

Who? Communicator → Says what? *Message* → In what channel? *Channel* → To whom? *Receiver* → With what effect? *Effect*
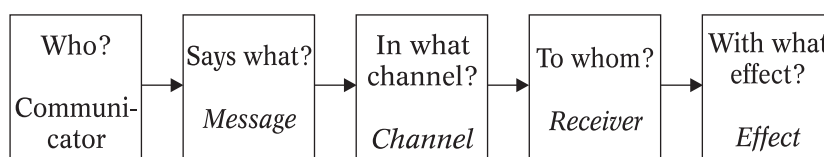
Figure 1. The 'Lasswell formula'

by Shannon and Weaver (1949), with origins in the mathematical theory of telecommunications, was similar, but included a feedback loop. The Lasswell formula and the Shannon and Weaver model are referred to as 'transmission models' because they emphasize the transmission of messages or signals without much concern about meaning, context or the interaction between senders and receivers (Cultsock, n.d.).

Here the Lasswell formula is adapted to serve as a roadmap for my discussion of scholarly communication, first by renaming the components as follows:

Communicator	becomes Creator (of content)
Message	becomes Content
Channel	becomes Mediation
Audience	becomes Users

A feedback loop is added, since scholarly communicators or content creators necessarily have to be users of content themselves. I also added Infrastructure to the roadmap. If we are discussing scholarly communication in Africa, the infrastructure cannot be taken for granted. Finally, we need to consider the broader cultural, political, economic, legal and ethical context, which includes national and other policy frameworks. The result is depicted in Figure 2.

Exploration of the Terrain

The exploration starts with a visit to Infrastructure, at the bottom of the map.

Infrastructure

In an information delivery and dissemination system there are two aspects of the infrastructure to be considered. The most obvious aspect is the information and communications technology (ICT) infrastructure. This is emphasized in the expression 'digital divide', which points to disparities between haves and have-nots (both between and within countries) in terms of:

- Availability and maintenance of workstations and peripherals such as scanners, printers, etc. It is estimated that currently in Africa there are only 0.9 PCs per 100 inhabitants (Zulu, 2006). In many countries the cost of a PC exceeds the mean annual per capita income, which puts PC ownership well beyond the means of the majority (Kanellos, 2004). Unfortunately, all too often taxes and customs duties add substantially to the price.
- Affordability of software: hardware does not run itself. The cost of licensing proprietary software, as distinct from open source, is a big obstacle in developing countries.

Context: Cultural, Political, Economic, Legal, Ethical, etc.

Creators → Content → Mediation → Users → Effects

INFRASTRUCTURE

Figure 2. Scholarly communication

- Connectivity: the availability of reliable telephone lines and other telecommunications connections. Currently Africa, with 14.1 percent of the world's population, has 2.3 percent of the world's Internet users. But growth is rapid: 424 percent between 2000 and 2005, considerably higher than the world average (Internet World Stats, 2006).
- Bandwidth: the amount of traffic that can be carried and at what cost. (In my home in The Hague I have more bandwidth available at less cost than is available – or was until recently – to some universities in Africa.) Unfortunately, in some countries the traffic is throttled by telecommunications monopolies. At the *Workshop on ICTs in the Library: Experiences, Opportunities and Challenges for Libraries in Africa*, which was held in Benoni, South Africa, from 21 to 23 July 2004 under the auspices of the Carnegie Corporation of New York, it was noted that universities in West Africa are starved of affordable bandwidth in spite of the laying of the submarine SAT-3/WASC/SAFE cable around the coast of Africa (Lor, 2004a).
- Equity: in most countries access to the infrastructure is skewed towards a small, mainly urban elite. This is illustrated by the International Telecommunication Union's statistics for main telephone lines in Africa: 3.0 per 100 inhabitants for Africa as a whole, 1.0 per 100 for Sub-Saharan Africa, 28.5 in Mauritius (International Telecommunication Union, 2004a). The corresponding figure for the Netherlands is 61.4 per 100. (International Telecommunication Union, 2004b).

There are other dimensions of the digital divide, such as human capacity and content, but these are dealt with later.

The second aspect of infrastructure is sometimes overlooked. This is the infrastructure needed for the physical delivery of goods and services, as distinct from the delivery of digital content. Telemedicine (or e-medicine) is a great idea if it helps medical staff in a remote rural clinic to accurately diagnose an infectious disease that has broken out in their province. The Internet can be used to connect the clinic staff to the medical experts at an advanced institute of tropical medicine to confirm the diagnosis. But how are the necessar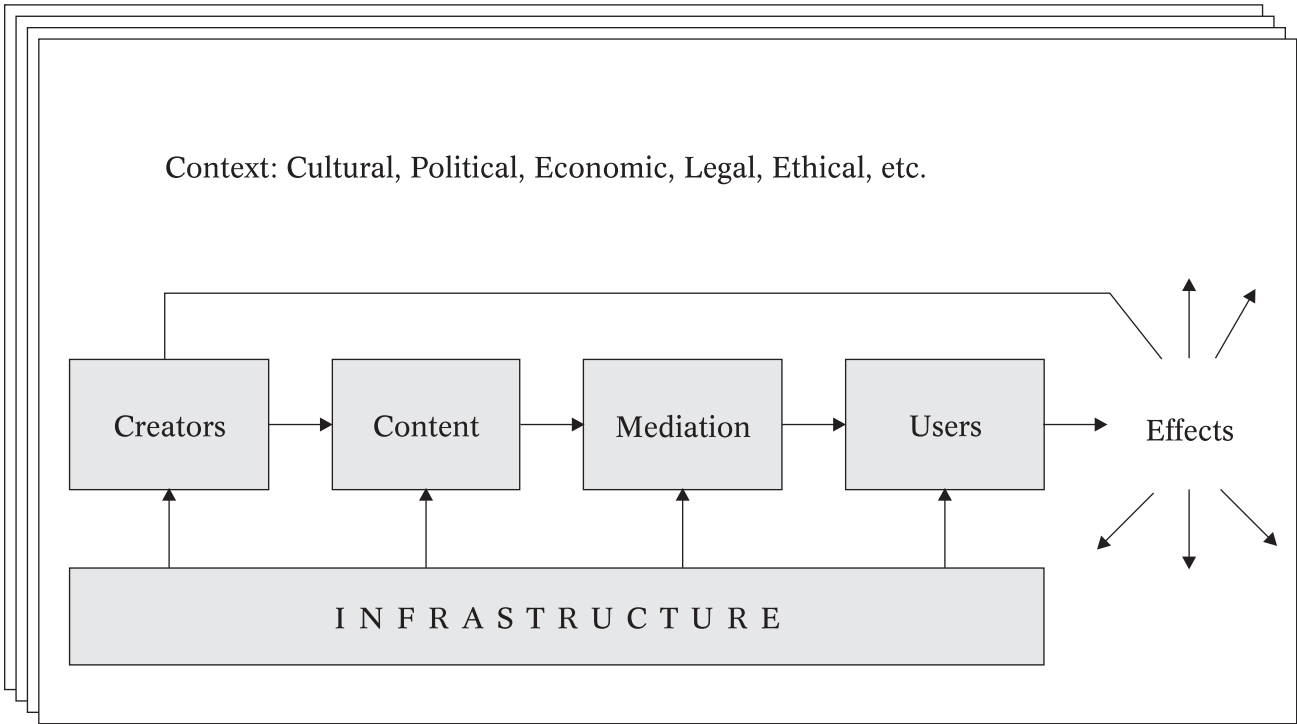y vaccines, medicines and equipment to be delivered there to fight the epidemic if the nearest airfield, currently in the hands of an insurgent militia, is 120 kilometres away on rutted

tracks that are only negotiable in the dry season? There are limits to 'leapfrogging' – the notion that African countries can leap directly from an agrarian to an information era, without having to pass through the intervening development stages. Every country needs a physical infrastructure of airports, roads, railways, power transmission lines, etc. (Britz et al., 2006).

Creators

In the African context, when we speak of scholarly communication from creators to users of scholarly content, we need to ask: who are the creators? Are we thinking of the flow of information from North to South, as suggested by the phrase 'North-South divide'? Hard on the heels of the metaphor 'digital divide' came that of 'bridging the digital divide'. The question is: when we have bridged the digital divide, in which way will the traffic flow? Information needs to flow South-North as well as North-South. Because the bibliographical control systems are mainly based in the North, scholarly communication from South to North is also essential to facilitate South-South information flow (Lor and Britz, 2005).

It can be argued that the Knowledge Society only dawns in a country when its scholars are not merely users of imported knowledge, but themselves contribute to knowledge creation. This implies active participation in scholarly work, not merely absorbing knowledge produced elsewhere (Britz et al., 2006).

Africa needs to build its capacity for knowledge creation. The following are some of the conditions for African scholars to contribute as content creators:

- Good quality schooling and undergraduate education, with well-trained teachers and adequate provision of texts, supplementary and recommended reading in the undergraduate library collection, and teaching laboratories.
- Good facilities for postgraduate education, with adequate provision of library material and laboratories for research.
- Professors with adequate doctoral and post-doctoral research experience.
- Access to research literature: a major problem in many African universities, where funding problems have led to serious erosion of research holdings (Rosenberg, 1997).
- An adequate level of information literacy: both students and teachers need to be trained

in determining their information needs, in identifying, locating and accessing resources, and in evaluating and utilizing these. Access to the Internet brings many more resources within reach, but a disadvantage is that digital resources that are rapidly discovered may leave both students and inexperienced researchers with the illusion that they have found everything worth finding. Increasingly researchers assume that if information is not available digitally, it is not worth looking for. Many students assume that if something is not on Google, it does not exist. Information literacy education is a major challenge for librarians, which has been recognized by the International Federation of Library Associations and Institutions (IFLA), and by UNESCO, which is funding a series of IFLA expert seminars on information literacy. Last year, in the run-up to the World Summit on the Information Society, IFLA issued a statement emphasizing its importance (IFLA, 2005).

- Exposure to ongoing research work elsewhere in the continent. Budding as well as established scholars need to be able to measure themselves against their peers. Digital availability of African theses and dissertations, as for example, through the DATAD[1] project can help to raise the standard of masters and doctoral dissertations, *inter alia* by putting pressure on dissertation supervisors (cf. Kiondo, 2004).

- Somewhat less tangible is something one might call a culture of scholarship. There are signs that the decades-long book and journal famine in many African universities has given rise to a new generation of scholars who were not exposed to a culture of reading and keeping up with current scholarship. They may also not have time for this, as some may be holding down other jobs after hours to feed themselves and their families.

- A favourable institutional environment: there has to be a technological and a physical delivery infrastructure for African scholars to make a contribution. Salaries must be paid. Universities should be properly funded and managed.

- Policies to promote scholarly productivity: the funding mechanisms for universities and research institutes should stimulate research and reward research outputs. This implies measuring outputs and evaluating them in an international context. However, such policies should be carefully designed to avoid negative side-effects.

Content

It is useful to distinguish between research outputs (reports, dissertations, journal articles, etc.) and research data (raw or primary data). Researchers may use published data (e.g. census data) or collect new data. In the past the latter remained in filing cabinets or on computer storage media in the researchers' offices. Today it is becoming more common for raw research data to be made available electronically, for example through a clickable link from an electronic journal article – communication *of* data as distinct from communication *about* data. This makes it possible for data to be re-used by other researchers, to replicate research, verify findings or answer other questions. Open access to research data is an asset that enhances national research productivity. In the Netherlands a new organization, Data Archiving and Networked Services (DANS) was recently launched to archive research data in the social sciences and humanities comprehensively (Van der Hoeven, Maria. [Interview], 2006). In South Africa some discussion on the sharing of data archives has been held between government departments and agencies (Lor, 2000). To what extent is this receiving attention in other African countries?

Scholarly communication in Africa can be communication *about* Africa (among Africans, among Africanists, and between these two groups) or simply scholarly communication *in* Africa (among African scholars, not necessarily about anything African.)

Mainstream western science tends to be built up out of an accumulation of small chunks of findings organized around a currently accepted paradigm. In Africa the western model is being challenged. In discussing scholarly communication in Africa we need to be open to different concepts of science, and we need to recognize the wealth and value of Africa's indigenous knowledge. Libraries can play a significant role in the preservation of indigenous knowledge, aiding in its discovery and recording, organizing it for use, preserving it, and promoting its appreciation (including respect for the dignity of the communities that produce it) and use (Lor, 2004b).

Content today is found in two forms: analogue and digital. There is so much emphasis on digital media that the importance of analogue materials

(ranging from manuscripts through print to a range of analogue audiovisual media) is sometimes overlooked. Libraries will need to maintain extensive analogue collections for the foreseeable future, and provide for voluminous additions to their analogue holdings. This is particularly true of research and national libraries, which have a long-term preservation responsibility. It is no coincidence that major national libraries in highly developed countries (such as the Koninklijke Bibliotheek in the Netherlands) are extending their conventional storage space very significantly. In Pretoria, a new building is being erected for the National Library of South Africa, which will more than double its capacity for the storage of conventional printed materials.

Digitization is often suggested as an answer to the problems of preserving analogue material. I shall argue that digitization is not as such a means of preservation. It is a powerful tool for promoting access, but at best it assists preservation of analogue content by reducing pressure of use on fragile or vulnerable analogue material. A considerable number of projects are being undertaken to digitize African heritage material (Tsebe, 2005; Britz and Lor, 2004). At face value this is a wonderful way of promoting an awareness and appreciation of Africa's rich cultural heritage, but caution is called for. We need to ask critical questions, for example on the ownership of the digitized content, who benefits from the project, and whether the people whose heritage it is will be able to gain access to the digitized content. The ethical considerations should not be overlooked (Lor and Britz, 2004a).

Digital content can be divided into two categories:

- digitized content: analogue content that was subsequently digitized, as just referred to
- born-digital content, which originated and is disseminated digitally, mostly without analogue equivalents.

This distinction is sometimes overlooked, so that the term 'digital preservation' can mean two things:

- preservation by means of digitization (which should rather be called 'preservation digitization', by analogy with 'preservation microfilming')
- preservation of digital content.

Preservation of digital content is a much bigger problem than the digitization of content. For various reasons (such as vulnerability of the storage media and rapid obsolescence of hardware and software) (Lor and Snyman, 2005) digital content is at greater risk than conventional printed or microfilmed materials. Born-digital content is at particular risk, since there is no analogue backup. The importance of websites as sources of raw research data for historians, political scientists, sociologists, media scientists and other students of the social sciences and humanities is increasing rapidly as the web takes over more and more of the communication functions of printed media such as newspapers, posters, fliers, directories and magazines. However, the websites are far more ephemeral than the printed sources they replace (Palaima et al., 2004). Worldwide a vast amount of this material is being irrecoverably lost on a daily basis. In some developed countries attempts are being made to archive websites systematically, but this is not yet happening in African countries. The Internet Archive is not necessarily a reliable and comprehensive repository of websites from developing countries (Thelwall and Vaughan, 2004). In 1998 South Africa enacted legal deposit legislation that provides for the downloading and archiving of South African websites, but this provision has not yet been put into effect due to financial constraints (Lor, Britz and Watermeyer, 2006). In the mean time much of Africa's digital heritage is being lost.

In 2005, on the eve of the World Summit on the Information Society (WSIS) in Tunis, the Conference of Directors of National Libraries issued a communiqué stating that "national libraries in all countries have a mandate and duty to collect and preserve … digital cultural heritage and to make it accessible both now and to future generations", and calling on all states to "develop coordinated national strategies for inclusive information societies in which our digital heritage will be preserved and made accessible with the same commitment already shown to our nations' printed records" (Conference of Directors of National Libraries, 2005). This follows a statement, 'Preserving the memory of the world in perpetuity: a joint statement on the archiving and preserving of digital information', issued in 2002 by a joint Steering Group of IFLA and the International Publishers Association (IPA) (IFLA/International Publishers Association Steering Group, 2002).

Mediation

In Figure 3 the Mediation component is expanded to indicate the main transmission channels between creators and users of content.

The two main groups of intermediaries are aggregators and libraries. For convenience I have grouped all the various players and agencies involved in the quality control, packaging and dissemination of content under the generic term 'aggregators'. They can be divided into two subgroups: the for-profit and the not-for-profit aggregators.

The conventional for-profit sector includes the following:

- journal and other publishers (including university presses and scientific societies), with their editors, editorial boards and referees, etc.
- booksellers
- periodical subscription agents
- electronic journal vendors (aggregators)
- reproduction rights organizations.

In the last decades, largely thanks to the emergence of digital media, a variety of alternatives to the for-profit sector have come forward. These include:

- not-for-profit aggregators (e.g. eIFL[2], J-STOR[3], PERI[4])

- open access journals
- institutional repositories
- discipline or problem-oriented repositories.

The diagram is highly simplified. All of these players have been put in one cell and no attempt has been made to suggest the differences or complex interactions between them. The dividing line between the for-profit and the not-for-profit sectors is not always so sharp.

Although some content is transmitted directly from creators to users, or from creators to libraries and thence to users, currently most of the high value content flows from creators to for-profit aggregators. These stand accused of presenting serious obstacles to the transmission of content to users, particularly users in developing countries. For example:

- steeply rising, unaffordable prices
- unfair licensing schemes
- double dipping (the client is made to pay twice, first as creator, then as user)
- excessive profits
- predatory intellectual property tactics (Britz and Lor, 2003; Lor and Britz, 2005)

Libraries and users in developing countries are most severely affected by these conditions, but even the wealthiest research libraries in the developed countries are affected. It is not surprising
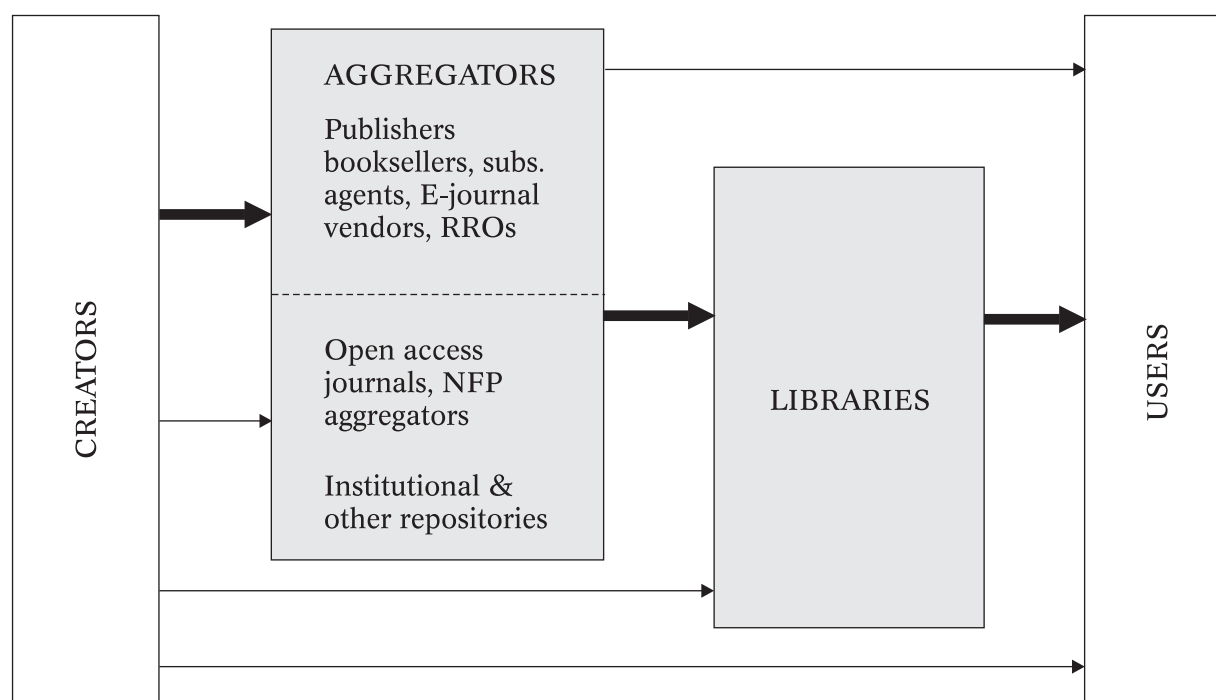

Figure 3. The main transmission channels between creators and users of content

that alternatives are being developed, and their multiplication is made possible by rapid developments in information technology. A combination of new technology, outdated business models and greed threatens the survival of the current for-profit journal publishing industry. To use an evolutionary metaphor, in the changing environment new, smaller and more agile players are scurrying about and yapping at the heels of the lumbering dinosaurs.

Various such alternatives are under discussion. The open access movement has attracted much attention and wide support from many quarters, including governments, grant-making bodies, and professional organizations. IFLA stated its position on open access in 2003, in its 'IFLA Statement on Open Access to Scholarly Literature and Research Documentation' (IFLA, 2003). The statement affirms the importance of comprehensive open access to scholarly literature and research documentation.

Focussing on content generated in Africa, we can distinguish between domestic African and international channels:

- Dissemination via 'international' journals: this has been touched on. African authors who wish to publish internationally face various barriers, including bias (Lor and Britz, 2004b).
- Domestic/African dissemination: Much has been written about the problems faced by African journal editors and publishers. The work of organizations such as the International Network for the Availability of Scientific Publications (INASP) in building African journal publishing capacity is praiseworthy (International Network for the Availability of Scientific Publications, 2006). Problems remain in respect of the dissemination and reception of African journals outside Africa, but web-based publication offers greater exposure than conventional print.

The second major intermediary in the Mediation component is made up of Libraries. The mediating roles of libraries include the following:

- Selection includes assessing the authenticity and integrity of the acquired content, and making price/benefit decisions.
- Acquisition: This does not necessarily mean adding physical material to stock. In the case

of digital content what is acquired may simply be access. This is in line with the 'just in time' service management thinking. The idea that access is more important than ownership has been gaining acceptance for some time and is now common wisdom among librarians.

- Preservation: There are dangers to the 'access over ownership' approach. If a library buys access to an electronic journal it may find that in terms of the licence conditions it has no access to back runs if the subscription is cancelled. Responsible aggregators no longer impose this sort of condition, but corporations, even very big ones, do not live for ever. What happens to the back files if an electronic publisher disappears? Much attention is currently being paid to options for the long-term preservation of digital scholarly content, e.g. legal deposit, "trusted digital repositories" (Research Libraries Group, 2001; Hank, 2006) and the LOCKSS (Lots of Copies Keep Stuff Safe) (LOCKSS, 2006) concept. All of these incur costs. These may be borne by the state, through the legal deposit responsibilities of a national library, or by a consortium of research libraries. If membership of a consortium is a prerequisite for sharing in the benefits of long-term preservation of digital content, most African libraries are likely to find themselves cut off from this material.
- Integrated access: the library is where analogue material, born-digital material and digitized material come together – these must be made accessible to users seamlessly through bibliographic, physical and digital organization that enables users to discover and access resources regardless of their format or where they are held physically.
- Dissemination: libraries provide awareness and alerting services.
- Information literacy education: Librarians are ideally placed to provide this education, including education about copyright. Copyright education on university campuses is best not left to publishers' representatives or reproduction rights organizations, eager as they may be to offer it free of charge, since they commonly forget to mention details such as 'fair use'.
- User support: this includes motivating, conscientizing, educating, and counselling users.

The integrated management of digital resources is becoming the key challenge for library managers.

Users

In an ideal world creators and users are two sides of the same coin. In the real world not all users are creators. The user base too, can never be taken for granted and continuing efforts are needed to expand it. In Africa this is important because in many countries the reading culture and information literacy are not well developed.

Development of a reading culture and a high level of information literacy depend on many factors, including:

- A good literacy rate.
- Authors writing in the languages used by the population.
- A well-developed domestic publishing industry.
- Affordable access to imported books.
- Effective country-wide distribution, through bookshops and a range of smaller, less formal points of sale for books.
- Widespread availability of reading matter for all age groups, through a network of school, public and community libraries. A good system of university libraries cannot be developed in a country which lacks good libraries for children and the general public.
- Exposing pre-schoolers to reading (by parents and care-givers).
- Promotion of reading as an enjoyable activity during schooling.
- Exposure of students to a wide range of information sources, including digital sources.
- Activity-centred and resource-based teaching.

These are all interlinked. The list is not exhaustive. Publishers' organizations would probably want to add additional factors to this list, specifically:

- enhanced copyright protection for authors
- the establishment of a reproduction rights organization.

I am unenthusiastic about these two. In many developing countries enhanced copyright protection means extending the term and scope of copyright, and the main beneficiaries will be foreign rights holders (not necessarily authors) rather than the authors of the developing country itself. I would argue that piracy is at least partly the result of inequitable intellectual property regimes. The imposition in poor countries of copyright laws derived from developed countries, often achieved by the carrot and stick method of 'free trade' agreements, is likely to stifle the book industry and inhibit the development of a reading culture in the poorer countries (Britz, Lor and Bothma, 2006). A recent report from Consumers International stated that the World International Property Organisation (WIPO) has been providing misleading advice to poorer nations, encouraging them to expand the scope of copyright protection beyond what is required by the international copyright treaties they have acceded to, with the result that these nations fail to incorporate in their legislation all the available limitations and exceptions that are needed to open up access to knowledge for their populations. One of the effects of this is to raise the cost of copyrighted educational material (Consumers International, 2006). Do we not need to grow the market first, before regulating it?

Finally, freedom of access to information and freedom of expression are essential for the development of a well-educated, information-literate population that is able to participate actively in the knowledge society. There are countries that aspire to develop as knowledge societies but severely restrict freedom of expression, particularly on the Internet. These countries may conceivably make progress towards the information society, but the knowledge society proper is beyond their reach. A knowledge society requires a high degree of creativity, intellectual curiosity, openness to divergent views and critical interaction, which depend on intellectual freedom (Lor and Britz, 2007). IFLA in 2002 issued an 'Internet Manifesto' (IFLA, 2002) stating that access to the Internet and all its resources should be consistent with the Universal Declaration of Human Rights, particularly article 19:

> Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

Conclusion

I have touched quite superficially on many aspects of the so-called digital divide and scholarly communication in Africa and have pointed out a number of critical issues and problems. What

should be done about them? The following desiderata are suggested:

- capacity building at all levels, from undergraduates to heads of department
- widespread promotion of information literacy
- more general sensitivity to scholarly communication issues, including ethical issues and intellectual freedom
- greater awareness of the continuing central role of academic and research libraries, whether digital or hybrid
- acceptance that analogue media will be with us for the foreseeable future
- much greater awareness of the preservation challenges posed by analogue and digital content alike
- hard-headed insistence on fairness in dealings with the for-profit sector
- active support for the development of alternative publication channels
- sound institutional management
- well coordinated national policies relating to all the components of the system
- ongoing international advocacy for equity in intellectual property laws, treaties and trade agreements, as is conducted by IFLA's Committee on Copyright and other Legal Matters at the World Intellectual Property Organisation.

A range of factors facilitate or obstruct the bridging of the North-South/South-North divide in scholarly communication. Scholarly communication is a complex phenomenon, with both digital and analogue dimensions. In Africa as elsewhere, it has to be addressed holistically.

Notes

1. *DATAD: Database of African Theses and Dissertations.* See: http://www.aau.org/datad/. Accessed 2006-09-05-06.
2. eIFL stands for electronic Information For Libraries. See http://www.eifl.net/. Accessed 2006-09-06.
3. *JSTOR: the Scholarly Journal Archive.* See http://www.jstor.org/. Accessed 2006-09-06.
4. PERI (Programme for the Enhancement of Research Information) is a programme of the International Network for Availability of Scientific Publications (INASP). See http://www.inasp.info/peri/index.shtml. Accessed 2006-09-06.

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Information Literacy in Practice: engaging public library workers in rural South Africa

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Abstract

Mpumalanga Provincial Library Services, South Africa, offers public library services in a largely rural 'new' province created in 1996. Many of the libraries are in isolated areas and have to meet the very diverse needs of their communities. This paper reports the results of an information literacy intervention designed for public library workers in this province. The campaign, a first of its kind in Mpumalanga (and South Africa), gave public library workers the opportunity to develop their information literacy skills and to apply them in their libraries. This paper discusses the information and training needs that were identified, the campaigns that were constructed, their progress and the outcomes. From the outset, emphasis was placed on the importance of measuring and evaluating activities throughout their campaigns in order to be able to assess the impact of their interventions. The paper attempts to show what difference even small public libraries with unqualified library workers can make in tackling social exclusion in disadvantaged communities.

Keywords: Information literacy; public libraries; public library staff; training; disadvantaged communities; Mpumulanga Provincial Librray Services; South Africa

Introduction

Public librarians in South Africa are acutely aware of the government's gaze on their reach and operation given the announcement in 2006 by Minister Pallo Jordan that significant extra funding is to be allocated to public libraries ('R1bn boost for libraries', 2006), but that they should be able to demonstrate that they "play a critical role in achieving government's overall social and developmental agenda" (Department of Arts and Culture, 2006). Many observers have identified problem areas. Hart (2005), for example, points to the depressing consensus that public libraries in Africa (including South Africa) are peripheral to the lives of the majority of the population. Budget cuts, and consequent reduction in services and lowered staff morale are not conducive to remedying the situation which requires both a reorientation of philosophy and resources for staff training and new programmes. It is expected that the extra funds will set public libraries on a path to invigorate their socio-economic role and bring them closer to raising their visibility and credibility as agents of development. The project in rural Mpumalanga – reported on in this paper – offered us a timely opportunity to incorporate into the planned information literacy campaigns both dimensions of service highlighted by the government: the public library as an agent of development, and measurement of value.

Information Literacy in Public Libraries Worldwide

Not much work has been done and reported on information literacy in public libraries. Johnson and Jent reported in 2005 on

a bibliographic survey that revealed only three papers dealing with information literacy in public libraries in 2003, and four in 2004. This is in comparison to the 148 papers in 2003 and 159 in 2004 dealing with academic libraries; and the 98 papers in 2003 and 69 in 2004 discussing school libraries (2005: 488). Most of the papers dealing with this topic in public libraries in the last decade relate to interventions focused on ICTs (e.g. Newton, Sutton and McConnell, 1998; Thompson, 2003; Wilson, 2003).

Many of the papers that do address information literacy in public libraries concern themselves with young people as the target audience and a number make the point that reading and the development of reading fluency is at the heart of information literacy. Spink's important work *Children as Readers* (1985) showed how people learn through story, while the study of the Birmingham Bookstart project demonstrated that children who read, perform better at school than those who do not (Ghouri, 1997). Royce's paper is widely referred to (1999):

> It [information literacy] all comes back to reading and the twin thrusts of getting readers hooked early in life and providing plenty of practice …In this Information Age, reading and reading skills will enable users not just to survive but to thrive (Royce, 1999).

The theme of reading highlights the relationship that many authors point to in their papers, viz. that of school children in the public library, and the need for partnerships between the school [library] and the public library. Bundy's paper (2002a) adopts a global perspective in charting the cooperation between school and public libraries in promoting lifelong learning, noting that the major stumbling block in Australia is the lack of recognition by authorities of the shared responsibility for developing "information enabled young people" (Bundy, 2002b: 99). In South Africa, where there are so few school libraries, public libraries are heavily used by school students for school assignments. Hart, one of the few researchers in South Africa to investigate information literacy in the public library, notes the heavy use of public libraries by school children and the poor levels of guidance and resources to offer structured information literacy programmes to them (2004). Le Roux and Hendrikz describe the community-school library in Maphotla, South Africa, which embodies an advanced form of

partnership between school, provincial library services and local authority, where formal service-level agreements secure the service provision to both constituencies (2006). The intervention which is reported in the present paper developed out of the work by Le Roux and Hendrikz.

It is understandable that school children as a group have received more attention than any other grouping in the public library because of the educational focus of their use of the library, which suggests a ready link with information literacy. Skov (2004), describing the status of information literacy education in Danish public libraries, argues that the challenge for public librarians is to set up collaborative arrangements with schoolteachers and teacher librarians and so share in the "knowledge construction process of school children". Her paper, outlining a number of joint projects between schools and public libraries, concludes that cooperation is essential, but a delicate process requiring as it does, mutual respect, an appreciation of the different values and a shared vision. Building on a large number of information literacy activities, the Nordic countries have embarked on a project to systematize information literacy strategy in public libraries (Hansen, 2004).

Since the primary task of librarians has not been traditionally viewed as instruction, much of the research has highlighted how they need both the political skills and technical competence to insert themselves credibly into the educational arena. Nutefall (2001: 312) points out that a "new area of emerging collaboration is library instruction and especially information literacy". Her paper, emerging for a research project in the United States, and with an instructional focus on electronic information skills, includes a useful set of guidelines for school/public/academic libraries (p. 314). Unusually, one of the collaborative projects described by her is one between a public library and a university library in the field of health information provision; generally partnerships would tend to be between schools/school libraries and public libraries. Among the possible barriers to collaboration between schools and public libraries in South Africa are those of lack of understanding by the schools of what libraries can do, librarians' lack of training and also barriers between school and library authorities (Hart, 1998: 36).

The reason that information literacy is not highly visible in United Kingdom public libraries is that

the government has not stressed its importance, focusing rather on issues like social inclusion. However, Webber suggests that now that the completion of the People's Network[1] is likely to stimulate interest in it (*Information literacy: an international state-of-the-art report,* 2007). Commenting on the impact of the wider accessibility of networked computers in UK public libraries, and the need to raise the profile of information in public libraries, O'Beirne (2006: 44) foregrounds the need for digital skills for citizens. He points out that there is an imperative for public librarians to accept the inevitability of information literacy as an important component of information provision in a modern public library and the consequent need for staff training to enable them to deliver information literacy programmes. He sets out a plan for developing an online learning programme for staff in his library, Bradford Libraries, noting that there is no body of research "outlining the use of formal or informal IL programmes in UK public libraries" (p. 45).

The provision of health information has recently seen a growth in interest among public libraries, no doubt accelerated by the availability of free electronic health information and the concern about the effect of misleading information on the consumer. Ghosh (2006) sees the provision of HIV/AIDS information by public libraries in India as part of their emerging community mission in a changing networked world facing the challenge of a very serious epidemic. Information literacy, or health education, is an important component of his vision of the public library's response to HIV/AIDS. A strong theme apparent in his paper and in many other papers addressing the question of consumer health in libraries (e.g. a single issue of *Library Trends*, 2005) is the necessity of partnerships between the public library and health sciences library (2006).

This survey of information literacy interventions in public libraries in the published literature has shown that the need for such activities tends to concentrate around the broad topics of information and communication technologies (ICTs), children's literacy, lifelong learning and health information. The report of an information literacy intervention in public libraries in rural South Africa that follows will attempt to illustrate how these issues surfaced and were interpreted by public library workers in small and impoverished communities.

The Situation in Mpumalanga

After the first democratic elections of 1994, the four provinces of South Africa were re-divided into a total of nine. Mpumalanga was one of the five newly established provinces and comprises part of the old Transvaal as well as some of the previous 'self-governing territories' and 'homelands' (Statistics South Africa, 2004:1). Mpumalanga is situated in eastern South Africa, to the north of KwaZulu-Natal and bordering on Swaziland and Mozambique. It constitutes 6.5 percent of South Africa's land area. It is primarily a rural province and one of the three provinces in South Africa with the highest rates of HIV infection (the other two are KwaZulu-Natal and Gauteng) (Avert, 2007).

The Mpumalanga population according to the 2001 census was 3,122,990, which is approximately 6.9 percent of South Africa's total population (Statistics South Africa, 2004:2). Literacy rates are the third lowest of the provinces in South Africa (60.7 percent) and Grade 12 school pass rates, at 58.2 percent in 2003, the lowest in the country (Statistics South Africa, 2004:3).

In 1996 when the province was established, public library services and infrastructure were relatively well established in the few urban areas, but in the remote rural areas library services were "either very limited or nonexistent" (Le Roux and Hendrikz, 2006: 626). Nor was there was funding available for either school or public libraries: public library authorities themselves claimed that

Figure 1. South African provinces.
(Source: http://www.southafrica.info./ess-info/ sa_glance/geography/mpumalanga.htm, map: Mary Alexander).

98 new public libraries needed to be established, and schools prioritized the building of new classrooms and not libraries (p. 627).

A recent investigation into the joint use of school and public libraries in remote areas suggested that small, close communities with high levels of illiteracy and exhibiting a "dominant oral tradition, limited resources and a need for information for mere survival" (Le Roux and Hendrikz, 2006: 623) could significantly benefit from school-community-public library partnerships. The development and implementation of such partnerships was tested in a pilot project in which a small new public library in the remote area of Maphotla was able to create meaningful relationships with schools in the area and could demonstrate that partnerships are indeed able to assist in providing for the information needs of such remote communities (Le Roux and Hendrikz, 2006).

The goal of the present project has therefore been to investigate whether the Maphotla experience might be extended to other small rural libraries by encouraging and enskilling library workers to engage meaningfully with their communities, using the public library as a centre and information literacy as a tool.

Funding for the project was obtained from UNESCO's Information for All Programme in 2006. It aimed to raise awareness of information literacy in the public library service and to achieve this by working with some 30 public library workers in Mpumalanga to improve their information service delivery and raise the profile of the public library. This it proposed to do by engaging two information literacy researchers and practitioners who would conduct workshops and oversee the construction of information literacy campaigns with a group of selected public library workers in Mpumalanga.

Project Objectives

1. To introduce the theoretical concept of information literacy to the Project participants.
2. To provide them with the opportunity of designing a practical information literacy campaign for their library during the introductory workshops.
3. To allow them to implement their information literacy campaigns in their own libraries over a five-month period.
4. To provide the opportunity for participants of the Project to learn from each other's practical

Figure 2. Reading is fun.

experience through sharing their experiences and lessons learnt during a follow-up workshop after five months.

5. To measure the impact of information literacy campaigns in the libraries through library user feedback and through monitoring visits by officials from the Provincial Library Service.

6. To identify best practice and spread the lessons learned to other libraries in the province.

Our research objectives were to track the participants' perceptions of information over the course of the series of workshops in order to test what sort of growth and development in understanding had taken place. The background to this interest arose from Hart's survey of Mpumalanga public librarians, showing that overwhelmingly their conception of their role in information literacy was to show people "how this library works", and teaching people how to find or fetch information (2005: 278).

Selection of Participants

One of the key intentions of the project was to engage with public library workers who were interested and enthusiastic and who would be committed to constructing innovative and creative information literacy campaigns in their libraries. This was clearly expressed in the invitation to participate from the Head of the Mpumalanga Department of Culture, Sport and Recreation dated 29 May 2006. The invitation specifically stipulated that the project intended to develop public library workers "in an effort to raise their self-confidence to render better library services with available resources" and deliberately sought highly motivated workers who would undertake to stay the whole course. Prospective participants had to apply in writing, stating the most important needs or demands for information literacy instruction in their libraries, giving reasons why they wished to participate, explaining how and to whom their participation would make a difference.

From these submissions it became clear that those public library workers (none of whom had any professional qualification in librarianship) whose applications succeeded, were in the first place eager to learn and to improve their own skills in order to provide enhanced services to users. Participants interpreted information literacy quite broadly, with two offering the classical interpretation: "Library users need to be

taught about the value of information … that after accessing information it must be evaluated and used to take informed decisions in their personal, professional and academic lives". Two participants defined the information literate person as one who has learned how to learn. A number made an explicit link with literacy and the improvement of reading for pleasure, noting that the print-scarce environment was a barrier to reading development. A few made the connection, so visible in the literature, between information literacy and information technology skills, expressing their wish to improve their own network skills and to impart these skills to members of the community who do not have the opportunity to learn about computers at school or at work.

The numerous broad interpretations were reflected in the more ambitious expressions of the need to make interventions in serious socio-economic problems such as adult illiteracy, adolescent drug abuse, teenage pregnancy, unemployment, crime and homelessness. The campaigns that were eventually planned grew out of these concerns. The enormous impact of the HIV/AIDS epidemic on these impoverished rural communities was hardly noted in the submissions, but became more obvious as the planning for the campaigns progressed.

The introductory training workshop which was designed to set the project in motion was held between 27 and 30 June 2006. The cohort of 28 participants included 20 public librarians from ten Municipalities and one from the Department of Correctional Services. Seven staff members from the Provincial Library Service also attended. The cohort was split into two groups, so that each group spent two days with the facilitators.

The Introductory Workshop

The workshop was designed to provide an opportunity for gaining an understanding of the role and potential of information literacy education in public libraries. Its specific focus was on how to plan for and implement an information literacy campaign in those public libraries in Mpumalanga where the participants worked.

During the first day the participants were introduced to the more conceptual aspects of information
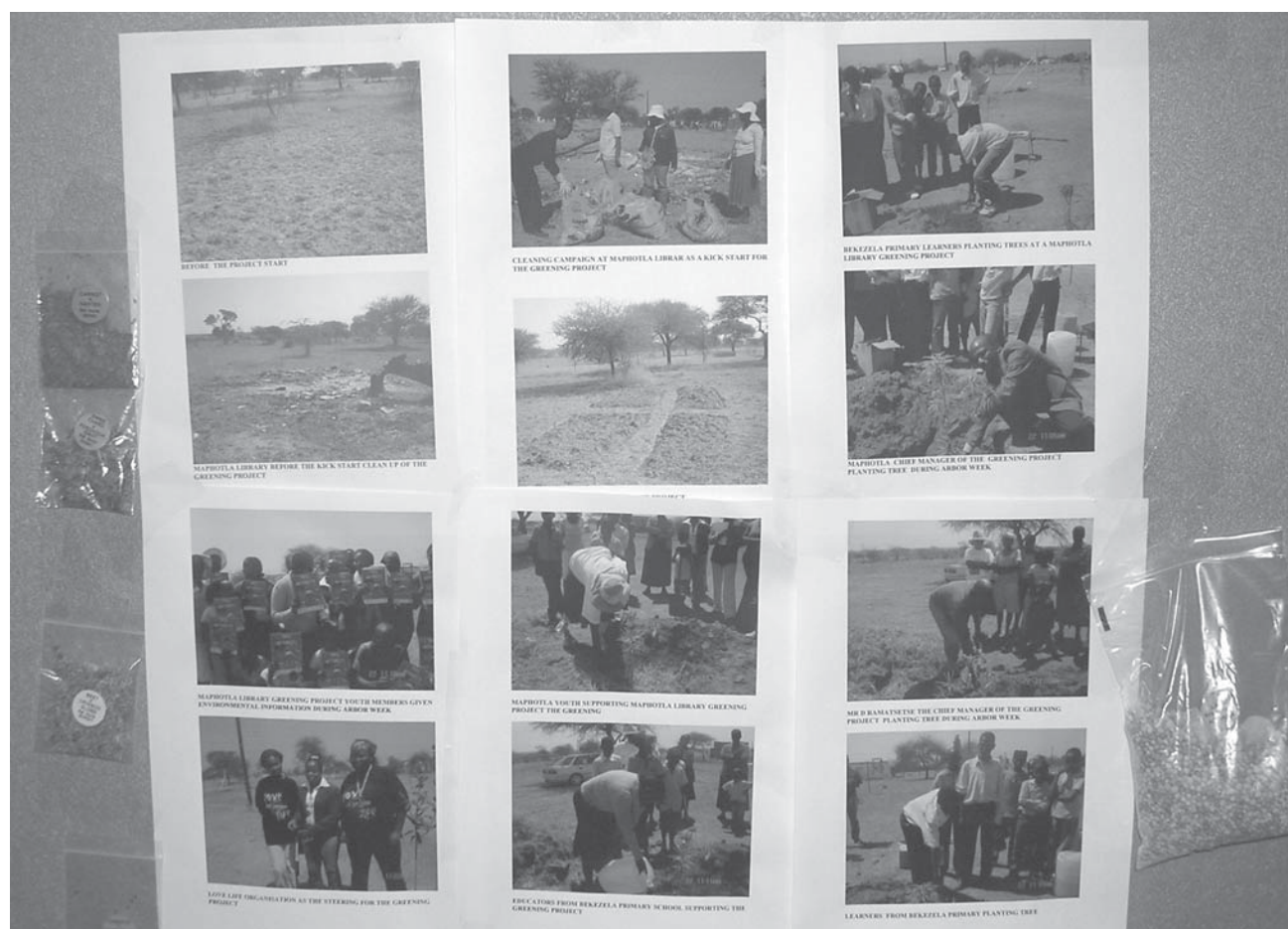
Figure 3. Library food garden project.

literacy and information literacy education, with specific reference to the contribution public libraries can make to users and potential users, and how to foster their effective use of information. Theoretical inputs by the presenters were followed by practical examples and brainstorming sessions. Topics that were discussed included models of information literacy and its links to reading, learning and the curriculum. The Big6 Skills model was introduced and examined for its applicability in the participants' environments.

The second day of the workshop consisted of group work in which participants started to plan and design their own campaigns which they believed would make a difference in their own communities. Each campaign group had at least two participants. During the first planning session, the presenters moved around the groups, helping to refine approaches and advising about strategies. The participants were encouraged to plan their campaigns according to a series of consecutive steps:

1. Decide on a focus. Think of a name for the campaign/project.
2. What are the key aims of the campaign?
3. Decide on your target group.
4. How will you recruit the target group?
5. Will you need partner/s? Who are they and how will you engage them?
6. Objectives. What do you want to happen?
7. Outline chief components of the campaign.
8. What are the resource implications and how will you manage them?
9. What is already available in your library that you can use; what will have to change?
10. How will you publicize your campaign?
11. Outcomes. What will success look like?
12. Key measures. What do you need to measure and record to demonstrate success?
12. How will you monitor progress during the campaign?

Report back sessions enabled all the participants to hear and see all the groups' outputs and they were able to comment constructively and to learn from one another. There was some overlap among the campaign themes that began to emerge, reflecting the concerns that had already been noted in the participants' original applications to join the project and also reflecting the hard realities of

living in Mpumalanga: low literacy, poor schooling, high unemployment and a prevalence of HIV/AIDS. Campaigns were mainly focused on their awareness of the social exclusion and the very real needs of the disadvantaged communities in which they worked. Their proposals were clearly intended to address these needs in a number of different interventions which they felt they could own and manage. Entirely incidentally and without prompting, it was remarkable that the proposed campaigns primarily addressed issues that were very similar to those identified in the literature: a need for basic computer literacy, children's literacy, lifelong learning and health information.

During the planning sessions, the participants were encouraged to consider the potential outcomes of their campaigns. The importance of measuring and evaluating activities throughout their campaigns was emphasized so that they would eventually be able to assess the impact of their interventions. The measures that were proposed during this original planning stage were somewhat mechanical and the facilitators gained the impression that such aspects had not been thought of before. Most of the groups responded rather vaguely that *counts* such as of attendees, or meetings or new members would

Figure 4. Celebrating Africa.

suffice; in only two cases did participants think they would *ask* people involved in their proposed campaigns whether a difference had been made in their lives.

Phase 2: Progress Assessment

A follow-up workshop was held on 7 December 2006 to monitor and track progress of the campaigns designed by the participants. Each group was asked to produce a display depicting their programme, together with promotional and other materials such as posters that they were using in the different campaigns. Each group was interviewed by the two facilitators (the presenters from the previous workshop) who explored with them the obstacles and success factors that they had encountered and who offered practical advice on their way forward.

The event also afforded participants the opportunity to consult with staff from the Head Office of Mpumalanga Provincial Library Service, who were able to advise them on materials and other kinds of support available to them. In addition they were able to share experiences and learn from one another. The needs that were identified and addressed in the campaigns, and clearly reflecting the social exclusion of these communities, were:

- HIV/AIDS information and sources of assistance (3 groups)
- Computer skills training to enhance employability (2 groups)
- Career information and advice for school leavers and unemployed youth
- Information literacy in the primary school
- Literacy training for illiterate caregivers and other adults (2 groups)
- Substance abuse awareness among juvenile offenders in prison
- Public library and farm school partnerships – taking the library to the school
- Growing vegetables in the public library grounds in partnership with local schools and NGOs
- Claiming cultural identity by celebrating Africa.

Progress was found to be considerable. The facilitators were impressed by the energy and enthusiasm with which the participants had tackled their campaigns. Some had proceeded in spite of considerable obstacles. The participant from the

prison library, for example, had been unable to get permission from the Department of Correctional Services to conduct his proposed lifeskills training course with the help of outside facilitators. So he changed his campaign to focus on drug abuse, which he could manage on his own and did not require bringing in assistance.

While the project facilitators moved around the displays and spent some time talking to each of the participants, the others were asked to reflect on their campaigns by noting down answers to the following three questions:

- Why is this (your campaign) worth doing?
- What difference will it make?
- How will you know that it has made a difference?

These reflections were now very different from the original 'measures' that had been proposed to show the difference that they intended to make. Although a few of the as yet less developed campaigns still addressed these differences in terms of an eventual future (e.g. the community *will* use the library more; people *will* read more), there was now much evidence of active involvement in real and energizing activities, which in turn produced real results. Statements like "it was my first time to reach out to the community…"; schools have "already started to enquire about the library" and "I receive thank you letters" were encountered. The groups providing HIV/AIDS information said they now could refer people with actual health problems to appropriate caregivers and clinics.

The group that elected to use the library grounds to teach people to grow their own vegetables could say "the indigent they get tomatoes free", also that school learners now know how to prepare seed beds, and that library "membership has grown from 375 to 580." One participant stated that her classes on using e-mail, Windows and the Internet were perceived as "a life changing experience"; another found that the adult members of her literacy class "are punctual and enthusiastic" and "want to do more projects." They all made it clear that their campaigns were making a difference to themselves and the way in which they were doing their jobs as well.

But is it Information Literacy?

It is quite possible to question whether activities such at these have not moved well away

from information literacy into what may loosely be termed the realm of social upliftment. Such an argument immediately returns one to the role of the public library in small and deprived communities. Public libraries have always been intended for the use of the communities they serve and if community needs are very different from those of the 'traditional' public library user, that in no way invalidates public library attempts in assisting with whichever needs they might encounter.

We would therefore like to conclude that we examined the participants' information literacy campaigns as "texts," viewing them as social actions deriving their meaning, shape and form from their understanding of information literacy as they re-construed the concept for their own communities. These texts and their discussion of their campaigns were a means of shaping their own understanding of information literacy and giving it particular meaning. They deviated in quite noticeable ways from the traditionally accepted views of the skills base of information literacy, reflected for example in the Big6 model which was introduced to them in the workshops. By doing so, they created their own frameworks which were more rooted in the socio-economic conditions of their libraries. They foregrounded the social contexts of their interventions by portraying their understanding of the power of information literacy to impact on their own social problems, such as drug abuse, food security and the AIDS pandemic. In our presentation, we had privileged a particular conception of information literacy which was resisted by the participants who generated alternative conceptions which were socially situated in their communities rather than an idealized and normative vision of the library as classroom.

This prevalent view shaped by generally accepted standards has had the effect of individualizing information literacy as a set of *competences* at the expense of seeing its practices located in social contexts, an approach encouraged by the New Literacy Studies (for example, Street 1995). Sen's *capabilities* approach, however, seems to offer a more fruitful line of inquiry with respect to information literacy in the public library than the competence approach.

A capability is conceived of what a person is capable of being or doing: "the ability to be well nourished, to avoid escapable morbidity or
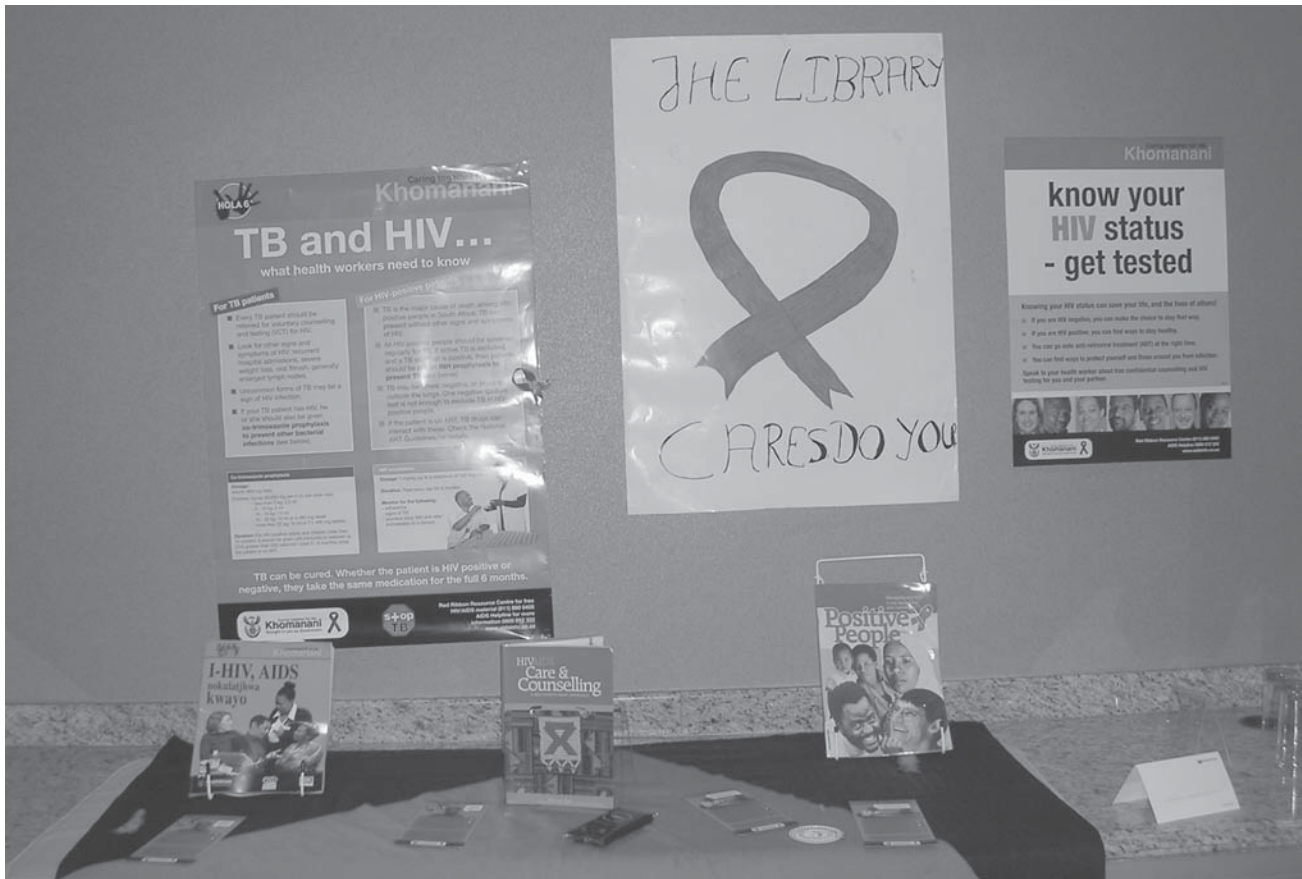
Figure 5. AIDS and the library

mortality, to read, write and communicate, to take part in the life of the community, to appear in public without shame" (Sen, 1990: 126). Although this approach arises from an economic perspective which has been used, for example, in the development of the Human Development Index, educational theorists have started to explore its applicability to education (cf Saito, 2003). While resources and access to them are important, what is crucial is the opportunity for people to convert the resource into a capability offering "the freedoms … to choose the lives that they have reason to value" (Sen, 1992: 81).

This project has encouraged public library workers to engage with what they perceived as the most important needs in their communities and to deal with them by using their libraries as a focus. During the process they discovered the importance of forging partnerships with government and community agencies, at the same time learning important political and communication skills. Their campaigns have attracted new users to the libraries, where they were not only able to obtain practical information about real assistance in their difficult lives, but also where they could learn that such information is freely available and that

they could access it by themselves. If the ultimate objective of information literacy is the informed citizen who is able to access appropriate information and engage with it meaningfully, there is no doubt that these public library workers have indeed made a difference in the information literacy of their communities.

Notes

1. The People's Network is an initiative to assist the public libraries in the UK to get online as part of the government's commitment to providing electronic access to all citizens.

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Pushing the Boundaries of Traditional Heritage Policy: maintaining long-term access to multimedia content

Gregory Miura

Gregory Miura initially studied history before training as a library curator, passing his examinations in 2000. He served for five years (2002–2007) as head of electronic documents in the Audiovisual Department of the Bibliothèque nationale de France. There, he managed the heritage collection of multimedia materials and software. At the same time, he undertook academic research at the University of Paris 13, on the history of these documents. In 2007, he was appointed as coordinator of information systems and digital documents at the library service of the Université Michel de Montaigne – Bordeaux 3 and became a member of the Observatoire des mondes numériques en sciences humaines (OMNSH) (Observatory on the Social Science of Digital Worlds), an academic researchers' association in the field of multimedia and virtual worlds. He may be contacted at: Service commun de la documentation, Université Michel de Montaigne - Bordeaux 3, 4 avenue Denis Diderot, 33607 Pessac cedex, FRANCE. Tel. +33 (0)5 56 57 12 15 64. E-mail: chilagreg@yahoo.fr

Abstract

This paper will address the direction chosen by the Audiovisual Department of the Bibliotheque nationale de France (BnF) in order to maintain access to a comprehensive collection of multimedia and electronic documents. It will describe several experimental technical solutions for preservation, emphasizing the consequences of a requirement for future users to be able to use these documents for research purposes. These result in the use of emulation solutions as well as new practices of collection development policy with regard to the specific structure of information within a multimedia context

Keywords: Multimedia; electronic documents; access; preservation

Multimedia, software and other computer documents are posing a new challenge for cultural institutions, which is shared but sometimes underestimated by publishers, researchers and the general public. Even the most up-to-date medium or mode of expression is heavily constrained by technological and economic cycles that reduce its cultural impact and future visibility.

The French tradition of legal deposit legislation integrated multimedia and software documents into the patrimony in a two-phase process. Firstly in 1975, the Phonothèque nationale (the future Audiovisual department of the Bibliothèque nationale de France) was charged with collecting mixed media publications alongside moving images. During the 1980s the first examples of software, educational and gaming documents began to appear through legal deposit. Then in 1992, new legislation established that single carrier multimedia documents, software and databases must also be covered by the obligation of legal deposit, since commercial operators of every kind were disseminating samples of such documents.

As the latest in a long tradition of legal deposit, multimedia and software are no exception to the established practices of exhaustiveness and neutrality regarding content. With the coming of web archiving, French heritage collections are now able to display the whole history of media and modes of expression in a complementary panorama, including the Institut national de l'Audiovisuel for radio and television broadcasting collections and the Centre national de la Cinématographie for cinema. It is important to underline this point, as off-line multimedia and software are most often considered to be the forgotten link in the chronology of media: after printed books, sound and moving images materials and before online and Internet resources. By now the total collection represents an amount of 30,000 documents with an annual growth of 4,000 items.

Homogeneity is definitely not a characteristic that we should attribute to such a collection. In trying to keep track of these

documents, an institution like the Bibliothèque nationale de France is finding that different types of diversity are interlaced in combination with each other. An attempted panoramic view of the whole collection began by isolating a publishing diversity with regard to intellectual content, public use and production pattern. This brings us beyond the traditional distinction between fiction and non-fiction. Multimedia and software documents are introducing new objects and new uses (training, games, tools, communication...). These kinds of use are unusual in a library, but they are also genuine contemporary fields of research interest, and a national library should be the depository of all material dedicated to scientific and professional studies. A listing of the various types covered might include:

- multimedia with documentary content (from general public use to scientific and artistic documents)
- video games
- software
- children's
- educational, professional and self-training
- databases
- electronic journals
- corporate, institutional and association publications
- digitized documents

It is important to note, in analysing the number of documents received each year by legal deposit, that online documents have not put an end to the publishing of off-line material. With an experience of more than 10 years now, we may say that there is long-term evolution as well as anecdotal change during the period. The other type of diversity is that almost every different platform and carrier and generation of computing and electronic history is represented in the collection:

- computer audio cassette (TO7, MO5, Amstrad CPC, etc.)
- floppy disks (5-inch and 3-inch)
- CD-I, CD-ROM and DVD-ROM, CD-R and DVD-R
- cartridge (Megadrive, Game Boy, Master System, etc.)
- proprietary format of previous carrier (Dreamcast, Playstation2, Xbox etc.)
- and now multimedia card, HDVD, UMD, Blu-Ray, USB devices...

Facing this heterogeneity, the preservation of access is a crucial point because it is one of the three pillars of legal deposit responsibility. Today's way of doing this is quite pragmatic but we may ask how long it will continue working, since technological change is a permanent trend of the hardware industry, just as it is in multimedia and software publishing. As time goes by, downward compatibility and expertise in the operation of older platforms are dramatically decreasing. The whole collection is fully accessible to researchers in a specific area of the audiovisual reading room on the Tolbiac site of the BnF. Each document is installed by a technical staff member on demand on its original platform and configuration or a compatible one. Requesting a document may be done in advance or on the day itself. PC and Mac hardware are pre-installed in the reading room; other specific hardware may be installed on demand for any document that cannot be played on a standard workstation.

Concern about the inherent frailty of this kind of media is an old source of questions inside and outside the world of libraries, but until the past year we have not managed to solve the problem with an applicable solution. Issued in 2005, our 'Electronic documents work plan for preservation' establishes emulation as one of the main solutions to integrate into general preservation policy. It provides a preservation plan for multimedia and software collections, made up from state of the art solutions. Emulation implies that you accept that at a certain point in technological evolution the original context of consultation must be abandoned. We move slightly or sometimes radically from an issue of preservation to a new way of accessing multimedia and software material. Despite common opinion, emulation, and more broadly how to preserve the content of documents running on computers and similar platforms, is an old debate . It seems to be the only effective way for long-term access, in combination with the more traditional technique of migration. We now know that just transferring data and programs from an endangered carrier to a current and safer one cannot in itself help with the application contained in most of these documents. Emulation is based on a software development (an emulator) that allows the user to have access to any kind of application on an up-to-date platform while the software thinks it is in its original environment. Emulator programs either reproduce the original instruction set, processor speed, graphic and sound resolution, or translate today's user inputs into old ones.

Emulation – Basic outline

As emulation is not a mainstream strategy, we have chosen a rather pragmatic, experimental approach to integrate it. Part of the solution of this problem is to work closely with the most advanced people in emulation development: the community of collectors of old computing and console platforms. We try to have contacts with three of the main associations in France in this field: MO5.com in Paris, ACONIT in Grenoble and Silicium in Toulouse. We use their knowledge and federative influence as an entry point to networks of specialists in several platforms and emulations techniques. Based on an emulator test bed study, we have chosen some types of collections to explore new ways of accessing these documents.

Our work plan covered several complementary areas, allowing us to move on from trial and error to a first consulting process. We also took into account circumstances that allowed us to connect theory to concrete implementations. We worked to emulate two different platforms.

- In 2004, we receive as a gift from the Centre d'études et des systémes des technologies avancées a collection of educational and children's multimedia and video games for the Thomson TO7 and MO5 (1982–1986). This collection had been assembled to disseminate computing knowledge as part of the mission of one of the very first multidisciplinary think tanks on information technology.
- One year later we started the integration of documents from the pre legal deposit period by defining simple criteria for an acquisition policy for old software and multimedia documents. A designated provider was charged with exploring the whole catalogue for a specific platform, looking for original documents which were complete and in good condition (including carrier, box and documentation). This first acquisition campaign assembled 300 documents in Amiga floppy disc proprietary format that needed emulation development as this Commodore format was only in use from 1985 to the beginning of the 1990s.

Building on the success of these experiences, we next tried, as a matter of advocacy, to legitimize our first conclusions within the institution with a further step. We decided to experiment with using emulation to solve an old problem caused by the dispersal of cartographic documents between two departments of the library: Maps and Charts on the Richelieu site and Audiovisual in the new building, 5 km away at Tolbiac. The separation of these closely related documents had been the result of setting up workflows based on media and carrier and not on disciplinary content. The final goal of this project is to make available to users a new remote drive workstation for born-digital cartographic and geographic documents and applications. The basic principle is to give access within the Maps and Charts reading room to more than 1,000 cartographic documents, of any type and platform generation from a digitized map to portable geographic information system. Each document will be installed on a virtual machine (a specific emulated platform, e.g. Windows 95). This virtual machine is defined by two files: one describing hardware and peripheral components and the second, the virtual hard disk. After testing network quality, it is now possible to display the original document on a remote workstation.

There are several advantages in this new approach to access. No more need to maintain old platforms and hardware in their original configuration. No more need for multi-boot situations. We also have the opportunity to build a library of past and existing operating systems and related software which will be directly available for the creation of the right virtual machine. Such a collection of environments could be reusable for other collections. There will no longer be a need to manipulate original documents in the reading room. This will be a significant gain for the security of collections. Remote access will be available from now on with the possibility of a multimedia approach for any discipline in several places in the library.

We have to keep clear in mind that emulation is not the ideal solution: indeed there probably is no ideal solution. The main limitation is that emulation implies a loss of original context. Differences between original access and emulated access may only grow as time goes by in the actual state-of-the-art of emulation. For example, processing or access speed may greatly differ. It may also be difficult to reproduce the experience of specific peripheral devices. We consider it to be a further priority to organize contextual materials unifying two visions: the original document and the non-published and self-produced documentation linked to it – even beyond technical answers. This direction is illustrated with several initiatives.

In parallel with collecting documents by legal deposit, gifts or acquisitions, we are committed to building a hardware collection to help researchers understand how a document was played originally. And in addition to that, for staff members, it is a way to become familiar with how old technologies and platforms were used. A complementary approach resides in keeping track of expert skills on old platforms through close links with collectors' associations. As the web archiving project is gaining cruising speed, we have focused, as domain experts, on resources linked to multimedia and software publications in several areas of the web such as publisher official sites, user communities, emulation databases and unofficial expert resources. The Internet appears to be the first place of disseminated knowledge on these documents and a common platform for developers, publishers, researchers and users to share information on. It is another distinct feature of the medium that so much interest has been revealed in developing web material complementary to the legal deposit itself.

Technical and even collections analyses are not the only directions to think about for this emergent patrimony. A user study focused on the whole problem of access has been completed by students in librarianship in order to have a wider range of more suitable services and a better understanding of new critical and analytical methodologies in information science, computing or 3D graphics research. The results point to a set of future enhancements that would require further funding in order to develop new patterns of use. Future developments to come, like a library of backup copies, or video recordings of consultations made by both researchers and users, would benefit the whole community. Multimedia and software implies management of non-documentary uses (games, tools and communication), randomly organized content or using context strongly linked to content.

All of the above points to a need for us to offer more than simply direct access to original documents, even through emulation. We may now look to the future on the basis of this work in progress. It introduces a lot of innovations both in content and access, because this is critical due to the frailty of these media and the complexity of relationships between data and application. The whole procedure needs to be strengthened by establishing this experimental process as a formal workflow starting as soon as a document enters the library. Beyond its strict use for published multimedia and software documents we are convinced that emulation is a key technique for dealing with all multifaceted entities: digitized documents, web archiving and digital library. It is time also to join forces within the library world: this year the Bibliothèque nationale de France has joined the Koninklijke Bibliothek in a process to review their well-established project on modular emulation. Off-line born-digital documents should be a cause of humility for the librarian, because it only takes a few years for them to be lost and can take ages to manage developing the right tool to regain access. But at the same time, they challenge our way of thinking, traditionally based on the printed culture, in order to let us imagine new, more effective means of access for researchers and for the general public alike.

The National Library of Belarus: a new stage of development

Roman Motulsky

Professor Dr. Roman S. Matulski has been Director of the National Library of Belarus since 2003 and Dean and Professor in the Library Information System Department of the Belarusian State University of Culture for the past 5 years. He is also a member of the International Academy of Informatization at the United Nations. Professor Motulsky's scientific interests are the theory of the library information system and its management. He is a prolific author of more then 200 articles in the field of library science. During his professional career he participated in training activities or performed research in libraries in Holland, Germany, Poland and the USA. Currently Dr. Motulsky is member of the Board of the Ministry of Culture of the Republic of Belarus, the Interdepartmental Council of the Ministry of Culture, the Belarusian Library Association; the Editorial Board of *Library Journal* and *Bibliyatechny svet [Library world] and the* research and practice journal *Vestnik Bibliotechnoi Assamblei Evrazii [Eurasia Library Assembly Bulletin]*. He may be contacted at Nezavisimosti, 116, Minsk, 220114 , Republic of Belarus. Tel: (+375-17) 266 37 00. Fax: (+375-17) 266 37 06. E-mail: director@nlb.by

Abstract

The National Library of Belarus (NLB) is a major universal research library with the status of information, social and cultural centre of the Republic. For more than 85 years the National Library of Belarus has been keeping the national heritage of the Belarusian people and providing information services to the society. Construction work on the new building for the NLB started in 2002 and was finished in 2006. The new Library building in high-tech style is a visiting card for the city of Minsk. The upper part looks like a diamond placed in the centre of a stylobate (the lower part of the building). In the 'diamond' the collection of about 8.4 million items is kept. The Library collections are of historical and cultural value and are the most complete containing materials published in or about Belarus. There are 19 reading halls (2,060 seats), staff offices, administrative and technical rooms in the stylobate. More than 20 modern engineering networks combined into a technical complex provide for the functioning and security of the library building. The local network consists of more than 100 servers and 1,400 personal computers (mainly 'client terminals'). Electronic resources comprise 80 databases representing history, culture, the arts of Belarus, Chernobyl, national periodicals, dissertations, etc. The NLB is working on the retrospective conversion of its resources with a view to creating a digital library. The government of Belarus made great investments in the library building. A charitable account for the building was also opened and numerous companies, organizations and private people donated money. Almost every citizen of the country contributed to the creation of the new building which can thus be said to be truly a national project.

Keywords: National libraries; library architecture; library buildings; library design; information resources; information services

Devoted to the 85th anniversary of the National Library of Belarus

Introduction

The National Library of Belarus (NLB) is a major universal research library, which has the status of an information, social and cultural centre of the Republic. The Library is the leading institution of Belarus in librarianship, bibliography and bibliology, as well as being a methodical and a coordinating core for the library network.

The library collections are of historical and cultural value, and are the most complete collections containing materials published in or about Belarus. The collections are universal in content and include print documents, manuscripts, microcopies, digital and other materials from Belarus and other countries. The NLB is a depository library for the publications of the United Nations, UNESCO, the European Commission, the Organization for Security and Co-operation in Europe (OSCE) and the World Bank. The Library annually receives about 200,000 items.

The NLB is one of the founders of the international professional organization, the Library Assembly of Eurasia, Belarusian Library Association. It develops and participates in a number of international and national programs and projects and organizes key scientific conferences.

For more than 85 years the National Library of Belarus has been keeping the national heritage of the Belarusian people and providing information services to the society. Today the National Library of Belarus possesses its deserved place in the information network and the information services infrastructure of the Republic.

Foundation and History of Development

Born at the beginning of the 20th century, the Library is associated with the history of the State and became a part of Belarusian history.

The decision to found the Belarusian State Library was taken in 1922 and in 1929 the construction of the new building was started according to the special project of the architect, G. Lavrov. In 2003 this building was included in the State Register of the Historical and Cultural Heritage of the Republic of Belarus.

World War II brought huge destruction to Belarus and the Library was no exception – 83 percent of its collections were destroyed or looted, and the building suffered a lot.

In 1962 one more building was constructed and in the 1980s and 1990s some more edifices in different parts of the city of Minsk were allocated to the Library. For many years the problems of the growing collection and of creating comfortable conditions remained the most urgent.

New technologies were introduced with the development of the information infrastructure of society. In the late 1990s the computerization of the Library was one of the strategic tasks. Basically, all library processes (recording, processing, preserving, electronic cataloguing, etc.) were automated. The Library began the creation of its own digital information resources and databases.

In 1992 the Library obtained the status of the National Library.

The beginning of the 1990s was marked by the transition of Belarus to the new economics. It was a time of major technological transformations. The Government of the Republic of Belarus realized the need for informatization as a main component of modern society. The next important step was to build a new building for the National Library.

A contest for the best architectural project for the Library was organized in 1989, and the winners were Mikhail Vinogradov and Viktor Kramarenko of the 'Minskproekt' Institution, later appointed as the general designer. In 1990 the 'Minskproekt' Institution was entrusted to make a draft project. Experts from several project organizations in Moscow as well as the Library staff took part in the development of separate parts of the project. Work on the draft project was carried out during 1990–1992, but completely ceased later because of financial problems.

The collapse of the Soviet Union brought tremendous political, economical and social opportunities and issues for all the former soviet republics, including Belarus. The first decade of independence was extremely hard for the renewed Belarus. The government faced difficult economical problems which postponed the construction work for the new library building.

In accordance with a decree of President A. Lukashenko, construction work on the new building for the National Library of Belarus started only in 2002.

To ensure an optimal structure for the Library building, the allocation of rooms and departments and the installation of functional and technological links, the experiences of major libraries of the world in Germany, Poland, France, China, Russia, Ukraine and Latvia) and the latest trends in library development were considered.

During the construction process some changes were made in the project as well as in the building and its architectural parts. For example, a decision was made to create the President Centre, including the President's office, two meeting halls and an international press centre. Moreover, some parts of the building are allocated to the National Archive – a leading institution of the State Archive Service.

Gradually, decision-makers came to the conclusion that it was necessary to create a large modern multifunctional information, social and cultural

complex, which would meet the world's standards. This required additional efforts from government bodies, the architects and the construction companies.

While the Library staff continued their routine work, decisions were made concerning the move and the organization of work in the new building. Library staff conducted a large-scale review of the collection. The weight of items to be moved was estimated to be 2,240 tonnes or an area of 90,594 shelved metres. The number of necessary catalogue boxes was also determined (18,958), with a total weight to be moved of more than 52 tonnes.

The NLB developed its own original technology for the transportation of library materials, which enabled it to complete the move in only 100 days – unique in world practice. This worked as follows: packed documents (4–5kg weight) were placed into containers (for 50–70 items according to the format) and loaded in trucks by specialized equipment (25 containers for one truck). Specialized machinery and materials were bought to pack library stacks that considerably shortened the time. Marking and labelling of packages, containers, separate collections and catalogues reflected the professional approach to the move and allocation in the new building. Moreover, different ways of loading and unloading were worked out.

The compilation of lists of documents to be insured, fixing the value of the most valuable manuscripts, archive and old printed books as well as the cost of insurance itself was an important stage of the preliminary work. The transportation of the most valuable items was secured by guards.

Acquisitions, the creation of the electronic catalogue and users services ran simultaneously with the conservation and packing of the collection. It was calculated that the user's services were reduced by only 10 percent during that period.

At the same time the Library staff started retrospective conversion of the general alphabetical catalogue (about 4 million cards) using 2 high-speed scanners.

Particular attention was paid to the future organizational structure of the Library and to the list of staff members, which was planned include more than 1,000 employees.

In 2005 the Government ratified the Conception on Creation of the Information, Social and Cultural Centre in the new Library building. Some perspective programs were initiated according to this Document, e.g. information resources and collection development, library and information services for users, internal art design, and the creation of a social and cultural centre.

The New Building

The decision to construct the new building for the National Library was taken due to a significant role of libraries in information supply and its value in the development of society.

The Government made great investments in the Library building. Moreover a charitable account for the Library building was opened and numerous companies, organizations and private people donated money. Almost every citizen of the country contributed to the creation of the new building, and we can say it was a national project.

Figure 1. The Library under construction.

The Library construction was completed in only 36 months – half the standard time (Figure 1). The opening ceremony was held in June 2006.

According to the project for the town-planning aspect of the new building, the composition was planned to be central and to fit the landscape. The architects' idea was that the building should give an impression of magnificence on all its frontages. The height and size of the Library were designed to ensure its harmonic fusion into urban surroundings Nowadays the National Library of Belarus is an outstanding city symbol (Figure 2).
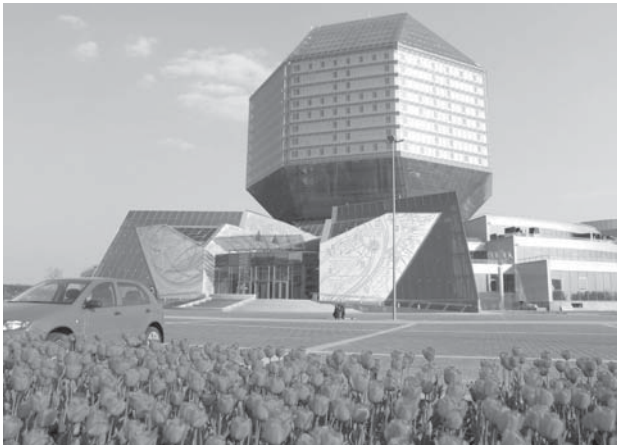
Figure 2. The Library today.

The building has the shape of a ball-like transparent polyhedron (coated with glass) which resembles a diamond placed in the centre of a stylobate (Figure 3).

Figure 3. The stylobate.

A monument to Francisk Skaryna, the first Belarusian printer, is placed in front of the main entrance. The main entry looks like two open book pages, made from unpolished granite. Its bas-reliefs are dedicated to the evolution of world and Slavic literature (Figure 4).

Figure 4. The main entrance.

The building has an area of 113, 669 square metres and is 73.67 metres high. The total weight is 140,000 tonnes and its foundations are sunk to 15 metres. The volume of the whole structure is 420,558 cubic metres (Figure 5).
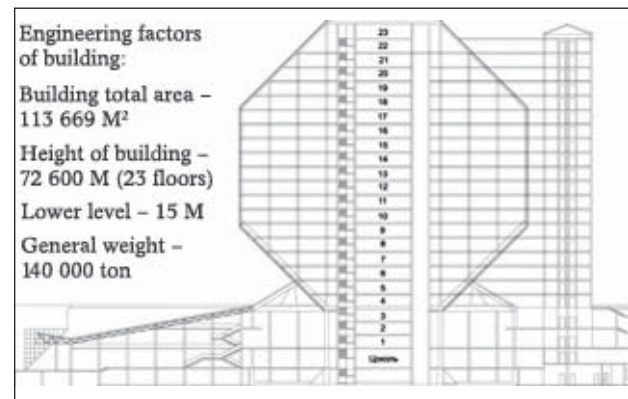
Figure 5. The general vertical scheme.

The originality of the project consists in the location of the library stacks in the upper part of the building (area: 54,960 m², total capacity: 14 million items). The stack is approximately in the shape of a ball with a diameter of 60 metres. This form gives the maximum storage compactness and efficiency of document delivery. This last parameter is a major one in design of modern libraries. Thanks to a modern delivery system – a Telelift consisting of 65 containers rolling on tracks, the total length of which is about 900 metres – it takes about 20 minutes to deliver materials to users (Figure 6). The Library stack was built on thermic principles. Technical corridors along the perimeter of its outer walls create an air layer between the stack and the environment to minimize temperature influences and provide the most optimal temperature and humidity conditions.

Figure 6. The Telelift system.

About 4,450 stationery and 1,397 mobile shelves (totalling more than 100 different types) were designed and produced by Belarusian companies. Today the general length of shelves in the Library stack is more than 145,000 metres and the length in open stacks and collections placed in reading halls is about 15,000 metres.

Service and passenger lifts, the Telelift and engineering communications are in the core of the building from the bottom to the top. On the 25th floor there is an observing place. Visitors get there by panoramic lift. In total there are 19 lifts in the library.

A terraced form of stylobate emphasizes the beauty of the construction and consists of three levels (the height of the three levels is 17.5 metres; the width of the first and broadest level is about 200 metres). On the ground floor there is a cloak-room for 2,000 visitors and users' safes.

The departments of registration and library loan, the reference area (Figure 7) and the children's room are on the 1st floor. People enter the Library through the security gate at the central part of the 1st floor using a special card with microchip and barcode (library card for users and personal card for staff) (Figure 8).

Figure 7. The reference area.

Figure 8. The central area of the first floor.

There are 19 reading halls (2,060 seats), staff offices, administrative and technical rooms in the stylobate. The reading halls of the first floor serve the general public (Figure 9), those on the second floor are for scientists and reference, and those on the third floor are for users working with special collections on art, rare books, etc.

Figure 9. Reading hall for the general public.

Three levels of the central reading area are surrounded by circular corridors and halls. The radial location of the reading halls facilitates the orientation within the building.

Special attention was paid to the natural lighting of reading halls, galleries and office. All halls are bright. The daylight penetrates into halls and some Library public and offices areas. This gives special colouring to the internal space and enables power saving.

The central part of the stylobate has a big open space – an atrium. There are permanent art exhibitions devoted to Belarusian culture, ethnography and folklore (Figure 10). Temporary exhibitions of modern Belarusian arts are situated on the third floor.

Figure 10. The Library interior.

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The walls between corridors and reading halls are made of glass, which enlarges space and gives readers the possibility to enjoy the art works in the corridors. Diverse reading hall interiors create special psychological moods. The internal design is tightly connected with the idea that a book is a treasure of knowledge. Decorative materials, lighting, flowers and plants are accentuated in the design of reading areas (Figure 11).

Figure 11. Reading area.

Administrative, service and utility rooms have separate entrances. Special internal backyards isolate loading activities from Library visitors.

The new building also opened up new perspectives for the development of social and cultural activities. For these purposes a special social and cultural centre was organized. It includes a conference hall (490 seats), art galleries, a Book Museum, an observing place, and a fitness centre.

The President Centre (Figure 12) and its departments, including a comfortable press centre with 29 seats fitted with computer equipment, are used for summits and top-level meetings.

Figure 12. The President Centre Oval Hall.

The Library holds cultural and educational events with the participation of representatives of diplomatic missions, international governmental organizations and public professional organizations. Its unique architecture, works of art and original technology attract numerous Belarusian and foreign tourists. More than 20 modern engineering networks (cold and hot water supply, heating, ventilation, air-conditioning, dust removal, electricity, telephone and computer networks, television, etc.), combined into a technical complex provide for the functioning and security of the building. A single control point runs all these systems. Different security systems are implemented to keep the users and the library collections safe: theft alarm, fire alarm, access control, surveillance cameras, etc.

For the development of information resources and users' services a Complex of Informational and Technological Systems (CITS) is applied. The goal of this system is the automation of all library processes and operations, as well as acting as a networking and information centre for other libraries of the country. More than 100 servers and 1,400 personal computers (mainly 'client terminals') are united in a local network (Figure 13) with a total length of cables of more than 130 km. Systematic and effective work is performed by two remote server centres (a main and a reserve). Automation of internal and external library and information processes is supported by the integration of all CITS subsystems. There are 14 interconnected systems:

1. local computer network administration
2. automated library and information system
3. Internet portal
4. corporate cataloguing and maintenance of the joint electronic catalogue of the libraries of Belarus

5. national databases of authority records
6. digital documents
7. document preservation
8. document delivery
9. document security
10. training
11. library management automated system
12. restoration and conservation
13. editing and publishing work
14. user's service with digital and audiovisual documents and microforms.

All CITS systems work on software licensed by major vendors (management system of ORACLE databases, operating systems NP UNIX, Windows, etc.)

Figure 13. Computers for users.

Information Resources Development

One of the main tasks for every library is high-quality and efficient resources development. First of all, the entire NLB collection represents historical and cultural heritage. Today it accounts for more than 8.3 million items and is the fullest collection of the materials published in or about Belarus. The manuscripts, old printed books, rare books and archival documents are the most valuable parts of the Library's collection. The Library acquires annually about 200,000 items.

More than 80 databases (including both those subscribed to and those compiled by the Library) represent its electronic resources, which cover history, culture, the arts of Belarus, Chernobyl, national periodicals, dissertations, etc.

In recent years, NLB has been working on the retrospective conversion of its resources with a view to creating a digital library.

The main subsystem of the digital library is an electronic documents depository running on ORACLE ContentDB software. The electronic catalogue, Belarusian databases, the digital national archive of periodicals and various subject databases are used as searching tools.

Scanners of different size formats are used for digitization. They produce high-quality images without damaging documents. The Library possesses all necessary equipment for microforms, gramophone records, and the digitization of audiotape and videotape records.

There is no doubt that the digital library will become a part of the national digital library, with an important mission to integrate Belarusian digital resources into the world information space.

The Library will thus gradually be transformed into a portal providing access for all the people of Belarus to national and international information resources, and access from abroad to information on Belarus and its diverse achievements.

New perspectives are opening for NLB to become an important link to the world's information systems.

Library and Information Services for Users

The status of the National Library of Belarus defines the goal of its services – operational, full and high quality satisfaction of user's needs through the wide implementation of new technologies and networking with other libraries and information centres around the world.

Particular attention was paid to the creation of a comfortable environment, the installation of equipment that contributes to profound individual work and the active usage of the building's multifunctional areas.

The Library space can be divided into three parts:

1. Preliminary information area
2. Operational information area
   Document service area for meeting users' requests.

The main reading area is located on three floors of the stylobate. On the first floor there are a

reading hall for the general public, a reading hall for graduates from institutions of higher education, periodicals reading hall, the interlibrary loan department and the document delivery department. There are eight reading halls on the second floor: for Belarusian literature, dissertations, legal information, documents of international organizations, new acquisitions, and materials of limited circulation. There is also an Internet centre here. Art materials as well as reading halls for manuscripts, rare books and old printed books are on the third floor.

Most reading halls are united into areas with a common entrance hall. There are desks for documents delivery, shelves for reserved items and a closed stack collection here. Fast documents retrieval and ordering is available in the entrance halls.

A total of 2,060 users can be accommodated in the Library at a time. The number of seats for each hall was estimated according to the kind of service and the potential number of users. The biggest are the reading hall for the general public (411 seats) and the hall for graduates from institutions of higher education (375 seats).

Every fifth working place in the reading halls is automated. Approximately 450 computers and a number of multifunctional devices are available for users.

We hope that cooperation with other libraries and information institutions will lead us to a new level of service that meets the status of the National Library.

Conclusion

Today the National Library of Belarus is a unique institution, which has functions of an informational, political, social and cultural centre at the same time. Along with this the main task remains col-lecting and preservation of human knowledge and integration of Belarus into the common informational and cultural environment of the world (Figure 14).

Figure 14. The Library at night.

Informationists or Information Specialists in Context (ISIC): six years after conception

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Abstract

Physicians and other health care providers rarely have the time to practice evidence-based medicine through the consistent application of the best available published evidence to answer clinical problems, or to explore questions that often arise in the context of treating a patient. Lack of time is often compounded by a lack of retrieval skills and knowledge of the structure of the published evidence. To bridge this evidence-practice gap, a 2000 editorial in the *Annals of Internal Medicine* proposed a new kind of health professional capable of bridging two vastly different environments by possessing clinical knowledge as well as skills in information retrieval and synthesis. The evolution of this important and multifaceted concept is provided through this article which is based on an invited presentation for the IFLA/Health and Biosciences Libraries Section sponsored session at the 2006 World Library and Information Congress: 72nd IFLA General Conference and Council meeting in Seoul, Korea.

Keywords: Informationist; information specialist in context; ISIC; Medical Library Association; information provision; evidence-based medicine

Background

Davidoff and Florance proposed the establishment of a new kind of health professional, an 'informationist', in a 2000 *Annals of Internal Medicine* editorial[1]. This new professional would assist a clinical team by responding to questions arising at the point of care with timely and accurate answers from the published evidence base. The authors recognized that today's health care providers do not take the time to review the published evidence due to lack of time, limited information retrieval skills, and lack of ability to discern the best evidence from the vast amount of published literature. This new professional would possess a dual set of skills; a clinical set as well as an information discovery, retrieval and synthesis set.

The informationist, as conceived by Davidoff and Florance, would have more specialized clinical training than health sciences librarians typically acquire, including librarians participating in clinical medical librarian programs[2]. The informationist would study a nationally recognized standard curriculum, and would thus possess the required training and accreditation. This individual would report directly to clinical leadership, and his or her services would be paid for directly by clinical departments, as is the case for other health care professionals. Davidoff and Florance's model is clinically-driven, not library-driven.

While Davidoff and Florance are credited with coining the term 'informationist', the need for such an individual is documented in prior publications. The Vanderbilt University Medical Center's Eskind Biomedical Library had recognized the need for this same type of individual and had implemented a very elaborate training program for librarians in order to prepare them for direct work with clinical

practice teams[3]. Faculty of the Eskind Biomedical Library believed that librarians could acquire the needed clinical knowledge to be able to support health care providers' information needs within clinical settings.

Medical Library Association Explores Concept

While the June 2000 Davidoff/Florance editorial sparked comment among health sciences librarians, no collective action occurred until T. Scott Plutchak, then editor of the *Bulletin of the Medical Library Association*, issued a call for action in an editorial published in the October 2000 issue[4]. Clearly, MLA was a prime agency to further explore an important concept touching sensitive professional and education issues for health sciences librarians, with the potential of having worthwhile future partnerships with health care or research teams. Through funding from the US National Library of Medicine (NLM), MLA planned a two-day invitational conference to explore the informationist concept with health sciences librarians, physicians, nurses, pharmacists, educators, accrediting agents, and health care administrators.

The MLA Informationist Conference Task Force was appointed in May 2001 by then MLA President, J. Michael Homan with Jean P. Shipman serving as the task force chair. The task force planned the working conference and invited over 50 individuals to Bethesda, Maryland on April 4–5, 2002, to address a variety of aspects about the concept: training needs, training sources, funding implications, credentialing requirements, employment potentials, and publicity and promotion requirements. Highly engaged speakers and frequent revisions of upcoming presentations as a result of hearing previous speakers enlivened the proceedings[5,6,7]. As a follow-up to the conference, the MLA task force developed an action plan that included many of the conference conclusions[8]. The action plan was subsequently approved by the MLA Board of Directors at its September 2002 meeting. The action plan highlighted the need for MLA to partner with others, take the requisite time to thoroughly discuss the concept in greater detail, and work toward implementation through a variety of steps. The Board also noted that funding would be a major factor, questioning who would be willing to pay for the services of an informationist. The action plan also emphasized

that the informationist concept was an evolving one, and that some parts of the implementation strategy may need to be changed as the concept solidified and became a reality.

Prior to the April 2002 MLA/NLM informationist conference, the MLA Philadelphia Chapter hosted a conference entitled 'The Medical Informationist and Other Roles for the Librarian in the 21st Century' on October 17, 2000, a few months after the appearance of the editorial in *Annals of Internal Medicine* and following the October 2000 editorial in the *Bulletin of the Medical Library Association*. A panel of speakers, including Davidoff and Florance, discussed the concept in detail[9]. The panel presentations and commissioned articles on the topic were published in a January 2002 symposium issue of the *Journal of the Medical Library Association* entitled 'Patient-Centered Librarianship: the Informationist and Beyond'[10].

A key theme of both conferences was that the informationist concept would need to be explored and further developed prior to any wide adoption by the health sciences library profession. Recognizing the need for further discussion, MLA mounted a live web chat session on May 9, 2002, where Davidoff and Florance were available to answer members' questions. A transcript of this chat is available[11]. Discussion continued at an Open Forum on the topic, held at the MLA annual meeting in Dallas in May 2002[12]. MLA also hosted several Chapter Roundtables on the topic at the same MLA 2002 annual meeting[13]. Concurrently, many MLA institutional members individually started to post job announcements for informationists and conducted their own examination of the concept as it related to their health sciences setting.

In 2003, based on the input from two conferences and member discussion, the MLA Board of Directors proposed a name change for the new health professional to reflect a more universal health sciences practice context. The new name for the concept was Information Specialist in Context (ISIC) to reflect practice environments in non-clinical as well as clinical settings: educational centers, research laboratories, pharmaceutical companies, public health agencies as well as consumer health resource centers. The new ISIC name emphasizes that work is accomplished within a specialized environment or context.

New ISIC Task Force Appointed

It was at the same 2003 Board meeting that an MLA Task Force on the Information Specialist in Context was appointed by then President Linda A. Watson[14]. Diane Wolf was appointed chair of the task force. Wolf had been a panelist in the 2000 Philadelphia Chapter conference on the informationist. Other members of the task force included Dr. Ellen Detlefsen, David Duggar, Carla Funk, Anna Habetler, Ruth Holst, Rebecca Jerome, Michele Klein-Fedyshin, Faith Meakin, Jean Shipman, Dr. Michele Tennant, and Claire Twose.

The charge to the new ISIC Task Force included hiring a consultant to assist the committee in several key areas:

1. Describe duties and qualifications of a consultant on information specialists in context to act as a project manager and 'point person' for this initiative.
2. Work with consultant, executive director, and president to seek sources of funding for actions.
3. Work with consultant to prepare background documentation and compile information to share on the informationist website on MLANET and in publications.
4. Work with consultant to solicit, recommend, and fund one or more model programs.
5. Work with consultant to seek partnerships with organizations sharing this interest and communicate with academic, health care, and industry leaders about progress.
6. Work with consultant to promote involvement by MLA units in achieving the agenda.
7. Work with consultant to develop a program for MLA '04 to report to members on progress implementing the action agenda and prepare final report in 2005.

Eskind Biomedical Library Hired As ISIC Consultant

The successful respondent to the MLA request for proposal, the Eskind Biomedical Library at Vanderbilt University Medical Center, began work on the project in March 2004. The consultants created five scenarios to help illustrate how an ISIC could contribute to the work being done in different health care settings. They also associated different skill sets for each type of ISIC and asked librarians and other health care providers through web-based surveys their opinions about the importance and relevance of the different skills, and the type of education required to obtain these skills. The consultants also conducted focus groups with several groups of librarians, and interviewed practicing ISICs to learn more about their experiences.

Meanwhile, MLA continued to educate its members about ISIC by offering another open forum at its 2004 annual meeting in Washington, DC. At the 2004 Forum, current ISICs shared their experiences and discussed the differences among them due to their practice settings.

After 18 months of work, the consultants released their 147-page report in May of 2006 entitled 'Envisioning the Information Specialist in Context'[15]. The consultants reviewed the report's preparation and design in an April 2006 *MLA News* article[16] as well as at an Open Forum session at the 2006 MLA annual meeting in Phoenix. A striking difference in membership acceptance of the ISIC concept was evident at this open forum as compared to those held in 2002 and 2004. Instead of expressing resistance to the concept or attempting to relate ISIC to current health sciences librarians' roles, the audience wanted to address how to quicken the pace with which the concept could be diffused or accepted within the profession. Clearly, there was a better understanding of the role and the value such a professional would bring to various health care contexts.

Implementation of Recommendations

The consultant recommendations were delegated to MLA units beginning in May 2006, including the important areas of education strategy planning (especially continuing education strategies) and communication and promotion, including promotion to many partners to assure a wide range of acceptance. Once the concept is more prevalent, evaluation studies will need to be conducted so that return on investment can be understood.

As members of MLA and others continue to dissect the concept, many key areas continue to need further exploration including:

1. Clarifying the definition of an ISIC and identifying and promulgating descriptive roles

for these professionals, be they health sciences librarians or other information specialists working in context. What are the ideal backgrounds and traits for this type of professional? An inventory of current examples of in-context information specialists needs to be compiled. This inventory should include how these professionals are being funded.

2. Developing practice protocols and standards for ISIC activities.

3. Encouraging systematic evaluation and dissemination of findings on the costs and benefits of providing ISIC services. This means supporting research to determine the financial aspects of an ISIC and to determine the impact of an ISIC.

4. Promoting and supporting the entry of health sciences librarians and other interested health professionals into ISIC positions. ISIC expertise domains need to be effectively articulated to potential employers. This can be achieved via publicizing the role and accomplishments of ISICs and by gathering and highlighting successful outcomes including anecdotal evidence of improvement in patient care and public health outcomes and efficiencies in research and education. Early adoption of ISICs needs to be encouraged by creating educational opportunities for key adopters and by identifying potential partners to promote the concept.

5. Obtaining funding for pilot projects that model the concept. This includes identifying potential funding agencies, encouraging the funding of ISICs and outlining and promoting financial support for ISIC models based on research.

6. Identifying and publicizing opportunities for ISIC training. Various training methods need to be explored and tested. A critical mass of faculty needs to be developed that can support such training. Organizations need to be identified that are already providing or willing to provide specialty training for ISICs. Model curricula need to be developed for health care professionals who wish to enter information-related specialties.

Adoption of the Concept

Early adopters include several academic and governmental institutions which are helping to develop a framework for this new type of pro-fessional. In 2004 the National Library of Medicine began funding a two-year fellowship program to test various models[17]. These fellowships consist of a training component, a practicum, and a research project. MLA lists institutions willing to host NLM fellows on its website[18]. To date, three librarians and three other types of professionals have been funded. Focus areas for the NLM fellows are public health (hosted by Johns Hopkins University, University of Michigan and University of Iowa), consumer health/social work (Virginia Commonwealth University), clinical practice (Johns Hopkins University), and research (North Carolina Central University).

An email survey was conducted by the author in July 2006 using the membership of the Association of Academic Health Sciences Libraries (directors of academic medical libraries affiliated with the Association of American Medical Colleges) to determine how many ISIC positions have been created in academic health centers during the past 6 years. From the survey respondents, there are 38 ISIC positions currently within academic health centers and the National Institutes of Health serving clinical or research teams. What was apparent from the responses is that there is not a consistent or definitive ISIC definition among academic medical library directors. For purposes of the survey, if a respondent reported having an ISIC position, the position was counted. Institutions having more than one ISIC included the National Institutes of Health with 16, University of Pittsburgh with 8, and the University of Florida with 2 positions. Other ISIC institutions responding to the survey were: Houston Academy of Medicine/Texas Medical Center, University of Texas Health Science Center at San Antonio, Indiana University, Northwestern University, University of California at San Francisco, University of California at San Diego, University of Southern California, and Stanford University. Libraries hosting NLM ISIC fellows are not included in this count. No survey attempt was undertaken to quantify the number of ISIC positions internationally.

Conclusion

A proposal published in a high profile medical journal calling for the establishment of a new health professional has resulted in two professional conferences, a comprehensive consultant's report, a national implementation strategy including education components from MLA, new fellowship funding from NLM, and the ongoing exploration of the value and return on

investment of this highly specialized professional. The initial term coined for the new professional, 'informationist', has been set aside in favor of a broader and more inclusive phrase – 'information specialist in context' or 'ISIC'. Since 2000 when the concept first appeared, selected academic health centers and the National Institutes of Health claim to have 38 ISICs on their staff where none existed in 2000.

The ISIC concept continues to evolve and is still in its infancy. The value and return on investment of such a professional is not well understood or quantifiable at the present. Further exploration will help health sciences libraries and their parent organizations place this new professional in proper context. At a national level, ISIC appears to have a place in the NLM long range plan ('*Charting the Course for the 21st Century: NLM's Long Range Plan 2006–2016*'):

> *NLM should continue to support training opportunities that prepare librarians to provide specialized services to meet emerging* needs. The Library should also continue to support studies that explore new roles for librarians and evaluate the impact of the specialized services they develop and provide[19].

As MLA continues to implement the recommendations of the ISIC consultant report other organizations and professions such as clinical pharmacy[20] have been reviewing the concept as well. More professional discussions and explorations need to take place for the ISIC concept to become widely accepted. MLA remains committed to nurturing the concept with updated information appearing on its ISIC website[21].

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Towards Constructing a Chinese Information Extraction System to Support Innovations in Library Services

Zhang Zhixiong

Li Sa
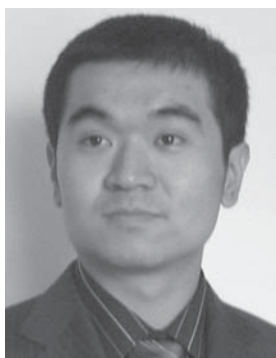
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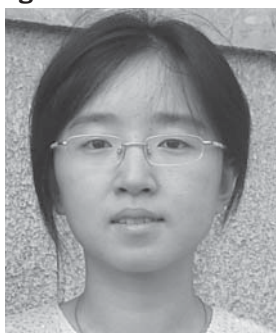
Abstract

Being aware of the importance of Information Extraction (IE) in supporting innovation in many areas of library services, the authors began to construct a Chinese information extraction system to effectively process huge Chinese information resources. The authors bring forth a Chinese IE solution which makes full use of the GATE (General Architecture for Text Engineering) system from the University of Sheffield, trying to develop a Chinese IE plug-in to process Chinese information resources based on the GATE framework. The article analyses the framework of the GATE system, describes the Chinese IE solution based on the GATE system and focuses on three key difficulties in the process of implementing a Chinese information extraction system. These are: 1. Chinese tokenizing problem; 2. professional gazetteers; 3. Chinese named entity recognition. The authors have successfully implemented this system and carried out an experiment in which the Chinese IE system successfully extracted thousands of pieces of science and technology news. The authors believe this system is a significant trial and lays a good foundation for future research work.

Keywords: Information extraction; Chinese language; natural language processing; General Architecture for Text Engineering; GATE; innovation

Introduction

In 2001, the Chinese Academy of Sciences (CAS) initiated the Chinese National Science Digital Library (CSDL) program[1] and the Library of CAS became the one to implement the CSDL. The mission of CSDL is to develop and maintain an integrated digital information environment for researchers and graduate students working in CAS research institutes across the country, to provide reliable one-stop information services to help readers use high quality resources efficiently.

After nearly 5 years of development, CSDL became one of the most noticeable digital library projects throughout China, which has abundant information resources and a wide range of information services:

- CSDL provided abundant digital information resources for users, including full text Scientific, Technical and Medical (STM) journals, conference proceedings, theses and dissertations (Electronic Theses and Dissertations – ETDs), patents, reference books, and e-books. For e-journals alone, CSDL now covers more than 6,000 core Western STM journals and 10,000 Chinese ones. CSDL also set up a supply chain system, through which users could get documents from 15,000 journals in one day.
- CSDL developed a wide range of information systems to support networked services, including union catalogs, federated

database search, document delivery, digital reference, MyLibrary customization, and remote authentication.
- CSDL carried out lots of training and propaganda programs to help researchers and students understand and use its services.

Now, CSDL has become one of the key research facilities for researchers and graduate students of CAS. And more and more scientists find it helpful to their research work.

With the rapid development of Chinese science and technology, the information requirements of researchers and graduate students of CAS are also changing rapidly. Facing a vast outpouring of academic literature and other research information, the users of CSDL find that using traditional information retrieval methods is not sufficient because the number of documents returned in response to a query is huge. They want to:

- Get rid of information noise so that they can efficiently identify potentially interesting features and accurately locate, extract, gather and make use of knowledge encoded in electronically available literature.
- Effectively get a comprehensive view of recent developments in domains related to their interests, including drawing up precise and tailored personalized summaries.
- Disclose significant relationships between information, excavate richer seams of electronic research material and discover new knowledge from digital information.

From another point of view, the librarians of CSDL also want to improve the standards of service of CSDL. In addition to information retrieval and information delivery, the librarians of CSDL think about how to turn the digital library into a knowledge repository, try to find suitable solutions to make good use of the vast amounts of academic literature and data held in CSDL and develop automatic tools for analyzing large textual collections.

Information Extraction (IE) is the emerging technology that serves our needs.

Information Extraction and its Potential in Innovations in Library Services

Since 2004, CSDL has initiated several projects using information extraction (IE) technology in the digital library environment, trying to apply IE to bring innovation in library services. Since 2005, we also got support from the National Social Sciences Foundation of China (NSSF), focusing on implementing knowledge extraction from digital resources.

Information extraction (IE) is a term that has come to be applied to the activity of automatically extracting pre-specified kinds of information from natural language texts[2]. Its aim is to extract structured, contextually-dependant knowledge from existing information, typically unstructured text, in order to enhance the use and reuse of that information. Hamish defines information extraction as a process that takes texts (and sometimes speech) as input and produces fixed-format, unambiguous data as output[3]. IE also can be seen as the activity of populating a structured information source (or database) from an unstructured, or free text, information source. This structured information source (or database) is then used for other purposes: for searching or analysis using conventional database queries or data-mining techniques; for generating a summary; or for constructing indices of the source texts.

United States Government initiatives such as the Message Understanding Conference (MUC)[4], the TIPSTER Text Program[5], and ACE (Automatic Content Extraction)[6] promote the development of information extraction technology and pave the way for the creation of many current information extraction systems. The MUC program splits information extraction into five tasks:

1. Named Entity recognition (NE). Finds and classifies names, places, etc.
2. Coreference resolution (CO). Identifies identity relations between entities.
3. Template Element construction (TE). Adds descriptive information to NE results (using CO).
4. Template Relation construction (TR). Finds relations between TE entities.
5. Scenario Template production (ST). Fits TE and TR results into specified event scenarios.

In simpler terms: NE is about finding entities; CO is about which entities and references (such as pronouns) refer to the same thing; TE is about what attributes entities have; TR is about what relationships between entities there are; and ST is about events in which the entities participate.

The simplest and most reliable IE technology is Named Entity recognition. NE systems identify the names of people, places, organizations, dates,

amounts of money, etc. In scientific and technological texts, recognition of terms in one domain will be very helpful for information processing. Of course, recognition of terms in text is not the ultimate aim: terms should be also related to existing knowledge and/or to each other.

IE and Innovations in Library Services

We believe information extraction will play a very important role in coping with the huge collections of digital information and bring innovations in library services. After careful study, we find that IE can provide help in automatic annotation of digital materials, automatic acquisition of metadata, improving data mining in information analysis, developing a knowledge base from free text, and generating answers in digital reference systems[7].

Automatic Annotation and Metadata Creation

Semantic annotation is used to create metadata linking the text to one or more ontologies. Libraries need to annotate digital information and create metadata to enable better information retrieval. Most current metadata creation is based on annotation by humans, which is very often completely manual. Manual annotation is difficult, time consuming and expensive.

There are several projects on automatic (or semi-automatic) annotation and metadata creation. For example, MnM[8], S-CREAM (Semi-automatic CREAtion of Metadata)[9], and AERODAML (Applying Information Extraction to Generate DAML Annotations)[10] explore semi-automatic methods to help humans create metadata from digital resources, while SemTag[11], KIM (Knowledge and Information Management)[12] and hTechsight[13], try to automatically create metadata from large volumes of text.

Automatic annotation generally relies on ontology-based IE techniques. For example, KIM is a platform that has been implemented for semantic annotation, indexing, and retrieval services. Its aim is to use massive automatic semantic annotation tools to create metadata, which is needed for the Semantic Web to happen. In order to achieve this, KIM reuses existing human language technology (HLT), and especially IE technology. In fact KIM applies GATE (General Architecture for Text Engineering)[14] to build a semantically enhanced information extraction system to reach its goal.

Improving Data Mining in Information Analysis

Information analysis is becoming more and more important for research libraries. Large-scale data analysis plays an increasingly important role in information analysis. Detection of many types of evidence requires recognizing and drawing useful inferences from information embedded or implicit in huge quantities of data. Important aspects of data analysis include data mining (discovering relevant information in databases). But in order to get enough structured data for analysis, one should find a way to effectively turn free texts into structured, fixed-format data. Information extraction, which finds stereotypical patterns of information in free or semi-structured text, can make a great contribution to this.

Developing a Knowledge Base from Free Text

A knowledge base is helpful for librarians to carry out information services. In order to support scientists to carry out their research, some statistical and numeric databases, terminological databases, and fact sheets need to be set up by the research librarian. Information extraction can help librarians build knowledge bases from free text.

There exist several systems using information extraction to generate knowledge bases. SOBA (SmartWeb Ontology-Based Annotation)[15] is one of them. It is a sub-component of the SmartWeb multi-modal dialog system. SOBA can automatically populate a knowledge base by extracting information from soccer match reports found on the web. The extracted information is defined with respect to an underlying ontology (SWIntO: SmartWeb Integrated Ontology). In SOBA, information extraction, knowledge base updates and reasoning are tightly interleaved. It also integrates information from heterogeneous sources (semi-structured data such as tables, unstructured text, images and image captions) on a semantic level in the knowledge base.

Generating Answers in a Digital Reference System

Most research libraries establish digital reference services to answer readers' questions in a digital environment. Almost every reference librarian cares about how he or she can answer information seekers' questions effectively and efficiently.

Reference librarians need useful tools to assist them. Can they get answers directly from information systems?

Natural language QA (Question Answering) is the right research area to study how information systems can generate answers from a potentially huge collection of natural language texts. Many researchers now believe that information extraction is very important for generating answers to questions and carry out many tests to prove it[16].

Constructing a Chinese Information Extraction System

As we can see, information extraction is very important to support innovation in library services. How, then, to build an information extraction system that can process Chinese text? CSDL is trying to find an effective way to build an information extraction system suitable for its own use.

There are now several information extraction systems available, such as KEA (Keyphrase Extraction Algorithm)[17], ANP (Arizona Noun Phraser)[18], TIES (Trainable Information Extraction System)[19], GATE (General Architecture for Text Engineering) etc. Some of these are open source software.

Based on experiments and comparisons of current IE systems, the authors put forward a Chinese IE solution which makes full use of the GATE system from the University of Sheffield, trying to develop a Chinese IE plug-in to process Chinese information resources based on the GATE framework. After more than one year's work, the authors have implemented this system.

Information Extraction in GATE

GATE is an architecture, development environment and framework for building systems that process human language. As its developer puts it, GATE is an architecture, or organizational structure, for language processing software; a framework, or class library, that implements the architecture and can be used to embed language processing capabilities in diverse applications; and a development environment built on top of the framework made up of convenient graphical tools for developing components[20].

In the GATE system, everything is defined as a component – the reusable unit and the GATE framework provide resource discovery and loading facilities to support various kinds of input/output operations. There are three kinds of components in the GATE system:

1. Language Resources (LRs) store some kinds of linguistic data such as documents, corpora, and ontologies and provide services for accessing them.
2. Processing Resources (PRs) are resources whose character is principally programmatic or algorithmic, such as a POS (Part-Of-Speech) tagger or a parser.
3. Visual Resources (VRs) are graphical components that are displayed by the user interface.

There is a set of reusable processing resources provided with GATE, which forms an information system named ANNIE (A Nearly-New IE system)[21]. ANNIE consists of the main processing resources for information extraction such as: tokenizer, sentence splitter, POS tagger, gazetteer, finite state transducer and orthomatcher (see Figure 1).

There are also lots of additional processing resources which are not part of ANNIE itself but which come with the default installation of GATE, such as a gazetteer collector, processing resources for machine learning, various exporters, annotation set transfer, etc.

ANNIE is suitable for extracting information from English text. The tokenizer, sentence splitter and orthomatcher of ANNIE are basically language, domain and application-independent, while the POS tagger is language dependent but domain and application-independent. Typically a new application can directly use most of the core components from ANNIE (see Figure 2) to extract basic named entities such as date, name, job title, organization, etc. But if you want to do more complex extraction, for example extracting terms from a domain, you need to modify the gazetteer lists and rewrite JAPE (Java Annotation Patterns Engine) grammars. Sometimes, you may also require additional PRs.

GATE is a Unicode-based infrastructure and, as the developer said, supports multilingual information extraction. We find that GATE can process Chinese text. In fact, the standard GATE suite already includes some resources (such as gazetteer lists, grammar, tagger, tokenizer, segmenter) to support information extraction from Chinese text.
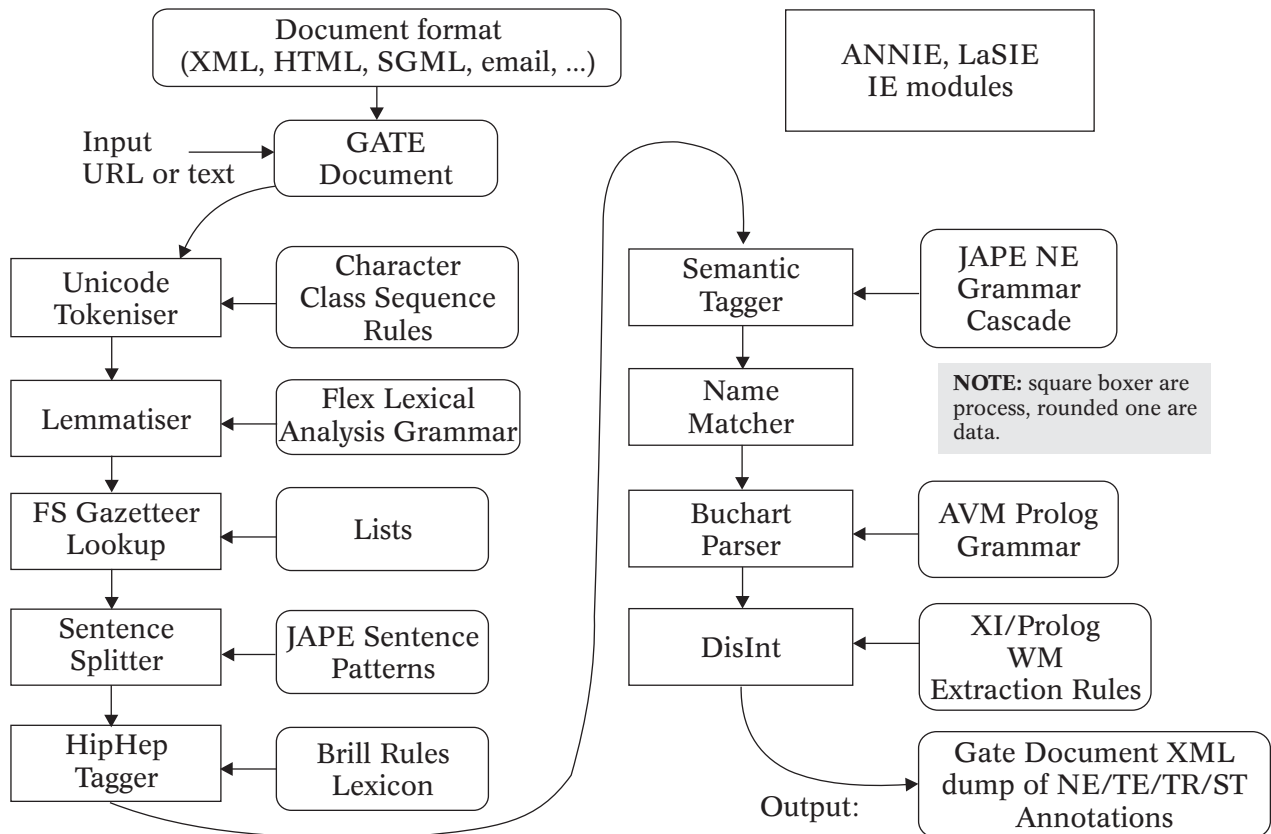
Figure 1. *Workflow of Annie.*
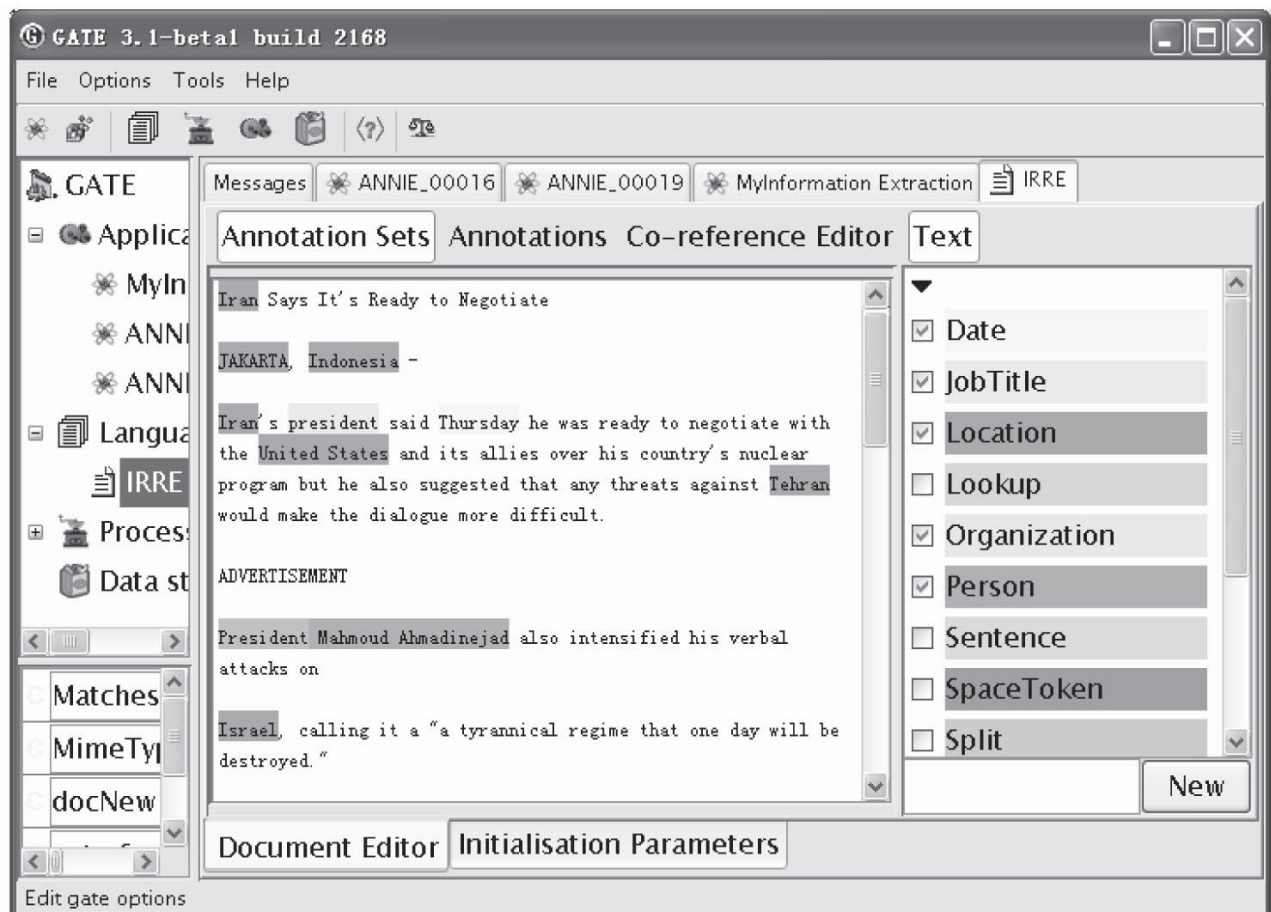
Figure 2. *Using ANNIE for information extraction from English text.*

But its performance with Chinese text is not so good as with English (see Figure 3).

Key Difficulties for Chinese Information Extraction based on GATE

After carefully study of the GATE system and the nature of the Chinese language, the authors consider there are three key problems that need to be solved in order to improve the performance of Chinese information extraction in the GATE system:

Chinese Tokenizing

In order to perform tokenizing, the application needs to know where the words are in a sentence of text. For many languages, this is a relatively 'easy' task: words are separated by white spaces and punctuation. Chinese, in comparison, is written without any separation between words. White space serves little or no purpose. You cannot find any spaces between characters at all. So one of the research areas for Chinese language processing

is to perform Chinese word segmentation, taking a sentence with no spaces and breaking it into words. Because the language structure of Chinese is very flexible, performing word segmentation in the Chinese language is very difficult.

We can look at a simple sentence:

我是中国人

[= I am a Chinese]

This can be broken into several forms with a segmenter:

我　是　中国人
我　是　中国　人
我　是　中　国　人

……

So we can see it is not an easy task to correctly break a Chinese sentence into the right form. The standard GATE suite does not perform
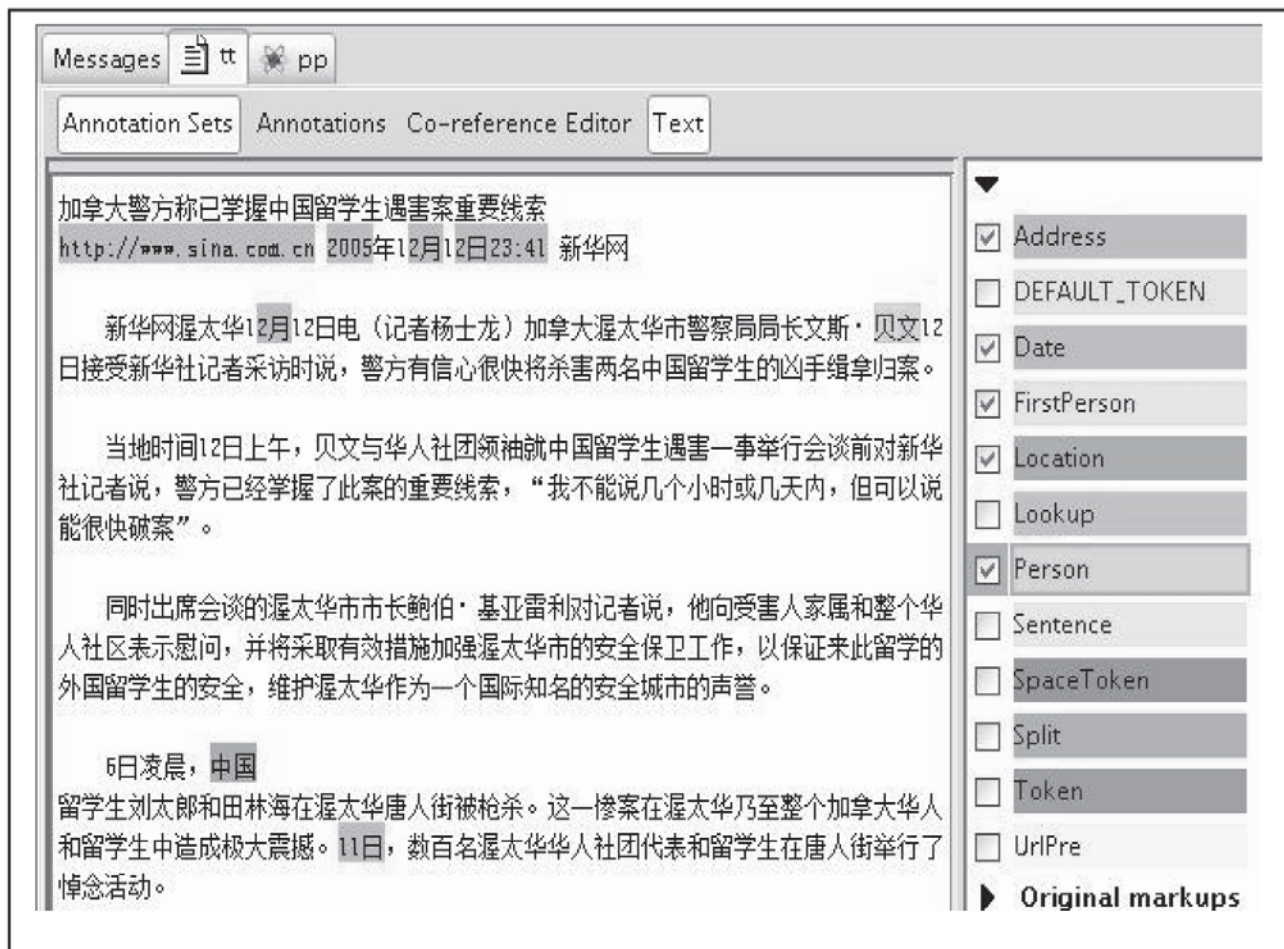
Figure 3. Chinese information extraction from standard GATE suite is not so good.

Chinese word segmentation. In its plug-in, GATE provides a segmenter, but we think a better one is needed.

Chinese Gazetteers

In the GATE system, to aid the recognition of named entities, a set of gazetteer lists is provided. The gazetteer lists provided by GATE for the recognition of entities with names in English are very abundant. The gazetteer lists of the Chinese plug-in take the form of the gazetteer lists of ANNIE, but are much more simple and shorter.

The GATE system provides some simple gazetteers such as date, time, organization, location, money, province, etc. But for a flexible language like Chinese, the list is very limited. To lay a good foundation for Chinese named entity recognition, we need to enrich the GATE gazetteer lists.

Chinese Named Entity Recognition

The GATE system uses JAPE (Java Annotation Patterns Engine) grammars to write rules to recognize named entities (NEs). A semantic tagger in GATE consists of a set of rule-based JAPE grammars run sequentially. The grammars contain hand-written pattern-action rules which recognize, for example, annotations from the POS tagger and gazetter, and combine them to produce new NE annotation. JAPE is a pattern-matching language. The LHS (Left Hand Side) of each rule contains patterns to be matched, and the RHS (Right Hand Side) contains details of annotations (and optionally features) to be created.

For example, a rule might recognize a first name (from the gazetteer module) followed by a proper noun (from the POS tagger), and annotate this pattern as a person. This rule could be written in JAPE as follows:

```
Rule: Person1
(
{Lookup.majorType == firstname}
{Token.category == NNP}
):lable
-->
:lable.Person = { rule = "Person1" }
```

Because the grammar of Chinese is quite different from that of English, the JAPE rules provided by GATE are not suitable for Chinese texts. We need to rewrite JAPE rules to implement Chinese information extraction.

Solutions to the Problems

In the process of implementing a Chinese information extraction system based on GATE, we need to overcome the three key problems referred to above. After careful planning, a total solution to the problems is proposed (Figure 4).

Integrating ICTCLAS to Perform Chinese Word Segmentation

ICTCLAS (Institute of Computing Technology, Chinese Lexical Analysis System) is an open source Chinese lexical analysis system developed by the Institute of Computing Technology of the Chinese Academy of Sciences. It uses an approach based on multi-layer HMM (Hidden Markov Models), including word segmentation, Part-Of-Speech tagging and unknown words recognition. Its segmentation precision is 97.58 percent. The recall rates of unknown words recognized using role-based HMM achieve more than 90 percent. Especially, the recalling of Chinese personal names achieves nearly 98 percent. The speed for word segmentation and POS tagging is 31.5Kb/s.

ICTCLAS is a good choice to enhance Chinese word segmentation for the GATE system. But in order to integrate ICTCLAS to the GATE system, we have to do some development, because ICTCLAS is written in the C/C++ language, while GATE is written in pure Java language. In order to invoke dynamic link libraries of ICTCLAS in the GATE system, we use the Java Native Interface (JNI) from the Java Development Kit (JDK) to solve the problem. In Figure 5, the left part is the original Chinese text, and the right part is output of ICTCLAS invoked by GATE. Since GATE supports Unicode, the text with words separated by white space is suitable for GATE to take as input.

Developing Chinese Gazetteers to Enrich GATE Language Resources

In the GATE system, the gazetteer lists used are plain text files, with one entry per line. Each list represents a set of names, such as names of cities, organizations, days of the week, etc. An index file (lists.def) is used to access these lists; for each list, a major type is specified and, optionally, a minor type.

In the example below, the first column refers to the list name, the second column to the major
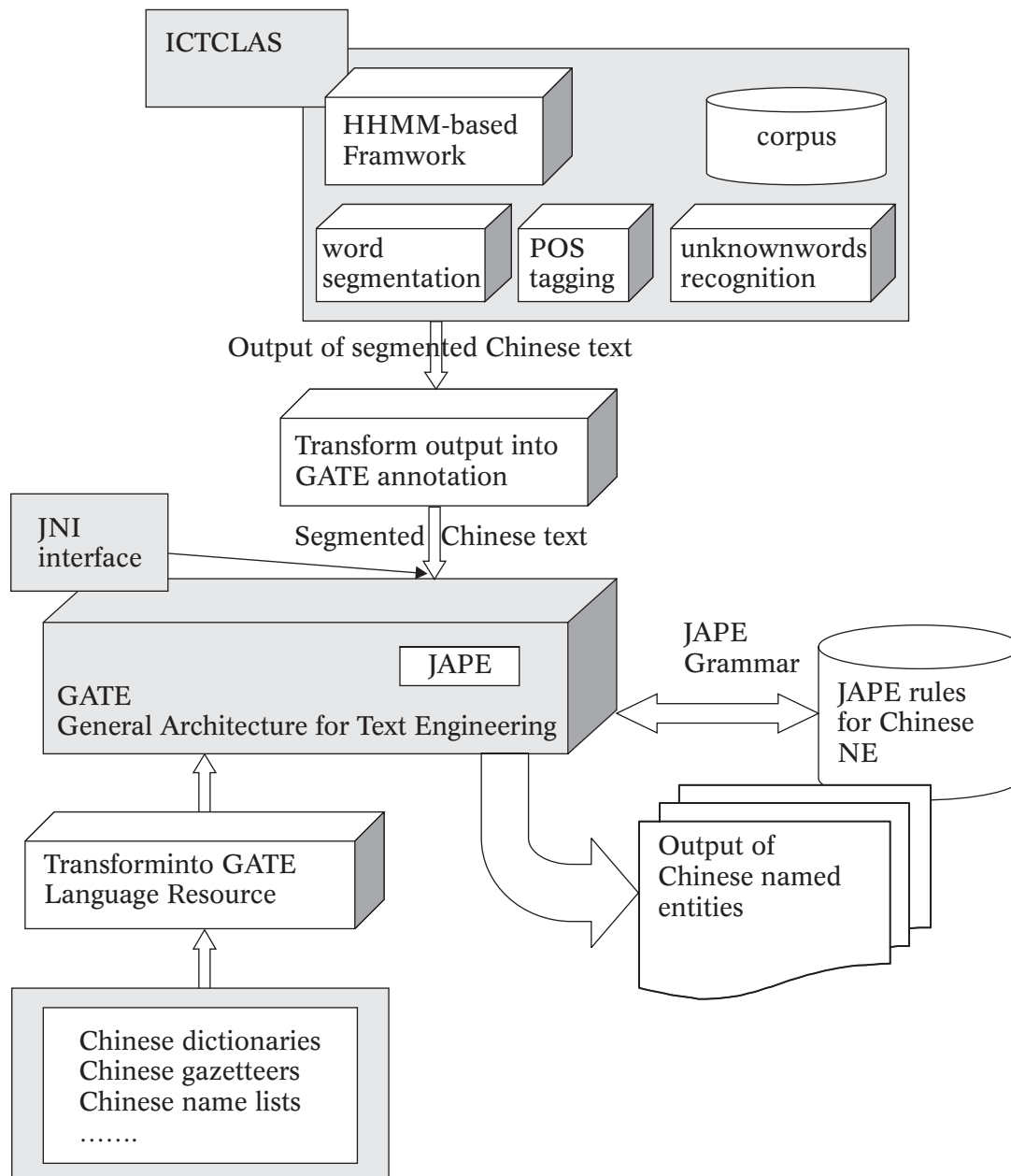
Figure 4. Integrating ICTCLAS to perform Chinese word segmentation.

type, and the third to the minor type. These lists are compiled into finite state machines. Any text tokens that are matched by these machines will be annotated with features specifying the major and minor types.

```
city_china.lst:location:city
city_world.lst:location:city
company.lst:organization:company
company_CHN.lst:organization:company_
CHN
```

During the process of developing a Chinese gazetteer, we have made full use of the resources of the library, which is full of dictionaries, name lists, gazetteers, etc. We also collected many resources from Internet. Now we have accumulated about 100mb of Chinese gazetteers suitable for domain based information extraction. Table 1 lists the gazetteers we used for common Chinese named entities recognition.

Rewriting JAPE Rules to Recognize Chinese NE

Because the grammar of Chinese is quite different from that of English, we need to rewrite JAPE rules to make GATE suitable for processing Chinese texts.

A simple comparison is listed below. For example, the JAPE rule recognizes English time like '10 o'clock'.

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Output of Chinese Words Segmentation

Figure 5. Output of ICTCLAS invoked by GATE.

Gazetteers	Number of entries
Organization name	2100
Chinese city name	1309
World city name	140
Foreign company name	1241
Chinese company name	435
Media company name	147
Country name	222
County name	2189
Chinese university	1003
Resort name	331
Female name	2416
Institutes name	2100
Male name	2654
Keywords of organization	912

Table 1 Chinese gazetteer prepared for common Chinese named entities recognition.

Rule: TimeOClock
// Recognizing English time like "10 o'clock".
(

{Lookup.minorType == hour}//look into the hour.lst to find 1,2,3 etc.
{Token.string == "o"}
{Token.string == "'"}
{Token.string == "clock"}
)
:time
—>
:time.TempTime = {kind = "positive", rule = "TimeOClock"}

In Chinese, '10 o'clock' is "10点钟" or "十点钟". So the JAPE rule should be rewritten as shown below to make GATE able to extract the Chinese form of time expression.

Rule: TimeOClock_cn1
// Recognizing English time like "10点钟" or "十点钟".
(
{Lookup.minorType == hour}//In "hour.1st" there exist Arabic number likes 1, 2, 3 and Chinese number like "一", "二" "三"
{Token.string == "点钟"}
)
:time
—>
:time.TempTime = {kind = "positive", rule = "TimeOClock_cn2"}

Altogether, we have rewritten about 100 JAPE rules to make the Chinese named entity recognition more precise.

Figure 6. Results of Chinese information extraction using the system we developed.

Tests and Evaluation

After more than one year's work, we implemented the system. We also carried out an experiment in which the Chinese IE system successfully extracted thousands of items of science and technology news.

Figure 6 shows the result of Chinese information extraction using the system we developed. Compared with Figure 3 we tested before, you can see that many named entities which could not be recognized in the standard GATE suite can now be identified.

Conclusions

Although we carried out a successful experiment and received a good evaluation for our Chinese information extraction system, there is still a lot of work to do to ensure its more efficient use. We think we have made a significant start in applying information extraction technology in our library

and that it will lay a good foundation for future research work to support innovations in library services. Now we are going to make a proposal to try to integrate a Chinese information extraction system into other library service systems, which are serving users, to help in automatic annotation of digital materials, automatic acquisition of metadata, etc. Also we got more experience in developing and localizing international software and using open source software to promote library services.

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Secretary General's Report, 2007

Peter Johan Lor

Some 2,900 delegates attended the Durban conference, including student and day registrations. There were 1,463 delegates from Africa, including 1,116 from South Africa. A total of 117 countries were represented.

16 August 2007

It is an honour to present to you a brief report on IFLA's operations over the year since the 2006 IFLA World Library and Information Congress in Seoul.

In my report in Oslo in 2005 I mentioned the need for strategic planning and in the report presented in Seoul last year it was mentioned that a strategic planning process was under way. After a consultative process involving all of our professional units the Governing Board approved the new strategic plan for the period 2006 to 2009 at its meeting in December 2006. It is available on IFLANET at http://www.ifla.org/V/cdoc/IFLA-StrategicPlan.htm in six of seven IFLA languages *[The Strategic Plan was also published in IFLA Journal, Vol. 33, no. 1, pp. 61–64. – Ed.].*

Peter Johan Lor

It's not much good having a strategic plan if one does not use it. A strategic plan sets objectives towards which we have to work, through our budget and through our operational decision-making. Since April this year, we at IFLA Headquarters have used the strategic plan as the framework for our thrice-yearly Headquarters report to the Governing Board. Therefore I thought that it would be of interest to use the strategic plan as the framework of my report to you this year.

Six Prioritized Strategic Actions

Since the Strategic plan is on IFLANET, it is not necessary for me to set it out here. It comprises twelve *strategic directions,* placed in three groups, according to the three pillars: Profession, Society and Members.

For each of the strategic directions a number of *strategic actions* have been stated. There are altogether 45 strategic actions. That's a lot of work. The problem of such a long "laundry list" is that there is too much to focus on. Therefore in December last year the Governing Board held a very lively, interactive evening session, in which staff members also made inputs, during which a priority list of six strategic actions was drawn up. These strategic actions are important and urgent for IFLA's impact and functioning. Outcomes can be expected in a reasonably short time frame, and they are concrete enough for us to be able to evaluate whether we are succeeding in them or not. Today I will report briefly on each of the six prioritized strategic actions. For each of them I suggest a tentative score out of ten.

Priority 1: Create an advocacy capability at IFLA HQ and develop an advocacy campaign…

In anticipation of funding we have developed a job description for the position of Senior Policy Officer, a senior staff member who will head

the advocacy office at IFLA headquarters, and whose initial task will be to give shape to this office, develop an advocacy strategy and the advocacy campaign, and deploy and coordinate the identified activities. The recruitment of this position will start directly after this Congress. We will continue to seek funding for this office, to make possible the appointment of a second advocacy officer and to employ interns from time to time. Our advocacy work potentially offers valuable learning experiences for graduate students in a range of disciplines, including political science and intellectual property law as well as library and information studies, once we have someone who can supervise the interns.

In the mean time our advocacy work continues. Two of our core activities are active here: Free Access to Information and Freedom of Expression (FAIFE), and the Committee for Copyright and other Legal Matters (CLM). You will find reports from their chairs in *IFLA Monitor*. The Swiss Librarians for International Relations (SLIR), led by Danielle Mincio, continue to ensure representation in Geneva for IFLA at follow-up meetings on the action lines that arose from the World Summit on the Information Society (WSIS), while the President-elect's Information Society Working Group, coordinated by Christel Mahnke, is developing a broader support base for our Information Society advocacy.

Considering our capacity, IFLA is doing well here, and once the advocacy office has been established, we will be able to make an even bigger international impact on behalf of libraries. Suggested score: 7.

Priority 2: Revitalize IFLA's website for professional development and exchange

This project, which we announced last year, was initially delayed because of uncertainty about its funding. We therefore made a start on part of the project only, comprising the development of a new automated membership system. The aim is to eliminate duplication of accounting work by establishing interoperability between the members database and our accounting software, and to transfer the membership system to a web-based platform. This is necessary to permit individualized access to, and collaborative activities on, our new website. This project has not yet been completed. Time-consuming problems arose, causing serious delays and cost overruns. Once completed, the new membership system will meet IFLA's needs

and should be fully implemented by November 2007. Before that date we plan to start work on the major part of the project, the redevelopment of the website itself.

A positive outcome is that we have made a lot of progress in streamlining our excessively complex membership procedures. But the delay and cost overrun on this project are disappointing. For this priority we get a poor score: 3 or 4.

Priority 3: Develop diverse, broad-based and stable sources of funding, other than membership

Some brief comments will suffice here, as this is dealt with in the President's address. To diversify our resource base we have put in place a new component, the Stichting IFLA Foundation. ("Stichting" is Dutch for Foundation; under Dutch law this word has to appear in its name.) The first meeting of the Board of Trustees took place during the April GB week and a number of key decisions were made. The IFLA Fund is to be transferred from IFLA's account to the Stichting, as will surpluses from the 2005 and 2006 congresses once these congress accounts have been closed.

The Core Activities Fund is the mainstay of our funding for core activities and we are grateful for solid contributions from a number of national libraries. Appeals to members have yielded generous donations from a number of individuals, but this is unlikely to become a major source of income. We need to continue our efforts to diversify our sources of funding. As one step in this direction we are reviewing our corporate partner system in collaboration with our professional conference organizer.

On this priority we have made some progress, but we need to do better. Score: 6.

Priority 4: Organize an annual World Library and Information Congress that is efficiently managed, financially beneficial to IFLA, sustainable, and reasonably priced for members

At the beginning of this year the IFLA congress account was transferred from our former professional conference organizer (PCO) Congrex Holland BV, where restructuring is taking place, to Concorde Services Ltd (CSL), Glasgow, a part of the Congrex group of companies. We have been impressed by the expertise and professionalism of this PCO. CSL has worked hard to broaden

the sponsorship base and attract a wider range of exhibitors to the 2007 and 2008 congresses. Preparations for our 2008 and 2009 congresses are well in hand. The method that we started using last year to select the venue for our 2009 Congress has enabled us to negotiate significantly more favourable prices for convention centre rental and services. This is important to members, because it helps us to keep registration fees affordable.

Our congresses are an important milestone in the annual cycle of IFLA's activities. They ensure that discussions, good ideas and good intentions get translated into action, producing outcomes within a reasonable timeframe, and so delivering value to our members. In this respect IFLA is a good deal better off than international organizations that meet in conference at greater intervals. But the organization of our congresses remains complex and labour-intensive. As we plan for future congresses we need to constantly reflect on the format of our future congresses, and on our strategies to ensure their sustainability. A working group of the Governing Board has done some brainstorming on this, and the process will continue during the term of the new Governing Board.

Dare I suggest a score of between 7 and 8?

Priority 5: Review IFLA professional groups, taking a life-cycle approach, streamlining IFLA, to ensure that they remain relevant and effective

Some brief comments will suffice, as this is dealt with in the President's address. Following the lively and informative hearing at the Seoul Congress, proposals were prepared for a Hearing of IFLA officers earlier this week, after which the outgoing GB considered the implications of the proposals and discussion for the amendment of IFLA's Statutes & Rules of Procedure. These will be added to a list of desirable amendments that we have been developing over the last two years. The amendments will come to Council in 2008.

This is work in process, but I think it deserves a score of 8.

Priority 6: Develop a toolkit for IFLA divisions, sections, and discussion groups that helps to identify potential membership markets, retain current members, and recruit new members

The toolkit was delivered and uploaded onto IFLANET in May this year and can be found at

the URL now shown on the screen. It includes a "Starter kit" a "Tools" section providing links to information about our current membership per section, region and country. There is a list of tangible and intangible benefits of membership and an appeal for membership stories: for you to tell others how you have benefited and what IFLA means to you. Please contribute by adding your stories.

This is work in progress but the toolkit is now on the website, so I suggest a score of 7.

This brief report on the six priority strategic actions does not by any means cover the range of activities in which IFLA Headquarters, our core activities, and our regional offices and language centres are engaged and their outcomes, not to mention the activities and outcomes of our professional units, which constitute the real engine room of IFLA.

Conclusion

In my allotted ten minutes I cannot report on the other 39 strategic actions. Our annual report for 2006 gives more details. It is available on IFLANET and will be mailed to all members after this Congress. The report I have presented here again illustrates the gap between our aspirations and needs on the one hand, and our resources on the other. In any organization strategic priorities have to compete for resources with ongoing activities of a more routine nature which are essential to the functioning and survival of the organization. This should come as no surprise to librarians. Members of our profession live in challenging times, and so do their professional organizations. But we have an important competitive advantage: the profession's ethos of internationalism, sharing and cooperation. This is what makes IFLA a respected international NGO and enables us to promote libraries and librarianship internationally.

In this spirit I want to thank all who have contributed and made our work possible: the President and Governing Board, the hard-working staff at IFLA Headquarters, in the Core Activities and Regional Offices, officers and members of Coordinating Boards, Standing Committees, Advisory Boards and other structures, and last but not least, the dedicated and enthusiastic members who make it happen and who make our work worthwhile.

Welcome Speech at the Opening Ceremony

Ellen Tise

19 August 2007

The Honourable Minister of Arts and Culture, Distinguished guests, Colleagues and friends, all protocol observed –

It is a great honour and with immense pleasure that I, on behalf of the National Committee and the Library and Information Association of South Africa (LIASA), welcomes you to the 73rd IFLA World Library and Information Congress. It is heart-warming to see the enthusiastic support of delegates from 116 countries, the large number of local and overseas exhibitors and the range of local and international speakers.

Durban holds a special place in the Library and Information Association of South Africa's history, because it is here that the process of reunification of the three separate library associations began in January 1995. We have come a long way since then, and have much to be proud of.

The process leading up to this momentous occasion started about 5 and a half years ago. In March 2002, the formal bid book to host the World Library and Information Congress was submitted to IFLA. In the covering letter, we stated:

Ellen Tise, President-elect

"We confirm that LIASA, as the host, and Durban, as the host city, will meet all the requirements for hosting the conference in 2007." "The community of library and information professionals in South Africa is both delighted and honoured that IFLA should consider hosting this prestigious international event in their country." "We are certain that, not only those of us in the African region but, everyone who has the opportunity to attend the conference and visit our unique country will engage in a once-in-a-lifetime experience and be enriched by what we have to offer."

Now, finally ….the time has arrived! Five years is a long time to stay on course, to keep the energy going and to stay positive when many things don't work out. However, I would like to thank the hardworking National Committee and Sub-committee members who worked tirelessly to get us here today.

As I said to you last year in Seoul, I can't promise that the 2007 congress will be bigger and/or better, but I promised that it will be different. However, one thing that we can safely boast about is the fact that this is the largest African contingent (1367 of the 3106 delegates registered by yesterday afternoon) ever to attend a World Library Congress; 1026 of these are South Africans. No conference before 2007 can say this.

I am certain that the participation from African delegates in this conference will add great value to IFLA's aims – offer new and dynamic perspectives – and strengthen our global network of professionals.

The library and information sector in South Africa faces similar challenges like many other countries around the world– it is not high on the agenda of policy/decision makers – it has to compete with for example sports and with South Africa hosting the 2010 Football World cup our opportunities for getting major sponsorships were reduced – so I would like to take this opportunity to acknowledge the generous support for this conference by the Arts and Culture Ministry. Without its support it would have been extremely difficult, maybe even impossible to deliver on our undertaking to IFLA in 2002. But let me hasten to say that other bodies have also provided some support.

Let us engage with one another, connect, form new partnerships, renew and strengthen old ones and move forward with news ideas – it is important that we highlight the critical role that library and information services play in the new information/knowledge society.

Enjoy our great African hospitality and spirit!

Experience our diversity, showcased by the events which we have planned.

I would like to quote again from the letter of support for hosting this conference from the former Minister of Education, Kader Asmal in 2001: "Many of your members (IFLA) would have taken a stand against Apartheid; they will be able to celebrate the pearls of their solidarity." We thank you for that.

The Conference will not be all work. You will be able to relax and enjoy the pleasantly cool evening air on the Durban beachfront at a Beach Party hosted by the Mayor of eThekwini and experience the "cultures of Africa" at a Cultural Gala outside Durban's City Hall hosted by Minister Z Pallo Jordan.

Lastly, thank you for your presence– use this conference to revitalize yourself, enjoy meeting old friends and making new ones, absorb everything you can from the discussions for the benefit of your libraries on your return. Our hope and wish is that this conference will have a lasting impact on libraries in SA and the region for many years to come.

Thank you! Dankie! Siyabonga!

Gcina Mhlophe, famous South African storyteller, also known as the 'Mother of Books', moderated the opening ceremony. Gcina Mhlophe has been writing and performing on stage and screen for the past 24 years. She has written many children's books as well as adult audience poetry and short stories and plays.

'Libraries on the Agenda': Presidential Speech at the Closing Session

Claudia Lux

23 August 2007

Hochverehrte Gäste, meine Damen und Herren, liebe Kolleginnen und Kollegen!

Es ist für mich eine besondere Ehre und große Freude heute das Amt als IFLA-Präsidentin übertragen zu bekommen und ich freue mich auf die gemeinsame und interessante Zeit mit Ihnen. Zu allererst und ganz besonders möchte ich an dieser Stelle allen deutschen Kolleginnen und Kollegen danken, die mich auf dem Weg dahin und in dieser Arbeit immer unterstützt haben und ohne die ich hier heute nicht stehen würde. Mein Dank gilt vor allem der Bundesvereinigung Deutscher Bibliotheksverbände mit ihren Mitgliedsverbänden und ihrer BII „Bibliothek Information International", dem Goethe-Institut und der Deutschen Forschungsgemeinschaft mit ihrer Förderung der IFLA-Arbeit und dem deutschen Auswärtigen Amt mit seiner Unterstützung meiner Presidential Meetings.

Mein Dank gilt nicht zuletzt den Kolleginnen und Kollegen aus meiner eigenen Bibliothek, der Zentral- und Landesbibliothek Berlin, besonders meinen beiden Stellvertreterinnen, für ihre engagierte Hilfe und Motivation.

Claudia Lux, President of IFLA, 2007–2009.

Und ich liebe die überraschende Inspiration, so wie ich sie auch vorgestern von der deutschen Delegation erfahren durfte, als mir diese aufblasbare Weltkugel überreicht wurde. Sie soll mir nicht nur zeigen, wo ich mich gerade aufhalte, sondern hat auch ein Kreuz an der richtigen Stelle, um immer wieder nach Hause zu finden und den Boden der realen Basisarbeit nicht zu verlieren.

Herzlichen Dank! (Deutsch) oder wie wir bei auch IFLA sagen Shukran (Arabisch), Xiexie nimen! (Chinesisch), Merci beaucoup! (Französisch), Muchas Gracias! (Spanisch), Spassibo (Russisch) und Thank you.

It is a great honour for me to address you today as President of IFLA.

Dear colleagues, distinguished guests, honoured dignitaries and friends of IFLA, I would like to express again my sincere appreciation to my predecessor, Alex Byrne, – thank you – and to all those who have contributed to my pre-presidency in many ways. I look forward to a very active and intense two years, during which some of my personal goals for the librarian profession (that libraries will be on the agenda) will become realized not only for myself and for IFLA as a world-wide professional association, but also for many of you and many of our colleagues.

I am overwhelmed and honoured at the trust and confidence placed in me in electing me as President of IFLA. I accept this office in full realization of its responsibilities, expectations, and demands for effective results! Thank you all for your vote of confidence in my leadership for IFLA during the coming two years. It is a great opportunity and a challenge, and with your help and support, I hope to overcome most of the difficulties, dedicate myself to the tasks at hand, and move us as professionals a few steps forward.

The topic I have chosen as focal point for the term of my IFLA presidency, is to enable us all, in as many ways as possible, to place libraries on the agenda!

Whose agenda?

The agendas of our governments at state, regional and local level, the agendas of our leading politicians as a facet of all of their decisions, the agenda of our cultural, economic, and educational institutions, the agenda of our sponsors and donors, the agenda of the institutions in which we serve and in the minds of our constituency down to the individual users, beneficiaries of our outreach services, and even the non-users!

This entails achieving a heightened degree of awareness of the value, services and resources represented by the individual libraries all over the world.

It means enhancing the image of the library as a powerful instrument for education for all, for life-long learning, for freedom of access to information at all levels, for diminishing the digital divide, for the information society in action, for maintaining the ideals of democracy and social equity, and many other desirable values needed to make the world a better place.

Libraries have strong and impressive values to share.

Within the globalization tendencies evident in our daily lives and in all aspects of education, culture, business, economics, and the social structures of the various countries we represent, putting libraries on the agenda means active awareness-raising of not only libraries and the value of their work, but also the importance of the values they manifest.

And, finally, it also involves the empowerment of the librarian – the building of personality structures to enable librarians at all levels to recognize the chances for advocacy and use them effectively to support and achieve these goals.

I firmly believe, that constant and active advocacy is the key to guarantee sustainability and development for libraries and library services at all levels. The International Federation of Library Associations and Institutions is no exception to this.

To support our members in their daily advocacy work, to strengthen free access to information and freedom of expression, to follow up the action lines of the World Summit of the Information Society, especially access to information, and to put into reality what we achieved on paper, we must develop our advocacy capacity in IFLA during the next years.

Therefore it was my great pleasure that on Tuesday evening I could announce the One Million Dollar Grant the Bill & Melinda Gates Foundation has given to IFLA to support our work and I want to express my sincere thanks for this generous support again in this audience.

This is a wonderful start for my presidency and a long wanted achievement of the last Governing Board.

Colleagues, there is nothing an IFLA president can achieve without you, the active members in the library associations and institutions, in our professional groups, sections, divisions and the Governing Board, without you, our partners and suppliers, following us around the globe without you, our sponsors and donors last but not least without you, the staff of our headquarters and its Secretary General.

Full of trust in the possibilities we will create I happily accept to work with you during the next two years as the President of IFLA.

Thank you.

During the Closing Session, outgoing President Alex Byrne (L.) awarded Honorary Fellowship of IFLA to former IFLA President Kay Raseroka

Address to Council, 73rd IFLA General Assembly

Claudia Lux, President of IFLA, 2007–2009

23 August 2007

Dear Colleagues,

I want to address you as your new president and talk about some more aspects of my presidential theme 'Libraries on the Agenda'.

I have chosen my presidential theme 'Libraries on the agenda' to foster the image of libraries worldwide.

To stand up for library and information goals and library advocacy in general has reached professional proportions in some library associations and we can use their knowledge and experience.

In my introduction to the two brainstorming sessions on this topic, last year and this year, I introduced the following focal points for the brainstorming groups – in which many of you have participated. These focal points include:

- What should be the focus of our lobbying and advocacy? Should this be regionally differentiated?
- Which topics are most relevant and promise success for us (as individual libraries, as national associations, and as IFLA)? What aspects should not be forgotten in our plan of action?
- What lobbying and advocacy methods have already proven successful?
- What is the profile of the effective and successful advocator?
- How can individual librarians educate themselves and others to carry out this work? How can they know in which way to make the first contact, to present a plan, to follow up and show the right behaviour, avoid pitfalls and respect cultural diversity in advocacy?

Your input, your experiences in your own countries, cultures, and continents, were imperative for formulating the work of the next two years for my presidential theme, empowering our own profession to speak up for the cause of libraries and the values we represent.

Furthermore, I see three areas of work for placing libraries on the agenda of the governing structures and institutions:

First. What roles do libraries and library associations have for influencing decisions at the regional, national and international levels? – This affects not only decisions, legislation, financial and funding policies, but also fits in dynamically and synergistically in influencing policy standing, viewpoints and decisions in many other countries (i.e., the World Summit on the Information Society, the dynamic influence of cooperation and collaboration among regions, etc.).

Second. What advocacy role do libraries and librarians have at the local and community level? How can libraries reach local and community policy-makers, activate users and form important alliances to achieve local and community goals (which also have impact on governing and decision-making structures at the next levels up in the social and governing structures).

Third. How can libraries play a greater role in universities and other institutional structures and governance of the institutions and institutional constituency they serve, to strengthen access to information through libraries?

As I have mentioned last year in my initial paper for discussion of this presidential topic, libraries need to have a stronger role in the planning, policy-making and policy-enforcing activities of the institutions they are part of.

This means strengthening the trust basis in librarians and libraries, indirectly expanding their scope of influence, and placing the library not only on the institutional agenda, but having it be a driving force behind the institutional agenda, institutional policy and institutional goals. And this includes not only libraries in universities and other educational institutions, special libraries in research, government and other institutions, and even school libraries, but also those libraries for special user groups, for specific media formats, etc.

The last point is inherent in all three of the above points: How can we achieve the empowerment of librarians as social and intellectual leaders, as

personalities capable of convincingly representing these values and presenting solutions to important policy-impacting issues? What is the profile of the successful library advocate? What networks are necessary to support this empowerment?

I see empowerment of librarians the key to sustainability for their libraries, services and the values represented by them. The networks of empowerment can serve to maintain continuity of libraries as cultural strongholds in society and – more importantly – the population of these libraries with empowered librarians who can sustain the high quality of libraries and information services. This key to sustainability and quality enhancement of the profession is my firm belief, and one which I want to dedicate my efforts to furthering awareness of and empowerment of the players in the coming two years!

This advocacy work – placing libraries on the agenda – can draw on the expertise and contributions of each IFLA Section and Core Programme. Each Section has experience in its own area and

we encourage you all to come forth to share this expertise with us in achieving these goals.

What is the overall outcome of this activity over the next two years of my presidency? I would like to see libraries and librarians empowered far beyond their current status today. I would like to see how the influence of the values we represent and the work done in our libraries attains the level of influence it deserves by nature of its importance for our global and local society. And I would like to stand here at the end of these two years and present to you and the professional world the high level of creativity and effectiveness encompassed in this profession and in all of you and your colleagues at home in achieving a more information-aware, information-fair and information-equitable world to live and work in. Please join me in working for the empowerment of librarians and the sustainability of quality libraries and information services.

Thank you very much for your attention and for your support during these next two years.

WLIC Durban, 2007: a personal view

Ian Stringer

I have been asked by the IFLA Public Library Section to do a report on my time at WLIC in Durban, which I was privileged to attend in August 2007. It was my first visit to Africa and proved to be a memorable conference. I travelled with fellow Public Library section committee member John Lake and we were joined by Ayub Khan of the multicultural section for the journey.

Friday 17th August

After about 18 hours flying, we finally arrived in Durban and were immediately warned that there was a good deal of danger in the city and our driver apologized but gave us some sound advice.

The hotel was right on the seafront with inviting beaches. Unfortunately, there was a mix up at the hotel and they had us down as cancelling the previous day (just as we were 35,000 feet above Iraq!). However, John went off to his meeting and I had to wait for over an hour for things to be sorted. As an experienced IFLA officer I knew what to do to pass the time and soon found some fellow IFLA delegates and within 10 minutes we were chatting like old friends. This is for me one of the joys of the conference, the networking. You can walk up to people from any part of the planet, of any religion, age or sex and strike up a meaningful conversation.

Outgoing President Alex Byrne (L.) with keynote speaker Justice Albie Sachs at the opening ceremony.

Saturday 18th August

As a committee member my conference starts a day early and I attended a good Public Library section meeting. This was the last time Torny Kjekstad was chair, she has done an excellent job. We had very positive progress on all our projects.

In the evening, I attended the UK caucus meeting. It's a sign of the strong commitment to international librarianship in the UK that we have enough people to have our own caucus and that we can report on just about every committee. We were privileged to have an address by Alex Byrne, the IFLA President.

Sunday 19th August

Sunday saw the opening ceremony, which was one of the best I've been to and gave us great hope for a good conference. The speech by Albi Sachs was especially moving and inspiring. He told us that in his darkest days in solitary confinement that the only thing that kept him going was the books sent to him weekly by an anonymous librarian at the local public library.

In splendid contrast was the sheer enthusiasm of the various choirs and dancers that got the audience up on their feet.

After the ceremony, I went out to an African craft market with four others, but the information in our guide was wrong and so our taxi driver took us to a local market, which was comparatively safe and we all bought souvenirs, etc. Because of the high risk we had to go everywhere by taxi, fortunately these were very cheap and sometimes we found that four of us were sharing a fare of GBP 1.30 (EUR 2.00).

Later, I attended the opening of the exhibition; this was smaller than previous ones but was very lively and for many of the African delegates a first chance to see Western products. There was a good selection of local food and the atmosphere was great.

Monday 20th August

Monday saw me at a session on Social Inclusion chaired by Alex Byrne and included Aboriginal

and South African viewpoints. In the afternoon, I went to the Bill and Melinda Gates award ceremony. This is an annual library award and sees the recipients get a cheque for USD 1 million. This was won by an Australian outback service, which pleased me as I had been out on a mobile in the outback two months ago and had seen how important the service was to the local community.

Straight from the awards, I attended the beach party. There was an immense police presence, that felt quite oppressive, but once in the beach compound things changed and we had a great event. A local band gave an enthusiastic performance and soon had people of all nationalities dancing together. The catering was excellent and I had a good time meeting up with old friends and colleagues.

Tuesday 21st August

I thoroughly explored the exhibition and got details from some of the stalls especially on MP3 downloads. I spent all of the afternoon at the Libraries Serving the General Public group sessions; I particularly enjoyed a Finnish presentation on dyslexia from the very progressive library at Tampere.

As the evening event had been cancelled, we decided to go to a jazz club advertised in the local guide. Once again, this proved to be wrong and we found ourselves in a bar where we the only white people. However, we were made most welcome and found out that our fellow drinkers were all Zulus and professionals such as lawyers. We had a fascinating night and found out about Zulu life in the 21st century, and what it was like living in a family where your dad has five wives. This custom is now dying out. In the 19th century, it was quite necessary as many of the men were warriors, there was a great death toll, and so the practise of multiple wives enabled the women to be part of a family and thus be looked after.

It was a great pity that the fear of violence prevented us from meeting more of the locals, as we had been able to do in Korea last year.

Wednesday 22nd August

An early breakfast saw us at the ICC by 8.00 a.m. and we sorted out the room for the Libraries Serving the Public joint day. I got two Chinese speakers registered and gave out copies of the

group's newsletter and information sheet. During the lunch hour I staffed the poster session stand for the group whilst John did the lunch time sessions.

My own contribution came at the end of a very long day but I managed to keep interest high and did a little audience participation in the form of some simple origami. So late in the day this was well received by delegates. Our final act was some Indonesian dancing, everyone joined in and as we had hoped all the delegates left on a high.

The evening session at the town hall was a disaster. Security was high and people without their official invitation were not allowed in. Normally at every event someone forgets their ticket (been there, done that) but about 25 percent had failed to realize that instead of the usual ticket for events there was a special letter in the large pile of papers given in the delegates bag. Not a good idea!

For the couple of thousand who did get in it was disappointing to find the promised food was being served out of only four hotdog stands, and even more depressing to find after queuing for 45 minutes right round the hall that all there was to eat was in fact hotdogs and chips. Chips being the vegetarian option!

Many people didn't bother and went home to their hotels. This was a great pity because the music and entertainment by the Durban Divas was excellent, but you couldn't see it because of the food queues. The special buses packed in early and that left us at the mercy of the pirate taxis, one of which charged me twice the usual fare to get home.

Thursday 23rd August

I had opted for a trip to see Pietermaritzburg library and so was up very early to catch the coach from the ICC for the two-hour drive north. As this was an all day trip, this meant missing the closing ceremony, which I have now had to do at the last three conferences. However, it was well worth it, for we stopped en route at Mpumbalanga township library. We were greeted by the local school choir, singing gospel and the school dancers who performed enthusiastically for us. The library was in a very depressed Zulu area but was a shining beacon and was incredibly well cared for. Such was the enthusiasm that the staff and a group of users grew vegetables in the library grounds and sold them to buy books

with the proceeds. 'Beetroots for books' was their slogan.

We were shown round the well-stocked library by the enthusiastic staff and I was particularly impressed with the large print collection, all from England.

Again, in Pietermaritzburg library we were greeted by very enthusiastic staff. The library has just had a makeover, having had a Carnegie grant. It was good to see what a world of difference a big grant can make and by the amount of usage, it was obviously money well spent.

Friday 24th August

I managed to visit a local market with three colleagues, and was made most welcome. Most of the citizens are ever so friendly and really want to make their city a good tourist area; it's just a tiny minority who are living at starvation level who make the city so unsafe.

In the afternoon I attended the Public Library section meeting and we had a very productive meeting under new Chair John Lake.

Saturday 25th August

At last a day out to see the real Africa. We did this in style by taking a three-hour coach ride north to Hluhluwe Game Reserve. We passed through many Zulu villages and saw sugar and eucalyptus plantations. The animals in the game reserve were spectacular, especially the family of white rhinos.

So, despite the problems I felt it was a very successful library conference. It was good to see so many African delegates and I went home feeling I had had the proper African experience.

The 34th General Conference of UNESCO, October 2007: summary report on attendance

Peter Johan Lor

9 November 2007

Edited version of a report prepared by the Secretary General for the President's Information Society Working Group and the Governing Board.

1. Introduction

The General Conference of UNESCO takes place every two years and lasts about three weeks. I attended only the session of the CI (Communication and Information) Commission (formerly known as Commission V) from 26–29 October. This Commission deals with Major Programme V, Communication and Information, which is the programme that is most directly relevant to IFLA. In each of the other four major programmes there are also activities of interest to IFLA, particularly in Major Programme IV (Culture), but resource constraints make it impossible for IFLA to attend

Peter Johan Lor

their sessions as well. This may change once our advocacy unit is in place.

2. UNESCO Documentation

The main documents for the meeting included:

- 34 C/4: Draft Medium-Term Strategy, 2008–2013
- 34 C/5: Draft Programme and Budget, 2008–2009 (in various versions)
- 34 C/6: Recommendations by the Executive Board on the Draft Programme and Budget for 2008–2009

Once the Medium Term Strategy and the Programme and Budget have been approved by the General Conference, final versions will be issued reflecting the decisions made.

To get a general view of the direction in which UNESCO thinks it wants to head, the Draft Medium-Term Strategy (34 C/4) is the most useful document to study. The following overview is derived from it.

3. The Strategic Environment of UNESCO

UNESCO's Medium-Term Strategy is conceived as a 'programme-based approach' which is intended to ensure coherence and which calls for 'intersectoral and interdisciplinary engagement'. The overarching objectives are translated into 14 more concrete 'strategic programme objectives', all but one of which are subsumed under an overarching objective. There is more emphasis in this Medium-Term Strategy on results; hence expected outcomes have been formulated for each strategic programme objectives. They are said to be measurable, but in many cases this is debatable.

The overarching objectives and the corresponding strategic programme objectives are as follows:

Overarching objectives	Strategic programme objectives
Attaining quality education for all	1. Strengthening UNESCO's global lead and coordinating role for EFA and providing support for national leadership in favour of EFA, 2. Fostering quality education for all from access to success in pursuit of sustainable development.
Mobilizing scientific knowledge and science policy for sustainable development	3. Leveraging scientific knowledge for the benefit of the environment and the management of natural resources. 4. Fostering policies and capacity-building in science, technology and innovation, with special emphasis on the basic sciences and energy. 5. Contributing to disaster preparedness and mitigation.
Addressing emerging ethical challenges	6. Promoting principles, practices and ethical norms relevant for scientific and technological development. 7. Enhancing research policy linkages on social transformations in order to contribute to human well-being and greater equality. 8. Monitoring critical emerging ethical and societal issues.
Fostering cultural diversity and intercultural dialogue	9. Strengthening the contribution of culture to sustainable development. 10. Demonstrating the importance of exchange and dialogue among cultures to social cohesion, reconciliation and peace. 11. Sustainably protecting and enhancing cultural heritage.
Building inclusive knowledge societies through information and communication	12. Enhancing universal access to information and knowledge. 13. Fostering pluralistic free and independent media and infostructures.

There is a fourteenth strategic programme objective, which transcends the five overarching objectives, namely "Support to countries in post-conflict and disaster situations in UNESCO's domains".

The UNESCO documentation is full of fine and idealistic statements. There is something for everyone. It is not so clear that UNESCO has the resources to fulfil this 'shopping list' of good intentions.

4. Relevance of UNESCO Strategies for IFLA

Appendix A *[omitted from this published version due to lack of space, but available from IFLA on request – see below. – Ed.]* attempts an analysis of the areas of the Medium-Term Strategy that are of relevance to IFLA. Here only the main points are summarized.

Libraries have a role to play in all areas of UNESCO's competence. Pursuit of all 14 strategic programme objectives implies the use of library and information services. In some of them libraries are barely mentioned, if at all, even though libraries and information services are relevant to the attainment of these objectives. This is generally true of objectives 1 to 8, which happen to fall under the first three overarching objectives:

- *Strategic programme objective 1: Strengthening UNESCO's global lead and coordinating role for EFA and providing support for national leadership in favour of EFA. [EFA = Education for All]*

No mention is made of school libraries or of the role of libraries in literacy.

- *Strategic programme objectives 2: Fostering quality education for all – from access to success in pursuit of sustainable development.*

No mention is made of academic libraries.

- *Strategic programme objective 3: Leveraging scientific knowledge for the benefit of the environment and the management of natural resources.*

No mention is made of research libraries.

- *Strategic programme objective 4: Fostering policies and capacity-building in science, technology and innovation, with special emphasis on the basic sciences and energy.*

In spite of an emphasis on policy development, capacity building, the use of scientific knowledge, and networking, libraries and (open) access to S&T literature are not mentioned.

- *Strategic programme objective 5: Contributing to disaster preparedness and mitigation.*

There is no mention of the potential role for libraries (special libraries in relevant S&T fields, and community libraries in high-risk areas).

- *Strategic programme objective 6: Promoting principles, practices and ethical norms relevant for scientific and technological development.*

This is concerned with ethics of science and technology. Information ethics are dealt with elsewhere.

- *Strategic programme objective 7: Enhancing research policy linkages on social transformations in order to contribute to human well-being and greater equality.*

The linkages have implications for information dissemination, particularly South-South information flows, and knowledge management, not mentioned here.

- *Strategic programme objective 8: Monitoring critical emerging ethical and societal issues.*

The functions and mechanism referred to require knowledge management.

Libraries generally and IFLA specifically are generally more relevant to the remaining strategic programme objectives (9–14), which fall under the last two overarching objectives, Culture, and Communication and Information. In some of these strategic programme objectives libraries are explicitly mentioned, in others they are not.

- *Strategic programme objective 9: Strengthening the contribution of culture to sustainable development.*

Here matters such as cultural and linguistic diversity in education and training and culturally sensitive HIV/AIDS education call to mind various FAIFE and ALP projects. In the context of "capacity building to create, preserve and provide access to diverse cultural contents" the Memory of the World programme is mentioned. Several IFLA activities, including the Preservation and Conservation core activity (PAC), the work of the Library Services to Multicultural Communities Section, and IFLA's involvement in the Memory of the World (MoW) programme and the World Digital Library are relevant here. The development of cultural industries also features here. IFLA has a relationship with the Major Programme for Culture in respect of the annual World Book Capital award and in respect of copyright matters.

- *Strategic programme objective 10: Demonstrating the importance of exchange and dialogue among cultures to social cohesion, reconciliation and peace.*

"Dialogue among civilizations, cultures and peoples, including interfaith dialogue" is relevant to FAIFE, and it is noteworthy that UNESCO singles out the Arab world as one of the priority regions where intercultural dialogue should be promoted. UNESCO's intention to "promote the creation, dissemination, preservation and utilization of information and knowledge in all its fields of competence" is relevant to IFLA more generally.

- *Strategic programme objective 11: Sustainably protecting and enhancing cultural heritage.*

Mention is made of immovable heritage, and movable cultural property, and intangible cultural heritage, but the focus appears to be entirely on museums, and neither libraries nor archives are mentioned. This imbalance is probably due to insufficient intersectoral consultation – in spite of its professed importance. (Traditionally in UNESCO museums 'fall under' the Culture programme and libraries and archives 'fall under' Communication and Information.) There is no mention of UNESCO's responsibility for the 1954

Hague Convention on the Protection of Cultural Property in times of Armed Conflict or of the Blue Shield and the International Committee for the Blue Shield (ICBS) of which IFLA is a founder member.

- *Strategic programme objective 12: Enhancing universal access to information and knowledge.*

This objective is the most relevant to IFLA. UNESCO's stated objectives to "consolidate and put into practice its concept of knowledge societies that are pluralistic, equitable, open and participatory" and to ensure "broader access to scientific and technical knowledge" are highly relevant to the work of CLM and ALP, while emphasis on the ethical and societal aspects of knowledge societies is relevant to FAIFE. The Information for All Programme (IFAP) is here and a number of themes are listed which are highly relevant to IFLA. These include freedom of expression and the right to information (seen largely in the context of the mass media and community media while the roles of libraries and archives are overlooked); building the capacity of information professionals. Enhancing the capacities of information users is mentioned, but the corollary, information literacy, is not. The aim of enabling information and communication professionals to uphold high ethical and professional standards is highly relevant to IFLA, particularly to FAIFE, but perhaps IFLA needs to create some structure to look at ethical principles and deontology other than the information freedoms in a more focussed way. Enabling marginalized and disadvantaged groups "to benefit from inclusive information and communication processes" focuses on community media, rather than on libraries. IFLA is doing relevant work in this area, inter alia through the sections for Libraries for the Blind and Library Services to Multicultural Populations. Promoting diversity of information sources in all languages and contributing to multilingualism in cyberspace is a theme that pervades much of IFLA's work. Here again the question arises whether we do not need a group to work on these issues in a more focussed way. Generally it is disappointing that the role of libraries appears to be largely overlooked in the presentation of this strategic objective.

- *Strategic programme objective 13: Fostering pluralistic free and independent media and infostructures.*

Here the emphasis seems to be very much on mass media and press freedom, but the theme of mutual understanding and tolerance and the need to promote diversity of content is also referred to. Library and information services are specifically referred to in the context of "establishing infostructures, including the promotion of library and information services, with a focus on building digital libraries and the role of archives and records management services" in the interests of democratic practices. While it is gratifying to see specific reference to libraries and information services, it must be noted that UNESCO's focus is very much on the more glamorous development of *digital* libraries. Conventional libraries do not rate much mention.

- *Strategic programme objective 14: Support to countries in post-conflict and disaster situations in UNESCO's domains.*

IFLA's policy (the Reconstruction and Development Partnership, RDP) refers to a concept mainly involving ALP and PAC on IFLA's side, as well as external partners. While PAC plays a valuable role in promoting disaster prevention and preparedness in libraries, our capacity to respond to requests is woefully inadequate. This suggests that IFLA should work more closely with UNESCO, making its expertise available in line with UNESCO's emphasis "on upstream policy advice and capacity building to restore access to quality services", rather than trying to raise funds for reconstruction. IFLA should revisit its RDP strategy with a view to aligning it more closely with that of UNESCO, but this would only be sensible if UNESCO itself can develop a clearer vision of this work (as distinct from fine rhetoric). Therefore IFLA should continue lobbying UNESCO to take the 1954 Hague Convention on the Protection of Cultural Property and the Blue Shield initiative more seriously. It would help if there were some coordination between the Culture sector (which is responsible for the Hague Convention) and the CI sector.

Generally it is disappointing that not much is said in the Medium-Term Strategy about libraries as central agencies in the coming knowledge societies. When libraries are mentioned, it is often incidentally. The only time libraries generate any sort of excitement is when digital libraries are mentioned. This is underlined by a recommendation of UNESCO's Executive Board on the draft programme and budget of Major Programme V (Communication and Information) for 2008–2009, as set out in document 34 C/6, *Recommendations by the Executive Board on the*

draft programme and budget for 2008–2009. The recommendation is to reduce the 'main lines of action' of this Major Programme from six to four, thereby making libraries and archives even less visible in the biennial programme.

There is also not much about open access. Generally, in spite of a declared intention to follow up the WSIS action lines for which UNESCO has assumed ownership, the strategic programme objectives show little evidence of serious engagement with these action lines.

5. The Meetings of Commission V: Communication and Information

Almost all of the talking was done by the governmental delegations. The speeches were predictably repetitive. There were very few interventions by Civil Society (seven or eight in all over three days). However, the President of the Commission was quite prepared to allow Civil Society representatives to speak. I was able to make two interventions, one on the second day (Appendix B) and the other on the third (Appendix C).

5.1 Friday 26 October

Laurence Zwimpfer (New Zealand) was elected as Rapporteur. The Assistant Director-General for Communication and Information, Mr Abdul Waheed Khan gave a wide-ranging speech.

5.1.1 Address by Mr Abdul Waheed Khan

Referring to the Millennium Development Goals (MDGs) he stated that, of the eight, numbers 1, 2 and 3 are most relevant to UNESCO, but knowledge cuts across all of them. Information and knowledge are central to achieving all the MDGs. Knowledge has been the key to evolution from agricultural to industrial to knowledge societies. He emphasized four pillars of knowledge societies:

- Knowledge creation
- Knowledge preservation
- Knowledge dissemination
- Knowledge utilization

In knowledge societies the principles of pluralism, human rights and human needs are basic. Currently there is an explosion of innovative IT devices. But the flip-side is a growing knowledge divide (which coincides with the 'digital divide'). Limited access to knowledge gives rise to poverty, marginalization and exclusion. He spoke of the advent of Web 2.0. It will lead to a highly decentralized society but will foster creativity and productivity and make possible individual content creation. Already we see the emergence of 'citizen's media', new collective media, and multi-platform delivery systems. Typical manifestations are the Wikipedia and tools of social networking – e.g. blogs, YouTube, Second Life. All this can foster participation in democracy, but fundamental freedoms are threatened and new security issues have emerged.

UNESCO is the only UN agency that has a major programme devoted to communication and information. It has 60 years' experience in international standard setting, a long-term human rights based approach, and a dedicated entity (CI) with experienced professional staff. UNESCO's involvement in WSIS has had useful results for UNESCO, which has obtained a leading role in follow-up work (6 of 11 action lines), has gained visibility, has mobilized partners, and has achieved recognition of the concept of knowledge societies, thereby shifting the debate from technology to human and social dimension.

Mr Khan emphasized:

- freedom of expression as essential to good governance and development (hence UNESCO's role in providing assistance to media in conflict and post-conflict areas and promoting independent media)
- universal access to information and to enhancing access; information for all includes promoting information literacy
- harnessing ICTs for improving access to persons with disabilities
- universal preservation: ensuring preservation through creating awareness (referring to the Memory of the World); this includes preservation of both digital and analogue content
- ICT for education, science and culture: Major Programme V serves all areas of UNESCO by activities relating to ICT competency standards and national ICT capacity building, content creation centres, watch on low-cost portable learning devices, the open training platform (OTP) concept, repositories of high quality open multilingual resources, the World Digital Library, communication for development, capacity building in science communication and fostering independent media

Major Programme V has two intergovernmental councils: IFAP (Information for All Programme) and IPDC (International Programme for Development Communication). Something unique for UNESCO is the very active partnership with civil society and the private sector.

5.1.2 Reports on IPDC and IFAP

Two reports were presented: on the International Programme for the Development of Communication (IPDC) (34 C/REP 15) and the Information for All Programme (IFAP) (34 C/REP 16). They were presented in two parts: the report of the Director General (presented by Mr Khan) and the report from the chairs of the respective intergovernmental councils.

Mr Khan presented the first part of the IFAP report. He referred to three priority areas:

- Promoting information literacy
- Strengthening awareness of preservation
- Information ethics

IFAP also wants to improve its visibility and financial resources. Referring to the recent IFAP evaluation, Mr Khan stated that there were a few positive points but the evaluation raised some critical issues. The Secretariat agrees with the report that effectiveness could be improved, and a strategic planning exercise has been set in motion for IFAP, for submission to the Executive Board (EB) in spring 2008 after the 5th session of the IFAP Council.

Laurence Zwimpfer reported on IFAP Council. (Second part of 34 C/REP/16). He referred to the report from the Director General (document 34 C/REP/16 addendum), and mentioned a number of criticisms. Given its existing resources and structural limitations, IFAP has not been able to engage effectively with many of the new entities that have emerged since WSIS. The question arose: should IFAP be shut down? However, there are also some positive points. IFAP does provide a platform for UNESCO to work on Information Societies issues, etc. There is also a clear need for such a programme, as shown by the large number of requests for project grants. IFAP is a cornerstone for UNESCO and the UN system in addressing the multiple issues arising from information and knowledge society development. There is a need for a fresh look at IFAP. Hence in September the Bureau of the Intergovernmental Council for IFAP

started on the process of developing a strategic plan, responding to a request from the Executive Board of UNESCO for a results oriented plan.

Some ideas have emerged in the meantime:

- IFAP should not be called a programme – this causes confusion, and in any case IFAP does not have a mandate or resources to run a 'programme'.
- Should it be an outcome?
- Do we need a 26-country intergovernmental council?
- We must awake the sleeping giant: IFAP has not been able to mobilize Members States. Three days of meetings every two years are not enough input for such a rapidly developing field. Member States on IFAP Council must actively promote it.
- We need something concrete to translate IFAP into a concrete reality: the **library** could become the channel for IFAP – since there are very exciting future opportunities as exemplified by the announcement of the World Digital Library as a joint project of UNESCO and the Library of Congress, in the previous week.

The IFAP Bureau has set up an on-line discussion forum, for discussion inter alia of its strategic plan (http://www.unesco.org/cgi-bin/webworld/portalsforum/gforum.cgi?forum=19;).

5.1.3 First debate

The reports were followed by comments from representatives of member states. This was followed by the first formal debate, on the Medium Term Strategy (MTS) for 2008–2013. The MTS was introduced by Mme Saidou-Djermakoye, a representative of the Bureau for Strategic Planning (BSP). She pointed to a new emphasis on intersectoral and interdisciplinary approaches. Another innovation is concentration on two priorities: Africa and gender. The document is not cast in concrete but can be amended by the General Conference.

Over 30 countries took place in the debate, each being given four minutes. There was much repetition. The following appeared to be the main recurring themes:

- The approach of the draft Medium-Term Strategy: too internally focuses; uses language that is too complicated

- The WSIS action lines: the MTS is not explicit enough about how UNESCO must engage with the Geneva action lines
- Safety of journalists: raised by a number of countries, especially Nordic and West
- The concept of 'open and inclusive knowledge societies' was supported. It implies freedom of expression and freedom of access to information, and human rights more generally
- Freedom of the media: democratic and pluralistic media: this led to something of a diplomatic tussle, with Zimbabwe objecting to the proposed role of UNESCO as an advocate for open media. Zimbabwe thinks every country should regulate its own media without outside interference. Cuban objections were better camouflaged. The Cuban delegate called for more disciplined and ethical media and referred to international imbalances in the ownership and control of media, which inhibit pluralism.
- Preservation of information: several delegations asked for more emphasis on preservation. The Memory of the World programme was referred to a number of times
- IFAP: support for its continuation but also a few critical voices
- General support for making women and Africa priorities
- A number of delegations (New Zealand, Nigeria, Denmark) mentioned the important role of libraries and librarians in knowledge societies. Denmark asked for more emphasis on libraries in IFAP, to focus on library functions in the broad sense.

Two NGOs made interventions: IFIP (International Federation for Information Processing) spoke about its collaboration with UNESCO. The Internet Society spoke in favour of an open Internet with universal access.

The debate was concluded by responses from Mme Saidou and Mr Khan, who emphasized interdisciplinarity and multisectorality and UNESCO's commitment to freedom of expression.

5.1.4 Second debate

The second debate was on the budget for 2008–2009 (document 34 C/5, version 2, vol. 1 & 2 and Corrigendum, also 34 C/6 with its addendum, 34 C/8 and a large number of other documents). This debate was continued on Saturday 27 October.

Mme Saidou did a brief introduction. The draft programme and budget for 2008–2009 is the first phase of the MTS. It has been somewhat simplified in comparison with the previous years. The original budget had to be reduced by a certain percentage (approx. 5.5 percent) and was then considered by the Executive Board (EB) giving rise to document 34 C/6 Addendum – the working document for the session.

Mr Khan introduced the programme. A number of layers have been removed, to concentrate more on key goals. Major Programme V has two 'biennial sectoral priorities': (1) Fostering free, independent and pluralistic communication and universal access to information, and (2) promoting innovative applications of ICTs for sustainable development. The CI Programme by its very nature is intersectoral and has a multiplier effect for UNESCO as a whole. The original six main lines of action (MLAs) were reduced to four by the EB:

- Promoting an enabling environment for freedom of expression and freedom of information
- Fostering universal access to information and development of infostructures
- Promoting the development of free, independent and pluralistic media and community participation in sustainable development through community media
- Strengthening the role of communication and information in fostering mutual understanding, peace and reconciliation, particularly in conflict and post-conflict areas.

Mr Khan stated that his Programme has made a big contribution to the 'Intersectoral platforms' by committing a much larger part of its budget (c. 25 percent) to these than any other programme. He expressed the hope that the other major programmes would follow suit.

In the debate that followed many of the themes of Debate 1 were repeated. In addition there were some more specific comments. The reduction of the number of 'main lines of action' from six to four was applauded by some countries (e.g. Norway, South Korea) and deplored by others (e.g. Germany, Canada). Canada expressed concern about the impact of this step on libraries and archives, since they were in main line of action 5, which was scrapped. Austria and Tanzania regretted the termination of projects for the development of local content and information standards and tools such as CDS/ISIS and Greenstone.

More delegates raised the issue of libraries and (not quite as often) archives. Norway mentioned IFLA and spoke about IFLA's Multicultural Library Manifesto, which is being submitted to UNESCO for endorsement. New Zealand stated that the role of libraries should be enhanced and that they should have a responsibility for developing information literate citizens. Italy made an interesting statement, saying that assessing the trustworthiness of information is a major problem today. Libraries and archives should be formally recognized as trustworthy custodians of information. On preservation, Italy stated that the Memory of the World (MoW) is not a good enough response to the preservation problem. Adding 'jewels' to MoW does not do enough for preservation. The scope of the MoW register should be broadened to identity information that is not being cared for, although it should be. MoW should also support research, especially in countries that do not have the resources to do it. It is time to think of an international convention on preservation of digital and analogue information. Denmark mentioned IFLA as an important partner for UNESCO. Uganda (whose representative, Gertrude Mulindwa, is Director of that country's national library) made a strong statement on the importance of using existing structures such as libraries and archives to bring information within reach of the general public, since they are the most sustainable facilities to provide information services. Iran, Belarus, Sweden, Latvia, the Netherlands, Denmark, Canada, Zambia and Gabon also mentioned libraries, although in some cases the emphasis was more on digital than conventional libraries.

A number of delegates expressed concern that an increasing part of the budget is being spent at regional centres (as part of a decentralization effort), fearing that capacity in UNESCO headquarters is being depleted.

Zimbabwe's delegate took up the cudgels again for state control of public broadcasting. Linguistic diversity, scientific and technical information, distance learning, the struggle against corruption and community radio were other topics raised.

5.2 Saturday 27 October

5.2.1 Establishment of a specialist centre in Bahrain

Debate 5, a discussion on Item 5.6, 'Establishment of Category 2 centres under the auspices of UNESCO: the establishment of a regional centre for information and communication technology in Manama, Kingdom of Bahrain', was brought forward. The proposal was adopted.

5.2.2 Continuation of Debate 2

Debate 2 was continued. At the end I was allowed four minutes to speak about IFLA (see Appendix B). I started by citing some figures from a study by OCLC on the numbers of libraries, librarians, registered library users, and world annual expenditure on libraries, before relating IFLA activities to main lines of action 1 and 2. After the debate a good number of delegates approached me and mentioned that the library statistics had been a real eye-opener.

The debate was concluded with a very pertinent and diplomatic response from Mr Khan, who is optimistic that IFAP can be turned around. He also stated that UNESCO has taken up a big role in WSIS, but the danger is that UNESCO does not have the resources to play the role. The budget cutbacks have been noticed, and they hurt, which is a sign that the Programme matters: Three areas were cut:

- Local content – UNESCO wants to tackle this in a different way, by investing in capacity building so that people on the ground are empowered to develop content themselves
- Direct financing of professional associations involved in promoting good governance – but networking will continue.
- Information Management tools – but this does not mean that UNESCO has reduced its commitment to Open Source Software

On decentralization he stated that there is empirical evidence that this improves UNESCO's impact. The Sector V is actively involved everywhere that UN clusters have been set up. Responding to comments on libraries and archives he assured the meeting that they are active partners of IFLA, and that it is a flourishing partnership. Libraries are central to UNESCO and UNESCO will continue to work with them to promote them as sources of information for the people. He referred also to the World Digital Library and to MoW which he described as a very important programme.

5.2.3 Meeting of IFAP committees

On Saturday afternoon 13:30–15:00 an informal and somewhat impromptu meeting of IFAP

national committees was convened by Mr Zwimpfer, who specifically invited me to attend. Mr Khan referred again to the IFAP evaluation. Negative comments are to be expected and are in fact very valuable. The IFAP Committees can be a resource for IFAP. A number of country reports were given, one from each region. The IFAP Committees are a mixed bag, differing in status and degree of activity. A few are very active, others exist only in name. In some countries they are superfluous as existing committees (e.g. sub-committees of national UNESCO commissions) already occupy the field. In others the national IFAP committee is a useful advisory body, organizes policy forums or exercises oversight functions. In New Zealand the question has arisen, since there is no MoW committee, whether IFAP should take on this responsibility. The delegate from the USA was unaware that national IFAP committees existed.

After the discussion Misako Ito gave a demonstration of IFAP tools available on the UNESCO website.

5.3 Monday 28 October

5.3.1 Draft Programme and Budget for 2008–2009

This session was devoted to the consideration and adoption of the Draft Programme and Budget for 2008–2009 (34 C/5 2nd version), leading to a paragraph-by-paragraph discussion of the proposals for amendments (draft resolutions, DR documents) proposed by the various delegations and the DG's responses to these. Lots of documents were under discussion, which proved confusing, even to government delegates.

There were protracted debates between Cuba and Venezuela on the one hand and Western countries on the other on issues of press freedom and concentration of media ownership. A number of amendments to the Draft Programme and Budget were proposed and discussed. Some examples:

- Amendment 34 C/DR.53* from Egypt concerns IFAP and the Memory of the World, with the suggestion that national IFAP committees should be involved in the formulating of national information policy frameworks.
- Amendment 34 C/DR.13*: from Iran wanted to add the word 'manuscripts' and proposed a sub-regional training workshop for librarians and archivists in identifying exceptional manuscripts.

- Amendment 34 C/DR.32* from Cuba, adding a rider on the exercise of states' own sovereignty and 'responsible media' – another shot in the battle between Cuba and the western delegations. But the issue was defused by clever footwork by Mr Khan, whose clarification satisfied the Cuban delegation. Iran wanted to add 'cultural' standards, but it was unclear what this would imply, since cultures vary in the countries of the word.

The budget for Major Programme V for 2008–2009 was adopted as amended.

5.3.2 Reports by member states on implementation of certain recommendations

This concerned the first consolidated report to the General Conference on the measures taken by the member states for the implementation of the Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace (adopted in 2003). Document 34 C/23.

The EB had prepared a draft resolution to the General Conference. A debate followed, largely congratulations on the report and flowery statements in favour of multilingualism and universal access to cyberspace. Germany commented on the low response rate – only 23 states reported in time. The USA supported the principle of wide access to ICTs, but stated that it is difficult to predict how they will affect the principles of cultural and linguistic diversity; the USA would not like these principles to be used as a smokescreen for protectionism.

After a response by Mr Khan, emphasizing the importance of multilingualism and universal access, the resolution was adopted.

5.3.3 Draft programme and budget for 2010–2011

By now we were running out of time for a discussion of the last point, the Draft Programme and Budget for 2010–2011, therefore the meeting resumed at 15:30. There was relatively little discussion. Most delegations thought that the structure adopted for the C/5 document for the period 2008–2009 should be continued, albeit in a more disciplined and focussed manner. No delegation ventured to comment on the DG's questions on the funding of the programme for 2010–2011.

A number of NGOs made interventions. I spoke again on behalf of IFLA (Appendix C). I stated that IFLA supports the basic structure of the 35 C/5 document and particularly the principles of intersectorality, interdisciplinarity and problem-based approaches that are referred to in document 34 C/7, as libraries serve users across all disciplines. I pointed out that multiculturalism is an import-ant strategic theme for both the Culture and the CI sectors and in this context, as an example of IFLA's work, I spoke briefly about the IFLA Multicultural Library Manifesto.

The other NGOs that took the floor were the International Association of Sound and Audio-visual Archives (IASA), the International Fellow-ship for Reconciliation and the International Federation of Trade Unions.

6. Conclusion

The antepenultimate section of document 34 C/4 refers to "constituencies, partners and partner-ships" and makes specific mention of strength-ening UNESCO's interaction with civil society, particularly NGOs in a "genuine 'culture of par-tnerships'" (p.34). This holds out some hope for IFLA's relationship with UNESCO. In our field of work there has been a period of 'UNESCO pes-simism', partly engendered by UNESCO itself with the constant refrain of 'UNESCO has no money'. The low profile of libraries in the docu-ments prepared for this General Conference suggests we may have reached a decision point: either seek partnerships elsewhere or to engage more seriously and intensively with UNESCO in an attempt to exert more influence. The second option implies active participation in the post-WSIS follow-up work, concentrating on the Geneva action lines for which UNESCO has assumed responsibility, and more active par-ticipation in the IFAP Intergovernmental Council and Bureau, which under Mr Zwimpfer's leader-ship have proved to be very open to inputs from Civil Society.

A positive finding was that many delegations referred to libraries and expressed concern that libraries and archives were being neglected by UNESCO. Several also referred specifically to the role of IFLA. I got the impression that IFLA is known to and respected by a good number of delegates. While UNESCO may sometimes be a frustrating partner because of its bureaucracy

and inertia, and while the Organisation may lack resources and capacity, it does offer a platform from which IFLA can communicate with a wide range of parties.

APPENDIX A:
Analysis of UNESCO's Strategic Programme Objectives from IFLA's Perspective

This Appendix, which provides a more detailed analysis of the points covered in Section 4 above, has had to be omitted from this published version due to lack of space. Copies are available on request from: Peter Lor, Secretary General, International Federation of Library Associations and Institutions (IFLA), POB 95312, 2509CH, The Hague, Netherlands. Tel. +31 (70) 314-0884. Fax: +31 (70) 383-4827. E-mail: Peter.Lor@IFLA.nl

APPENDIX B:
Intervention made on 10 October 2007 at the Meeting of the CI Commission during the UNESCO General Conference 2007

Mr. President, thank you for giving me this oppor-tunity to speak.

I speak on behalf of the International Federation of Library Associations and Institutions (IFLA), the global voice of libraries. Allow me to quantify what that implies. According to statistics collated in 2003 by OCLC Inc., world-wide there are ap-proximately 690.000 librarians working in one million libraries and serving 1,1 billion library users, or about one sixth of the world's population. Library collections together amount to around 16 billion books of all kinds and an ever-expanding range of networked digital resources (e-books, e-journals, databases, websites, blogs etc.). The world's library collections have a combined value estimated at around USD 720 billion, and the an-nual expenditure of the world's libraries is esti-mated at around USD 31 billion.

Libraries therefore are a significant economic sector, not to mention their role in the dissemin-ation and delivery of information to the peoples of the world.

There is hardly a sector of UNESCO to which libraries are not relevant, but my remarks relate

in particular to two of the four main lines of action of Major Programme V, Communication and Information:

Main line of action 1: Promoting an enabling environment for freedom of expression and freedom of information.

Libraries complement the mass media and promote democratic participation by making available – over a longer term – a wide range of information reflecting multiple points of view.

Main line of action 2: Fostering universal access to information and the development of infrastructures.

Librarians play a major role in developing information literacy, which is a precondition for effective use of information. Also, the figures I have cited illustrate that libraries form an important component of the world-wide infostructure. Here I would add that the infostructure should not only be visualized in terms of modern ICTs. While IFLA plays an active role in the development of digital libraries, including the World Digital Library which was launched ten days ago, we would plead that the potential of more conventional libraries, many of which are developing into hybrid (digital and analogue) libraries, should not be overlooked, particularly in less affluent countries. Finally, I am happy to note that the role of libraries in long-term preservation of information resources of all kinds (analogue and digital) has been recognized by so many delegations, and I wish to express my appreciation for the view expressed by Italy on the Memory of the World programme. This programme, while it has an exemplary value, only touches the tip of the preservation iceberg. Much more work is needed, and we will continue our partnership with UNESCO in this and other fields of work.

Thank you.

Peter Johan Lor, Secretary General, IFLA

APPENDIX C:
Intervention made on 28 October 2007

Mr. President

Thank you for allowing me to speak again on behalf of the International Federation of Library Associations and Institutions (IFLA).

IFLA supports the basic structure of the 35 C/5 document and particularly the principles of intersectorality, interdisciplinarity and problem-based approaches that are referred to in document 34 C/7, as libraries serve users across all disciplines. IFLA has a particular interest in the areas of overlap between the Culture and CI sectors. Here I would mention the development of cultural industries (including creating a culture of reading), preservation of documentary heritage (including the International Committee of the Blue Shield, which is in dire need of greater support), and the promotion of intercultural dialogue. We hope that these areas of inter-sectorial work involving libraries will be more explicitly reflected in future programmes and budgets.

Multiculturalism is an important strategic theme for both the Culture and the CI sectors and in this context, as an example of our work, I would like to refer to the IFLA Multicultural Library Manifesto, which sets out principles for the work of libraries in ensuring cultural and linguistic diversity in their services to multicultural populations. This Manifesto is intended to complement the existing IFLA/UNESCO manifestos for public and school libraries. Both of these manifestos have been formally endorsed by UNESCO and have been widely disseminated in almost 40 languages worldwide. It is our hope that UNESCO will also endorse the Multicultural Library Manifesto and to this end IFLA is preparing to submit the document to the next meeting of the Intergovernmental Council on the Information for All Programme, where we hope that it will receive the Council's support.

Peter Johan Lor, Secretary General, IFLA

NEWS

Policies and Plans

Joint Statement of IFLA and ICA on the Security of the Iraq National Library and Archives

The International Federation of Library Associations and Institutions (IFLA) and the International Council on Archives (ICA) note with grave concern reports from Dr Saad Eskander, the Director of the Iraq National Library and Archive (INLA) in Baghdad, that on 8 August 2007 members of the Iraqi National Guard forced entry and occupied the premises of the Iraq National Library and Archive in Baghdad. This follows an earlier incident in which a US military patrol entered INLA's main building without the Director's permission.

Dr Eskander advises that these actions put at risk INLA's staff, its building and its library and archival collections. He also advises that these actions are a violation of the instructions of the Iraq Council of Ministers, which clearly assert that Iraqi security and armed forces cannot enter any state-run institution without prior approval of the government and the responsible authorities.

IFLA and ICA deplore any action that might further compromise the security of the INLA and the safety and well-being of its collections and staff and draw attention to the good progress being achieved under the most difficult of circumstances by Dr Eskander and his staff in the reconstruction of the INLA following the serious losses suffered in 2003. IFLA and ICA express professional solidarity with Dr Eskander and his staff and call upon the Government of Iraq and the appropriate military authorities to respect the integrity of this important cultural institution.

Peter Johan Lor, Secretary General, IFLA, The Hague

Joan van Albada, Secretary General, ICA, Paris

10 August 2007

Appendix: Text of Message sent by Dr Eskander

Dear ...

I hope this message finds well.

I would like to inform you that the unruly national guards are continuing their aggression against the INLA and its staff.

This morning, (8 August), a group of Iraqi national guards has broken into the National Library and Archive's main building.

By this action, the national guards have violated the instructions of the Council of Ministers, which clearly assert that Iraqi security and armed forces cannot enter any state-run institution without a prior approval of the government and the concerned authorities.

The national guards took their action without consulting or asking me; they simply entered the building by force. As the government declared 4-day curfew period, I was not able to go to the INLA to be with the INLA's guards, who did not know what to do. Therefore, I talked to the commander of the national guards by phone, asking him politely to leave the building immediately. He refused to consider the idea of evacuating the building, claiming that he had orders from his superiors and the Americans to occupy the INLA. He justified his action by claiming that the national guards wanted to protect Shi'i visitors of the holy shrines of al-Kadhimiyah, which is 30 km away from the INLA!!

I would also like to draw your attention to the fact on Monday (6 August), a US military patrol entered the INLA's main building without my permission. The commander of the patrol interrogated the INLA's guards and ordered them to show their IDs. Please note, this was not the first time in which US patrols entered the INLA without my permission. In July, US soldiers entered the INLA three times. It seems clear to me that the actions of US soldiers' have encouraged Iraqi national guards to do the same, i.e. entering and then occupying the building by force.

By the way, US army units and the national guards have their own bases in the same old building of the Ministry of Defense, where they coordinate their security efforts. The old building of the Ministry of Defense is just opposite the INLA.

I contacted US authorities In Baghdad indirectly, hoping to stop the violations and the unlawful actions of both US soldiers and

Iraqi national guards against the INLA and its staff. They showed no interest whatsoever.

As you and others are fully aware, my staff and I have spent a lot of time and efforts on the reconstruction of the INLA, after it was destroyed in mid-April 2003. The reckless actions of US Army and the Iraqi National Guards will put the INLA's staff and library and archival collections in real danger. I hold both US Army and the Iraqi National Guards responsible for all future material damages, cultural losses and human casualties.

I need your support and that of your colleagues.

I will ask some of my friends in Europe to support us whatever the means.

I will not cease my efforts to expose the wrong doings of the national guards and those who are behind them.

As Ever
Saad Eskander

From IFLA Headquarters

Governing Board

The following members of the Governing Board ended their terms of office during the World Library and Information Congress in Durban:

Alex Byrne, President
Nancy Bolt
Gwynneth Evans
Keith Michael Fiels
Isabel Franca
Adolfo Rodriguez Gallardo
Sang-wan Han
Vinyet Panyella
Shawky Salem
Donna Scheeder
Gary Strong
Edward Swanson
Barbara Tillett
Tiiu Valm
Jacinta Were

On behalf of the new Governing Board we would like to sincerely thank these outgoing members of the previous Board, for their dedication and commitment to the cause of IFLA and their willingness to offer their services to our Federation.

The names of newly-elected Governing Board members were announced in the News section of *IFLA Journal,* Vol. 33, no. 3, October 2007.

Sjoerd Koopman (Mr), Co-ordinator of Professional Activities, IFLA Headquarters, PO Box 95312, 2509 CH The Hague, Netherlands.

Tel. +31-70-3140884. Fax: +31-70-3834827. E-mail: sjoerd.koopman@ifla.org. Website: www.ifla.org

Secretary General of IFLA

In September 2007, IFLA invited applications for the position of Secretary General to succeed the current Secretary General, who retires in September 2008. The Secretary General is IFLA's Chief Executive Officer and Head of the IFLA Secretariat based in The Hague, Netherlands. Applications were invited by the end of October and interviews were to take place in The Hague on 30 November 2007. The name of the successful candidate, who will be expected to begin work for IFLA in June or July 2008, will be announced in the next issue of IFLA Journal.

New IFLA Offices

Four new IFLA offices were formally established during the IFLA World Library and Information Congress in Durban: three in Africa and one in Russia.

After IFLA's Regional Office for Africa had been hosted by the University Library of Dakar, Senegal, for some 20 years, it was closed at the end of 2006. After a call for interest among African members and consultation of IFLA's Africa Section's Standing Committee, the Library of the University of South Africa (UNISA) at Pretoria was selected to succeed Dakar.

In 2006 IFLA's Governing Board had decided to add Arabic and Chinese to the existing group of working languages (English, French, German, Russian, and Spanish). In conjunction with this development the Board approved a plan to start searches for host institutions for a number of Language Centres. The main role for these centres would have to be reaching out to language communities that could not be reached with the existing language infrastructure (with a predominant position of English). Information dissemination by means of translations of IFLA documents, announcements and procedures (elections) would have to go hand in hand with membership recruitment.

IFLA Regional Office for Africa

The IFLA Office at the Library of the University of South Africa (UNISA) in Pretoria can be seen as permanent representative of IFLA/HQ in Africa and has as its duties to promote IFLA, support IFLA's Africa Section and liaise with IFLA Headquarters.

Among the priorities of the Office are:

- Active membership recruitment. This will be conducted with the help of national or other association members and/or national

libraries. Professional institutions and associations in Africa will be actively encouraged to join IFLA.

- Co-organizing regional IFLA events. These will be co-organized with IFLA/HQ, the Africa Section and/or other IFLA professional units (Sections and Core Activities). This activity includes seeking sources for funding of IFLA projects.
- Disseminating information about IFLA within the region.
- Contributing to more effective communication both within the African professional communities and with IFLA Headquarters and other professional IFLA bodies involved.
- Representing IFLA in the African professional community, in a pursuit to make IFLA more visible, promoting IFLA goals, principles and core values.

For further information about the Office and its activities please contact: Dr. Buhle Mbambo-Thata, Director of Library Services UNISA, Pretoria, South Africa. E-mail mbambtb@unisa.ac.za

IFLA French Language Centre for Africa

The Bibliothèque Centrale Université Cheikh Anta Diop in Dakar (BCUCAD) has been designated as the IFLA French Language Centre for Africa. It can now be seen as a permanent representative of IFLA Headquarters for the French speaking African community, as well as the other way around: it is hoped that IFLA Headquarters will thus get better access to French speaking library and information professionals in Africa.

The IFLA French Language Centre has as its duties to promote IFLA, support IFLA's Africa Section and liaise with IFLA Headquarters. Among the priorities of the Centre are:

- Active membership recruitment. This will be conducted with the help of national or other

association members and/or national libraries. Institutions and associations (including specialist and state associations) within the French language community should be actively encouraged to join IFLA – parties will agree on target numbers for the years covered by this agreement.
- Co-organizing regional IFLA events. These will be co-organized with IFLA Headquarters, and/or with IFLA professional units (Sections and Core Activities). This activity includes seeking sources for funding of IFLA projects.
- Seek involvement in local or regional professional events to gain support within the French speaking language community, trying to get IFLA 'branding' of local or regional events.
- Contribute to more effective communication within the French speaking language community and with the IFLA bodies involved. These activities include the publication of newsletters, translations of key IFLA documents and publications.
- Representing IFLA in the French speaking African language community, in a pursuit to make IFLA more visible in that community, promoting IFLA goals, principles and core values.

For further information about the Centre and its activities please contact: Ms. Mariétou Diongue Diop, Director of the Central Library of Cheikh Anta Diop University. E-mail: mddiop@ucad.sn

IFLA Centre for Arabic Speaking Libraries and Information Institutions

The Bibliotheca Alexandrina (BA) of Alexandria, Egypt has been designated as the IFLA Centre for Arabic Speaking Libraries and Information Institutions. It can now be seen as a permanent representative of IFLA Headquarters for the Arabic speaking professional community, as well as the other way around: it is hoped that IFLA Headquarters will thus get better

access to Arabic speaking library and information professionals.

The IFLA Centre has as its duties to promote IFLA, support IFLA's Africa Section and IFLA's Asia and Oceania Section and liaise with IFLA Headquarters. Among the priorities of the Centre are:

- Active membership recruitment. This will be conducted with the help of national or other association members and/or national libraries. Institutions and associations (including specialist and state associations) within the Arabic language community will be actively encouraged to join IFLA.
- Co-organizing regional IFLA events. These will be co-organized with IFLA Headquarters, and/or with IFLA professional units (Sections and Core Activities). This activity includes seeking sources for funding of IFLA projects.
- Seek involvement in local or regional professional events to gain support within the Arabic language community, trying to get IFLA 'branding' of local/ regional events.
- Contribute to more effective communication within the Arabic language community and with the IFLA bodies involved. These activities include the publication of newsletters, translations of key IFLA documents and publications, the production of an Arabic translation of IFLA Express during IFLA's annual conferences, as well as interpretation services during the same event.
- Representing IFLA in the Arabic language community, in a pursuit to make IFLA more visible in that community, promoting IFLA goals, principles and core values.

For further information about the Centre and its activities please contact: Dr. Sohair F. Wastawy, Chief Librarian, Bibliotheca Alexandrina, Chatby, Alexandria 21526, Egypt. E-mail: Sohair. wastawy@bibalex.org

IFLA Russian Language Centre

The Russian State Library (RSL) in Moscow has been designated as the IFLA Russian Language Centre. It can now be seen as a permanent representative of IFLA Headquarters for the Russian speaking community, as well as the other way around: it is hoped that IFLA Headquarters will thus get better access to Russian speaking library and information professionals.

The IFLA Russian Language Centre has as its duties to promote IFLA, support IFLA's Asia and Oceania Section as well as other relevant IFLA professional bodies and liaise with IFLA Headquarters. Among the priorities of the Centre are:

- Active membership recruitment. This will be conducted with the help of national or other association members and/or national libraries. Institutions and associations (including specialist and state associations) within the Russian language community should be actively encouraged to join IFLA – parties will agree on target numbers for the years covered by this agreement.
- Co-organizing regional IFLA events. These will be co-organized with IFLA Headquarters, and/or with IFLA professional units (Sections and Core Activities). This activity includes seeking sources for funding of IFLA projects.
- Seek involvement in local or regional professional events to gain support within the Russian language community, trying to get IFLA 'branding' of local or regional events.
- Contribute to more effective communication within the Russian language community and with the IFLA bodies involved. These activities include the publication of newsletters, translations of key IFLA documents and publications and the production of a Russian translation of IFLA Express during IFLA's annual conferences.

- Representing IFLA in the Russian language community, in a pursuit to make IFLA more visible in that community, promoting IFLA goals, principles and core values.
- Translation of key IFLA documents, guidelines, press releases, papers prepared for the Council Meetings, etc.

For further information about the Centre and its activities please contact: Dr. Galina Kislovskaya, Director of International Activities of the Russian State Library. E-mail: gkislov@rsl.ru Fax: 007 495 913 69 33.

For further general information about IFLA Language Centres please contact: IFLA Headquarters in The Hague at ifla@ifla.org

Hello from Sofia Kapnisi

My name is Sofia Kapnisi. I am Greek, born and raised in Athens.

I have a bachelor's degree in Fine Arts from the University of Thessaloniki and a post academic diploma in Cultural Management from the Cooremans Institute of Brussels. In addition to this I followed an isolated course on European Anthropology at the University of Brussels. Within cultural expression, the area next to art that fascinates me the most is language. I can read five European languages – Greek, English, French, Dutch and Spanish – and communicate fluently in most of them. I believe in continuing education and have set myself a goal to learn one non-European language and to continue my studies on art by doing a Master's programme, sometime in the near future. Through the years I have gained the experience of working for projects both as administrative assistant and as coordinator. For example, I could combine both these roles during an assignment at the Olympic Games of Athens in 2004. There, I supported the Stadium Operations team and coordinated a

Sofia Kapnisi

group of twenty volunteers through the preparations of the show-ground for the Opening and Closing Ceremonies.

Since the beginning of November 2007, I have been appointed as a Graduate Administrator at the IFLA Headquarters, a function to support both the General Secretary and the Co-ordinator of Professional Activities. Though it is too early to say how this new role will evolve, I am certain that the involvement with the inspiring world of books and libraries will work as incentive to make the best of it. It already does.

I am looking forward to meeting you, until then please receive my warmest regards.

Sofia Kapnisi

Officers of IFLA 2007–2009

I Division of General Research Libraries

Chair/Financial Officer: Ingrid Parent (Canada)

Secretary: Sue McKnight (United Kingdom)

1. National Libraries

Chair/Treasurer: Ingrid Parent, Assistant Deputy Minister, Documentary Heritage Collection Sector, Library and Archives Canada/ Bibliothèque et Archives Canada, 395 Wellington Street, OTTAWA, Ontario K1A ON4, Canada; Tel. +(1)(613) 9345789; Fax +(1)(613) 9344422; E-mail: ingrid. parent@lac-bac.gc.ca

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2. Academic and Research Libraries

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3. Library and Research Services for Parliaments

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II Division of Special Libraries

Chair: Steve Witt (United States**)**

Secretary: Jacques Hellemans (Belgium)

4. Government Libraries

Chair: Jerry W. Mansfield, Information Research Specialist, Congressional Research Service, Library of Congress, 101 Independence Ave SE, WASHINGTON DC 20540, United States; Tel. +(1)(202) 7070106; Fax +(1)(202) 2523475; E-mail: jmansfield@crs.loc.gov

Secretary/Treasurer: Rebecca Davies, Head of Assembly Library & Publications Service, Welsh Assembly Government, Cathays Park, CARDIFF Wales CF10 3NQ, United Kingdom; Tel. +(44)(2920) 823362; E-mail: rebecca.davies12@wales.gsi.gov.uk

5. Social Science Libraries

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6. Geography and Map Libraries

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7. Science and Technology Libraries

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30. Art Libraries

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48. Law Libraries

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III Division of Libraries Serving the General Public

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Secretary: John Lake (United Kingdom)

8. Public Libraries

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9. Libraries Serving Disadvantaged Persons

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10. Libraries for Children and Young Adults

Chair/Treasurer: Ingrid Bon, Consultant libraries of children and reading promotion, Biblioservice Gelderland, Zeelandsingel 40, 6845 BH ARNHEM, Netherlands; Tel. +(31)(26) 3860233; Fax +(31)(26) 3820019; E-mail : ingrid. bon@biblioservice.nl

Secretary: Viviana Quinones, International Section, La Joie par les Livres. National Center for Children's Books, 25 Bd de Strasbourg, 75010 PARIS, France ; Tel. +(33)(1) 55334471 ; Fax +(33)(1) 55334455 ; E-mail : viviana.quinones@lajoiepa rleslivres.com

11. School Libraries and Resource Centres

Chair/Treasurer: Karen Patricia Usher, Librarian, South Hunsley School, Melton, NORTH FERRIBY, East Yorkshire HU14 3HS, United Kingdom; Tel. +(44)(1482) 631208X211; Fax +(44)(1482) 875208; E-mail: karen@musher. demon.co.uk

Secretary: Barbara Immroth, Professor, School of Information, The University of Texas at Austin, 1 University Station D7000 (SZB 564), AUSTIN, TX 78712–0390, United States; Tel. +(1)(512) 4713875; Fax +(1)(512) 4713971; E-mail: immroth@ischool.utexas.edu

31. Libraries for the Blind

Chair: vacancy

Secretary/Treasurer: Bente Dahl Rathje, Chief Consultant, The

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32. Library Services to Multicultural Populations

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Secretary/Treasurer: Susy Tastesen, Librarian Head of Department, Copenhagen Public Libraries, Audio Department, KKB-LYD, Lyrskovgade 2,1., 1758 COPENHAGEN V, Denmark; Tel. +(45) 33244254; Fax +(45) 33246038; E-mail : susyta@kff. kk.dk

46. Metropolitan Libraries

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IV Division of Bibliographic Control

Chair: Patrice Landry (Switzerland)

Secretary: Anders Cato (Sweden)

12. Bibliography

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13. Cataloguing

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News

New Members

We bid a warm welcome to the following 12 members who have joined the Federation between 1 August and 26 September 2007.

Institutions

Far Eastern University, Philippines
University of Limpopo, Turfloop Campus, South Africa
Ohio University, Alden Library, United States

California State University, Long Beach, Library and Academic Technology Services, United States
Zambia National Library & Cultural Centre for the Blind, Zambia

Personal Affiliates

Lars Aagaard, Denmark
Ms Isabelle Eula, Qatar
Ms Carla Montori, United States

Ms Bernadette Daly Swanson, United States
Ms Elsie Okobi, United States
Ms Margaret Tarpley, United States

Student Affiliate

Stephen R. Warren, Canada

Grants and Awards

Million Dollar Grant to IFLA from Gates Foundation

During the IFLA World Library and Information Congress in Durban, it was announced that IFLA is to receive a USD 1 million grant from the Bill & Melinda Gates Foundation's Global Libraries initiative. The funding will support IFLA's work to strengthen awareness of the important role libraries play in developing the information society. Outgoing IFLA president Alex Byrne and incoming president Claudia Lux expressed their gratitude for the foundation's support, which will move to a new level the longstanding cooperation between the two organizations.

"We are pleased to support IFLA's work to promote libraries as important centers for learning and information. Our partnership with IFLA will help more public libraries provide free public access to computers and the Internet, which can provide people with opportunities to enhance their education, find jobs, build businesses, and exchange ideas with people around the world," said Martha Choe, director of the Bill & Melinda Gates Foundation's Global Libraries initiative.

Each year at the World Library and Information Congress, the Bill & Melinda Gates Foundation presents its annual Access to Learning Award, which honours innovation in providing free access to online information in public libraries or related institutions. The Foundation works to help all people lead healthy, productive lives. In developing countries, it focuses on improving people's health and giving them the chance to lift themselves out of hunger and extreme poverty. In the United States, it seeks to ensure that all people–especially those with the fewest resources–have access to the opportunities they need to succeed in school and life.

Best Practice Awards

The Ulverscroft Foundation and the IFLA Libraries for the Blind Section (LBS) are pleased to announce that the Foundation has agreed to provide renewed sponsorship of GBP 20,000 in 2007 to continue a best practice development programme which commenced in 2003. Since then seven individuals have been sponsored to visit libraries in other countries. In addition, the programme has funded the Ibadan University Library School to create an online union catalogue of alternative format materials in Nigeria at www.alvi-laris.org

IFLA receives USD 1 million Bill & Melinda Gates Foundation Grant. L. to R.: Claudia Lux, Martha Choe (director of the Bill & Melinda Gates Foundation's Global Libraries initiative), Ellen Tise, Alex Byrne

This programme provides a wonderful opportunity for both personal and organizational development and both IFLA LBS and Ulverscroft wish to encourage worldwide applications from all persons and organizations interested in improving library services for visually impaired people. Whilst this will be of particular interest to special library services for the blind, applications are also welcomed from public libraries, school libraries, university and college libraries, national libraries, etc.

Further details of the awards and an application form for individual awards can be found on the Ulverscroft Foundation website at www.foundation.ulverscroft.co.uk. Applications should be submitted by 30th November 2007.

For further details please contact:

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IFLA/OCLC Early Career Development Fellows for 2008

OCLC, IFLA, the American Theological Library Association and OCLC PICA, announced the IFLA/OCLC Early Career Development Fellows for 2008 at a news conference during the IFLA World Library and Information Congress in Durban, South Africa.

The 2008 Fellows are:

Ms. Hanan Erhif, Information Specialist, Moroccan Institute for Scientific and Technical Information, Rabat, Morocco

Mr. Atanu Garai, Online Networking Specialist, Globethics.net, New Delhi, India

Mr. Kamal Kumar Giri, Library Officer, Ministry of Water Resources, Gulmi, Nepal

Ms. Sarah Kaddu Birungi, Librarian, National Library of Uganda, Kampala, Uganda

Ms. Cyrill Walters, Librarian (Music Specialist), University of Cape Town, Rondebosch, South Africa

The IFLA/OCLC Early Career Development Fellowship Program supports library and information science professionals from countries with developing economies. The Fellowship program provides advanced continuing education and exposure to a broad range of issues in information technologies, library operations and global cooperative librarianship. Since its inception in 2001, the program has welcomed 38 librarians and information science professionals from 26 countries.

During the five-week program, which will run from April 27 through May 31, 2008, the Fellows will participate in lectures, seminars and mentoring. Four weeks will be based at OCLC headquarters in Dublin, Ohio, USA, and one week will be based at OCLC PICA in Leiden, Netherlands. Topics and issues include information technologies and

their impact on libraries, library operations and management, and global cooperative librarianship.

Visits to selected North American and European libraries, library organizations, and cultural heritage institutions provide an opportunity for Fellows to meet leading practitioners and discuss real-world solutions to the challenges facing libraries today. By observing an OCLC Members Council meeting, the Fellows gain insight into issues affecting global library cooperation and are exposed to the governance of a global library cooperative.

Fellows turn their learning and experiences into specific professional development plans that guide their continued growth as well as their personal contributions to their home institutions and country of origin.

The list of program sponsors now includes OCLC, IFLA, the American Theological Library Association, and OCLC PICA. The organizations that sponsor the Fellowship program are seeking additional sponsorships from other interested organizations. More information is available from George Needham, Vice President, OCLC Member Services at needhamg@oclc.org.

Application information for the 2009 Fellowship Program is available on the OCLC Web site: http://www.oclc.org/community/careerdevelopment/fellows/default.htm

Future IFLA Conferences and Meetings

IFLA WLIC Quebec, 2008

World Library and Information Congress:74th IFLA General Conference and Council, Québec, Canada, 10–15 August 2008. *Theme:* Libraries without borders: navigating towards global understanding.

74e Congrès mondial des Bibliothèques et de l'Information, Ville de Québec, Québec, Canada, 10–14 août 2008. *Thème:* Bibliothèques sans frontières: naviguer vers une compréhension globale.

Call for Poster Presentations

An alternative approach for the presentation of projects/new work

will be available for conference participants. An area on the conference premises has been designated for the presentation of information regarding projects or activities of interest to librarians. Presentations may include posters, leaflets (etc.) in several of the IFLA working languages (Arabic, Chinese, English, French, German, Russian and Spanish), if possible. Further advice

on poster sessions may be obtained from IFLA Headquarters. The Professional Committee of IFLA will review all submissions.

Colleagues interested in presenting a poster session are invited to complete the form available for download at http://www.ifla.org/IV/ifla74/call-postersession-en.htm and send it with a brief description of not more than 200 words of the session (preferably in English). Description may also be sent electronically to: E-mail: ifla@ifla.org

Deadline for receipt at IFLA Headquarters of the application form and a detailed description of the poster session: 13 February 2008.

IFLA Headquarters will inform applicants of the final decision of the Professional Committee in early April 2008.

Satellite Meetings

1. Consortia and Cooperative Programmes. Academic and Research Libraries Section
2. Legislative Libraries: Partners in Democracy. Library and Research Services for Parliaments Section
3. Disappearing Disciplinary Borders in the Social Science Library – global studies or sea change? Social Science Libraries Section
4. National Science Policies and Science Portals. Science and Technology Libraries Section with the Government Information and Official Publications Section
5. The Role of Evidence-based Research in Medical Libraries. Health and Biosciences Section
6. Genealogy and Local History for All – focus on family and local history collection and reference services for multi-cultural communities. Genealogy and Local History Section with the Reference and Information Services Section
7. In these Days of Technology, how can Public Libraries attract and keep Youth Patrons? Public Libraries Section with the Libraries for Children and Young Adults Section
8. School Libraries and Resource Centres
   • Boys and Reading
   • Web 2.0 and Maximizing the Presence of the School Librarians and Libraries
   • Getting School Libraries on the Political Agenda – at the regional or local level
   • School Librarians Training: international issues in relation to training
   • Evidence Based Practice
9. RDA: Resource Description and Access: foundations, changes and implementation. Cataloguing Section
10. Multicultural Library Services: success stories from Canada and around the world. Library Services to Multicultural Populations
11. Rare Maps of North America: their cultural significance, their research value, and their security. Rare Books and Manuscripts Section with the Geography and Map Libraries Section
12. Preserving Cultural Heritage: the Canadian view. Preservation and Conservation Section with the National Libraries Section and possibly the IFLA Preservation and Conservation Core Activity
13. Library Statistics for the 21st-century World. Statistics and Evaluation Section
14. Global Village: beyond bricks and bookshelves. Innovation in the development of community and school libraries. IFLA Reading Section
15. Libraries and the French-speaking Communities of the World: innovation, change and networking. Association internationale francophone des bibliothécaires et documentalistes, supported by the IFLA ALP Core Activity

More information about the location and the data for these meetings will be available from the conference website.

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Further information:

English: http://www.ifla.org/IV/ifla74/finalann2008en.pdf

French: http://www.ifla.org/IV/ifla74/finalann2008fr.pdf

Calls for Papers

Navigating with youth: In these days of technology, how can public libraries attract and keep their young clientele?

The IFLA Public Libraries, Children and Young Adult Libraries, and Management & Marketing Sections, in collaboration with Les Bibliothèques publiques du Québec, are organizing a satellite meeting in Montreal, Quebec, Canada from August 5–7, 2008. This event will precede the 74th Annual IFLA conference in Quebec City (August 10–14, 2008.)

Themes and Objectives

The general theme of the conference is to conduct a survey of children and young adult services offered in public libraries around the world.

The objectives of the satellite meeting are:

- To bring together library personnel and other participants working with a young clientele in order to facilitate the sharing and exchange of information and ideas.
- To benefit from the experience of innovators in the field of youth library services (see the list of subjects below)
- To present speakers from around the world

Subject of Papers

- The library's impact and social role in the community: professional ethics, homework help, library teen board, etc.
- How to effectively market youth services to their target audience
- Innovative practices in integrating cultural materials, literacy programs, school visits
- Technology : trends, on-site users, distance users, developing new services, impact on reading
- Physical place: layout and desegregation of youth library services.
- Reading programs inside and outside library walls: innovative practices

Submission Guidelines

Interested parties are invited to submit a proposal before September 30th, 2007. The presentations will each last approximately 15 minutes and thirty proposals will be selected.

The proposals must be submitted in an electronic format and must contain:

- Title of paper
- Summary of paper (maximum 300 words per page)
- The speaker's name, address, telephone and fax numbers, professional affiliation, email address and biographical note (40 words)

Language of Submission

French and English are the two official languages of the satellite meeting. Proposals may be submitted in either language.

Send submissions to:

Patricia Lemieux, responsable du comité scientifique (patricia.lemieux @banq.qc.ca), Coordonnatrice Espace Jeunes, Bibliothèque et Archives nationales du Québec, 475, boulevard de Maisonneuve Est, Montréal (Québec), CANADA.

Evaluation

The call for papers will be evaluated by the members of the selection committee and by a member of each IFLA section involved in the satellite meeting.

Important Dates

September 30th, 2007: Deadline for submissions

December 2007: Notification of acceptance/rejection

February 2008: Final program and registration information released

May 2008: Deadline for submission of text

Registration fees for the satellite meeting will be waived for the speakers. However, they will have to assume their own travel and room and board expenses.

Cataloguing Section. Session Theme: Sharing standards: co-operation with other actors

The IFLA Cataloguing Section (IFLA CATS) invites cataloguers and others involved in the following to express their interest in making presentations at the section's programme in Québec.

Two presentations on the topic 'Sharing standards: cooperation with other actor' are requested, e.g. papers on the cooperation and the sharing of standards and metadata between publishers, museums, archives and others.

Send a detailed abstract (1 page or at least 300 words) of the proposed paper (must not have been published elsewhere) and relevant biographical information of author(s)/presenter(s) by 15 December 2007 via e-mail to: Anders Cato, Chair, Cataloguing Section. E-mail: anders.cato@kb.se

The abstracts will be reviewed by members of the Cataloguing Section's Standing Committee. Successful proposals will be identified by 31 January 2008.

Full papers will be due by 15 April 2008 to allow time for review of papers and preparation of translations; papers should be no longer than 20 pages. 15–20 minutes will be allowed for a summary delivery of the paper during the Cataloguing Section's programme.

Please note that the expenses of attending the Durban conference will be the responsibility of the author(s)/ presenter(s) of accepted papers.

IFLA Newspapers Section. Session Theme: The North American Ethnic Press

The IFLA Newspapers Section invites researchers and others involved in

this area of work to express their interest in making presentations at the Section's programme in Québec. Canada and the United States have rich multicultural and aborginal populations. There are several features that make Canadian newspaper publishing special:

- the size of the country which meant that papers covered vast regions
- the bilingual aspect – the development of the French-language press within and outside of Quebec.
- there are over 300 either non-French-language, non-English-language newspapers in Canada, or combinations of languages

Send a detailed abstract (1 page or at least 300 words) of the proposed paper (must not have been published elsewhere) and relevant biographical information of author(s)

presenter(s) by 30 November 2007 via e-mail to: Ed King, Head of Newspaper Collections , British Library Newspapers, Colindale Avenue, London NW9 5HE, United Kingdom. Tel. +44 (0) 20 7412 7362. Fax: +44 (0) 20 7412 7386. E-mail: ed.king@bl.uk

IFLA WLIC 2009 in Italy

The IFLA World Library and Information Congress: 75th IFLA General Conference and Council will be held in August 2009 in Milan, Italy.

IFLA WLIC 2010 in Australia

The Australian Library and Information Association and the city

of Brisbane have been selected to host the International Federation of Library Associations and Institutions (IFLA) World Library and Information Congress in 2010.

Further information on IFLAWLIC 2009 and 2010 from: IFLA Headquarters, PO Box 95312 ,2509 CH The Hague, The Netherlands. Phone: +31 70 314 0884 . Fax: +31 70 383 4827. IFLA Headquarters, PO Box 95312, 2509 CH The Hague, The Netherlands .Phone: +31 70 314 0884. Fax: +31 70 383 4827. E-mail: ifla@ifla.org. Website: www.ifla.org

IFLA Publications

IFLA Library Building Guidelines: Developments & Reflections. Edited on behalf of IFLA by Karen Latimer and Hellen Niegaard. Munich: K.G. Saur, 2007. ISBN 978-3-598-11768-8. Price: EUR 58.00.

The information society and the information age are changing library services as well as library premises. This raises questions about what needs to be considered when planning and designing new library buildings in order to achieve attractive, efficient and future-oriented new library spaces. This new publication provides information and guidelines for the building planning process, whether

you are planning a new public or academic library building. It reflects on fundamental issues, on new development trends and on the planning process. The library building process is seen from both the library manager's perspective as well as that of the architect and designer. Issues covered include what to consider when investigating the need for space, library design from a marketing viewpoint, green management and sustainability relating to library buildings and a layman's guide to reading plans.

This publication and the IFLA guidelines provided are not seen as a traditional set of recommendations

to be rigidly adhered to since this would be unrealistic in a fast-changing and global context. Rather, library managers and architects should read them in order to inform their thinking on key issues and establish a planning programme. They must then relate them to their own countries and circumstances by making the relevant local adjustments.

Published by: K.G. Saur Verlag, PO Box 701620, 81316 Munich, Germany. Tel: +49-89-76902-300. Fax: +49-89-76902-150/250). E-mail: info@saur.de. Website: www.saur.de

Other Publications

Spanish and French Language Interfaces Now in Cataloger*s Desktop

Cataloger*s Desktop now features, in addition to the original English-

language interface, Spanish language and French language interfaces for Spanish and French speaking users. By selecting one of the three languages while logging in, subscribers can navigate in their preferred language – all searching,

navigation buttons and tabs, and all help information appears in either Spanish, French, or English. The publications and web resources themselves, however, remain in their original published language. Desktop currently provides access to

40 Spanish and 40 French language resources. This product enhancement makes Cataloger*s Desktop even more user friendly. The Library of Congress gratefully acknowledges the assistance of Jo-Anne Bélair (Bibliothèque de l'Université Laval) and Sylvie Bissonnette (Institut canadien de l'information scientifique et technique / Canada Institute for Scientific and Technical Information) for the translation of the French interface, and Ana Cristán (Library of Congress) for the translation of the Spanish interface. Cataloger*s Desktop, produced by the Cataloging Distribution Service (www.loc.gov/cds) of the Library of Congress, provides access to the most widely used cataloging documentation resources as an integrated, online system. It includes the current version of the Anglo-American Cataloguing Rules and more than 200 other resources. For full information, visit www.loc.gov/cds/desktop on the Library of Congress website.

Digital Assets Factory (DAF)

Bibliotheca Alexandrina has the pleasure to announce the release of the Digital Assets Factory (DAF) version 2.0. DAF is available for download at http://wiki.bibalex.org/DAFWiki and is offered under the GPL license as an open source application so that the user can freely utilize it or even make necessary modifications to match specific needs.

DAF v2.0 can be considered as an all-in-one solution for any digitization system. It provides all the necessary tools required to manage the whole process of a digitization workflow, including its various phases, user management, file movement and archiving. It provides the flexibility to manage multiple simultaneous projects with a diversity of materials such as books, journals, newspapers, manuscripts, unbound materials, audio, video, and slides.

DAF v2.0 allows easy integration of any tool used to perform functions of the workflow, such as the OCR, image processing, etc. It can be integrated with the current tools used at an organization.

DAF v2.0 is highly reliable and can be configured for large and challenging digitization projects. The system is fully deployed in BA digitization laboratory and has been working smoothly for over a year.

Key features:

- The system is capable of defining different workflows for various types of objects: Images, books, slides, etc. Each workflow contains different phases (Scanning, OCR, PDF encoding, Backup, etc).
- DAF v2.0 is an all-in-one system that provides all the necessary tools required for administration, digitization operation, reporting and archiving.
- DAF v2.0 has flexible integration

with any source of metadata such as ILS or a library digital document repository. This integration is possible through Check-in and Check-out plug-in modules that can be added at any time.
- DAF v2.0 has the ability to define pre-phase and post-phase checks and actions by simply editing an XML definition for a phase.
- DAF v2.0 can be tailored to any environment. A developer can add code snippets to be executed pre-phase or post-phase to accomplish specific tasks.
- DAF v2.0 supports both manual and automated operations. Different workflow operations can be invoked from the command line to enable batch processing.
- The flexible workflow supports ingesting a job in the middle of the workflow. The administrator can also change the job's normal flow.
- DAF v2.0 tracks the history of the job's life cycle. It records time stamped actions applied to the job, including the user who performed the action and the workstation on which the action was performed.
- User's access level defines which functions are available for each user, up to the level of disabling a button.
- DAF v2.0 is easy to install and configure.

For more information, please visit http://wiki.bibalex.org/DAFWiki *or send an email to* daf@bibalex.org

Emerald Backfiles

The Content Digitization Project Crowning 40 Years in Publishing

2007 was a coming-of-age year for Emerald. Celebrating 40 years in publishing, the company's many initiatives and achievements throughout

the year have confirmed its status as a mature, socially responsible organization in tune with the communities that it serves. Aware of its edge as a leading publisher in the management research arena and confident of its assets, Emerald is now bringing the legacy of past publications into the future with Emerald Backfiles. An ambitious digitization project encompassing

all articles published since the first issue of over 120 Emerald titles, Emerald Backfiles is, in many ways, the cherry on the 40th Anniversary cake.

The company was originally founded in 1967 by a small group of academics intent on starting their own management consultancy firm. Frustrated by the lack of

niche international management research publications at the time, they launched their publishing house with the explicit aim of filling those gaps. *Management Decision*, acquired in 1968, was the first title in the portfolio. The publishing business has subsequently grown into a strong collection of over 190 journals in the fields of business management, library and information sciences, and engineering. Such seminal titles as *British Food Journal*, *European Journal of Marketing* and *Journal of Documentation*, for instance, have contributed groundbreaking articles to international research.

Forty years later, the Emerald portfolio is going from strength to strength, clocking the acquisition, in 2007 alone, of fourteen titles that will soon come to consolidate gaps in relevant subject areas. The emergence of new fields of study and niche areas is also continuously recognised with a new launch programme encouraging industry experts and researchers to pitch for new journal ideas. At least nine new titles will be integrated into the Emerald collection in 2008.

"Theory into practice", or "research you can use", has been at the core of Emerald's publishing philosophy, making its articles appealing to both academics and practitioners. Rigour and quality of the content are also key, along with Emerald's commitment to wide dissemination of research worldwide.

Those principles have fuelled the Emerald Backfiles initiative. Rebecca Marsh, Publishing Director at Emerald, explains the rationale behind the project: "We did some research and discovered that four out of five most cited articles were published before 1994, the date when Emerald started to publish content electronically. We have also digitized some back files that date further back than 1994, and usage has been reasonably strong for those articles. There is certainly an interest

from librarians too. It would enable them to complete their catalogue so they are not relying entirely on the hard copy or they can fill existing gaps in their collections. Most customers actually want to access the content online."

It is very unlikely that the Backfiles project could have been considered without the assistance and services of the British Library. As the national repository of publications, it holds most of Emerald's content. In fact, the initial audit to assess the size and feasibility of the project revealed that the British Library held over 90 per cent of all the material to digitize, which, in the experience of Mat Pfleger, Head of Sales and Marketing at the British Library, "is fantastic":

> The British Library is able to manage the majority of the project on behalf of Emerald. The fact that we have over 90% of the content on site removes many of the sourcing and logistical issues that other publishers embarking on digitisation programmes have experienced. We essentially offer an end-to-end service and this helps to ensure the project can be delivered on schedule.

For Mat Pfleger, there is not so much a demand as an expectation from researchers when it comes to electronic files: "In our reading rooms, our users now have access to a huge amount of content electronically. They expect desktop delivery and immediate access. Very similarly, 50 per cent of the document supply to remote users is now provided electronically."

The British Library has been providing services to help digitize publishers' back catalogues for the past two years and a number of larger publishers have already had their back catalogue made accessible electronically. Why, then, has Emerald not digitized its content sooner? Although it is relatively well established in the

STM environment, Mat Pfleger points out, "it is a relatively new trend in the management journals area like Emerald". Rebecca Marsh has another explanation for the delay in digitising back files: "As we were one of the first publishers to provide electronic journals in 1994 it did not seem as urgent to digitize our content."

The availability of Emerald Backfiles has a multitude of implications. First of all, from a historical point of view, they offer a wider and useful perspective on the evolution of management theory over the past decades. Backfiles span over a century of research in some areas, with the oldest article originally published in the *British Food Journal* in 1899. In total, more than 50,000 articles from over 120 titles on key management disciplines will make access faster, easier and seamless for researchers around the world.

The news of the digitization of its back catalogue was unanimously welcomed by authors and editors who have contributed to Emerald journals. "We had excellent feedback from people when the project was announced", Rebecca Marsh recalls. "Everybody agreed that this was a very positive step about content and it was in their interest to have their article made more widely available. We didn't receive any negative comment." Usage figures are set to increase dramatically, encouraging further dissemination of research.

Seminal articles published over the years continue to inform research today. As part of its 40th Anniversary commemoration and the launch of Backfiles, Emerald is planning to make a selection of 40 seminal articles available throughout the course of next year. Editors will decide which articles from the past have been the most influential in shaping the landscape of business and management today.

The project also raises questions. If digital archives are to become the

medium of choice for researchers and academics, are print journals doomed to a fate of recycling bins and abandon? Mat Pfleger predicts, for the short to medium term, the emergence of "a number of high quality, trusted repositories around the world that retain serials in print. One reason why they need to be retained is that publishers digitize to very different standards. One publisher might digitize from cover to cover and another may just include articles. You don't always get a complete record of that collection. Digitization technologies also change and who is to say that what is digitized today doesn't need to be reworked to some degree in ten years' time?"

Getting Backfiles to the right standard has obviously been a key concern. "This project", Mat Pfleger stresses, "is a fast track project, which means we've had to have a lot of dialogue at an early stage and throughout the project to make sure content selection is accurate."

Backfiles is scheduled to be available from the beginning of 2008. It will be possible for customers to host Backfiles independently on their own platform. With a flat fee and no further licence payments to make, Backfiles will be an easily manageable solution and an asset to any library keen to provide the best research resources available to their patrons.

Further information from: Emerald Group Publishing Limited, Registered Office: Howard House, Wagon Lane, Bingley, BD16 1WA, United Kingdom. Tel: +(44)(1274)777700. Fax: +(44)(1274)785200. Website: http://www.emeraldinsight.com

INTERNATIONAL CALENDAR

2008

28–30 Jan 2008, Zadar, Croatia.
16th BOBCATSSS Symposium.
Theme: Providing access to information for everyone.
Further information: University of Zadar, Department of Library and Information Science, BOBCATSSS team, Ul. dr. F. Tudjmana 24i, 23 000 Zadar / Croatia, E-Mail: info@bobcatsss2008.org. Website: www.bobcatsss2008.org.

19–22 February 2008. Canberra, Australia.
Third International Memory of the World Conference. *Theme:* Communities and memories: a global perspective.
Full details will be made available at: http://www.amw.org.au.

21–22 February 2007. Berlin, Germany.
2nd IFLA Presidential Meeting.
Theme: Free Access and the Digital Divide – challenges for research and society in the digital age.
More information: http://www.ifla-deutschland.de/de/ifla_praesidentschaft/anmeldung.php (An English version of the information will be available on the web soon.)

5–7 de mayo de 2008. Salamanca, España.
III Encuentro Ibérico de Docentes e Investigadores en Información y Documentación. Formación, Investigación y Mercado Laboral en Información y Documentación en España y Portugal.
Información: Correo electrónico: dirección edibcic2008@usal.es. http://www.edibcic.org/

May 18–22, 2008. Kuala Lumpur, Malaysia.
World Congress on Information Technology 2008 (WCIT 2008).
Further information: WCIT 2008 SDN BHD, 1106 & 1107, Block B, Phileo Damansara II, No. 15, Jalan 16/11, 46350 Petaling Jaya, Selangor Darul Ehsan, Malaysia. Tel: (603) 7955 2922. Fax: (603) 7955 2933. E-mail: cslim@wcit2008.org. Website: http://www.wcit2008.org

August 10–15, 2008, Québec, Canada.
IFLA World Library and Information Congress: 74th IFLA General Conference and Council. *Theme:* Libraries without borders: navigating towards global understanding.
Further information from: http://www.ifla.org/IV/ifla74/ann2008en.pdf

2009

July 27–31, 2009. Florianópolis, SC, Brazil.
WCCE 2009: 9th IFIP World Conference on Computers in Education.
Further information: E-mail: coordenacao@wcce2009.org

August, 2009. Milan, Italy.
IFLA World Library and Information Congress: 75th IFLA General Conference and Council.
Further information: http://www.ifla.org/IV/ifla75/index.htm

2010

Brisbane, Australia.
IFLA World Library and Information Congress: 76th IFLA General Conference and Council.
Further information: IFLA Headquarters, PO Box 95312, 2509 CH The Hague, The Netherlands .Phone: +31 70 314 0884. Fax: +31 70 383 4827. E-mail: ifla@ifla.org.

SOMMAIRES

Peter Johan Lor. **Bridging the North–South Divide in Scholarly Communication in Africa: a library and information systems perspective. [Combler le fossé Nord-Sud en matière de communication des connaissances en Afrique : la perspective des systèmes bibliothécaires et d'information.]** IFLA Journal 33 (2007) No. 4, pp. 303–312

Cet article propose une vaste perspective générale de la communication des connaissances en Afrique, utilisant un modèle de systèmes simples basé sur la formule Lasswell. Ce modèle identifie et analyse les composantes suivantes : Créateurs, Contenus, Médiation, Utilisateurs et Infrastructure. Il reconnaît que ces composantes doivent être étudiées dans le cadre de leurs contextes culturel, politique, économique, juridique et éthique. En considérant successivement chaque composante, un certain nombre de sujets critiques et de problèmes concernant le fossé Nord-Sud/Sud-Nord sont identifiés et diverses observations sont faites à propos de la position et du rôle des bibliothèques. L'article présente une liste des desideratas et insiste sur le fait que la communication des connaissances a tout à la fois des dimensions numériques et analogues. Il s'agit d'un phénomène complexe qui nécessite d'être considéré de façon holistique.

Karin de Jager and Mary Nassimbeni. **Information Literacy in Practice: engaging public library workers in rural South Africa. [La culture de l'information dans la pratique: embaucher du personnel pour les bibliothèques publiques en Afrique du Sud rurale.]** IFLA Journal 33 (2007) No. 4, pp. 313–322

Les services bibliothécaires de la province de Mpumalanga en Afrique du Sud proposent des services bibliothécaires publics dans une 'nouvelle' province largement rurale créée en 1996. De nombreuses bibliothèques se trouvent dans des zones isolées et doivent répondre aux besoins très divers de leurs communautés. Cet article donne les résultats d'une campagne d'intervention dans le cadre de la culture de l'information conçue pour les employés des bibliothèques publiques dans cette province. Cette campagne, la première de ce type dans la province de Mpumalanga (et en Afrique du Sud), donne aux employés des bibliothèques publiques la possibilité de développer leurs capacités en matière de culture de l'information et de les mettre en pratique dans leurs bibliothèques. Cet article traite des besoins en information et formation identifiés, des campagnes mises en place, de leurs progrès et des résultats obtenus. Depuis le début, l'accent a été mis sur l'importance de mesurer et d'évaluer les activités tout au long des campagnes afin d'être en mesure de déterminer l'impact des interventions. L'article tente de montrer la différence que peuvent faire même des bibliothèques publiques modestes avec du personnel non qualifié pour s'attaquer à l'exclusion sociale dans les communautés désavantagées.

Gregory Miura. **Pushing the Boundaries of Traditional Heritage Policy: maintaining long-term access to multimedia content. [Repousser les limites de la politique traditionnelle du patrimoine : maintien de l'accès à long terme au contenu multimédia.]** IFLA Journal 33 (2007) No. 4, pp. 323–326

Cet article aborde l'orientation choisie par le département de l'audiovisuel de la Bibliothèque nationale de France (BnF) afin de maintenir l'accès à une collection exhaustive de documents multimédias et électroniques. Il décrit plusieurs solutions techniques expérimentales de conservation, insistant sur les conséquences des conditions requises afin que les utilisateurs futurs puissent utiliser ces documents à des fins de recherche. Cela résulte dans l'utilisation de solutions d'émulation ainsi que de nouvelles pratiques en matière de politique de développement des collections pour ce qui est de la structure spécifique de l'information au sein d'un contexte multimédia.

Roman Motulsky. **The National Library of Belarus: a new stage of development. [La Bibliothèque nationale de Biélorussie: un nouveau stade de développement.]** IFLA Journal 33 (2007) No. 4, pp. 327–334

La Bibliothèque nationale de Biélorussie (BNB) est une grande bibliothèque de recherche universelle ayant le statut de centre d'information et de centre social et culturel de la République. Pendant plus de 85 ans, la Bibliothèque nationale de Biélorussie a conservé le patrimoine national du peuple biélorusse et fourni des services d'information à la société. Les travaux de construction du nouveau bâtiment de la BNB commencés en 2002 ont été terminés en 2006. Le nouveau bâtiment de style high-tech de la bibliothèque est une carte de visite pour la ville de Minsk. La partie supérieure ressemble à un diamant placé au centre d'un stylobate (la partie inférieure du bâtiment). La collection composée d'environ 8,4 millions d'ouvrages est conservée dans le 'diamant'. Les collections de la Bibliothèque ont une valeur historique et culturelle et sont les plus complètes en ce qui concerne les publications faites en Biélorussie ou à son sujet. 19 salles de lecture (2060 places), les bureaux du personnel ainsi que des locaux administratifs et techniques sont installés dans le stylobate. Plus de 20 réseaux techniques modernes rassemblés dans un complexe technique assurent le fonctionnement et la sécurité du bâtiment de la bibliothèque. Le réseau local se compose de

plus de 100 serveurs et 1400 ordinateurs (principalement des 'terminaux clients'). Les ressources électroniques comprennent 80 bases de données sur l'histoire, la culture, les arts de Biélorussie, Tchernobyl, les périodiques nationaux, des dissertations, etc. La BNB travaille à la conversion rétrospective de ses ressources en vue de créer une bibliothèque numérique. Le gouvernement de Biélorussie a considérablement investi dans le bâtiment de la bibliothèque. Une collecte de fonds pour le bâtiment a aussi été mise en place et de nombreuses entreprises, organisations et personnes privées ont fait des dons. Pratiquement chaque citoyen biélorusse a contribué à la création du nouveau bâtiment dont on peut ainsi dire qu'il s'agit véritablement d'un projet national.

Jean P. Shipman. **Informationists or Information Specialists in Context (ISIC): six years after conception. [Les informationnistes ou spécialistes de l'information dans un contexte professionnel (recherche en Sciences de l'information et de la communication ou ISIC) : six ans après leur conception.]**
IFLA Journal 33 (2007) No. 4, pp. 335–339

Les médecins et autres prestataires de santé ont rarement le temps de pratiquer la médecine factuelle en appliquant de façon conséquente les meilleures preuves publiées disponibles afin de répondre aux problèmes cliniques ou d'explorer des questions qui se posent souvent dans le contexte du traitement d'un patient. Le manque de temps s'accompagne souvent d'un manque de capacités d'extraction des informations et d'un manque de connaissances de la structure des preuves publiées. Pour combler cet écart entre preuves et pratiques, l'éditorial 2000 des Annales de médecine interne avait suggéré un nouveau type de professionnel de santé capable de faire la jonction entre deux environnements totalement différents en détenant tout à la fois des connaissances cliniques et des capacités en matière d'extraction et de synthèse des informations. Cet article rend compte de la façon dont cet important concept aux multiples facettes a évolué et se base sur un exposé effectué dans le cadre d'une session parrainée par l'IFLA/ Section des bibliothèques de santé et des Biosciences lors du Congrès mondial 2006 des bibliothèques et de l'information : 72e Congrès de l'IFLA et Assemblée Générale à Séoul en Corée.

Zhang Zhixiong, Li Sa, Wu Zhengxin, Lin Ying. **Towards Constructing a Chinese Information Extraction System to Support Innovations in Library Services. [Vers l'élaboration d'un système chinois d'extraction d'informations pour soutenir les innovations dans le cadre des service bibliothécaires.]**
IFLA Journal 33 (2007) No. 4, pp. 340–350

Conscient de l'importance de l'extraction d'informations (EI) pour soutenir l'innovation dans de nombreux domaines des services bibliothécaires, les auteurs ont commencé par élaborer un système chinois d'extraction d'informations afin de traiter de façon efficace les sources considérables d'information en Chine. Les auteurs proposent une solution chinoise d'EI qui utilise pleinement le système GATE (General Architecture for Text Engineering), plateforme de développement d'outils linguistiques de l'Université de Sheffield, en essayant de développer un plugiciel d'EI chinois basé sur la structure GATE pour traiter les ressources chinoises d'information. L'article analyse la structure du système GATE, décrit la solution chinoise d'EI basée sur le système GATE et se concentre sur trois principales difficultés dans le processus de mise en place d'un système chinois d'extraction d'informations, à savoir : 1. Problème du marquage informatique chinois; 2. Répertoires géographiques professionnels; 3. Reconnaissance de l'entité nommée chinoise. Les auteurs ont mis en place ce système avec succès et mené une expérience dans laquelle le système chinois d'EI a extrait avec succès des milliers de sujets concernant des nouvelles scientifiques et technologiques. Les auteurs pensent que ce système est un essai significatif et constitue une bonne base pour de futurs travaux de recherche.

ZUSAMMENFASSUNGEN

Peter Johan Lor. **Bridging the North–South Divide in Scholarly Communication in Africa: a library and information systems perspective. [Überwindung des Nord–Süd-Gefälles bei der Kommunikation in afrikanischen Schulen – eine Perspektive für ein Bibliotheken- und Informationssystem.]**
IFLA Journal 33 (2007) No. 4, pp. 303–312

Dieser Artikel zeigt eine umfassende allgemeine Perspektive für die Kommunikation in afrikanischen Schulen auf und stützt sich dabei auf ein einfaches Systemmodell auf der Grundlage der Lasswell-Formel. Bei diesem Modell werden die folgenden Komponenten identifiziert und analysiert: Entwickler, Inhalte, Mediation, Benutzer und Infrastruktur. Diese müssen in ihrem kulturellen, politischen, wirtschaftlichen, rechtlichen und ethischen Kontext untersucht werden. Für jede dieser einzelnen Komponenten werden außerdem verschiedene Fragen und Probleme im Zusammenhang mit dem Nord-Süd-/Süd-Nord-Gefälle identifiziert und die Position und die Rolle der Bibliotheken wird beleuchtet. Der Artikel führt eine

Reihe von Desiderata an und betont, dass die Kommunikation in den Schulen sowohl digitale als auch analoge Dimensionen aufweist. Es handelt sich hier um ein komplexes Phänomen, das als Ganzes zu betrachten ist.

Karin de Jager und Mary Nassimbeni. **Information Literacy in Practice: engaging public library workers in rural South Africa. [Informationskompetenz in der Praxis: Die Einstellung von Mitarbeitern in öffentlichen Bibliotheken im ländlichen Südafrika.]**
IFLA Journal 33 (2007) No. 4, pp. 313–322

Die Mpumalanga Provincial Library Services in Südafrika bieten in einer größtenteils ländlichen im Jahr 1996 „neu" geschaffenen Provinz einen öffentlichen Bibliothekenservice an. Viele der Bibliotheken liegen in unzugänglichen Gebieten und müssen den sehr unterschiedlichen Bedürfnissen der Bevölkerung entgegenkommen. Dieser Artikel berichtet über die Ergebnisse einer Maßnahme zur Förderung der Informationskompetenz bei den Bibliotheksmitarbeitern in dieser Provinz. Diese Kampagne, die erste ihrer Art in Mpumalanga (und Südafrika), bot den Mitarbeitern der öffentlichen Bibliotheken die Gelegenheit, ihre Fähigkeiten im Bereich der Informationskompetenz zu entwickeln und sie in ihren Bibliotheken einzusetzen. Der Artikel zeigt den Informations- und Schulungsbedarf auf und beschreibt die entsprechenden Kampagnen, ihre Fortschritte und Ergebnisse. Dabei lag die Betonung von Anfang an auf der Messung und Bewertung, um die Wirksamkeit der entsprechenden Maßnahmen feststellen zu können. Der Artikel versucht aufzuzeigen, was sogar kleine Bibliotheken mit unqualifizierten Mitarbeitern im Kampf gegen die soziale Ausgrenzung in benachteiligten Gemeinden bewirken können.

Gregory Miura. **Pushing the Boundaries of Traditional Heritage Policy: maintaining long-term access to multimedia content. [Verschiebung der Grenzen der traditionellen Politik des Kulturerbes: Aufrechterhaltung eines langfristigen Zugangs zu Multimedia-Inhalten.]**
IFLA Journal 33 (2007) No. 4, pp. 323–326

In diesem Artikel geht es um die von der Audiovisionsabteilung der Nationalbibliothek von Frankreich (Bibliothèque nationale de France, BnF) eingeschlagene Strategie mit dem Bestreben, den Zugang zu einer umfassenden Sammlung von Multimedia- und elektronischen Dokumenten auch weiterhin zu sichern. Dabei werden verschiedene experimentelle technische Lösungen zur Konservierung beschrieben, wobei es im Wesentlichen darum geht, wie diese Dokumente zu behandeln sind, um sie künftigen Benutzern zu Forschungszwecken zugänglich machen zu können. Aus diesen Überlegungen ergeben sich sowohl entsprechende Emulationslösungen als auch neue Ansätze zum Aufbau von Sammlungen im Hinblick auf die spezifische Informationsstruktur in einem multimedialen Kontext.

Roman Motulsky. **The National Library of Belarus: a new stage of development. [Die Nationalbibliothek von Weißrussland: Eine neue Entwicklungsphase.]**
IFLA Journal 33 (2007) No. 4, pp. 327–334

Die Nationalbibliothek von Weißrussland (National Library of Belarus, NLB) ist eine große Forschungsbibliothek, die die Rolle eines Informations-, Sozial- und Kulturzentrums der Republik übernimmt. Seit über 85 Jahren ist die Nationalbibliothek von Weißrussland Hüterin des Kulturerbes von Weißrussland und dient der Bevölkerung als Informationszentrum. Die Bauarbeiten für das neue Gebäude für die NLB begannen 2002 und wurden 2006 abgeschlossen. Das neue Bibliotheksgebäude im High-tech-Stil ist eine Visitenkarte der Stadt Minsk. Der obere Bereich ähnelt einem Diamanten, der im Mittelpunkt eines Stylobats (dem unteren flachen Gebäudeteil) ruht. In dem „Diamanten" ist die Sammlung mit ungefähr 8,4 Millionen Exemplaren untergebracht. Die Sammlungen der Bibliothek sind von hohem historischem und kulturellem Wert und stellen die vollständigste Sammlung von Werken dar, die in oder über Weißrussland veröffentlicht worden sind. Im Stylobat befinden sich 19 Lesesäle (2.060 Sitzplätze), Mitarbeiter- und Verwaltungsbüros sowie technische Räume. Über 20 moderne Netzwerke wurden zu einem technischen Komplex verknüpft, der den Betrieb und die Sicherheit des Bibliotheksgebäudes gewährleistet. Das lokale Netzwerk umfasst über 100 Server und 1400 PCs (hauptsächlich „Client Terminals"). Die Bibliothek verfügt über 80 Datenbanken aus den Bereichen Geschichte, Kultur, weißrussische Kunst, Tschernobyl, nationale Zeitschriften, Dissertationen etc. Derzeit arbeitet die NLB an einer rückwirkenden Umformung ihrer Ressourcen mit dem Ziel der Schaffung einer digitalen Bibliothek. Die Regierung von Weißrussland hat viel in die neue Bibliothek investiert. Außerdem wurde ein Spendenkonto für das Gebäude eröffnet und zahlreiche Unternehmen, Organisationen und Bürger haben Geld gespendet. Inzwischen haben fast alle Bürger des Landes etwas zum Bau des neuen Gebäudes beigetragen, so dass man zu Recht sagen kann, dass es sich hier um ein nationales Projekt handelt.

Jean P. Shipman. **Informationists or Information Specialists in Context (ISIC): six years after conception. [Informationisten oder Informationsspezialisten im Kontext (ISIC): Sechs Jahre nach der Konzipierung.]**
IFLA Journal 33 (2007) No. 4, pp. 335–339

Ärzte und andere im Gesundheitswesen Tätige haben meist kaum Zeit für eine evidenzbasierte Medizin unter konsistenter Hinzuziehung wissenschaftlicher Veröffentlichungen als Entscheidungsgrundlage zur Behandlung klinischer Probleme oder zur Suche nach geeigneten Antworten auf Probleme, die sich häufig im Rahmen der Behandlung ergeben. Es ist aber nicht nur der Zeitmangel; viele wissen viele nicht so recht, wie die entsprechenden Veröffentlichungen strukturiert sind und abgefragt werden können. Um diese Lücke zwischen Evidenz und Praxis zu überbrücken, wurde in einer Ausgabe des Jahres 2000 der „Annals of Internal Medicine" eine neue Art von Heilberufler [Health Professional] beschrieben, der in der Lage ist, dank seiner klinischen Kenntnisse und seiner Fähigkeiten im Bereich der Informationssuche und –synthese zwei überaus unterschiedliche Bereiche miteinander zu verbinden. Dieser Artikel, der sich auf eine Präsentation bei einem von IFLA gesponserten Meeting der Sektion für gesundheits- und biowissenschaftliche Bibliotheken auf dem Weltkongress Bibliothek und Information 2006 – der 72. IFLA-Generalkonferenz in Seoul in Korea - stützt, zeigt die Entwicklung dieses wichtigen Konzepts mit seinen vielen Facetten auf.

Zhang Zhixiong, Li Sa, Wu Zhengxin, Lin Ying. **Towards Constructing a Chinese Information Extraction System to Support Innovations in Library Services. [Wege zum Aufbau eines chinesischen Informationsextraktionssystems zur Unterstützung von Innovationen im Leistungsangebot der Bibliotheken.]**

Angesichts der Bedeutung der Informationsextraktion (IE) für die Unterstützung von Innovationen in vielen Bereichen des Leistungsangebots der Bibliotheken haben die Autoren die Initiative zum Aufbau eines chinesischen Informationsextraktionssystems ergriffen, um die enormen Informationsressourcen von China effektiv nutzen zu können. Die Autoren kommen zu einer chinesischen IE-Lösung, die das GATE-System (General Architecture for Text Engineering) der Universität von Sheffield nutzt und so versucht, ein chinesisches IE-Plug-in-System zu entwickeln, mit dem sich die chinesischen Informationsressourcen auf der Grundlage des GATE-Frameworks bearbeiten lassen. Der Artikel analysiert das Framework des GATE-Systems, beschreibt die chinesische IE-Lösung auf der Grundlage dieses GATE-Systems und geht näher auf drei Hauptschwierigkeiten bei der Implementierung des chinesischen Informationsextraktionssystems ein. Dabei handelt es sich um folgende Aspekte: 1. Das Problem der Erkennung der chinesischen Zeichen; 2. Professionelle geographische Lexika; 3. Die Erkennung von chinesischen Begriffen. Die Autoren haben dieses System mit Erfolg implementiert und ein Experiment durchgeführt, bei dem das chinesische IE-System erfolgreich Tausende von wissenschaftlichen und technologischen Berichten herausgefiltert hat. Die Autoren sind davon überzeugt, dass dieses System ein wichtiger Fortschritt ist und eine gute Grundlage für die weitere Forschungsarbeit bietet.

RESÚMENES

Peter Johan Lor. **Bridging the North–South Divide in Scholarly Communication in Africa: a library and information systems perspective. [Acortando distancias entre Norte y Sur en la comunicación de los estudiosos de África: la perspectiva de los sistemas de bibliotecas e información.]**

Este artículo analiza la situación de la comunicación de los estudiosos de África desde una perspectiva amplia y general, utilizando un modelo de sistemas sencillo basado en la fórmula Lasswell. El modelo identifica y analiza los siguientes componentes: creadores, contenidos, mediación, usuarios e infraestructura. En él se reconoce que estos elementos han de ser estudiados en sus contextos culturales, políticos, económicos, jurídicos y éticos. A la hora de analizar cada uno de estos componentes se identifican distintas cuestiones y problemas críticos relativos a la diferencia Norte-Sur/Sur-Norte, y se hacen algunas observaciones sobre la postura que adoptan las bibliotecas y sus funciones. El artículo presenta una lista de libros solicitados y hace hincapié en que la comunicación entre estudiosos tiene dimensiones tanto digitales como analógicas. Se trata de un fenómeno complejo que debe abordarse de manera integral.

Karin de Jager y Mary Nassimbeni. **Information Literacy in Practice: engaging public library workers in rural South Africa. [Cultura en materia de información en la práctica: lograr la participación de los trabajadores de las zonas rurales en Sudáfrica.]**

La red de bibliotecas provinciales de Mpumalanga, en Sudáfrica, opera en una "nueva" provincia esencialmente rural creada en 1996. Muchas de las bibliotecas se encuentran en zonas aisladas y tienen que cubrir las muy diversas necesidades de sus comunidades. Este documento informa de los

resultados de las actuaciones referentes a la culturización en materia de información, concebidas para los trabajadores de las bibliotecas de esta provincia. Esta campaña, que es la primera de este tipo en Mpumalanga (y en Sudáfrica) proporcionó a los trabajadores de las bibliotecas públicas la oportunidad de desarrollar sus propias destrezas en materia de información así como aplicarlas en sus bibliotecas. Este documento aborda las necesidades identificadas en materia de información y formación, las campañas que se han creado, sus progresos y los resultados alcanzados. Desde el principio se ha hecho hincapié en la importancia de medir y evaluar las actividades a lo largo de sus campañas para poder valorar el impacto de sus intervenciones. El documento trata de mostrar de qué forma las bibliotecas públicas, aunque sean pequeñas y con trabajadores no cualificados, pueden mejorar el problema de la exclusión social en las comunidades desfavorecidas.

Gregory Miura. **Pushing the Boundaries of Traditional Heritage Policy: Maintaining long-term access to multimedia content. [Reducir las barreras que impone la política tradicional sobre patrimonio: mantenimiento del acceso a largo plazo a contenidos multimedia.]**
IFLA Journal 33 (2007) No. 4, pp. 323–326

Este documento abordará la dirección que ha elegido el Departamento Audiovisual de la Biblioteca Nacional de Francia (BnF) para mantener el acceso a una colección completa de documentos multimedia y electrónicos. Describirá varias soluciones técnicas experimentales para la conservación, haciendo hincapié en las consecuencias de que los futuros usuarios puedan acceder a dichos documentos para fines de investigación. Esto ha dado lugar al uso de soluciones de emulación y nuevas prácticas para la política de desarrollo de colecciones, teniendo en cuenta la estructura específica

de la información en un contexto multimedia.

Roman Motulsky. **The National Library of Belarus: a new stage of development. [La Biblioteca Nacional de Bielorrusia: una nueva etapa de desarrollo.]**
IFLA Journal 33 (2007) No. 4, pp. 327–334

La Biblioteca Nacional de Bielorrusia (NLB) es una importante biblioteca de investigación universal que tiene el estatus de centro de información, social y cultural de la república. Durante más de 85 años, esta institución ha guardado el patrimonio cultural de los bielorrusos y ha prestado servicios de información a la sociedad. Los trabajos de construcción del nuevo edificio de la NLB, que comenzaron en 2002, finalizaron en 2006. El nuevo edificio de la biblioteca, con un diseño de alta tecnología, es una tarjeta de visita para la ciudad de Minsk. La parte superior parece un diamante situado en el centro de un estilóbato (la parte inferior del edificio). En este "diamante" se alberga una colección de cerca de 8,4 millones de ejemplares. Las colecciones de la biblioteca tienen valor histórico y cultural, y son los materiales más completos que se han publicado en Bielorrusia o sobre este país. En el estilóbato hay 19 salas de lectura (2.060 puestos), oficinas, así como salas para trabajos administrativos y técnicos. Más de 20 modernas redes de ingeniería que se combinan en un complejo técnico mantienen el funcionamiento y la seguridad del edificio de la biblioteca. La red local consta de más de 100 servidores y 1.400 ordenadores personales (principalmente "terminales cliente"). Los recursos electrónicos se componen de 80 bases de datos que representan la historia, la cultura y las artes de Bielorrusia y Chernobyl, publicaciones periódicas nacionales, tesis, etc. La NLB trabaja en la conversión retrospectiva de sus recursos con el fin de crear una biblioteca digital. El gobierno de Bielorrusia ha realizado fuertes inversiones en el edificio de la

biblioteca. También se ha abierto una cuenta de recaudación de fondos para el edificio, y son muchas las empresas, organizaciones y particulares que han donado dinero. Casi todos los ciudadanos del país han contribuido a la construcción del nuevo edificio, por lo que puede afirmarse que se trata de un proyecto verdaderamente nacional.

Jean P. Shipman. **Informationists or Information Specialists in Context (ISIC): six years after conception. [Profesionales o especialistas en información en contexto (ISIC): seis años después de su creación.]**
IFLA Journal 33 (2007) No. 4, pp. 335–339

Los médicos y otros profesionales de la salud casi nunca tienen tiempo de practicar la medicina basada en pruebas, mediante la aplicación sistemática de las mejores pruebas publicadas para responder a problemas clínicos o analizar cuestiones que, a menudo, surgen cuando tratan a los pacientes. La falta de tiempo suele ir acompañada de una falta de habilidad para buscar información y un desconocimiento de la estructura de las pruebas publicadas. Para aliviar esta deficiencia en la práctica basada en pruebas, un editorial de los Anales de Medicina Interna publicado en 2000 propuso un nuevo tipo de profesional sanitario capaz de servir de puente entre dos áreas muy distintas, que posea conocimientos médicos y habilidades en búsqueda de información y síntesis. En este artículo se describe la evolución de este importante concepto multidisciplinar, y se basa en una presentación, realizada por invitación, para la sesión IFLA/Sección de Bibliotecas de Ciencias Biológicas y Salud, en el Congreso Mundial de Bibliotecas e Información 2006: 72ª Conferencia General y reunión del Consejo de IFLA en Seúl, Corea.

Zhang Zhixiong, Li Sa, Wu Zhengxin, Lin Ying. **Towards Constructing a Chinese Information Extraction System to Support Innovations**

in Library Services. [Hacia la construcción de un sistema de extracción de información china para respaldar las innovaciones en los servicios de bibliotecas.]
IFLA Journal 33 (2007) No. 4, pp. 340–350

Conscientes de la importancia de la extracción de la información a la hora de respaldar la innovación en muchas áreas de los servicios de bibliotecas, los autores han comenzado a crear un sistema de extracción de información china para procesar correctamente los enormes recursos de información de ese país.

Los autores proponen una solución de extracción de información que hace un uso completo del sistema GATE (Arquitectura general para la Ingeniería de Textos) de la Universidad de Sheffield, para tratar de desarrollar un complemento de extracción de información y procesar los recursos chinos tomando como base la estructura GATE. El artículo analiza la estructura del sistema GATE, describe la solución de extracción de información china basada en dicho sistema, y se centra en tres dificultades clave a la hora de implementar un sistema de este tipo. Dichas dificultades son:

1. El problema de "tokenización" o análisis chino; 2. Diccionarios geográficos profesionales; 3. reconocimiento de entidades con denominación en chino Los autores han implementado con éxito este sistema y han llevado a cabo un experimento en el que el sistema extrae miles de fragmentos de noticias científicas y tecnológicas. Los autores creen que este sistema es un ensayo importante y que constituye una excelente base para el trabajo de investigación que se lleve a cabo en el futuro.

Рефераты статей

Питер Джоан Лор. **Bridging the North–South Divide in Scholarly Communi-cation in Africa: a library and information systems perspective. [Преодолевая различия между Севером и Югом в сфере научной коммуникации в Африке – перспектива работы библиотек и информационных систем.]**
IFLA Journal 33 (2007) No. 4, pp. 303–312

Сфера научной коммуникации в Африке рассматривается в статье с точки зрения широкой общей перспективы с использованием простой системной модели, основанной на формуле Лассвелла. Данная модель идентифицирует и анализирует следующие компоненты: Создатели, Содержание, Посредники, Пользователи и Инфраструктура. Признается, что указанные компоненты должны изучаться в их культурном, политическом, экономическом, юридическом и этническом контекстах. Путем поочередного рассмотрения каждого из компонентов идентифицируется ряд критических составляющих и проблем, характерных для различий между Севером и Югом, и делаются некоторые замечания и выводы о положении и роли библиотек. В статье представлен перечень пожеланий и подчеркнуто, что научная коммуникация имеет как цифровое,

так и аналоговое измерение. Делается вывод о сложности этого явления, которое следует подвергнуть целостной оценке.

Карин де Ягер и Мэри Нассимбени. **Information Literacy in Practice: engaging public library workers in rural South Africa. [Информационная грамотность на практике: вовлечение сотрудников публичных библиотек в работу в Южной Африке.]**
IFLA Journal 33 (2007) No. 4, pp. 313–322

Учреждение по библиотечному обслуживанию провинции Мпумаланга, Южная Африка предлагает услуги публичной библиотеки для созданной в 1996 году «новой» провинции с преобладающим сельским населением. Многие библиотеки находятся в изолированных районах и должны удовлетворять весьма разнообразные потребности их населения. В настоящей статье содержится отчет о результатах кампании по повышению информационной грамотности сотрудников публичной библиотеки в этой провинции. Эта кампания, первая в своем роде в провинции Мпумаланга (и в Южной Африке), предоставила сотрудникам публичной библиотеки возможность повысить их информационную грамотность

и применить полученные навыки в своих библиотеках. В данной статье обсуждаются идентифицированные потребности в информационных и образовательных услугах, особенности запущенных кампаний, их прогресс и результаты. Акцент с самого начала был сделан на важности определения и оценки деятельности в течение всей кампании с тем, чтобы смочь определить степень их воздействия. В статье делается попытка показать то значение, которое даже маленькие публичные библиотеки с неквалифицированным персоналом могут иметь в решении проблемы социального отчуждения в неблагополучных районах.

Грегори Миура. **Pushing the Boundaries of Traditional Heritage Policy: Maintaining long-term access to multimedia content. [Раздвигая границы традиционной политики наследия: поддержание долговременного доступа к мультимедийному содержанию.]**
IFLA Journal 33 (2007) No. 4, pp. 323–326

Эта статья обращается к направлению, избранному Департаментом аудиовизуальных средств Национальной библиотеки Франции (НБФ), для поддержания доступа к всеобъемлющему собранию мультимедийных и электронных

документов. В ней описывается несколько экспериментальных технических решений проблемы сохранения, подчеркиваются преимущества умения будущих пользователей использовать эти документы в исследовательских целях. Результатом этого будет использование имитационных решений, а также новых подходов к политике развития в области сохранения в отношении специфической структуры информации в условиях мультимедийного контекста.

Роман Мотульский. **The National Library of Belarus: a new stage of devel-opment. [Национальная библиотека Беларуси: новая стадия развития.]**
IFLA Journal 33 (2007) No. 4, pp. 327–334

Национальная библиотека Беларуси (НББ) является крупнейшей универсальной исследовательской библиотекой, имеющей статус информационного, социального и культурного центра республики. На протяжении более 85 лет НББ сохраняет национальное достояние белорусского народа и предоставляет информационные услуги обществу. Начатое в 2002 году строительство нового здания НББ завершилось в 2006 году. Новое здание библиотеки в стиле «хай-тэк» является визитной карточкой города Минска. Верхняя его часть имеет форму алмаза, водруженного в центр стилобата (нижней части сооружения). В «алмазе» расположено хранилище с более чем 8,4 млн. экземплярами. Коллекции библиотеки представляют высокую историческую и культурную ценность и являются наиболее полным собранием материалов, опубликованных в или о Беларуси. В стилобате расположено 19 читальных залов (на 2060 мест), офисы сотрудников НББ, административные и технические помещения. Более 20 современных инженерных сетей, объединенных в технический комплекс, обеспечивают функционирование и безопасность здания библиотеки. Локальная сеть объединяет более 100 серверов и 1400 персональных компьютеров (в основном, «клиентские терминалы»). Электронный ресурс включает 80 баз

данных, объединяющих материалы по истории, культуре, искусствам, чернобыльской проблематике, национальную периодику, диссертации и т.д. НББ работает над ретроспективной конверсией и переносом своих ресурсов с целью создания цифровой библиотеки. Правительство Беларуси осуществило масштабные инвестиции в здание библиотеки. Одновременно был открыт банковский счет для добровольных пожертвований на нужды библиотеки, и многочисленные компании, организации и частные лица перечислили на него свои деньги. Практически каждый житель страны внес свой вклад в создание нового здания НББ, которое, таким образом, может считаться действительно национальным проектом.

Жан П.Шипман. **Informationists or Information Specialists in Context (ISIC): six years after conception. [Информационисты или специалисты по контекстной информации (СКИ): спустя шесть лет после создания концепции.]**
IFLA Journal 33 (2007) No. 4, pp. 335–339

Врачи и другие поставщики медицинских услуг далеко не всегда имеют время, чтобы практиковать доказательную медицину путем последовательного применения доступных в публикациях доказательств для поиска ответов на клинические проблемы или для исследования вопросов, часто возникающих в процессе лечения пациента. Недостаток времени зачастую усугубляется отсутствием умений и навыков информационного поиска в структуре публикуемых доказательств. В редакционной статье «Ежегодника медицины внутренних болезней» за 2000 год для устранения этого пробела в применении доказательств на практике предлагается концепция нового типа медика-профессионала, способного ориентироваться в двух сильно отличающихся средах: обладания клиническими знаниями, а также умениями в области извлечения и синтеза информации. На протяжении всей статьи рассматривается эволюция этой

важной и многосторонней концепции, основанной на презентации, которая была сделана специально для сессии ИФЛА/Секции библиотек в области здравоохранения и биологических наук в рамках Всемирного конгресса по библиотекам и информации 2006 года: 72-я Генеральная конференция и заседание Совета ИФЛА в Сеуле, Корея.

Жанг Жизионг, Ли Са, Ву Женгзин, Лин Юинг. **Towards Constructing a Chinese Information Extraction System to Support Innovations in Library Services. [На пути к созданию китайской системы выборки информации в поддержку инноваций в сфере библиотечных услуг.]**
IFLA Journal 33 (2007) No. 4, pp. 340–350

Отдавая себе отчет в важности выборки информации (ВИ) для поддержки инноваций во многих областях библиотечных услуг, авторы начали создавать китайскую систему выборки информации для эффективной обработки огромных информационных ресурсов Китая. Авторы предлагают решение китайской ВИ на основе полного использования системы GATE (Общая архитектура для проектирования текстов), разработанной Шеффилдским университетом, в попытке разработки китайского интегрированного модуля ВИ для обработки китайских информационных ресурсов на основе структуры GATE. В статье анализируется структура системы GATE, описывается решение китайской ВИ на основе системы GATE и рассматриваются три основные трудности, возникающие в процессе имплементации китайской системы выборки информации: 1. проблема разметки китайских текстов; 2. профессиональные журналисты; 3. распознавание китайских наименований организаций. Авторы успешно ввели в действие указанную систему и провели эксперимент, в ходе которого китайская система ВИ успешно извлекла тысячи единиц научно-технических новостей. Авторы считают, что эта система является важным испытанием и закладывает хорошую основу для дальнейшей исследовательской работы.

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