



Public Libraries Section

Mid-Term Meeting Zagreb 9 March 2016

Minutes

Wednesday 9 March 2016
City Library of Zagreb (Gradska knjižnica), Starčević Square 6
10am – 4pm

Members in Attendance: Anette Mjoberg, Annie Dourlent, Corinne Hill, Jan Richards, Josephine Siegrist, , Lo Claesson, Montserrat Espuga, Pirkko Lindberg, Marian Morgan-Bindon, Jakob Guillos Laerkes, Jane Wee, Jos Debeij, Torbjörn Nilsson, Ljiljana Sabljak, Raymond Santiago, Sarah Dudek.

Guests: Jessica Dorr (Bill and Melinda Gates Foundation), Danka Hausig (City Library of Zagreb/ IFLA AVMS Standing Committee member), Ivana Faletar Horvatic (City Library of Zagreb), Dunja Maria Gabriel (National and University Library in Zagreb), Sanja Bunid (Zagreb City Libraries, Croatia/ IFLA LSN Section)

Item	
1	Welcome: Marian welcomed all Standing Committee members and guests. She also thanked members for their attendance at the mid-term meeting
2	Apologies: Hitomi Takeuchi, Leikny H Indergaard, Tebogo Mzizi, , Suzanne Payette Adriana Cybelle Ferrari. Libuse Nivnická, Paul Tovell
3	Approval of the agenda: The Agenda was approved (Anette/Lo)
4	Approval of the minutes of the meeting held in Cape Town: The Minutes of the Meetings in Cape Town were confirmed as a true and correct record (Annie/Jane)
5	Business Arising from the minutes of the previous meeting: There were no items arising that were not covered elsewhere in the agenda.
6	Review of Action Plan 2016: This formed the basis of discussion for most of the meeting. The updated <i>Action Plan</i> is attached
7	Annual Report: The Section's Annual Report was presented and members congratulated on their achievements.
8	Advocacy initiatives: Members had been invited to submit details of public library advocacy campaigns in their respective countries as the basis of information sharing. <ul style="list-style-type: none"> • Australia – F.A.I.R. • USA – Libraries Transform and Library Freedom Project • South Africa – <i>Proud to be a Public Librarian</i> • United Kingdom – My library by right

	<ul style="list-style-type: none"> Germany - The image campaign “Netzwerk Bibliothek” (“Network Library”) from 2014-2017 is executed by the German Library Association (dbv) and funded by the Federal Ministry of Education and Research and the library vendors ekz and divibib. <p>The campaign aims to show important digital services and offers, up-to-date events and trends in libraries. E. g. e-books, free Wifi, e-learning, digital data bases, hardware, e-readers, e-journals, makerspaces.</p> <p>The dbv has a You-Tube Chanel with different image films, e. g. “Netzwerk Bibliothek 2015”</p>
9	<p>Round Table: Details of what’s happening in PLS members’ countries is attached.</p>
10	<p>Global Libraries Data Atlas Project: The meeting welcomed Jessica Dorr from the Bill and Melinda Gates Foundation who gave a presentation on the Global Libraries Data Atlas Project. A copy of this presentation is available for Standing Committee members on Basecamp..</p>
11	<p>Other business: The Chair, Marian Morgan Bindon, warmly thanked Ljiljana Sabljak and her colleagues for arranging a wonderful mid-term for us in Zagreb. Marian also congratulated Ljiljana on her impending retirement and acknowledged her contribution to the public library sector.</p>
12	<p>Close: The meeting closed at 4pm.</p>

ACTION PLAN

Public Libraries Section

Objectives of the Public Libraries Section Standing Committee 2015-16:

- 1. Support the sector through the sharing of best practice*
- 2. Advocate for equitable access to information and knowledge for communities world-wide that supports the democratic process, shared understanding and community well-being.*
- 3. Build capacity for public libraries and public librarians internationally through an agile and engaged Section*

Objectives <i>What do you want to achieve? Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here the progress of your work, at least every month</i>
1. Support the sector through the sharing of best practice	Library Services to Persons With Special Needs	Provide input into process from a public library perspective	Lo, Anette, Montse and Jakob	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number of inputs into discussion	Work on the <i>Guidelines for Homeless People</i> has commenced. IFLA's Professional Committee and Committee on Standards have recommended that consultation be expanded to include examples from Africa, Pacific, Asia and Scandinavia and encouraged greater cooperation with other IFLA Sections.
	Libraries for Children and Young Adults	Ensure that consultation with PLS and wider public library environment on this project is achieved.	Leikny		Development of relevant and timely standards, guidelines and best practice examples	There has been a lot of work done already by Carolyn Rankin (leader for working group on the revised guidelines Children's Section) and by the group that is working on the best practices. During the midyear meeting (April 8 and 9) the Children's Section will be working on this. It is hoped to present the work in progress and hopefully the revised Guidelines in Columbus.
	Continue partnership with the Danish Agency for Culture's Public	Review process in partnership with Danish Agency for Culture	Jakob, Jos, Jan and Leikney August 2016	IFLA PLS website PLS blog and Facebook Page National library	Number of entries Number of	The Danish Agency for Culture has updated the guidelines which are based around 6 assessment criteria. The awards will be launched on 1

	Library of the Year Award	Expand reach for application Determine format for 2016 awards		associations and other information providers - ongoing	participants in related program	April with applications due by 1 June 2016. The Awards will be announced and presented at the PLS off-site session in Columbus. Jan and Leikney will represent PLS on the selection committee. Jakob and Jos will work with the Danish Agency for Culture and the sponsors to develop the Awards program. All PLS members are asked to promote the awards heavily within their own networks.
2. Advocate for equitable access to information and knowledge for communities world-wide that supports the democratic process, shared understanding and community well-being	Monitor, record and share initiatives that support equitable access to information and knowledge	Continue to collect and share examples of best practice examples for library services to refugees and other at risk communities	Jan	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number and geographical spread of stories	Examples are available on the PLS website as Responding!: public libraries in times of need and news stories have been generated about this initiative and shared on IFLA's web site, on Facebook and the blog and at a national level. PLS has been invited to participate in an American Library Association webinar on 31 March to discuss the initiative. Jan will speak on behalf of the Section. This will later be made available by the ALA and the link shared.
		Share these at WLIC 2016 as part of PLS Program	Sarah, Annie, Raymond, Corrine and Torbjorn		Number of participants	See below

3. Build capacity for public libraries and public librarians internationally through an agile and engaged Section	Ensure the delivery of strong and relevant conference programs	Satellite 2016 Philadelphia	Corrine	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number and geographical spread of participants	A successful call for papers has complemented the invited speakers for this session <i>21st Century Literacies in Public Libraries</i> . The satellite will be held on 10-11 August at the Free Library of Philadelphia with an optional third day of library tours. Confirmed keynote speakers include John L Jackson Jnr and Carol Colletta.
		WLIC 2016 Columbus PLS (Off-site)	Sarah, Annie, Raymond, Corrine, Torbjorn			<i>A sanctuary in time of need</i> has been developed in partnership with the IFLA Library Services to Multicultural Populations Section. The major speakers have been identified with a few adjustments still to be made. Further discussions will be held with the Multicultural section. Thanks were extended to the PLS team working on this for all of their hard work.
		Law Libraries	Jan			The joint session <i>Bringing the Law to the Library: connections, collaboration and community in support of access to justice and the rule of law</i> is progressing well. There was a good selection of papers submitted and the successful applicants notified.
		Literacy and Reading	Leikny and Marian			Our joint session with the Literacy and reading Section in Ohio is going well. The session is <i>Literacy Matters</i> :

Strategies, Awards and Campaigns for Supporting Development Through Literacy & Reading.

This is progressing well. There have been discussions between the two sections concerning possible topics and thanks were extended to PLS members for their suggestions. The proposed title is *Managing Change: Library Transitions – moving into the future.*

2017 Satellite
Bergen

Leikny, Lo,
Pirkko, Anette

Encourage public librarians to participate in IFLA conferences through the presentation of innovative papers or posters	Promote IFLA Conferences, Satellites and other professional development opportunities through local networks and social media Mentor PLS Section members and other colleagues and identify opportunities	All PLS Standing Committee members	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number and geographical spread of participants
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Provide mid-term meetings which include a professional development

9-13 March 2016
Zagreb, Croatia

Ljiljana

IFLA PLS website PLS blog and Facebook Page National library associations and

2016 Mid-term Satellite programme delivered

Thanks were extended to the team in Zagreb for organising such a welcoming mid-term meeting.

opportunity for local and regional public library colleagues	2017 Australia	Marian and Jan	other information providers - ongoing	Professional Development opportunity delivered	<p>2017 Mid-term Satellite programme delivered</p> <p>Professional Development opportunity delivered</p> <p>Jan and Marian confirmed that the 2017 mid-term meeting will be held in Sydney, Australia 15-18 March 2017. The PLS meeting and seminar will be hosted by the State Library of New South Wales. It is anticipated that the seminar will focus on STEM (Science, Technology, Engineering and Mathematics in libraries).</p> <p>A web site for the mid-term will be available soon.</p>
Participate in the promoting and sharing information using PLS Social media platforms, web and national networks	<p>Guest Blogger</p> <p>Facebook</p> <p>Local networks</p> <p>PLS Website and other channels</p>	<p>All PLS Standing Committee Members</p> <p>Information Co-ordinator</p>	<p>IFLA PLS website</p> <p>PLS blog and Facebook Page</p> <p>National library associations and other information providers - ongoing</p>	<p>Number of hits</p> <p>Number of stories published.</p>	<p>Jan thanked member of the Section for their contributions as guest bloggers. A diverse range of stories have been posted since this initiative commenced after the WLIC in Cape Town.</p>

International Round-Up

Sweden

Lo Claesson, Anette Mjöberg and Torbjörn Nilsson

- The National Library has got an assignment to write a national library strategy.
- Swedish libraries have taken a great responsibility to welcome asylum seeker and to work with integration.
- Many libraries do very much activities to reduce digital divide.
- Libraries outside libraries.
- Maker libraries.

United Kingdom

Paul Tovell

Here in the UK, library service budgets are continuing to shrink. Local councils (who provide library services) get a revenue support grant from central government to help with their funding, and this has been steadily reducing ever since the recession started. Since local councils also provide services like hospitals and schools, it is not surprising that libraries end up bearing the brunt of these cuts. Since 2010, 443 public libraries have closed with many more offering reduced hours and limited services.

CILIP (the UK's library association) recently launched a petition to the government, calling on them to fulfil their statutory responsibilities to taxpayers and provide a comprehensive and efficient library service. The petition is called 'My Library By Right' and has already got over 10,000 signatures including some very high profile authors like Ali Smith and Joanna Trollope (see CILIP website for further info – www.cilip.org.uk).

Meanwhile many library services are experimenting with volunteers. My own service has handed over 23 of its 43 libraries to be run by community groups with volunteers, offering slightly different services (eg some will be run by a health trust) and with different opening hours.

One of the comments given by a petition signatory has been widely shared on social media, and gives a flavour of some of the battle:

"I'm signing because access to information is crucial to society; Because literature, the Internet, skills development, reference material, historical, cultural and other forms of knowledge are intrinsic to personal development and wellbeing; Because not everyone has technology, computers, devices, printers, the Internet or the skills to use them, in their home; Because services that provide early years introductions to language, text, rhyme and reading to all children, regardless of socio-economic status, can literally change lives and are the first building blocks of social mobility; Because vulnerable members of our communities need a free and open social space where they can learn, develop, and feel safe; Because librarians are highly qualified information professionals and cannot be replaced by book-lending volunteer services; Because life is sometimes about art, beauty, philosophy, thought, creation, understanding, curiosity, knowledge, adventure and emotion – the types of activities that in the modern world can only be filled by the library; Because our forefathers recognised the importance of the library as a social institution, free, and protected by law – we shouldn't have to fight for it."

Finland

Pirkko Lindberg

Preparation of the new Library Act will be finished soon (I was happy to be in that group) and will go to Parliament's handling. Main new things in the law compared to the old one:

- enhance the meaning of libraries as a place and actor for democracy, freedom and equality etc..
- library services free of charge (new: also reserving)
- no more exact qualification demands for library staff

New strategy for Public Libraries 2016-2020 is ready. (Unfortunately only in Finnish, will be later in English too) Main values for Public Libraries:

- Equality
- Responsibility
- Communality
- Courage Freedom of speech

Lendings and visitors going up in most big libraries ☺

Finnish Library Association is also doing a new strategy - so there is a lot of discussion going on in different fronts about libraries future, tasks etc..

KOHA (open source library system) is taking dominance in Finnish libraries, there are more and more libraries joining. KOHA Finland Corporation has been started

The new Central Library in Helsinki - construction works have started (ready 2018)

Tampere:

- Four new libraries will be ready 2016-2017
- Two of them together with health-, youth- and social services. We are in the same space, really!
- Lot of discussion going on about new library work, librarian as a profession, new challenges to our work, new services, refugees, etc.
- In our main library Metso a big renovation will be ready next year - it will be great, lot of new space for customers and open multifunctional working places for staff
- Tampere main Library Metso is the best big library of all cities in Finland according to lendings, number 3. in visitors
- Figures going up in Tampere: 4,9 million lends (+3 %) 2,5 million visitors (+1,8%), 22 lends/inhabitant/year
- Especially children's lends are going up - we are happy for that
- special strategy for this year: e-materials and their marketing for customers
- part of city's exercise project - we will lend sport devices

Singapore

Jane Wee

The National Library Board, Singapore, will be launching our National Reading Movement later this year to build a nationwide reading culture. The three key strategies would be to reach out to young and working adults through digital and social media engagement, to place greater emphasis in

promoting reading in Mother Tongue Languages and to galvanize community support by establishing partnerships with large organizations and the media to promote the reading movement.

France

Annie Dourlent

Extending the opening hours of public libraries

This is an important topic, after a report published by a member of the Senate (<http://www.culturecommunication.gouv.fr/Ressources/Rapports/Extension-des-horaires-d-ouverture-des-bibliotheques>)

The Ministry of Culture has launched a call for projects on this topic, some subsidies being available to help City libraries to extend their opening hours.

Many libraries are now planning to open on Sunday, which leads often to controversy with the staff.

Services for migrants and refugees

The attacks in Paris (January and November 2015) have drawn attention on the question of integrating migrants or refugees in the French society. Libraries are trying to improve the services they provide in that field (language cafés, advice on migrants and asylum seekers rights, intercultural activities and events). A study day will take place in Paris (Cité nationale de l'histoire de l'immigration) on June 16th

Impact measurement and value of libraries

AFNOR, the French section of ISO, has recently published a statement on this topic, and a study day will be held on March 24th to highlight the impact measurement indicators proposed by ISO.

A study on impact and value of the libraries is currently being done in the County of Val d'Oise, and a national study is planned in 2017, led by the Abf, (French Librarians Association)

Reading, libraries and Handicap

In the framework of the Marrakech Treaty, a new law is currently under consideration in the French Parliament to improve access to books (more people having access to adapted materials, adaptation of books to specific formats like Daisy facilitated...) for visually impaired, and people suffering from dyslexia or dysphasia

Spain

Montse Espuga

- Barcelona County libraries offer library service to the 98% of the population, with 226 libraries and 9 bibliobuses. Next 2016 will start the service of a new bibliobus and open 4 new libraries and rebuild 2 libraries
- Most libraries are changing from AACR to RDA in cataloguing process
- Libraries are one of the best services, according to the last customer satisfaction survey.

Switzerland

Josephine Siegrist

Report of the PBZ Pestalozzi Library Zurich

The Zurich City Library PBZ celebrate in 2016 the 120th anniversary of its foundation. On the weekend of 24th-26th June we will organize a big event with an interesting program for young and old in all our 14 libraries all over the city.

In March we received the good news that we do not have to pay VAT on the subsidies granted by the city council. Our relief was huge and we are looking forward to the jubilee very enthusiastically!

The planning to build/set up a new library branch is now on a good way. The "Project Schütze" includes a Primary School, a Community Centre and a PBZ Library (about 1000 m2). Construction starts in 2017, the opening is scheduled for 2019.

Report on the developments in the Library landscape of Switzerland

The Federal Act on Copyright and Related Rights (the so called Copyright Act) is currently being revised.

The main aim of the modernization of the Copyright Act is primarily combating Internet piracy. At the same time legal regulations are adapted to the latest technological developments. The draft of the amended Copyright Act also includes the lending right which requires of libraries to pay a fee for every single lending of an item to the collecting societies (public lending right/library levy/library royalties). This could become particularly life threatening for public libraries. As a result of the ongoing revision of the Copyright Act a special Task Force was established on 12 November 2015 on the initiative of the BIS – the Swiss Library Information association. This Task Force consists of more than 40 representatives of “memory institutions” such as archives, libraries and museums as well as from education, science, technology and research – the PBZ is/are also involved. The Task Force wants that with the revised Copyright Act the interests of the above mentioned institutions will be most appropriately taken into consideration.

In addition to the participation in the consultation on the new Copyright Act it will be crucial that the institutions involved use its networks in order to build up a strong lobby. Only on this basis our concerns will be taken seriously by both the National Council and the Council of States when the draft bill will be passed to the two chambers of the Parliament.

Denmark

Jakob Guillois Lærkes

There has been a tender for a new library system (Cicero) which is now being rolled out nationally in 2016 and 2017. The library system has been designed so it can be used by both public libraries and school libraries.

The Danish Digital Library is also hitting its stride:

- A new open source CMS has been launched, which enables sharing of content between libraries.
- The E-shelve a library run e-book offer is negotiating with 245 different publishers and now has 12.000 titles – using 4 different business-models.
- Licenses for e-resources are now being negotiated centrally by the Danish Digital Library.
- ERMS a system for tracking use and cost of e-resources locally has also been launched.

And finally

- DOKK1 in Aarhus has opened and I can recommend that you see it if you get the chance.

Germany

Sarah Dudek

Streaming and e-content in libraries

While the academic libraries already offer a wide range of electronic content—usually over half the media budget is spent on electronic publications in academic libraries, and in some libraries this figure is up to 90%—public libraries lately catch up (for figures have a look at the below mentioned German “Report on the State of Libraries”). But the e-content is becoming very different from e-content libraries are already used to, that means documents for download. It is more about streaming now. The offers for libraries are limited and often expensive though. Library software needs to be adjusted such as single-sign-on authentication, discovery software, even new library systems (cloud computing) which are better equipped for electronic material.

The Berlin Public Libraries have a project called “Digital Worlds”. The federal state of Berlin gives extra-money (about 3 million Euros 2016-2019) to bring public libraries into the digital age. At the moment it is mainly about e-content, but makerspaces, libraries as publication platforms etc. are also in the pipeline.

Media and information literacy—training for library staff

Promoting media and information literacy is a central task for libraries. Especially for children and teens libraries should not be separate from their otherwise digital world: Wi-Fi, devices and gamification elements in school tours make it much easier to get the children and teens motivated. But it is sometimes hard for the staff to stay in touch with the newest developments. In the above mentioned project “Digital Worlds” staff training is an important part. And the children and youth libraries of Berlin have started to make school tours with quizzes on iPads, let the kids develop their own quizzes etc. They try to find their way through the jungle of volumen licences of Apple etc. And they started to plan training for children and youth librarians so that they can offer such formats, too.

Library Services for Refugees

This is of course still a big topic for libraries in Germany. There will be three panels on “Willkommenskultur” at the German Library Congress in Leipzig next week. (If you read German check out the abstracts.)

The commission „Intercultural Library“ of the German Library Association (dbv) just released an animated film without language which can be used for library displays, library introductions etc. It is called “Bibliotheksangebote für Alle: ein Animationsfilm (ohne Sprache)” („Library Services for everyone: an animated film (without language“). The animated characters show how a library visit can work.

The Tor Project and the Library Freedom Project

Libraries such as Cologne Public Library host Cryptoparties. But do libraries even become active in the privacy infrastructure, that means do they function as nodes within the Tor network? New Hampshire library got a visit from the Department for Homeland Security last year because it installed a Tor node

An American activist for the Library Freedom Project also tries to find public libraries in Germany to cooperate with. What is your stance on this?

See also the German Library Association’s Report on the [State of Libraries](#)

Australia

Marian Morgan-Bindon and Jan Richards

Australia’s public libraries will soon be better able to articulate their unique role and contribution in encouraging reading, connecting Australians and strengthening communities. The Australian Public Library Alliance (APLA) and National & State Libraries Australasia (NSLA) have engaged Melbourne-based consultants I & J Management Services to review and update the national **Standards and Guidelines for Australian Public Libraries** (2012).

The research project will also identify and document a set of standard outcome-focused indicators that demonstrate the social, cultural and economic benefits of public libraries. By moving beyond input and transactional indicators, public libraries will be better able to individually and collectively articulate the real difference that libraries make in the lives of everyday people.

The updated standards and guidelines and outcome indicators will draw on the input and views of Australia’s public library sector and local and international practice. They will:

- reflect contemporary public library service provision
- support libraries in planning advocacy and communication
- improve alignment and congruence between public libraries in all states and territories
- provide service and performance benchmarks to inform ongoing improvement of public libraries.

Public libraries will have an opportunity for direct input into the review through:

- a survey of libraries scheduled for release in late February
- consultation workshops in Brisbane, Sydney, Canberra, Melbourne and Perth during March and early April 2016.

More than 130 participants from the government, not for profits, charities, libraries, early childhood, health, speech therapy, education, indigenous literacy, publishers, booksellers, social enterprise and other stakeholder groups gathered in Canberra on 7 and 8 March 2016 for the two-day **National Early Literacy Summit**.

Organised by the Australian Library and Information Association, in partnership with the ALIA Australian Public Library Alliance, National and State Libraries Australasia, Early Childhood Australia and the Australian Research Alliance for Children and Youth, this was the first such gathering in more than a decade and the program of 14 speakers and 12 expert panellists prompted intense debate and discussions.