



issue no. 3

World Library and Information Congress:
75th IFLA General Conference and Assembly
"Libraries create futures: Building on cultural heritage"
23-27 August 2009, Milan, Italy



Nicoletta Maraschio

Keynote speaker at the Opening Session

Nicoletta Maraschio, President of Accademia della Crusca

Nicoletta Maraschio was born in Pavia and graduated in Florence. She has been professor of History of the Italian language of the University of Florence since 1995; she has also been a visiting professor at universities in Europe and the United States. Mrs. Maraschio is the first female president of the Accademia della Crusca since its founding in 1583.

Her literary research activities extend to authors and themes from the Renaissance to the present. These include: Boccaccio, Alberti, Piero della Francesca, Varchi, Salviati, Pirandello, Pratolini; the evolution of graphic systems from the Italian Middle Ages to the 20th Century (with particular attention to punctuation); the teaching of the Italian language abroad; as well as studies of the major mediums of communication in the 20th Century, including Italian film—original and dubbed—radio and television. In addition, she has coordinated several national research projects, including, since 2001 (along with Sergio Raffaelli), the series 'The Italian in public' with the publisher Cesati.

In Italy and throughout the world, the Accademia della Crusca is among the leading institutions in the field of research on the Italian language. At present its activity is centered on the following:

- * supporting scientific activity and the training of new researchers in Italian linguistics and philology through its Centres and in cooperation with Universities
- * acquiring and spreading, in Italian society as a whole and especially in schools, historical knowledge of the Italian language and awareness of its present evolution, in the context of the cross-linguistic exchanges that are so common in the present world
- * collaborating with the most important foreign institutions as well as with Italian and European Governments, to support the cause of multilingualism on our continent.

The Accademia della Crusca - literally 'the Bran Academy' - was founded in Florence between 1582 and 1583 on the initiative of five Florentine men of letters. One of them was Lionardo Salviati, inventor of a complete cultural and language-coding programme. The name 'Accademia della Crusca' was derived from their lively meetings, playfully called 'cruscate' ('bran-meetings'), and came to signify the work of 'cleaning up' the language (the bran is the part of the wheat that is discarded when the grain is cleaned up). The newly founded institution adopted as its motto a line from a poem by Francesco Petrarca: "il più bel fior ne coglie" ('she picks the fairest flower') and built up a rich symbolism based on wheat and bread.

Sunday, 23 August 2009, 09.00-12.00: Auditorium of the Fiera Milano Convention Conference Centre

Programme of the Opening Session

Sunday, 23 August 2009, 09.00-12.00: Auditorium of the Fiera Milano Convention Conference Centre

Opening Address	Mauro Guerrini, President of the Italian National Committee
Video projection	Libraries in Milan and Lombardia
Welcome from the City of Milan	Letizia Moratti, Mayor of Milan Municipality
tableau vivant 1	Roman civilization and the manuscript tradition: from the Empire to the work of the amanuensis monks
Welcome by the Milan Province	TBA
Welcome by the Lombardia Region (in French)	Roberto Formigoni, President of the Lombardia Region
tableau vivant 2	Dante, Leonardo and the invention of perspective: from the masterpiece of the Divine Comedy to the period of the Renaissance and the introduction of printing
Welcome by the Italian Ministry of Cultural Heritage	Sandro Bondi, Minister of Culture
tableau vivant 3	The improvised Comedy (Goldoni). The birth of Gazettes and of journalism
Presidential Speech	Claudia Lux, IFLA President
tableau vivant 4	The singing ("il bel canto") and the Italian tradition of opera, the development of the musical book industry (Ricordi's editions)
Keynote Speech	Nicoletta Maraschio, President of the Bran Academy
tableau vivant 5	From the affirmation of the Italian style through 20th Century design and fashion, to the new digital technology of libraries
Closing Address	Mauro Guerrini, President of the Italian National Committee

During the session a series of five tableaux vivants will be performed, exploring the preservation of cultural heritage from the manuscript traditions of early Roman civilization to the latest digital technologies.

"Libraries create futures: building on cultural heritage"

Claudia Lux, President
International Federation of Library
Associations and Institutions



Members of the
National Committee of
the World Library and
Information
Congress 2009

Presidents and
directors of library
associations

Distinguished guests

Dear Colleagues

Welcome to all of you to the official Opening of the World Library and Information Congress 2009 here in Milan, the 75th IFLA General Conference and General Assembly. This year marks 75 years of meetings and professional exchange at IFLA conferences and gives a comprehensive picture how libraries create futures, building on cultural heritage. A special welcome to those colleagues who have attended IFLA congresses for more than 30 times in these 75 years - I know there are some of you among us. You have been the 'spiders' of our conference, weaving a network of stable contacts that build up the organization and the conference. I hope that many of the first-timers of this year will follow in your footsteps. And congratulations to all delegates of the 75th IFLA General Conference: You make our congresses rich and dynamic, bringing in new topics and new ideas and passing them onto the colleagues at home for further development.

This year we meet in Milan, the industrial and economic centre of Northern Italy. Milan with its 200-year-old stock market is the financial capital of Italy. The history of this region has been shaped by a close connection between financial prosperity and a flourishing culture. Today when the world's situation has changed radically and is heavily affected by a global economic and financial crisis, it is very difficult to keep this tradition up. This new financial and economic crises not only affected stock markets, banks and companies, but also entire countries, govern-

ments and people all around the world. Millions of people throughout the world became jobless, lost their homes and their savings. Financial speculators have taken advantage of their clients, clients such as foundations and universities which had hoped to use the gain to support social and cultural projects like libraries. Many libraries and library associations have been badly affected by this difficult economic situation. Nevertheless, some libraries have recognized and drawn upon their chances deriving from the depression. Knowing that libraries can play a growing role to overcome the crises, they support those searching for jobs, train computer skills, help small businesses in research for new market opportunities, and, in addition, libraries support scientific work for a new outlook on the green economy and other new developments. By supporting access to knowledge, libraries create futures for individuals and for groups. Many new ideas arising from the crisis testify to how libraries create futures, (We will talk about this in the President's session on Thursday morning.)

Nevertheless we need to reinforce our advocacy activities to stabilize the library's role in a critical time like this and to be prepared for the coming years, when many nations' financial system will suffer in paying back what governments have spent on business revival investment programs to stimulate the national economy.

Libraries on the Agenda! - my presidential theme during my time as President of the International Federation of Library Associations and Institutions (IFLA) - has led to more advocacy activities for libraries in many countries. Libraries must stay on the agenda and plans are needed to put results into practice in critical times, too. Libraries create opportunities, support development, help solve problems. The importance of libraries' contribution to overcome economic and individual depression must be outlined in greater detail than can be done here.

"Is it more important to have clean water or to have internet access?" -- This is type of the question librarians must consider when they take part in IFLA's FAIFE (Free Access to Information and Freedom of Expressions) training courses. By using the Internet Manifesto to train the trainers in Russia, the Philippines and Peru in April, June and July 2009 IFLA entered a new level of incorporating powerful tools for advocacy. Since the new IFLA website has been created, e-learning material is accessible to empower librarians to fight for

their clients' needs and rights. Train the trainer in all aspects of library advocacy will continue to be developed by IFLA during the next years. This is a chance to strengthen library associations' members advocacy potential. This is a chance to train librarians to market the importance of their work and to fight against the negative disadvantages of the economic and financial crises. This is a chance to make librarians' work for their clients sustainable.

"Building on cultural heritage". Here in Italy we are in a country with a long history of libraries. Dating back more than 2000 years, one of the beacons of libraries' classical history is represented not only by the lost Bibliotheca Palatina in Rome—which was created as one of the first publicly accessible libraries by Augustus Octavianus—but also by famous collections like the one in the Biblioteca Ambrosiana here in Milan. Not to mention all the wonderful libraries in Florence! The Italian Renaissance developed world art, architecture and literature and famous libraries as well. It was a time when Renaissance thinkers searched Europe's monastic libraries for the literary, historical, and oratorical texts of antiquity to develop new theories for science, art and culture. They could build on written cultural heritage, freely accessible to them, and this stimulated their research, stimulated new inventions, stimulated development.

To make today's cultural heritage accessible in the future it is important that more information and knowledge is available via Open Access. There is a need for stronger support of open access developments. It is like a Renaissance when access to knowledge is opened up to everybody and libraries contribute to it by digitising materials otherwise "hidden" in the libraries. Nevertheless, open access must become a new model for more publishers and copyright should not be used to protect readers from obtaining and using necessary information and knowledge. Open access is the means for globalisation of information and knowledge. Not adhering to the principles of Open Access will deepen the split between the information rich and the information poor. It will not help attain the Millennium Development Goals of the United Nations, but will serve to increase poverty and hunger in the world due to lack of information, lack of training opportunities and lack of knowledge.

The optimal pathway of understanding between all parties should lead to a new concept of limi-

tations and exceptions for libraries, to foster and support their role as mediator to knowledge based on cultural heritage. During the last 12 months, IFLA's Committee on Copyright and Legal Matters has created a list of 12 basic core exceptions and limitations to copyright that are needed by libraries in every country. One of those is the ability to make copies for the visually impaired. And IFLA will be advocating for the adoption of these provisions at the World Intellectual Property Organisation (WIPO). Open Access is closely connected to access to government information and libraries play an important part in this. Regardless of whether it is about the Swine Flu Pandemic or information on safe food, people have a right to receive sufficient and qualified background information and libraries are able to provide this to their customers. The right of free access to information is as important as freedom of expression and free press. These rights are the only true ways to guard against the dangers of censorship, information withholding, and other methods of intellectual control. IFLA emphasizes the tradition of freedom of information. It has characterised libraries in the modern world and must be embraced in the global community today.

Welcome to Milan, Milan is renowned as one of the world capitals of design and fashion, and I believe, this is what libraries need - worldwide. Libraries need not only newly designed buildings or newly designed catalogues, they also need fashion, meaning current styles that reflect how libraries are developing along with their customer' needs. Like in fashion, the change of media brings along different styles and different aspects, and librarians have to keep up with fashionable ways of access. What is even more significant is the role of creativity in a creative city like Milan. Libraries create futures; this is all about creative people behind a library desk. Apart from high technology and automated systems for stacks or catalogues, there is still a need for creative minds, and librarians certainly have them. The librarian who understands the question asked, the librarian who selects the information sources, the librarian who evaluates the result. The human factor is the key for creativity, creativity to develop services and ideas to create futures. As creativity is needed most in times of crisis, the human factor becomes even more important. The human factor is at the centre when we meet our Italian colleagues. We will watch and listen to Italy's modern library development. Digital libraries and web 2.0 services have transformed

the classic library into a virtual backbone of development. Metropolitan libraries, research libraries and libraries supporting all levels of the educational processes, but especially libraries in small places have – today more than ever before – the obligation to provide unique, innovative and user-oriented library and information services that will benefit the entire society. I am sure that all of you will encounter rich experience from this country's librarians and will take home many ideas from the congress presentations.

I welcome you all to Milan and to the 75th IFLA World Library Congress and wish you many stimulating discussions in the coming days.

Claudia Lux, IFLA President 2007-2009

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Welcome to Milan!

Some Frequently Asked Questions about the 2009 IFLA World Library and Information Congress

How can I get the most out of my attendance at the Congress?

Be sure to check the Annual Conference page on the IFLA website for the most up-to-date programme information. Plan carefully for the sessions you want to attend. Be prepared to contribute to sessions during the question and answer periods. Use the social events to meet people and exchange experiences. Bring your business cards with you and be ready to exchange them with people you meet. Make notes during meetings, tours of the exhibits and library visits of good ideas and innovations that you would like to follow up when you get back home. Write a brief report on the Congress for your colleagues, including things you have learned or new ideas you would like to put into practice. Plan how you could make even better use of your attendance at next year's Congress!

How do I avoid clashes between library visits, workshops and sessions?

As soon as you have the printed programme, it's a good idea to sit down in a quiet place and highlight all those sessions, workshops and visits which particularly interest you. But it's wise not to limit your choices to your own sector of library work. Because there is so much going on, you will almost certainly be unable to avoid clashes altogether. We try to persuade all speakers to let us have the text of their papers well in advance. The papers of those who respond are posted on the IFLA website and you can print them in the paper-handling centre. Many papers are received in time for them to be translated into other IFLA languages. If it's a choice between a library visit or a workshop and a session for which there is a printed paper (which will also be on the IFLA website), you may decide on the visit or the workshop.

What does "SI" mean in the programme?

Simultaneous interpretation. Sessions marked SI have interpreters who translate the lecture and any discussion into the following IFLA working languages (Arabic, Chinese, English, French, German, Russian and Spanish). You need to take headsets into the room if you wish to make use of the service. They are usually available at the entrance to the room. When you take part in a dis-

cussion, please remember to speak slowly and clearly to help the interpreters. Please return the headsets after use.

Are the Congress papers published?

We do not publish the proceedings of the Congress in printed form. However, we continue to mount papers received on the IFLA website after the event is over. We keep all the papers received on the IFLA website indefinitely. In addition, we will publish some of the best papers in upcoming editions of IFLA Journal.

Can I attend ANY of the meetings listed in the programme?

You can attend any of the meetings, except those very few which are marked "closed meeting" or "by invitation only." Many of the meetings scheduled for Saturday 22 August are meetings of the Standing Committees of IFLA Sections. If you approach the chair of the section you want to visit briefly before the meeting starts, you are usually welcome to attend the Standing Committee meeting as an observer. By attending these meetings you gain a good understanding of the work of IFLA's 44 professional sections. You never know, you may find yourself getting involved!

What are caucus meetings?

These are meetings of participants from one country or language group. They are especially important when Council is expected to discuss controversial issues and voting will take place. A caucus will try to ensure maximum impact for their votes by, for example, planning on whom to nominate or support in a year when the members of the Governing Board will be elected. Other matters of particular interest to participants from that country or language group will also be discussed. Anyone from a given country or language group may take part in the relevant caucus meeting. The meetings are listed in the programme; most will take place on Saturday 22 August, but some also on Sunday 23 August.

Are there social events for people from my country?

One good way to find out is to attend "your" caucus meeting and ask. There is a tradition that some ambassadors (or other official representatives) hold a reception for the participants from that country. Another way to find out information is to look on the message board.

What goes on at the General Assembly meeting?

The General Assembly is the highest authority in the Federation, and is made up of the voting Members of IFLA. It makes policy decisions often in the form of resolutions and can change the IFLA Statutes. It receives an annual report from the Secretary General and a financial report from the Treasurer. Resolutions which are formulated during the Congress itself are also dealt with at this meeting, which will be held on Wednesday 26 August. At the final closing of the Congress on Thursday 27 August awards are presented to various people that have been active for IFLA in one way or the other, and the location for the IFLA Congress in 2012 will be announced.

Can I vote at the General Assembly meeting?

Only designated representatives of voting Members of IFLA (International Association Members, National Association Members, Other Association Members and Institutional Members) are entitled to vote at the General Assembly meeting. But anyone may attend and actively participate. The President, who chairs the meeting, has the power to allow people who are not representatives of voting members to speak during the meeting.

AND FINALLY...

Remember that the IFLA World Library and Information Congress is a kaleidoscope of activities, events and visits. Concentrate on what works best for you. Find an 'old-hand' who has attended other Congresses—perhaps from your own country or library sector—to meet up with from time to time to compare notes and exchange tips - or do the same with a first-timer.

If this is your first IFLA Congress, attend the IFLA Newcomers' Session on Sunday 23 August. You'll find that other participants will make you feel welcome and answer your questions. Wear your "first-timer" badge sticker. If you would like some more information on becoming a member of IFLA then do not forget to leave your contact details at the end of the session

**Above all - enjoy the
IFLA experience!**

Meet IFLA's Secretary General, President, President-Elect, and President-Elect Designate

EXHIBITION RECEPTION!

who: Jennefer Nicholson, Secretary General 2008-2011
Claudia Lux, IFLA President 2007-2009
Ellen Tise, IFLA President-Elect 2007-2009
Ingrid Parent, IFLA President-Elect Designate 2009-2011

where: IFLA's booth # 821-23

when: 16:00, Sunday 23 August

Ellen Tise will inaugurate the exhibition at 16:15



Jennefer Nicholson



Claudia Lux



Ellen Tise



Ingrid Parent

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Edited by Hellen Niegaard, Jens Lauridsen and Knud Schulz

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Do

you have interesting news about the IFLA Congress to share with the other delegates?

Please submit your news item to the IFLA Secretariat (room Yellow-3) or to the IFLA Express room (MR 4 & 5) no later than 14.00 any day until Wednesday the 26th of August. Any stories for IFLA Express are subject to approval by IFLA.

IFLA Express does not publish announcements of events that are not included in the official Congress programme; such information should be posted on the general Message Board located in the registration area.

Membership Offer

Join IFLA this week! Receive free Membership Benefits for the rest of 2009

If you sign up with IFLA during the conference, your membership will be good until the end of 2010.
That means that you get the benefits for the remainder of 2009 for FREE!

Benefits include amongst other things:

- Subscription to IFLA Journal
- Free copy of the IFLA Directory
- Registration in professional Sections
- Discount on IFLA/Saur Publication Series

Payment of fees must be made in full during the conference. We accept payment in all forms and currencies. Ask IFLA Staff for more details at exhibition booth 821-823 or at the IFLA secretariat, room Yellow-3.

Get involved – become an IFLA Member!



Joining is easy!!!

Step 1

select a membership category:

- Association*
 Institution*
 Individual (€ 127)
 Student (€ 56)

Country of residence

*fees for these categories depend on type and country

Step 2

fill in your email address

Step 3

return this form to IFLA Headquarters:

During congress deliver to:
IFLA Secretariat room Yellow 3
IFLA Booth # 821 / 823

Mail it to:
IFLA Headquarters
P.O. Box 95312
2509 CH The Hague
The Netherlands

**The membership department will
contact you to provide further
information**

Visit our membership pages – www.ifla.org/membership

How do I make the most of my first World Library and Information Congress?

IFLA will hold a meeting to welcome Newcomers to the World Library and Information Congress – the 'Introduction to IFLA for Newcomers'. The session will feature a variety of contributions from IFLA Officers and a visual presentation. Simultaneous Interpretation in all IFLA Working Languages (English, French, German, Russian, Spanish, Arabic and Chinese) will be provided and there will be ample opportunity for questions and answers. While the session is designated for first-time attendees and new IFLA Members, every participant who is curious to learn more about the organisation of IFLA's international network of Information Professionals is welcome to participate in it.

The session will be held on **Sunday 23 August, 13.45-14.45**. The session will take place in the auditorium of the Milan Convention Centre.

Come by to pick up your Newcomers package and special First-Timer badge!

Tips for Newcomers

- Be sure to have your business cards ready, if you have them, it's an easy way to exchange address details.
- It's a good idea to sit down in a quiet place as soon as you have the programme with a highlighter pen and mark all those sessions, workshops and visits which particularly interest you. Once you've decided on your preferred sessions, write them in the small 'Pocket Programme' provided in your Conference Bag.
- You will be able to identify other Newcomers by their special 'first-timer' badge. Try to meet up with them, and share the experience of your first World Library and Information Congress.
- Many receptions this year will serve sufficient snacks and hors d'oeuvres, so you may not have to plan to have a meal afterwards.

**Win a FREE
registration for
2010!**

Deliver your business card at the IFLA booth (# 821-823) or IFLA Secretariat (room Yellow 3) before Tuesday 17:00 and you might be the winner of a FREE registration for Gothenburg 2010!

Drawing will take place in the IFLA Secretariat on Wednesday morning, 26 August and will be published in the following edition of IFLA Express.



I would like to contribute to IFLA's Core Activities fund

The amount of my contribution is: EUR _____

My membership code is: _____

I want my contribution to support:

- FAIFE
- ALP
- CLM
- PAC
- UNIMARC
- any of the activities

PLEASE INDICATE:

- cash; please visit the IFLA Secretariat in Yellow 3 or Exhibition Booth 821-823
- send me a pro forma invoice for the amount indicated above
- my contribution is included with my membership payment
- my contribution will be submitted as a separate payment by:
 - Cheque → payable to IFLA Headquarters
 - CREDIT CARD → American Express
 - Visa Mastercard

Name of Cardholder

Card number

Expiry date CVC II/Security Code:

Signature

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51 36 38 911
- Swift code:**
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- IBAN code:**
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For further information, please
contact us at → ifla@ifla.org

THANK YOU!

Simultaneous Interpretation and translation services at the IFLA Congress

Languages have always played and will continue to play a key role in the IFLA work. In the past we have used English, French, German, Russian and Spanish as IFLA working languages. In 2006, IFLA's Governing Board decided to add Arabic and Chinese.



Amparo Rueda
IFLA Interpreters Team
Coordinator

Much information—on the IFLA website, IFLA Express, announcements, corporate documents, reports, mailings, leaflets, conference papers, etc—is translated in as many of those languages as possible. At our annual congress simultaneous interpretation (SI) is offered at the Opening and Closing ceremonies, all plenary sessions and in addition, at two parallel sessions throughout the rest of the programme.

A dedicated team of many volunteers provides the translation of documents and the SI services. These LIS professionals, with much translation and interpretation experience, currently are employed or are retirees from libraries, LIS programs and other institutions around the world. Their volunteer work makes it possible to bring IFLA to the four corners of the world, while saving IFLA thousands of dollars every year.

The World Library and Information Congress is truly an international audience, whose native languages are very diverse and varied. If you were selected to present your paper at the IFLA Congress 2009 in Milan at a session with SI, your presentation was selected, among other factors, to bring this topic to as many people around the world as possible. You might be presenting your paper in a language that is not your native language, or in your native language but many in the audience are listening to your presentation through headphones as it is being interpreted into seven other languages.

A Speakers Protocol was drafted and distributed

to all Session Chairs and Speakers of the SI sessions. We would like to appeal to you, Session Chairs and Speakers, to follow the Speakers Protocol. This will insure optimum quality of presentations, resulting in the best interpretation possible. The entire audience will understand your presentation.

**Come to
Gothenburg next year!
Get your information now!**

During the Exhibition, all delegates are invited to visit the IFLA Booth (821-823) where you can find all the information you need about attending the IFLA World Library and Information Congress Gothenburg in 2010!

Representatives of the Gothenburg National Committee will be present to give you information about the city of Gothenburg and the Conference.

Come by and pick up your copy of the First Announcement for the IFLA World Library and Information Congress 2010!

Speakers Protocol with regard to Simultaneous Interpretation

a few suggestions to make your presentation successful and understood by everyone

Do:

- **Do** present a shortened, summarized version of the long paper you sent to the IFLA website;
- **Do** bring with you to the session six (6) printed copies of your paper in the final version you will present (this may be different from what was sent to IFLA in advance);
- **Do** hand those six copies at the beginning of your session to the interpreters' booths or to a volunteer near the stage;
- **Do** use a simple, concise Power Point show to illustrate and support your presentation: a few words or numbers, no more than seven words per line and seven lines per slide;
- **Do** leave time for the interpreters to translate the slides as you are speaking;
- **Do** remember at all times you are being interpreted into other languages: speak at a normal talking speed, well into the microphone
- **Do** time yourself, practice beforehand so your presentation ends within the allotted time. Allow time for questions or comments.
- **Please** speak in one of the IFLA working languages (Arabic, Chinese, English, French, German, Russian and Spanish).

Do not:

- **Do not** read your paper. Reading speed is too fast for good SI.
- **Do not** attempt to include every number, statistic, or data from the complete paper (it can be read in full on the IFLA website).
- **Do not** rush, the interpreters will not be able to follow you and your audience will not understand you. The goal of disseminating your information across the world will not be accomplished.
- **Do not** use idiomatic or other expressions likely to be unfamiliar to an international audience. If you are using acronyms or sets of initials, please explain what they stand for.

IFLA Press Conference

Monday 24 August
09:30 - 11:30, Room Orange

Major announcements, awards, updates and other important IFLA-related news will be made during this session.

All members of the Press are encouraged to attend and will be given priority seating.

Congress delegates are certainly welcome to attend as well, but seating will be limited.

**Come and find
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news!**

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Family Schuffenecker, Gauguin, Reliquary Bust of Charlemagne, 1349, Cathedral Treasury, Aachen. Both courtesy of The Art Archive/The Picture Desk Inc.

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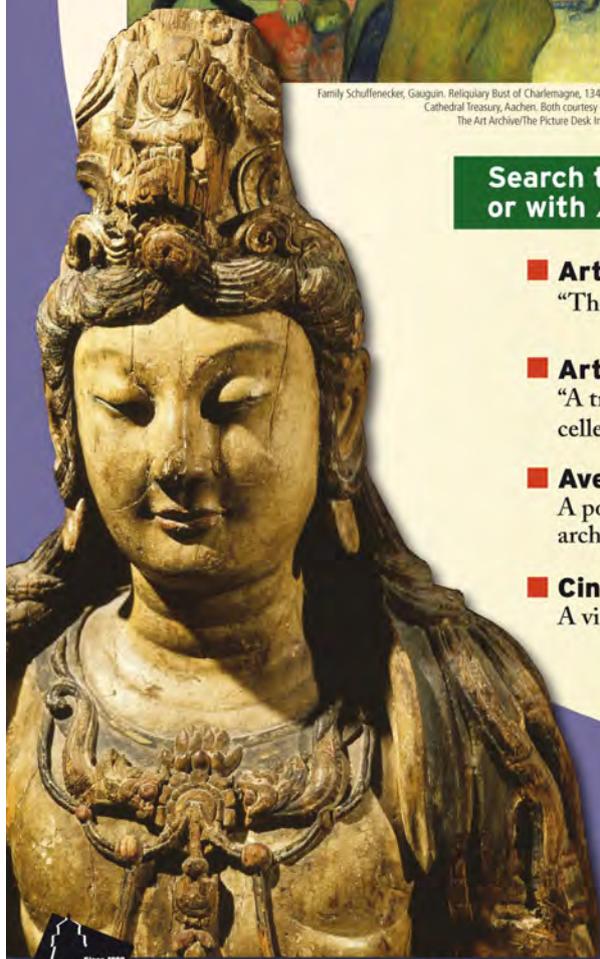
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Pick up your voting documents!

All voting delegates are asked to collect their necessary voting papers at the IFLA Secretariat office Yellow-3

Voting papers will be distributed only to those delegates who are in possession of the IFLA Voting Form 2009, duly signed by the appropriate authority.

- Be sure to collect your voting papers as early as possible. **Please do not leave it until the last minute!**

Voting takes place at the beginning of the first General Assembly Meeting in the **Auditorium** of the Milan Convention Centre on Wednesday, 26 August 2009, at 16.15.

- All Association Members of IFLA are asked to make sure they bring their voting papers and especially the **Quorum Card (white slip)** to the General Assembly Meeting

Help us improve the IFLA Congress!

This year, all Congress attendees will again be sent an invitation to take an online evaluation of this year's WLIC.

Please take a moment and fill out the survey and help us improve the IFLA Congress.

A link to the survey will be sent out to all registrants by email approximately one week after the Congress. The survey will be available in all 7 official IFLA Languages.

Don't miss the chance of a lifetime!

La Scala TICKETS ARE STILL AVAILABLE

"Concerto lirico" at the
Teatro Alla Scala in
Milan - 20:00, Sunday 23
August

**Special prices
for the WLIC 2009
delegates.**

for more information,
please visit the
Registration desk or visit
the Congress website



Win an IFLA T-shirt!

How to enter:

- fill out your details on this form (or attach your business card to the form)
- hand it in at the IFLA Booth (821-823) or Secretariat (Yellow 3) before 17:30 on Tuesday 25 August

Name:

Position:

Organisation:

Mailing Address:

• Private

• Organisation

Email: -----

The prize will be drawn on
Tuesday 25 August in the IFLA Secretariat @ 17.30

The winner will be announced in
IFLA Express #7 on **Thursday 27 August**

IFLA Staff at your service!

As in other years, the IFLA HQ Secretariat will re-locate almost entirely to the Conference Centre to assist delegates and IFLA Members with various issues on-site.

Please come and find us in room Yellow-3 to discuss membership opportunities, make appointments with the President, the President-elect, the Secretary General or other staff, pick up voting documents for the Council Meeting and ask any other questions that you would like our help with!

Of course IFLA also has a booth at the exhibition, together with representatives of next year's conference in Gothenburg, booth 821-823.