IFLA

Contents

Editorial: Information technology for development

Stephen Parker

In this issue we continue the series of articles on information technology for development (ICTD) which began with the paper by Rebecca Sears and Michael Crandall in *IFLA Journal* Vol. 36, No. 1, March 2010.

In the first of two new articles on this topic, 'Bringing the benefits of information technology to underserved populations: An introduction to ICTD for the library community', Christopher T. Coward of the University of Washington Information School in the USA points out that, while organizations and innovations in the ICTD community have much to offer libraries, ICTD has grown largely outside the purview of public libraries. The aim of his article is to introduce the defining features, tenets, and focus areas of ICTD, and to provide examples of how partnering with ICTD could benefit libraries. The article concludes with a discussion of the overlap with telecenters, with its attendant opportunities and risks, and other suggestions for libraries when partnering with ICTD.

The second paper on the subject of ICTD, 'Symbiotic partnerships: The global library community and the ICTD stakeholders', is by Fay A. Austin of Rutgers University Libraries, also in the USA. The author notes that, while it may appear redundant to promote collaboration between those working in the field of information and communications technologies and librarians dedicated to providing access to information for all, the role of library and information professionals in providing access to information, in communicating the advantages of the new technologies and in educating the user population in their use was not recognized in the call to action issued by the signatories to the Millennium Development Goals. Information professionals therefore need to educate ICTD stakeholders about the expertise and experience available in the global library community.

From general discussions of information and development, we turn next to a consideration of an aspect of information work in a specific developing country, and one which does not involve information and communication technologies. In 'Main factors affecting the preservation of Chinese paper documents: A review and recommendations', Liu Jiazhen and Wang Jingxuan of Wuhan University in China demonstrate that the priorities for the preservation of Chinese documents are protecting the documents against air pollution and controlling pests and insects. The paper proposes the creation of favourable microenvironments for decreasing the acidification of papers and the adoption of various measures for controlling pests and insects.

The next paper takes us to a different region of the world. In 'Arab online book clubs: A survey', Amany M. Elsayed of Helwan University in Egypt reports on a study of the current situation of seven Arab online book clubs – five from Saudi Arabia and two from Egypt – and gives a comparative account of their performance. Despite low participation and superficial discussion, and lack of services provided to readers, Arab online book clubs are becoming a promising environment for promoting reading, and motivate people from all ages to contribute and exchange ideas because the clubs have the primary objective of promoting and enhancing reading. Young Arab readers have begun to discuss books in online groups, and to establish their own online clubs that work apart from librarians and publishers in Arab countries. The author provides recommendations for the improvement of Arab online book clubs.

We remain in the Arab world with the final paper in this issue, 'System Migration from Horizon to Symphony at King Fahd University of Petroleum and Minerals', by Zahiruddin Khurshid and Saleh A. Al-Baridi. The paper highlights the difficulties and problems in library automation systems migration faced by libraries in the Middle East due to the lack of direct support from the systems' parent companies. Local vendors lack the required expertise and resources

to provide the level of support enjoyed by North American and European users of such systems. The article presents the experiences of the King Fahd University of Petroleum and Minerals (KFUPM) Library in Dhahran, Saudi Arabia, in system migration from the SirsiDynix integrated library system, Horizon, to the same company's newer system, Symphony, which readers may find somewhat different from those of western libraries in terms of planning, execution and time span of the project. A brief 30-year history of library automation at KFUPM is also provided.

The tragic situation of libraries in another developing country is described in the President's Page in this issue, entitled 'Help for Haiti – recovering the past, creating the future!'

When this issue of *IFLA Journal* is published the Gothenburg conference will be over and we will already be looking forward to next year's World Library and Information Conference in Puerto Rico. Gothenburg will not be forgotten, however, as the publication of selected papers from the conference will begin in the following issue, Vol. 36, No. 4.

The President's Page: Help for Haiti – recovering the past, creating the future!

Ellen R. Tise, IFLA President 2009–2011

Everyone knows how badly Haiti was struck by a very heavy earthquake on 12 January 2010.

Many tens of thousands of human lives were lost; it is hard to imagine that almost every family on the island lost relatives. The destruction of the country's infrastructure was nearly total; in addition to houses, roads, government buildings and hospitals a very large number of cultural heritage buildings, sites, and collections were either ruined completely or heavily damaged. Many of you will have seen television images of palaces, churches, monuments that were turned to rubble.

There was also very heavy damage to many of the libraries in the country. The most important patrimonial libraries in Haiti are in need of immediate help. The buildings that house these valuable 16th century collections are barely standing and are either in need of stabilization work or have collapsed entirely. The Bibliothèque Haïtienne des Pères du Saint Esprit, located in the collapsed Saint Martial College and the Library of Saint Louis de Gonzague which is heavily damaged have very valuable pieces in their collections. Both libraries housed classic collections (from the 16th century) including several manuscripts brought by the missionaries from Europe and documents collected on the history of the country, notably publications on the Haitian revolutions, transcriptions of oral voodoo traditions and personal documents from the 18th century. These are just a few of the many institutions that were housing the very rich heritage of Haiti.

As many ministerial and departmental archives collapsed, the National Archives – which was itself not severely damaged – is extremely busy with research in the situation of people's records and with issuing statements on the basis of heavily damaged archives. Many of the municipal public libraries and reading centres in the capital Port au Prince are damaged and a large part of the schools, including their libraries, suffered from all sorts of destruction.

The scale of the damage is enormous.

Some collections have been evacuated but there is a great need for temporary storage, treatment of the documents and temporary library facilities to make these collections available to the public again. With the help of colleagues and partners IFLA has been involved in rescue operations for libraries and other cultural institutions in Haiti from the very beginning. We have done so through our membership of the International Committee of the Blue Shield (ICBS), the cultural equivalent of the International Red Cross.

Many investigative missions have taken place since the earthquake. IFLA and the International Council on Archives (ICA) led the mission on behalf of ICBS and are guiding the recovery activities. I thank Christophe Jacobs (ICA) and our IFLA Board Member Danielle Mincio from the University of Lausanne, Switzerland for their leadership in this. Their missions to Haiti have resulted in concrete proposals for the recovery treatment centre *Ark,* and the gaining of financial and other support.

Altogether much is being organized to help our colleagues in Haiti to rebuild their country, but there is still more to be accomplished. The special situation with Haiti is that the devastation is total, requiring most of the assistance to come from abroad. As part of IFLA's contribution I call on the IFLA Sections to consider any help they can provide and liaise with Sjoerd Koopman at IFLA Headquarters. After the immediate phase of recovery and treatment of documentary records and library collections there will be next phases, during which a new library landscape in Haiti will have to take shape. We hope for developments towards a modern library system, which the

Figure 1. Signing of the agreement between Haiti and the Blue Shield on 23 June 2010 in Port-au-Prince. Left to right: Ellen Tise, Mme Marie Laurence Jocelyn Lassegue, Haitian Minister Of Culture and Communication and Francoise B. Thybulle Director of the National Library of Haiti.

renewed country needs for truly overcoming the enormous damages caused by the January 2010 earthquake.

In June 2010 IFLA President-elect Ingrid Parent and I had an opportunity to inspect the situation in Haiti personally and to show our solidarity with the library community. I would like to thank our generous host Françoise Thybulle, the Director General of the National Library of Haiti. Three days after the visit, as I write this, I am still trying to come to terms with what we have experienced and learned during our visit. To say we were overwhelmed is an understatement, however, we are heartened and impressed with the resilience and commitment of the Haitian people and our colleagues to recover from this devastation and rebuild their lives and country.

During our two and a half day visit, we visited several institutions and held meetings with, amongst others, the Minister of Culture and Communication, Marie Laurence Jocelyn Lassègue. The institutions we visited included the National Library and visits to CLAC (Centres de lecture et d'animation culturelle) and FOKAL (Fondasyon Konesans ak Libete = Foundation for Knowledge and Liberty). On 23 June an official agreement between the Republic of Haiti and the International Committee of the Blue Shield was signed for the creation of the *Ark* Treatment Centre. It includes training for local library and archive workers by expert volunteers participating in the recovery.

The tremendous efforts by Danielle Mincio and Christophe Jacobs on behalf of ICBS and their achievements to date, are commendable and will go a long way to reconstructing and ensuring that the Haitian heritage is saved and preserved for future generations. There is no doubt this is an enormous task and will require special efforts over the next few years with the continuation of help and support already provided by international organisations, such as ours and our partners, and the many individuals and volunteers who have signed up to go and assist with the rescue mission in Haiti. I am optimistic that with such international and local collaboration library services will be functioning again soon and able to fulfill their mission which is even more important and critical now for Haiti's economic, social and cultural future.

Bringing the benefits of information technology to underserved populations: An introduction to ICTD for the library community

Christopher T. Coward
University of Washington Information School

Abstract

Information and communication technologies and development (ICTD) is a field that has grown largely outside the purview of public libraries. In bringing information access and services to communities with fewer economic and social resources, the organizations and innovations emanating from the ICTD community have much to offer libraries. While libraries, too, offer a largely untapped vehicle for those in the ICTD community, the aim of this article is to introduce the defining features, tenets, and focus areas of ICTD, and to provide examples of how partnering with ICTD could benefit libraries. ICTD actors include government, development agencies, foundations, the private sector, nongovernmental organizations, and academic institutions. ICTD activities encompass research and development, national and community-based deployments, policy engagement, and social activism. The article concludes with a discussion of the overlap with telecenters, with its attendant opportunities and risks, and other suggestions for libraries when partnering with ICTD.

Introduction

This paper aims to introduce the public library community to the field of information and communication technologies and development (ICTD[1]), and to suggest that there is significant value for libraries to partner with ICTD organizations and incorporate ICTD innovations into their activities.

ICTD is the community with which I have primarily identified for the past 10 years—conducting research, attending conferences, reading journals, and working with donor organizations, government agencies and practitioners whose missions are to bring the benefits of new technologies to underserved populations around the world. In all this time I rarely encountered representatives of the library community or recalled mention of libraries. A quick search for the term 'libraries' in *Information Technology & International Development*, [2] one of the preeminent journals in the ICTD field, astonishingly produced zero hits.

In the context of international development my eyes opened to the library world 4 years ago when we began a large-scale research effort to examine the landscape of public access to ICT across 25 countries – a study that encompassed telecenters, Internet cafes and libraries (TASCHA, 2010). For this project we employed local researchers in each country, primarily colleagues in the ICTD community, to carry out the interviews and surveys. Initially they too were largely unaware of the activities of libraries, a perception that changed considerably in the course of completing the study. This experience led me to question, why have these two communities not had more extensive interaction? What would be the value to libraries in bridging these worlds?

Corresponding author:
Christopher T. Coward, Principal Research Scientist and Director, Technology & Social Change Group, University of Washington Information School, 4311 11th Avenue NE, Suite 400, Box 354985, Seattle, WA 98195, USA. Tel. +1 206-616-9102
Email: ccoward@uw.edu

In this essay I focus on the last question. The aim is to introduce the library community to the defining features, tenets, and focus areas of ICTD, and to offer some examples of how ICTD organizations and innovations could benefit libraries. It builds on the first essay in this series, 'Bridging between libraries and information and communication technologies for development' by Rebecca Sears and Michael Crandall (2010) and will be followed by a contribution from Fay Austin of Rutgers University that discusses the strengths of libraries for the ICTD community.

What is ICTD?

'ICT' refers to information and communication technologies. "Taken literally, ICT could include everything from the printing press to Africa's talking drums, but in the narrower context of recent coinage, 'ICT' denotes modern electronic technology, and central roles played by computing devices (PCs and PDAs), mobile phones, and the Internet" (Toyama et al., 2009). The 'D' is for development; hence "ICT4D is the application of any electronic information and communication technology that serves or intends to serve social and economic development goals, with some bias towards computing devices, digital communication, and the Internet" (Toyama et al., 2009).

Two aspects of this definition are worth noting for the library community. First is the emphasis on communications as distinct from information. Communication activities – email, chat, voice over IP – are the most commonly used applications in venues that offer public access to computers and the Internet, far outdistancing browser-based information seeking. Significantly, for more and more people in the developing world, the mobile phone is their first digital appliance experience. The rapid expansion of affordable data services likely means it will be their first Internet experience as well. Mobile telephony is the current topic de jour of ICTD research, and many of the voice and data applications that this community has developed are particularly relevant for libraries.

The second aspect is the development lens. Improving the lives of the poor and marginalized is the intended goal of international development, and ICTD inherits this goal. ICTD is premised on the notion that the circumstances – social (e.g. literacy levels, gender issues), economic, and political – surrounding life in low income, low resource environments are fundamentally different from those in rich environments. Consequently, when considering how such populations can benefit more fully from new technologies, one must begin by understanding local conditions and building solutions appropriate to those conditions, not by applying what has worked in the West and assuming similar results.

ICTD domains and actors

Who constitutes the ICTD community? There is no clear answer. ICTD does not represent a distinct community like libraries and librarians. ICTD is rather an application area: an approach, philosophy, or way of doing. That said, the World Summit on the Information Society (www.itu.int/wsis), conducted in two phases in 2003 and 2005, brought global attention to ICTD. The WSIS declaration was signed by 174 governments, and over 10,000 NGOs and corporations participated in the summit and parallel ICT4All exhibition, showcasing their innovations and discussing how ICT can be used to achieve the Millennium Development Goals.[3]

While ICTD does not have an obvious disciplinary home like librarianship, it is still possible to discern the people and organizations that practice in this field.

Government

Government is a major actor, and much ICTD activity has traditionally been housed under ministries of telecommunications, or science and technology. These agencies were largely responsible for building national connectivity programs in the 1990s and 2000s, many of which connected telecenters and other public facilities to the Internet – in most cases bypassing libraries.[4] These ministries continue to play prominent roles in various ICTD initiatives. The recent trend has been to mainstream ICTD activity within domains such as education, health, and agriculture, placing the authority for such activities under the corresponding ministries.

Development agencies and foundations

Organizations in this category play a significant role in shaping the field, in large part through their funding. This includes global institutions such as the World Bank, national agencies such as the Swedish International Development Cooperation Agency and Canada's International Development Research Centre (IDRC), and private foundations such as the Bill & Melinda Gates Foundation and the Open Society Institute. As with the case of governments, these organizations are increasingly embedding ICTD programs within substantive domains, resulting in fewer standalone ICTD programs.

IDRC exemplifies this trend. One of the first development agencies to embrace ICT as a means to foster

development, IDRC is in the process of folding its Information and Communications for Development program into its other program areas. The Gates Foundation, in contrast, continues to expand its commitment to an ICT-centric activity through its Global Libraries program. While both approaches are important, I am concerned that the trend towards mainstreaming will result in too little cross-cutting attention to the role of ICT in development.

Private sector

Corporations are involved in two distinct ways. First, many have corporate social responsibility programs that are similar to those of foundations. Microsoft, for example, over the last decade has provided cash grants, curriculum and software to NGOs in over 100 countries, offering training and access to disadvantaged populations. Microsoft, along with Intel, Nokia, Vodafone and others, are also active through their business units that focus on solutions for the 'bottom of the pyramid'. The private sector's innovations around mobile phone devices, payment plans, and services are acknowledged to have been particularly effective to reach very poor populations, particularly in Sub-Saharan Africa and Southeast Asia.

Non-governmental organizations

NGOs are major actors in ICTD, and all of the above – governments, development agencies, foundations, and corporations – partner with local NGOs whose missions are to serve marginalized communities. Many of these NGOs predate the Internet, and with their deep community roots are well positioned to incorporate new technologies into their programs to bring about social inclusion and advance the causes of education, employment, health, and others. Many libraries have partnerships with such NGOs. It is also worth noting that NGOs are engaged in a broader swath of the development agenda – social justice, women's empowerment, environmental activism, and others – than in what is typically supported by governments, the private sector, and international development agencies.

Academia

Another actor is the academic community. Those involved in ICTD come from a variety of disciplines, including: communications, sociology, anthropology, computer science, law, and information sciences, among others. While it is challenging to integrate differing intellectual traditions, the strength of this multidisciplinary arrangement is the diversity of perspectives and areas of expertise that can be brought to building effective solutions and informing policy and practice. Universities contribute significant innovations, technical and nontechnical.

Above I described a general trend towards mainstreaming ICTD into traditional 'vertical' development domains of education, health, civic engagement and the like, and away from 'horizontal' approaches, typically characterized as national digital or e-inclusion programs that have as their goal social and economic equity with respect to ICT. While mainstreaming is inevitable and to a certain extent desirable, there is a risk that it comes at the expense of addressing fundamental needs such as broad-based public access to ICT and assistance with learning how to use ICT for daily life. This is an area where libraries can play a major role in shaping the discourse and affecting international, national and regional social inclusion agendas.

ICTD activities

In this section I describe categories of ICTD activities with illustrative examples selected in order to provoke discussion about their potential relevance to libraries.[5]

Research and development

Design: development of innovative ICT or applications of existing ICT. Technologists, working together with local communities and social scientists, have developed a number of technologies specifically suited to low resource environments. Multipoint, an example from Microsoft Research's labs, addresses a common problem of computer scarcity by offering ways for multiple users to simultaneously use a single computer (Microsoft MultiPoint, 2010). AppLab, an initiative of the Grameen Foundation, is a series of mobile phone applications and services that allow people to access information on topics like health and agriculture (AppLab, 2010). It was developed in Ghana using ethnographic research, needs assessment research, and rapid prototyping methods.

Pilots: usually small-scale efforts to test scalable solutions, sometimes tied to design or research. ICTD is replete with pilot projects. As a young field, much of the community contends that experimentation is still needed to generate more effective and efficient solutions. Research plays an important role in evaluating the performance of these projects and assessing their prospects for transferability to other socio-economic settings. At the same time, there is an eagerness to

identify financially viable programs that are sustainable, scalable, and replicable, leading many to urge that the field move beyond pilots.

One example is VoiKiosk, a pilot voice-based kiosk system for people in rural areas to access locally generated content. Presented at ICTD 2009, one of this community's primary academic conferences, the project employs physical kiosks and mobile phones to respond to the information needs of largely illiterate populations in India (Agarwal et al., 2009). The project engaged a local NGO to provide information on agriculture, health, and classes held at the local NGO center for people who prefer in-person information; and it offers a bulletin board for end-users to advertise their services. The kiosk operator can add and modify information in the VoiKiosk. In the two pilot kiosks, the system handled over 20,000 calls from nearly 1,000 different villagers over a four-month period.

Deployments

Community-based programs: typically with an NGO as the central organization, but often with other public and private partners. Most ICTD programs are located in communities through the activities of nonprofits and/or local government authorities. One example that marries old and new media is community radio.[6]

Community radio is a cultural broadcast medium with a civil or development purpose. Community radio-based ICTD initiatives have proliferated around the world due to radio's 75 percent reach of the developing world population, offering programming on issues of local importance (such as health, agriculture, land rights, women's advancement), and the oral medium which is conducive for lower literacy populations. Recent efforts have focused on making community radio more interactive by integrating mobile phones, community centers, and other feedback mechanisms. Kothmale FM in Sri Lanka is one prominent example (Kothmale, 2010). Community radio has a policy dimension too as it is illegal or restricted in many countries. India recently legalized community radio and expects 4000 in the next decade.

Large-scale initiatives: often with government or international funding, offering countrywide or regional coverage. The most prominent example in this category is that of telecenters, public places where people can access ICT to gather and create information, learn, and communicate with others while they develop essential skills. There are many types of telecenters, and governments have invested significant resources in this model. Most common are stand-alone facilities where

ICT is a core mission. India's scheme to establish 100,000 Common Services Centres is the largest of its kind. The term telecenter is also used to describe other facilities that offer ICT access to the public, such as community centers, schools during after hours, and religious buildings. Some include libraries within this expanded definition.

Telecenters are prominent in Latin America, Asia, Europe and Africa. Because of the overlapping mission with libraries, I discuss telecenters further in the section below on partnering opportunities.

Policy and activism

Policy: focused on good regulation towards wide-scale technology deployment to promote economic development and the use of ICT for social initiatives. A range of public policies affect technological diffusion. Examples include: spectrum allocation regulations that restrict Wi-Fi; universal service policies for rural areas; censorship; broadband; copyright and traditional knowledge; Internet governance; and regulations that restrict or make community radio illegal. WSIS raised these and other policy issues on an international stage during its two global summits. Today most discussions occur within global bodies such as the International Telecommunications Union (ITU) and the World Intellectual Property Organization (WIPO), and within national governments. Libraries continue to offer significant expertise and voice to these debates.

Activism: using ICT as a way to enable societal or political change. There is a strong social justice community within ICTD that seeks ways to use ICT to advance human rights, environmental protection, and civic engagement, among others. FrontlineSMS, for instance, is a text-messaging tool developed explicitly for grassroots NGOs operating in developing countries to reach large groups of people for free (FrontlineSMS, 2010). Another example is the Committee to Democratize Information Technology (CDI), a non-governmental organization that has developed a socio-educational approach to teaching ICT skills (CDI, 2010).

Students learn how to use computers and software while discussing social issues of particular interest to their community, such as human rights, environment, sexual education, health and non-violence. Begun in Brazil, CDI has expanded to some 1,000 centers using the methodology in eight countries on three continents.

Partnering with ICTD

What would it mean to 'partner' with ICTD? What tangible benefits will the library community gain? One way is to incorporate the ideas and solutions emanating from the ICTD community and adapt them for delivery through libraries. From innovative mobile phone applications to ICT training programs to community radio, a plethora of opportunities exist for libraries to utilize their assets to realize meaningful benefits for populations most in need. This can be most effectively achieved by partnering with the funding and implementing organizations described above, though pursuing some of the ideas solely within the library community is also a viable option.

One particular opportunity is to partner with those governments and organizations involved in the telecenter movement. In pursuing such a strategy, however, it is important to note that telecenters have a mixed record. The stand-alone, technocentric, variety has come under increasing criticism as many highly visible initiatives failed to live up to their promise, resulting in the closings of large numbers of centers. This negative baggage has burdened the organizations that are making a difference, many of which do not consider themselves as telecenters. Nevertheless, the term persists and there are examples of successful telecenter-library partnerships. About one quarter of Chile's nearly 400 widely acclaimed Biblioredes libraries have telecenters operating within the libraries. Libraries, therefore, should be careful to focus on strengths and complementarities that could benefit libraries, and avoid the schemes that largely failed and have damped the enthusiasm of this model among many in the ICTD community.

A prominent regional example is Telecentre-Europe, a network of public access centers focused on the 292 million Europeans who lack basic ICT skills (Telecentre-Europe, 2010). Three representatives attended the 2009 IFLA Congress in Milan to share their experiences with the IFLA leadership.[7] The organizations they represent exemplify innovative public-private partnerships; they work with libraries in addition to community centers, Internet cafes, and educational institutions; they receive financial and other support from corporations such as Microsoft that have active corporate social responsibility programs; they receive support from national and municipal governments, and; they are engaged at a regional level through the European Commission's Information Society Directorate. Given Telecentre-Europe's extensive reach – over 100,000 telecenters, 250,000 staff, and 100,000 volunteers serving 25 million people – it would be in the interest of libraries to have a stronger voice in shaping this movement, identifying areas for partnership, and otherwise advancing a pro-library agenda. A modest example in Europe this year was the large number of libraries and telecenters involved in the 2010 Get Online Day campaign.

As discussed in the earlier article in this series, and to be explored further in the concluding article, libraries are also in a position to contribute to the ICTD community in many ways, through sharing their expertise in information management, user service and training, community engagement, and institutional support. This was beyond the scope of this article.

To conclude, the ICTD community represents a movement that is wide ranging in its activity from designing specific technological solutions to influencing national and international policy discussions. Libraries, given the central role they play in communities around the world, are ideally situated to tap the ideas and energy of ICTD. Libraries offer expertise, venues and other assets that could accelerate and amplify the collective mission to bring the benefits of ICT to those parts of the world in most need.

Notes

1. 'ICT4D' is an alternative term used by many in the field. While there are differences in nuance, I use the terms interchangeably in this paper.
2. *Information Technologies & International Development*. Available at: http://www.itidjournal.org
3. The Millennium Development Goals (MDGs) are a set of eight goals representing a global commitment to eradicating poverty by 2015. United Nations Millennium Campaign, available at: http://www.un.org/millenniumgoals/
4. Interestingly, it was often the libraries that advocated for broad public access to information in many countries, and yet because they were in ministries that did not have sufficient clout when the Internet rose in prominence and connectivity became the major driver, they were largely bypassed. Connectivity was viewed as an economic rather than cultural imperative.
5. This section is adopted from an ICTD taxonomy appearing in Toyama, K., T. Peters, M. Best, C. Coward, B. Kolko (2009).
6. The following description borrows heavily from Revi Sterling and John K. Bennett (unpublished article).
7. The three organizations are: the Information Dissemination and Equal Access (IDEA) project, a network of 60 locally hosted and supported Internet community learning centers across 42 regions in Russia: (http://www.i-dea-russia.ru/eng/); UK Online Centres, with 6,000 locations in libraries, internet cafés, and community centres (http://www.ukonlinecentres.com/); and Educating for an Open Society (EOS), a private non-profit active in 24 telecenters across Romania (http://www.eos.ro/).

References

(All online resources accessed on June 23, 2010).

Agarwal, S., Kumar, A.; Nanavati, A. and Rajput, N. (2009) Content creation and dissemination by-and-for users in rural areas. In Proceedings of International Conference on Information and Communication Technologies and Development. Doha, Qatar. Available at: http://www.researchintouse.com/downloads/spokenweb/VoiKiosk_-_ICTD_09_-_April_09.pdf

AppLab. Available at: http://www.applab.org

['CDI'] Committee to Democratize Information Technology. Available at: http://www.cdi.org.br

FrontlineSMS. Available at: http://www.frontlinesms.com

Kothmale FM Community Radio. Available at: http://www.kothmale.org

Microsoft Corporate Citizenship. Available at: http://www.microsoft.com/about/corporatecitizenship/en-us/our-actions/in-the-community/

Microsoft. Windows MultiPoint Mouse. Available at: http://www.microsoft.com/unlimitedpotential/TransformingEducation/MultiPoint.mspx

Sears, R. and Crandall, M. (2010). Bridging between libraries and information and communication technologies for development. *IFLA Journal*, 36(1) 70–73.

Sterling, R. and Bennett, J.K. Community radio. Unpublished article.

['TASCHA'] Technology & Social Change Group (2010) Public Access Landscape Study. Available at: http://tascha.uw.edu/landscape

Telecentre-Europe. Available at: http://www.telecentre-europe.org

Toyama, K., Peters, T., Best, M., Coward, C., and Kolko, B. (2009) The big questions of "ICT4D". Microsoft Research Technical Report: MSR-TR-2009-101.

About the author

Christopher T. Coward is the founder, Principal Research Scientist, and Director of the Technology & Social Change Group (TASCHA) at the University of Washington Information School. Under his leadership, TASCHA has grown in size and scope over the last decade, encompassing research in 50 countries. Chris specializes in designing research programs that improve policy and practice. His work focuses on examining the social and economic impacts of information and communication technologies (ICTs), with particular attention to the role of libraries and nonprofits in developing countries. He is currently principal investigator for three major projects: a global five-year study investigating the impact of ICTs in libraries and other public venues, a multi-year study of the contribution of ICT training to the employability of disadvantaged populations, and a study of the public access computing environments in 25 countries. Chris holds a Master of Public Administration and a Master of Arts in International Studies, both from the University of Washington. Contact: Technology & Social Change Group, University of Washington Information School, 4311 11th Avenue NE, Suite 400, Box 354985, Seattle, WA 98195, USA. Tel. +1 206-616-9102. Email: ccoward@uw.edu

Symbiotic partnerships: The global library community and the ICTD stakeholders

Fay A. Austin
Rutgers University Libraries

Abstract

Brokering collaboration between those who develop and/or provide information and communications technologies and the intermediaries whose work is dedicated to providing access to information for all peoples may at first seem redundant; yet on closer examination, the enduring role of library and information professionals in providing access to information in all its forms; in communicating the advantages of the new technologies and in educating the user population in the use of the new technologies has not been recognized in the call to action issued by the signatories to the Millennium Development Goals. Specifically Goal number 8: target 5 calls for the ICTD community to co-operate "with the private sector" to "make available benefits of new technologies, especially information and communications." Information professionals must reach out to and educate the ICTD stakeholders – developers, donors, governments and people everywhere – about the invaluable expertise and experience available in our global professional community. We must become the brokers who offer our services to advance the urgent and critical measures required to bridge the "digital divide" now existing between developed and lesser developed countries.

Keywords
partnership, ICTD, librarians, access to information, equality of access, development

Introduction

> "People today are hungry for community. Since libraries of all types are often at the geographic center of the communities they serve, they are naturally positioned to be community gathering places. Couple this advantage with the other usual librarian talents – tolerance for diversity of opinion; facilitation skills, familiarity and comfort with new technology – and you have an organization poised to be integral to every community decision. Librarians need to take the next step and act as a catalyst to get people to the table when community decisions are made."[1]

With the quote above, the past president of the American Library Association offers a fitting summary of our profession's profound contribution to the global community. Lest we become complacent, however, the final sentence beckons us to an even more valuable role as 'catalyst' or leader; actively involved in community decision-making. While such involvement may already exist in some of our library communities, we are challenged to make such leadership and involvement commonplace.

From the earliest beginnings with the library at Alexandria, thought to be established in the 3rd century B.C., the library has been a fixture in many communities around the globe. While the type of library, its size and significance may vary widely depending on the country and the resources available for library services, the public library has been and continues to be regarded as an essential hallmark of an established community. As the community became more complex, specialized libraries were created to serve the unique needs of special sectors of the community, bearing testimony to the fact that libraries are dedicated service-oriented institutions.

Providing high quality information services to our user communities requires the cooperation of many players from a wide cross section of professions and

Corresponding author:
Fay A. Austin, Head, Monographs Cataloging & DBM, Rutgers University Libraries – TSB, 47 Davidson Road, Piscataway, New Jersey 08854, USA. Tel. +1 (732) back445-5902.
Email: fayaaustin@rci.rutgers.edu

disciplines. Consequently, libraries and library associations in many countries of the world have traditionally maintained well established and long-term partnerships with organizations and associations that provide and/or generate information and those that share similar goals.

The value of partnerships is well documented in business and management literature and accordingly librarians have established and nurtured partnerships within and outside of our global network of libraries. We support each other through interlibrary lending, cooperative cataloging ventures, library consortia and other types of partnerships, including effective long-term partnerships with:

- government agencies
- international and multinational corporations and organizations
- literacy programs, reading programs, adult education programs
- institutions of scholarship and learning
- publishers and authors
- the information and communications industry (ICT)
- community groups and agencies.

As a profession, we have grasped the importance of partnerships and have nurtured and expanded their role and effectiveness in the delivery of services to our communities. That we value our existing partnerships and continually seek out new opportunities underscores the value ascribed to working together to maximize and sustain results.

At this critical time in our history, as we aggressively address the inequities within our global community of libraries, we see the potential inherent in aligning with the ICTD (Information and Communication Technology for Development) community as a new and potentially valuable partner. We have a long and successful history of working with the ICT sector and currently maintain strong relationships and partnerships, especially with those who develop our online catalogs, those who maintain and manage our computer equipment, and Internet access providers.

ICT, by definition, includes all information and communication media designed to enhance our information-seeking and communication behavior. The ICTD sector, however, was born of the desire to bridge the digital divide now existing between developed and lesser and/or least developed countries (LDCs). Their special mandate requires that the technologies that they develop or manage be used specifically to promote 'development'.

While 'development' may be subject to interpretation, it is important to underscore that many of the lesser developed countries, the most important stakeholders in this process, are increasingly defining the term for themselves. Although many of the lesser developed and/or developing countries may depend on foreign aid, attitudes towards donor countries and organizations vary widely, depending on the country involved. During an interview conducted by Fareed Zakaria on Cable News Network (CNN), Paul Kagame, President of Rwanda, declared that "aid is about supporting social and economic transformation." He further stipulated that "aid must do those things that will eventually see people weaned of aid."[2] Kagame may not be unique in this viewpoint. Rather, it is appropriate to believe that this viewpoint is shared by many, if not all, of the governments in the LDCs. Moreover, this worthy goal is the bedrock of the Millennium Development Goals[3] of 2000 from which the ICTD sector received its mandate.

Millennium Development Goal #8 seeks the development of a global partnership for development, while Target 5 of this goal requires cooperation with the private sector, to make available the benefits of new technologies, especially information and communications.[4] With this stipulation the leaders of the world have affirmed their belief that access to the new information and communication technologies is critical in the effort to stimulate development in the developing and lesser developed countries of the world.

What do we really mean by 'development'? Most definitions acknowledge that development manifests as change; successive, incremental change over a period of time. Within the context of the Millennium Development Goals, development embodies social and economic transformation, which can only be achieved through the collaborative efforts of governments, communities and those responsible for all aspects of ICT infrastructure and implementation.

Within that context, it can be asserted that librarians are poised to play a key role in the development of target countries. We are committed to the development of the individual and, by extension, to the development of society as a whole. Our profession is founded on the belief that information changes lives and that knowledge empowers. We work hard at providing barrier-free access to information; supporting and encouraging the quest for knowledge among users and non-users. " . . . Libraries build capacity and provide support and training for effective use of digital and other information resources."[5] Capacity building is essential to the development of societies.

The quote above was taken from Byrne's speech at the World Summit on the Information Society (WSIS)

in Tunis, where participating librarians confronted the realization that our profession was already deeply involved in working for the development of the individual and societies. We acknowledged that in order to realize the overarching goals of our profession, including the goal of freely available Internet access in all libraries, we needed new partners who are dedicated to the same goals; partners who will inevitably encounter the same challenges and will work with us to overcome them. We realized, there in Tunis, that while the ICT sector was being challenged to use the new technologies to accelerate social and economic transformation in the lesser developed nations of the world, it was almost impossible for them to achieve sustainable results if they worked in isolation. ICTD organizations would be less likely to achieve development goals that were inherently related to and dependent on the acquisition of information and knowledge in the target populations if the information professionals who are active on the frontlines were not involved.

Including librarians in project planning may well realize several benefits for the ICTD players who may discover that they do not have to reinvent the wheel or start from scratch, after all, and can elect to build on or reinforce whatever infrastructure already exists. This option may help the organization to minimize startup costs and save time. Cost containment, time management and knowledgeable manpower are all critical components of successful projects.

There is a new argument emerging which acknowledges that development goals must be reincorporated into ICTD projects[6] if they are to be successful. Proclaiming the failure of ICTD projects that neglected to involve other stakeholders and the benificient communities, Heeks[7] presents a convincing argument for a new ICTD orientation (ICT4D 2.0) in which collobaration is key. Although he failed to mention the library profession by name, librarians understand and remain convinced that development requires both tools and equipment *and* willing, active participants. Development is contingent upon competency in the use of information and communication technologies in conjunction with unmediated media; bolstered by the 'multiple literacies' that are required to navigate in today's complex environment.[8]

The advantages of library/ICT partnerships

Librarians are already involved in human development. We have committed to our communities and understand that success and results are measured in increments. We are already on the ground in most

of the LDCs and can offer insights and support to the ICTD players during the initial feasibility studies when a project is being contemplated. IFLA (The International Federation of Library Associations and Institutions) is actively involved in promoting the use of the new information and communication technologies and as an important first step encourages national governments to develop a national information infrastructure which will deliver Internet access to all of the nation's population. This work is currently underway in several target countries; including some countries classified as LDCs by the World Bank and The United Nations. IFLA's Action for Development through Libraries Programme (ALP) is a core IFLA activity established to work closely with developing regions to take full advantage of ICTs.

Accordingly, the new IFLA President Ellen Tise has chosen as her Presidential Theme: 'Libraries driving access to knowledge'. Librarians recognize the value of knowledge and we maintain a keen interest in our role as facilitators; helping users and potential users to take explore the wealth of resources available to them locally and globally.

Librarians have already committed to the goals of the Education For All (EFA) and Information for All (IFA) programs; both sponsored by UNESCO. We see these programs as directly related to the development goals for which the ICTD sector strives. An ICTD development project that recognizes other national goals, including goals for literacy and education, will undoubtedly have a much greater impact on the future ability of the LDC to eventually become 'independent'; less dependent on development aid. The ICTD sector has the potential to have a profound, far-reaching impact if the projects that they sponsor are sustainable and result in helping the country to meet its development and education-related goals without being forced to decide between one project and the other due to limited financial and human resources.

So, what do librarians and information professionals bring to the table? According to Long, whose quote appears at the beginning of this paper, we bring "tolerance for diversity of opinion, facilitation skills and familiarity and comfort with new technology". I concur. However, we bring much more. The following paragraphs highlight several key areas in which collaborative efforts can enhance the long-term value and reinforce the sustainability of ICTD projects:

Context

Every project is executed within parameters that include the intellectual environment, community expectations, human resources, availability of support

for planning, execution and evaluation. To this end the library community can be invaluable in providing information or assisting with research to provide background information, feasibility studies and other information that may be useful in the initial stages of planning a project. Librarians generally know the communities in which they work. We often live in the communities where we work and have a fairly good grasp of community needs.

In addition, librarians and information professionals are supported and guided by the International Federation of Library Associations and Institutions (IFLA). The ICTD sector should feel confident that any librarian suggested as a project partner is a dedicated and knowledgeable professional. The *IFLA Internet Manifesto*[9] aptly summarizes the tenets by which members of our profession are guided. One very important and relevant declaration stresses that: "Libraries and information services have a responsibility to facilitate and promote public access to quality information and communication. Users should be assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently"[10].

Regardless of medium of distribution, library professionals seek to provide the high quality information that is required for education, commerce and citizen participation, etc. Librarians are committed to the development of the individual. Free access to the Internet is a basic service offered by most libraries. Recognizing that cost may present a barrier to access, libraries continually strive to keep access to information, free and equitable. Librarians continually strive to improve service to users and to convert non-users into users.

Working closely with different types and levels of users, we have gained an appreciation for different learning styles; experiences that can help to inform the development or adaptation of new technologies so that they are relevant and appropriate to community needs. The talking book, the precursor of today's sophisticated audiobooks downloaded via ipods and playaways, was developed out of the need to include the visually impaired as valuable users or potential users of information. The National Library Service for the Blind and Physically Handicapped (NLS), established by the US Congress in 1931, eventually gave birth to the talking book program; confirming the role of libraries in groundbreaking outreach to all sectors of the community. Armed with the knowledge that librarians and libraries are the best customers for technology that enhances service delivery to underserved populations, developers are generally willing to work with librarians to explore ways in which technology can be adapted for specific situations and sectors of society.

Technology is not new to libraries. We have displayed the ability to adapt to the changing information/communication landscape while continuing to explore service delivery via the new technologies. The 'mobile library' is not a new concept (librarians have delivered books and other media via donkeys, camels and bookmobiles for decades). Known historically as a collection of books, the library has been at the forefront of technological developments ever since the early 1960s with the development of computerized catalogs.

Content

The ICTD sector seems geared towards technology deployment. The proliferation of 'telecenters' and the ease with which cell phones are available seem to support this assertion. Librarians see the various electronic carriers as vehicles via which content is delivered. We are concerned with access and use of content and recognize that high-tech equipment and gadgets will only be relevant if those for whom they are intended have the ability to use the technology and at the same time understand information and content encountered during use. The need or perceived need for technology can, and often does, overshadow the need for basic literacy. It is our contention that both basic literacy, the ability to read and understand what's being read **and** computer/technology literacy require critical attention. Development cannot be achieved until those who use the new technology understand how they can use the information retrieved to take the next steps towards social and economic empowerment.

We have a responsibility to enable the development of the individual. We are required to assist the user to develop the skills necessary to use information confidently. I believe that this is the ultimate goal for which governments of developed and lesser developed countries affixed their signatures in agreement to the Millennium Development Goals. Those who can find and use relevant information, confidently, are well on their way to social and economic transformation.

Continuity

Librarians and information professionals, by virtue of long years of training, know how to find and use information. Because we want to respond to and anticipate user needs, we strive to remain relevant by continually updating our skills and by staying abreast of new developments in technology and information dissemination and management. Moreover, we know how to

help others find and use information. We are dedicated advocates for lifelong learning; not only for our user communities but for ourselves. Our commitment to continuing education requires us to be flexible and adaptable. The fact that libraries continue to remain relevant attests to our ability to adapt to the changing information/communication landscape; and sometimes stay ahead of the curve. Our flexibility and adaptability is aptly demonstrated by the wide variation in service models now evident; from traditional to MySpace.

In addition, librarians recognize the value of knowledge and maintain a long-term view of our role as guardians of knowledge as we work arduously with other stakeholders to ensure the preservation of information. Our interest in preservation can also be interpreted as a pragmatic commitment to sustainable results; a commitment that should be reassuring to stakeholders and all who provide funding and require that ICTD projects yield lasting results.

The way forward

Librarians build relationships. We recognize the enduring value of our work and create the nurturing learning environment that invites users to trust us and see our libraries as comfortable learning spaces. ICTD organizations can tap into a framework of libraries around the globe. Our established and time-honored relationships with communities around the world position us as worthy partners for service delivery.

We understand the sacrifices people are willing to make and will continue to make to have access to education. This sacrifice is even more admirable and critical in areas where education is not free and where certain sectors of the society are denied access to basic schooling. We therefore recognize that every attempt to improve access to education and every attempt at human development, must be sustainable. Effort and results must be continually monitored, evaluated, measured and adjusted. Effort must be sustained until results are evident.

In conclusion, we understand that 'development' requires a long-term commitment and that success is achieved in increments. Sustainable results would require the involvement of multiple stakeholders, comprehensive planning and long-term commitment to the communities and countries that receive aid for development. IFLA, as representative of the global library community, stands willing to explore mutually beneficial partnerships with members of the ICTD community in joint pursuit of successful, sustainable outcomes for ICTD projects that are urgently needed in the lesser developed countries of the world. The partnerships of which we speak suggest formal and informal arrangements with mutually agreed upon areas of expertise and execution. We are aware that partnerships between the two sectors already exist in our library communities and are continually being forged, out of necessity and expediency. This is great news. We who are committed to bridging the digital divide must explore every opportunity and exploit all possibilities to bring about the desired results.

Resources

Noteworthy global library projects that showcase successful partnerships:

The World Digital Library. (Library of Congress and UNESCO) multilingual portal, launched April 2009. http://www.wdl.org/en/about/partners.html list of additional partners.

African Online Digital Library. http://www.aodl.org/ Collaboration between Michigan State University/MATRIX (The Center for Humane, Arts, Letters and Social Sciences Online) at MSU and organizations in Africa; including universities and research institutions. (multimedia: photographs, podcasts, etc.) Includes African e-journals.

An interesting example of innovation (library/ICTD partnership) is to be found in the publication 'Suturing the digital gash' the report of a European transnational project. This report can be viewed at the website: http://www.pic-project.eu/

References

1. Long, Sarah Ann. Libraries can help build sustainable communities. *American Libraries,* 31(6) Jun/Jul 2000. p. 7.
2. Kagame, Paul. Interview with Fareed Zakaria. GPS. CNN, New York. 19 July, 2009.
3. United Nations. *Millenium Development Goals.* Available at http://www.un.org/millenniumgoals/global.shtml.
4. Ibid.
5. Byrne, Alex. Libraries the Information Society in action: Address to Plenary World Summit on the Information Society, Tunis, 18 November 2005. Available at: http://archive.ifla.org/III/wsis/Byrne-Plenary-Address.html.
6. Heeks, Richard (2009): The ICT4D 2.0 Manifesto: Where Next for ICTs and International Development? Available at: http://www.sed.manchester.ac.uk/idpm/research/publications/wp/di/di_wp42.htm Viewed on 12/07/09.
7. Ibid.
8. Kellner, Douglas. New media and new literacies: Reconstructing education for the 21st century. Available at: http://www.gseis.ucla.edu/courses/ed253a/kellner/newmedia.html Viewed on December 3, 2009.

9. IFLA Internet Manifesto. Available at: http://www.ifla.org/
    publications/the-ifla-internet-manifesto Viewed on 12/9/09.
10. Ibid.

About the author

Fay A. Austin is Head of Monographs Cataloging &
Database Management at Rutgers University Libraries in
Piscataway, New Jersey, USA; a position she has held for
a number of years. As manager of library technical services
and a cataloger, Fay is particularly interested in providing
access to information delivered via the newer information
carriers and is co-author of a book on this topic which will
be published this Fall. She has been a past recipient of the
Presidents Award for outstanding service to the Special
Libraries Association, New Jersey Chapter and continues
to be active in many professional associations. She main-
tains an active interest in access to information and in the
information seeking habits of people in developing
countries; particularly in the developing countries of the
Caribbean and Guyana, South America. As a member of
the IFLA President's Working Group on WSIS (World
Summit on the Information Society) Fay continues to
monitor and advocate for meaningful assistance for devel-
oping countries as a means of bridging the digital divide
and has volunteered time and assistance to specific libraries
in the region as they work towards this goal; and as a mem-
ber of the International Federation of University Women
and the United Nations Association of the United States
of America, has contributed articles and has presented
papers on the use of ICTs for education and social develop-
ment in Guyana and the Caribbean.

Fay has a Masters in Library Science from Kent State
University and a Post-Graduate Diploma in Library and
Information Services from the University of the West Indies
in Jamaica. Contact: Rutgers University Libraries – TSB, 47
Davidson Road, Piscataway, New Jersey 08854, USA.
Tel. +1 (732) 445-5902. Email: fayaaustin@rci.rutgers.edu

Main factors affecting the preservation of Chinese paper documents: A review and recommendations

Liu Jiazhen
Wang Jingxuan
Wuhan University

Abstract

Based on data analysis and documentary research, this paper indicates that the main causes which negatively affect the preservation of paper documents in China are acidification and damaging pests such as moths and insects. The priorities for the preservation of Chinese documents are protecting the documents against air pollution and controlling pests and insects. Taking these problems and the Chinese national condition into account, the paper proposes to create a favorable microenvironment for decreasing the acidification of papers and to adopt various measures for controlling pests and insects.

Keywords

paper documents, preservation, acidification, air pollution, insect pests, China

Introduction

The term 'paper documents' refers to documents which take paper as the carrier and record knowledge by handwriting or printing. In China, due to human and natural factors, the extent of damage to paper documents is serious. Statistics show that there are more than 30 million ancient books preserved in public libraries and museums in China, but one third of them have been badly damaged through time, fire, water and insects (Xinhua News Agency, 2008). For instance, the National Geomatics Center of China preserves several precious antique maps of Chinese territory and terrain, but 45.7 percent of them have varying degrees of damage, 30 percent have been seriously damaged and some are even on the verge of extinction (Zhang, 2007). Shaolin temple has two or three thousand ancient books in need of protection, including Buddhist scriptures, scattered copies of documents on martial art and hand-written copies of documents on traditional Chinese medicine which were created in the Song, Ming or Qing dynasties of China (Xinhua News Agency, 2008). In general, damage caused by insects and mold is common in South China, while the cracking of paper documents,

where the paper is very dry so there are cracks in it or the paper is separated into pieces, is universal in Northwest China because of the dry climate (Mu, 2008).

According to the *Standard for Distinction of Disrepair of Ancient Books and Special Collection* (Ministry of Culture, 2006), there are eleven kinds of damage to printed documents in China, including acidification, aging, mildew, conglutination, damage by insects, being gnawed by mice, flocing, tears, deformities, fire damage and broken threads. Moreover, for manuscript documents, the seals or words on such documents have faded or become illegible over the years. For example, archives created in the 1950s and 1960s are threatened by fading words, illegibility or paper yellowing with age, and some could not be used now (Guo et al., 2009).

Corresponding author:
Wang Jingxuan, School of Information Management, Wuhan University, Hubei, People's Republic of China. Postal code: 430072. Phone: +86 158 7239 4815
Email: xuan-1025@163.com
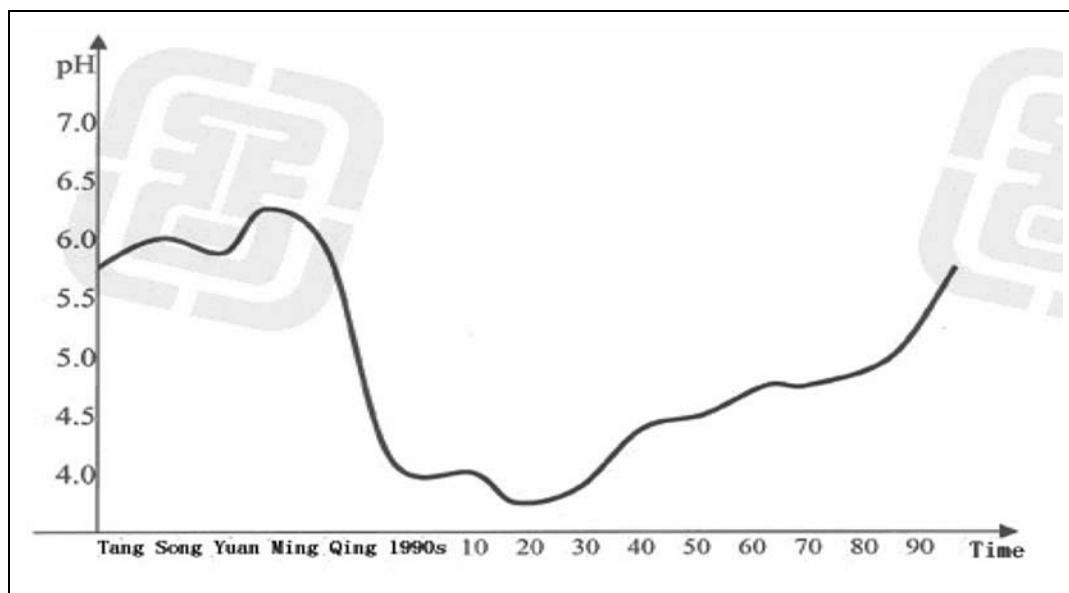
Figure 1. The pH values of sampled paper literature collected by the National Library. *Source*: National Library of China (2003b)

In terms of their universality and seriousness of the damage to documents, acidification and damage by insects are the issues to which the closest attention needs to be paid. Since documents damaged by insects are hard to repair and it is impractical to deacidify all of the paper documents at present, the urgent task on hand is to avoid acidification and eliminate insects in the repositories.

The status of Chinese paper documents

Serious and universal acidification

Acidification means that the acidity of paper increases while its pH value decreases. Among all kinds of damage, aging and acidification of papers are the most common phenomena.

In 2003, the National Library of China conducted a two-year project, titled 'Survey and analysis on the acidification and preservation condition of paper documents collected by the National Library' (National Library of China, 2006b). They sampled 2,401 volumes of documents and tested their acidity and state of deterioration. The sampled documents included ancient rare books, ancient books, celebrities' manuscripts, revolutionary history documents, Chinese books, foreign language books, books published in Hong Kong, Macao and Taiwan, Chinese newspapers, foreign language newspapers, Chinese periodicals, foreign language periodicals, etc. They found that the pH values of almost all the papers were lower than 7.0, as shown in Figure 1.

The results of acidity tests of paper documents collected by the National Library, the National Center for Preservation and Conservation of Ancient Books

(NCPCAB) indicated that the average pH value of ancient rare books is just 6.1, while only 8 percent of ancient rare books have pH values of exactly 7.0 or above (National Center for Preservation and Conservation of Ancient Books, 2009). Among all kinds of paper documents, the materials created during the period of the Republic of China (1912–1949) are facing the most serious acidification and aging. The pH values of these materials are lower than 4.5 (Qin, 2005). Compared with other libraries in China, the National Library has better repositories and equipment to preserve paper documents, but despite this, the acidification of their documents is as serious as that of documents preserved in other libraries.

Since the Reform and Opening-up, the Chinese government has appropriated lots of funds for the construction of archive repositories and the improvement of conservation environments, but the acidification of documents has not been avoided in most archives. Some national key archival documents have been damaged at different levels, such as paper acidifying and words fading (Guan, 2007). For example, in the Shijingshan District Archives of Beijing, some of the archives created in the 1940s and 1950s have become yellow and show signs of aging, and the paper strength has decreased (Jiang, 1999). Furthermore, according to a survey conducted by Heilongjiang Provincial Archives (Wang and Zheng, 2009), the phenomenon of paper yellowing and embrittling has appeared in the files of the puppet regime in Manchuria and in the documents created in the Republic of China. These files and documents are all based on machine-made paper.

Table 1. Distribution of insects that endanger literature.

Province	Number of insect types that were investigated before 1989	Number of insect types that were investigated at the end of 1997
Heilongjiang	5	9
Jilin	9	11
Liaoning	13	16
Inner Mongolia	8	11
Sinkiang	16	17
Qinghai	12	13
Gansu	16	19
Ningxia	11	12
Shaanxi	25	26
Shanxi	11	14
Beijing	17	24
Hebei	12	20
Henan	10	18
Shandong	13	20
Jiangsu	7	20
Zhejiang	17	20
Anhui	7	14
Jiangxi	10	14
Hubei	8	19
Hunan	13	20
Sichuan	16	22
Guizhou	13	17
Yunnan	14	21
Guangxi	15	21
Guangdong	15	21
Fujian	15	19

Source: Zhao (1998, p. 28).

Large proportion of documents damaged by insects

A large proportion of the damaged paper documents are damaged by insects. In 1987, the National Archives of China began a seven-year survey. They conducted a sample survey of 458 archives located in 30 provinces, cities and autonomous regions and found the types and distribution of insects that endanger documents (Feng, Jing and Tao, 2000; Meng, Zhang and Chen, 1997; Zhao, 1998). The results showed that the phenomenon of insect damage was common in both the north and the south of China, but especially in the south of China and the middle and lower reaches of the Yangtze River because the climate in these regions is better for insects to survive than that in the north of China. Table 1 lists the distribution of the insects in China. The greater the number of insect types investigated, the more frequent the damage caused by insects is likely to happen. It should be noted that the damage caused by some kinds of insects is very destructive.

Nowadays, the repository condition of archives and museums has been improved, equipment for preventing and controlling insects has been deployed, and management regulations have been implemented, so the problem of insect pests in archives and museums is infrequent. But in many libraries and depositories of Buddhist scriptures in temples, this kind of problem is still frequent and very serious. A reporter of Xinhua Net obtained statistics from the Guizhou Provincial Library which indicated that almost 40 percent of the ancient books they hold had been eaten by insects (Tian and Wang, 2008). In Fujian, the Quanzhou Municipal Library holds about 60,000 local ancient books, but one third of them have been damaged by insects to varying degrees. In addition, many books and periodicals which were previously well preserved are eaten by insects now (Chen, 2008). The Shaolin temple has a history of more than 1,500 years and its depository of Buddhist scriptures stores two or three thousand scriptures, but unfortunately some have been damaged or eaten by insects (Li, 2009).

Analysis of the causes of the damage

Paper documents first emerged in China. The old documents handed down to the present were created with different kinds of papers and distributed in different regions of China. Some are very old and rare. Table 2 lists the oldest documents collected by public collecting institutions.

Due to many wars, political movements and disasters in China, most of the documents now preserved in public collecting institutions have passed through many hands or places before they were collected into libraries and archives. Consequently, for the majority of such documents, there are no files to record the history of preservation and repair. For these documents, which were created in different eras and made from different materials or by different arts and crafts of papermaking, we have to assume the time they began to be damaged and the causes of damage according to their status quo.

Analysis of the main causes of acidification. According to statistics published by the National Library (National Library of China, 2006a), in the 1960s, the average pH value of the papers of Chinese ancient books at that time was 7.6. Among them, the pH value of bast paper was 8.3 and the pH value of paper made from young bamboo was 6.9, both within the range of neutral or alkalescent (i.e. slightly alkaline). A test carried out in 2003–2004) on the acidity of ancient books found that the pH values of most Chinese ancient books are below 7.0. In general, the average pH value

Table 2. Literature created early in human history.

Type of literature	Source of literature	Creation time	Characteristics
Pieces of paper maps, called Fangmatan paper map	Excavated in Gansu, China, in 1986	Early years of the Western Han Dynasty, 179 BC –150 BC	It is said to be the oldest paper literature in the whole world (Zhan, 2007)
Pieces of Buddhist scriptures	Discovered in Sinkiang in the late Qing Dynasty	The Western Jin Dynasty, AD 296	It is said to be one of the oldest manuscripts (Zhan, 2007)
'Coloured Paper Drawing of Jin Dynasty'	Excavated in Turpan, Sinkiang, in 1964	Jin Dynasty (AD 265–420)	It is said to be the oldest paper drawing in existence (Zhan, 2007)
One of the Dunhuang manuscripts, entitled 'First Part of Vinaya Pitaka'	Preserved in National Library	AD 417	It is said to be one of the oldest manuscripts (Xing, 2006)
Archives of Kaiyuan Period of Tang Dynasty	Preserved in Liaoning Provincial Archives	AD 714	The oldest paper official document in existence (Yao, 2003)

is 5.9, the pH value of bast paper has decreased to 6.2, while the pH value of paper made from young bamboo is just 5.2. Compared with the data gathered in the 1960s, the average pH value of the papers has decreased by 1.7 percentage points. Acidification causes the color changing and aging of documents. Table 3 shows the detailed data published by the National Library.

The data in Table 3 show that the acidification of paper documents is an obvious phenomenon. No matter when the paper documents were created, they cannot escape from this. What is the cause of acidification? Actually, it is difficult for anything except the all-pervasive air to have such general consequences. Table 3 also brings forward two thought-provoking questions:

Among the documents created in different eras, there are a large proportion of Ming Dynasty documents which basically have no color changing and aging (40 percent and 38 percent respectively). Is it because of the nature of the paper or the environment in which the documents are preserved? And what is the reason why 6 percent of Ming Dynasty documents are nevertheless seriously affected by aging?

The acidification and disrepair of the documents created in the period of the Republic of China is an unarguable fact. But why there are still 4 percent of these documents that have not been affected by aging? Again, is it because of the nature of the paper or the special protection environment of these documents?

Perhaps further investigation of the above two questions will inspire more contributions to the research on document acidification.

Analysis of the causes of insect pests. In China, there are two primary causes of documents being attacked by insects: first, the insects and their eggs or pupae have entered in the repositories; secondly, the environment of the repository is suitable for insects to survive. Figure 2 illustrates the causes of insect pests of documents.

Nowadays, all the documents transferred to archives and libraries have to be sterilized and the insects in them must be killed in advance. There are many instruments to kill insects, but conservators always process documents according to their own experience and feelings; as a result, any eggs that have survived in the documents will be one of the causes of insect infestation. Sometimes conservators use vermifuge (anthelmintic) plants to protect documents from insects, but when the smell of those plants disappears they can be an attraction for insects. So if the drugs or tools are more vulnerable to insects than the paper of documents, they might cause insect infestation when they come into contact with documents. For example, strawboard is more prone to be eaten by insects than kraft paper (Feng, Xing and Tao, 2000), and starch paste is the best culture medium for both insects and mold. Compared with other documents, book boxes made of strawboard, documents with much starch paste and repaired documents thus have a greater probability of being damaged by insects.

The other cause of insects multiplying in the repository rapidly is a hot and humid environment or dust collecting on the documents. Currently, the air-conditioned environment which is suitable for preserving documents does not mean it is unfavorable for insects to survive. Practice proves that some insects which should hibernate can have vigorous vitality in such an environment all year and so increase the damage to documents (Feng, Xing and Tao, 2000).

Table 3. Aging condition of paper literature of different eras stored in the National Library.

Era	Degree of color changing (%)				Degree of aging and disrepair (%)			
	Basically no change	Little change	Moderate change	Serious change	Basically no aging	Little aging	Moderate aging	Serious aging
Song Dynasty (960–1279) and Yuan Dynasty (1279–1368)	12	31	40	17	16	34	41	9
Ming Dynasty (1368–1644)	40	25	29	6	38	33	23	6
Qing Dynasty (1644–1911)	8	29	58	5	14	73	8	5
Republic of China (1912–1949)	3	17	23	57	4	28	35	33
Since 1949	31	26	23	20	43	30	21	6

Source: National Library of China (2003b).
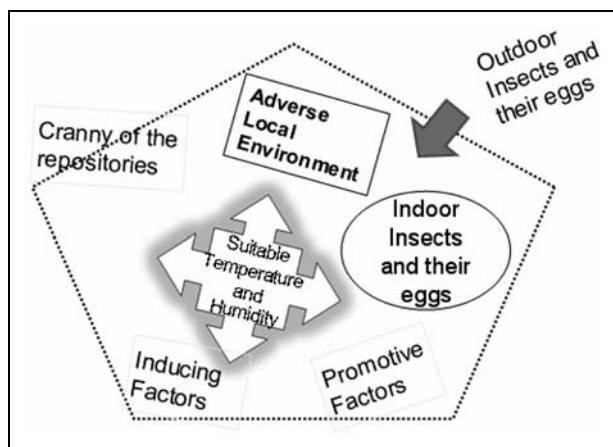
Figure 2. Major factors of insects growing in the repositories.

Besides the above common reasons, there is a special reason for the insect problem in Chinese temples. With their belief in *ahimsa* (the rule of conduct that bars the killing or injuring of living beings) people do not kill the insects and mice in depositories of Buddhist scriptures, enabling pervasive damage of documents due to insects and rodents.

Recommendations

Creating a good micro-environment, decreasing the acidification of papers

In China, the majority of public collecting institutions are located in cities. If we evaluate the air quality of Chinese cities according to the standards of developed countries, more than 90 percent of the cities in China are not up to standard (Fu, 2009). The national air quality specification Level II (inhabitable standard) refers to the required standard of air quality in the residential district, the mixed district of business, traffic and inhabitant, the culture district and the rural district. Figure 3, based on data from the China Statistical Yearbook 2008, shows a graph of the levels of air pollution in major Chinese cities in 2007, from which it is obvious that the annual concentrations of gaseous pollutant and inhalable particulate matter (PM10) both exceed National Level II in most Chinese cities.

Enacted in 2000, the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution* plays an important role in decreasing air pollutants. However, currently it is impossible to use clean energy widely in China, so air pollution will continue to be a serious problem in the preservation of paper documents. In order to avoid the increasing acidification of paper documents, the only thing we can do is use air purifying equipment to purify the indoor air. The investment for purifying the indoor air includes the money for reconstructing the existing repositories and ventilation ducts, and the funds for purchasing, updating and maintaining the air purifying equipment. But there are only a few public collecting institutions that can afford such a large amount of money in China, therefore not many institutions use air purifiers to filter the polluted air. Considering the actual conditions of China, the most practical measure is to improve the microenvironment of documents, which can help to reduce the concentration of air pollutants surrounding the documents and decrease the speed of paper absorbing polluted air.

In this context, 'microenvironment' refers to a limited area which is closest to documents, for example the containers of documents or the surrounding environment of documents (Liu, 2005). Figure 4 shows the relationship between the microenvironment of documents, the indoor environment of repositories and the atmospheric environment.

The microenvironment has the most influence on the preservation of documents and urgently needs to be improved because thousands of documents stored in public or private collecting institutions in China are currently exposed to the natural environment and undergo damage (Zhan, 2008). To achieve its
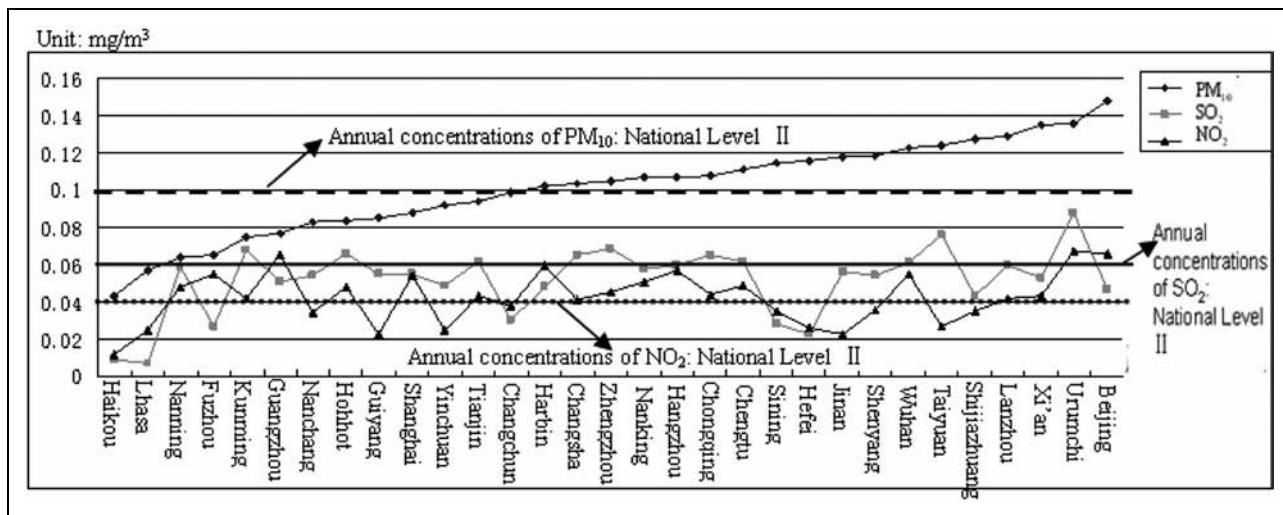
Figure 3. Air pollution of Chinese cities in 2007.
Data source: National Bureau of Statistics of China (2008).
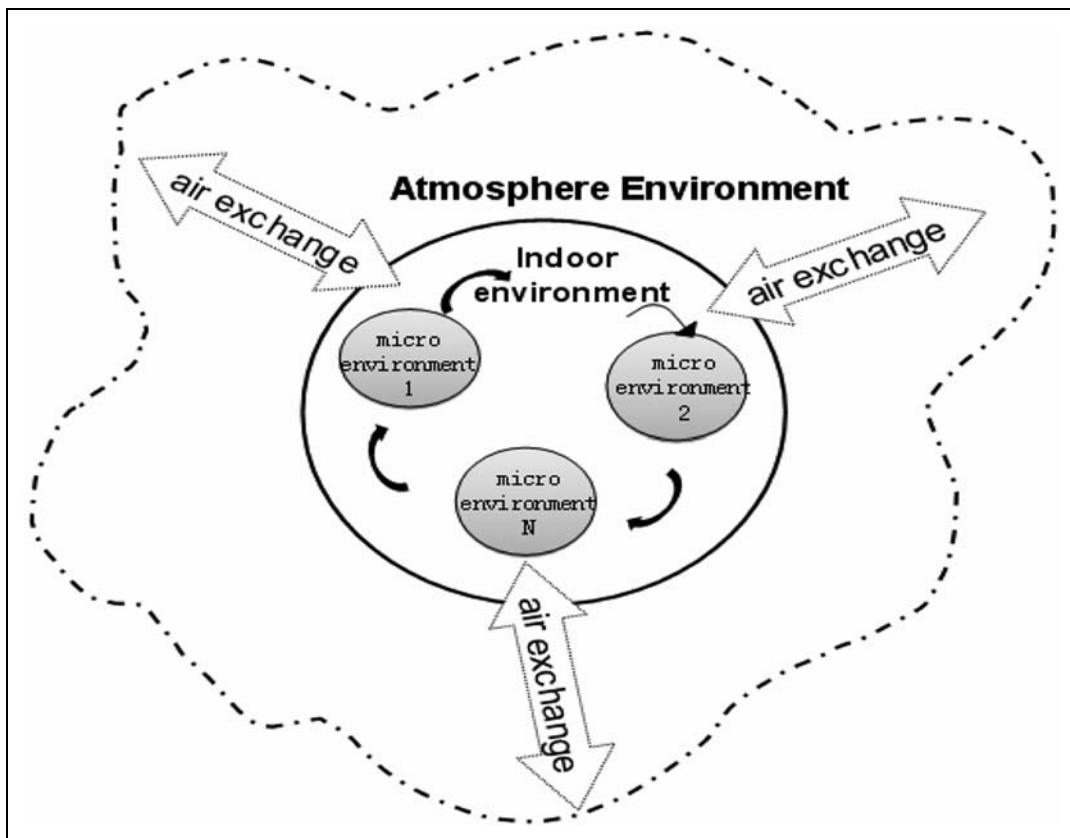
Figure 4. Natural environment and controllable artificial environment.

maximum potential effect, the microenvironment must create a better closed environment for documents so that polluted air cannot enter into contact with them and the speed of absorption of polluted air will be slowed down. Even the air is purified beforehand, if the surrounding air flows too fast, the weathering of papers can also be accelerated. Therefore, a good microenvironment is very important for document preservation.

We can create different sizes of microenvironments for documents by using various containers, from cabinets to dustcovers, book boxes, folder plates, file boxes and so on. Institutions with plenty of funds should make a container for each documentary entity and then put them in closed cabinets. Institutions which are short of funds should at least put their more precious documents in closed cabinets to prevent polluted air from contacting them.

It is worth considering the materials used for document containers. If we still follow the traditional methods, using camphorwood and *nanmu* ('a type of superior durable softwood that was frequently used for boat building, architectural woodworking and wood art in China' – http://en.wikipedia.org/wiki/ Nanmu) as the materials for containers, then it will be hard for these trees to survive. There is a tremendous amount of documents, which means we would need a vast amount of camphorwood or nanmu to produce containers. Fortunately, advanced technologies can help us find or create substitutes to reduce the use of wood.

In China, it is traditional to use insectifuges (insect repellents) to expel insects in document repositories. But all these drugs can sublimate, which complicates the air composition of the microenvironment. So far we still lack data to analyze what kind of drugs can be used to expel insects and what is the recommended dosage. The deterioration of paper is a slow process, so if we use insectifuges according to experience only, the consequence will be irreparable.

Adopting various measures to control pests and insects

Compared with decreasing the acidification of papers, controlling the insects is easier to implement and there is much experience to be referenced. According to the above analysis on the causes of insect pests, currently the following measures must be taken:

Reconstructing the document repositories to stop insects invading the buildings. Museums and archives in China rarely suffer from insect pests, partly because they all have closed repositories for archives and cultural relics which can isolate the documents from insects. All document repositories with many windows and crannies must therefore be reconstructed and the rooms which exchange air with the outside must have insect screens, so as to create a safe environment for documents.

Publishing guidelines on insect control and sterilization. Experts and professionals who have experience in insect control should be invited to give valuable guidance, for example, in compiling manuals for the popular insecticidal tools, recommending safer insecticidal equipments, proposing the basic operational requirements for cleansing the repositories of insects (especially their eggs), and teaching how to choose the right methods to kill and expel insects.

It will not be very helpful to control insects if we just keep the temperature and humidity of repositories at the standard levels. However, high temperature and high humidity will definitely be advantageous for insects to grow and multiply. So controlling the indoor temperature and humidity is also very important.

Examining the effects of traditional containers and insectifuges. We must view the traditional measures of document protection with caution. It is necessary to conduct a scientific survey on the effects, advantages and disadvantages of the traditional insectifuges and document containers, in order to provide guidance for using them safely.

Conclusion

In China, the main factors which negatively affect the long-term preservation of paper documents are the acidification of paper and damage caused by insects. The major cause of paper acidification is the polluted air surrounding the documents. So it will be helpful to create a good micro-environment for paper documents, which can isolate the documents from air pollutions. Since the damage by insects is very common and it is always difficult to repair the documents eaten by insects, insect control is an urgent task now. This paper also gives several recommendations on insect control. Besides the findings in this paper, there are still some challenges in the preservation of paper documents. For example, how to deacidify the acidified paper documents in a safe way; which insectifuges can be used to expel insects without damaging the documents, and what is the recommended dosage? Future studies should aim to overcome these challenges.

Note

1. Bast fiber or skin fiber is plant fiber collected from the phloem (the "inner bark" or the skin) or bast surrounding the stem of certain, mainly dicotyledonic, plants. Examples are: Jute, Hemp, Flax (Linen) etc. [Wikipedia, (n.d.) http://en.wikipedia. org/wiki/Bast_fibre]

References

[All references are in Chinese.]

Chen, B.B. (2008) Hundreds of ancient books in Quanzhou Municipal Library are damaged by insects. Retrieved January 2010 from: http://news.sina.com.cn/c/2007-06-08/095511983762s.shtml

Feng, H.L., Jing, X.K. and Tao, Q.(2000) Survey on the type and distribution of insects in archives in China. *Archives Science Bulletin*, 3:63–66.

Fu, H.Q. (2009) Promote the people's awareness of the significance of preventing and controlling atmospheric pollution. Retrieved January 2010 from: http://www. npc.gov.cn/npc/xinwen/jdgz/gzjd/2009-05/04/content_ 1501111.htm

Guan, S. (2007) Salvage and conservation of the national key archival documents. *China Archives*, 7:15.

Guo, L.Z. et al. (2009) Research on the salvage and conservation of endangered historical archives in China. Archives Science Bulletin, 2:84–88.

Jiang, Y.H. (1999) Survey on the conservation of archives of Shijingshan District Archives. *Beijing Archives*, 1:27–28.

Li, Y.Q. (2009) Notes on protecting Shaolin temple's ancient Buddhist scriptures. Retrieved January 2010 from: http://blog.sina.com.cn/s/blog_54b36e910100c213.html

Liu, J.Z. (ed.) (2005) *Documentary heritage preservation*. Beijing: China Higher Education Press.

Meng, Z.Q., Zhang, N.G. and Chen, Y.X. (1997) Type catalog and distribution of insect pests of archives and books in China. *Library Tribune*, 6:41–43.

Ministry of Culture. (2006) *Standard for distinction of disrepair of ancient books and special collection*. Retrieved January 2010 from: http://www.nlc.gov.cn/service/others/gujibhw/download/gjpc-06.pdf

Mu, Z. (2008) Survey on the stored archives of Tongliao Municipal Archives. Retrieved January 2010 from: http://www.tlarchives.com/news6/20080608023732/index.htm

National Bureau of Statistics of China. (2008) *China Statistical Yearbook 2008*. Beijing: China Statistics Press.

National Center for Preservation and Conservation of Ancient Books (NCPCAB). (2009) Teaching materials on the general survey of the Chinese ancient books. Retrieved January 2010 from: www.nlc.gov.cn/service/others/gujibhw/download/zlpx-pxjc-1.pdf

National Library of China. (2006a) Modern books preservation technology. Retrieved January 2010 from: http://www.nlc.gov.cn/service/exhibit/culture/html/03_02nlc03.htm

National Library of China. (2006b) A great contribution to the future: the establishment of research institutions for books conservation. Retrieved December 2009 from: http://www.nlc.gov.cn/service/exhibit/culture/html/03_02nlc05.htm

Qin, W. (2005) The documents of the Republic of China are seriously damaged, there might a disconnection in Chinese history. Retrieved January 2010 from: http://book.sina.com.cn/news/c/2005-06-15/1002185755.shtml

Tian, M. and Wang, L. (2008) About 40% of documents in the ancient books repository are moth-eaten in Guizhou Provincial Library. Retrieved January 2010 from: http://news.xinhuanet.com/newscenter/2008-07/17/content_8558659.htm

Wang, F. and Zheng, X.F. (2009) Survey on the disrepair of historical archival documents stored in Heilongjiang Provincial Archives and the protective measures. *Heilongjiang Archives*, 3:16–17.

Xing, Y.H. (2006) A history review of Chinese culture. Retrieved January 2010 from: http://www.sach.gov.cn/tabid/302/InfoID/4545/Default.aspx

Xinhua News Agency. (2008) A deputy to the National People's Congress: recommendation on establishing a restoration plan of ancient books stored in temples. Retrieved January 2010 from: http://www.ccmedu.com/bbs51_59331.html

Yao, J.F. (2003) The oldest paper official documents in existence will apply for the Memory of the World. Retrieved January 2010 from: http://news.guoxue.com/article.php?articleid=32

Zhan, D.Y. (2007) Paper documents. Retrieved January 2010 from: http://www.chinabaike.com/article/1/78/422/2007/20070513111993.html

Zhan, F.R. (2008) Review and prospect of the Chinese ancient books conservation plan. Retrieved March 2010 from: http://www.macaudata.com/ccdscr2008/files/article_02.doc

Zhang, M.F. (2007) Make a study of the cause that led to the damage of paper-based historical archival documents. *Archives Science Bulletin*, 1:71–74.

Zhao, B.Z. (1998) Types of insects in archives in each province and distribution of insects. *Shaanxi Archives*, 2:28–30.

About the authors

Liu Jiazhen is a professor at the Center for the Studies of Information Resources (CSIR), Wuhan University, China. She is also a member of the Chinese National Expert Committee on Ancient Books Protection, and a member of the Professional Committee on Ancient Books Collation and Documents Protection, which is affiliated to the Library Society of China. She has been engaged in teaching and research for 30 years at the School of Information Management, Wuhan University, and has published three monographs on documents preservation and conservation and some articles in this field. She has participated in the investigation of the status of ancient books preservation and did some research on the related policies. Liu Jiazhen may be contacted at: School of Information Management, Wuhan University, Hubei, People's Republic of China. Postal code: 430072. Tel: +86 027 6876 2212. Email: wln88@263.net.

Wang Jingxuan is a doctoral student at the School of Information Management, Wuhan University, China. From 2008, she has been engaged in several surveys and studies on the protection of ancient books with her mentor, Professor Liu Jiazhen, and has published some articles in this field. In 2005, she took part in the editing of her mentor's monograph, *Documentary Heritage Preservation* (China Higher Education Press, 2005). Wang Jingxuan may be contacted at: School of Information Management, Wuhan University, Hubei, People's Republic of China. Postal code: 430072. Phone: +86 158 7239 4815. Email: xuan-1025@163.com

Arab online book clubs: A survey

Amany M. Elsayed
Helwan University

Abstract

The main purpose of this paper is to shed light on the current situation of Arab online book clubs and give a comparative account of their performance. Seven online book clubs were discussed, five from Saudi Arabia and two from Egypt. The empirical approach used to address the research problem was a field study with a questionnaire. Questionnaires were sent via e-mail to book club moderators to get general information about the clubs, membership, discussion, services, promotion and evaluation. The findings revealed that despite low participation and superficial discussion, and lack of services provided to readers, Arab online book clubs are becoming a promising environment for promoting reading, and motivate people from all ages to contribute and exchange ideas because these clubs have arisen with a primary objective to promote and enhance reading. The study showed that young Arab readers have begun to discuss books in online groups, and established their own online clubs. This means that Arab online book clubs work away from librarians and publishers in Arab countries. The research paper addresses the current lack of empirical literature on traditional and online Arab book clubs, and offers practical details and many significant results, so that Arab public libraries, communities, authors, publishers and even individuals can capitalize on the positive aspects of current book clubs and create their own. At the end of the paper, the author provides recommendations for the improvement of Arab online book clubs.

Introduction

No one can deny the importance of reading and its role in leading humans from darkness into light. Reading has an active role in the dissemination of knowledge and culture, which are the foundation of the progress of any nation everywhere. Reading in groups is a great means of sharing thoughts and ideas about favorite books and getting ideas for future reading.

There is ample evidence that the Arab world, especially in the Pre-Islamic or 'Jahilia' era, 150 years before Islam[1], knew reading and writing. There were pre-Islamic Arabic poems, 'Al-Muallaqat' or 'hung poems' (because they were hung on the Kaaba in Makka), which consist of seven pre-Islamic Arabic 'qasida'.

In the Islamic era reading was a prominent activity because of the Holy Qur'an scripture that has remained untainted and unchanged up to our modern times. The underlying message of the Qur'an is 'Iqra' – 'to read'. Literate Companions of Prophet Muhammad (peace and blessings be upon him) recorded the full scripture of the Qur'an during the Prophet's lifetime.

After the battle of Badr (17th of Ramadhaan 2 AH in the Islamic calendar) between Muslims and Quraysh, Prophet Muhammad (PBH) gave Quraysh prisoners the option to teach ten Muslims how to read and write. Upon doing so, they would be released.

Discussing books and poetry in groups has had a long history in the Arab world, beginning with literary salons (called 'Al Majalis Al Adbia' at that time) in Baghdad, Damascus, Cairo and other Arab literary capitals. These literary salons were associated with the appearance of a profession named 'Al-Waraqa'[2].

Corresponding author:
Dr Amany Elsayed, Library and Information Science Department, Faculty of Arts, Helwan University, PO Box 11795 Ain Helwan, Helwan, Egypt. Tel. (mobile): +20 102224063. Office fax: +22 5577206
Email: amany03@gmail.com
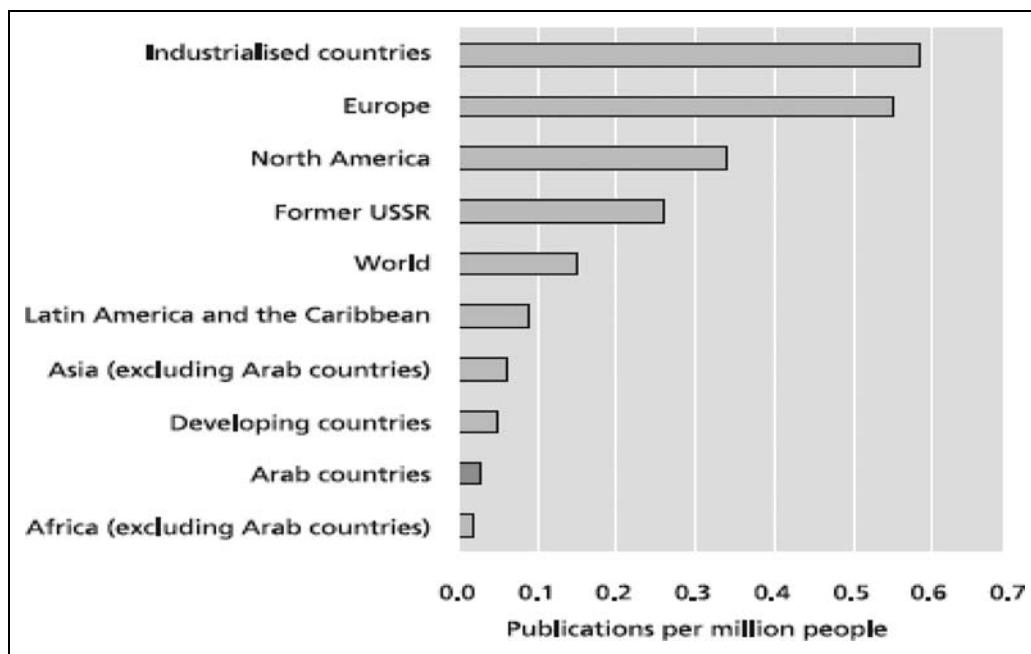
Figure 1. Number of publications – original writing and translation – per million people in the Arab world and other regions, 1991.
Source: UNESCO Yearbook (1999).

Al-Waraqa, which spread widely in Baghdad in the third century AH*, refers to the profession of producing handwritten manuscripts of books. The copying shops where members of this profession practiced their work provided also a forum for scientists, poets, and the cultured classes to meet and discuss books.

Arabic literary salons emerged in 9th century Iraq[3] and, by the 10th century, were flourishing in Baghdad and other urban centers. Literary salons were not only sites for socializing and educating, but provided also a platform for performing literary and oral history, creating and transmitting cultural identity, and continually reinterpreting the past. The literary salons of those days can be viewed as cultural centers where writers, poets, and thinkers met and discussed books, poems and other issues. In the 19th century literary salons appeared again in the Arab world under the name 'El Salon El Adabi', e.g. 'Akkad's Salon', 'Mayy Ziada's Salon' or 'Tuesday Seminar'.

Currently, reading in the Arab world faces two major types of constraints. The first relates to the book, the second relates to the readers themselves.

Books in the Arab world

Among the most prominent challenges that face Arab culture nowadays is the limited publication of books in proportion to the Arabic reading population. According to the *First Arab Report on Cultural Development*[4] published by the Arab Thought Foundation, the average Arab reads very little each year.

A comparison of the ratio of the annual level of book production to the population in Britain, Spain and the Arab world makes the situation clearer. There is one book published each year for every 491 British citizens, one for every 713 Spanish citizens, and one for every 11,950 Arab citizens. This means that the Arab citizen's share of published books equals 4 percent of the British citizen's and 5 percent of the Spanish citizen's (Figure 1).

Figure 1 reflects the modest numbers of books published in the Arab world, which do not exceed 1.1 percent of world production, although Arabs constitute 5 percent of the world population. The production of literary and artistic books in Arab countries is low. In 1996 it did not exceed 1,945 books, representing only 0.8 percent of world production – less than the production of a country such as Turkey, with a population one quarter of that of the 22 Arab countries[5].

Readers in the Arab world

Some recent statistics reveal that "Arabs read very little, far less than international levels"[6]. But we have to keep in mind that a low level of reading is not limited to Arab countries only, but is a phenomenon facing countries all over the world. Reading in the Arab world is inhibited by social and economic conditions, which result in weak purchasing power of the Arab reader and so in limited readership. According to a recent report[7], the proportion of people living

below the lowest national income poverty line in the Arab region reached approximately 18.4 per cent. The educational situation of some Arab countries is also bad. Around one-third of the adult Arab population is illiterate; there are still some 60 million illiterate people in the Arab countries, two-thirds of whom are women. Furthermore, there are almost 9 million children of elementary school age who do not go to school, most of them in the countries that have not solved the illiteracy problem.

Family reading habits

In addition to the constraints relating to books and readers, reading faces other major challenges associated with the family, regarding the development of the reading habit among children and how Arab families prepare children for extra-curricular reading.

In Egypt, for instance, a study of youth reading[8] reported that 43 percent of the total population of the study were reluctant to read, 82 percent of whom gave the reasons for their lack of interest in reading as: lack of familiarity with reading within the family, linkage in the individual's mind between books and the educational teaching process, and the use of educational methods depending on memorization rather than thinking and innovation. Another survey conducted by the Egyptian Cabinet Information and Decision Support Center (IDSC)[9] aimed at identifying trends in reading among Egyptians. The survey reported that 77 percent of the study sample did not have the time to read and that was one of the main reasons for not reading.

Despite all these constraints on books and readers, the Arab world has witnessed a renewed interest in books and reading in the past few years. On the other hand, there is a growing concern in some Arab countries about the impact of decreasing literacy rates.

Reading Initiatives in the Arab world

One of the oldest and pioneer reading initiatives in the modern Arab world is the Reading for All Festival[10], which started on 23 May 1991, when Mrs. Suzan Mubarak invited all those concerned with childhood issues and education to a meeting at the Heliopolis Library in Cairo. Questions were raised at this meeting about the future of the children of Egypt and the effect of child education on the welfare of the country.

The ultimate goal of this national project has been to make meaningful reading materials available at the lowest possible prices. Access to free books has been promoted through the expansion of the public library system and the renovation of the existing libraries. Mobile libraries have also been set up to cover remote areas and districts that did not have public libraries. In 2008 the project launched the One Million Books initiative to distribute books for free to the whole community.

In Tunisia, the Program of Reading Motivation[11] was launched in 1991 with the aims of enhancing the public's familiarity with using libraries and documentation centers and embedding the best reading practices, particularly among the younger generations. These goals were pursued through several activities: a national children's literature contest, Books in Resorts (provide books during the summer on the main beaches and within parks), national days of reading and information, and a national meeting on reading in rural areas.

In Saudi Arabia, a distinguished project called The National Project for the Renewal of Interest in Books[12] was founded in 2005 under the auspices of the King Abdulaziz Public Library. The project's primary objective is to strengthen the bond between people and books, through the development of reading skills in various segments of Saudi society. One of the project's activities is to establish 'traditional book clubs' for males and females. The idea is to send two books every month to subscribers for a subscription of SRI 400 every year. The club subscribers, however, do not to exchange thoughts about these books or meet at the library to discuss them.

Another activity of the King Abdulaziz Public Library project, which began in 2008, is 'Reading at Airports'. It aims at making books available in the hands of passengers in the international and domestic lounges at Saudi airports to allow them the opportunity to practice reading free of charge and make use of passengers' waiting times. The Reading at Airports project is still in its experimental phase, having been implemented only at the King Abdulaziz International Airport and the King Khaled International Airport. The main obstacle facing this project is that some passengers do not return books to the librarians, leaving the shelves empty for other passengers.

Similar to the Egyptian project, Jordan established a Reading for All Festival in 2007. The first phase of the project, in the capital, Amman, and the rest of the Kingdom, under the theme 'Expand your Horizons', released a quarter of a million books in its first year and 350,000 books in the second year.

The Mohammed bin Rashid Al Maktoum Foundation[13] organizes many reading-related activities, such as organizing the Dubai International Children's Book Fair, establishing children's libraries as well as children's mobile libraries that will reach children in their neighborhoods, and launching a comprehensive children's web portal that includes information,

services, educational games and other initiatives that help breed a new generation of children who appreciate reading.

In 2008 the Sharjah Reading Festival was launched. It is a practical step to create a community full of readers and intellectuals, and to educate families to play a constructive role in motivating and encouraging their children to read. Another project. 'Knowledge without Borders'[14], was launched on the initiative of Sheikh Sultan Bin Mohammed Al Qassimi, member of the Supreme Council and Ruler of Sharjah. It aims at establishing a library in every house in the Emirate of Sharjah, comprising a variety of useful books that appeal to the interests of all family members with the aim of spreading general knowledge and awareness of the importance of reading in the development of society, especially among children, and contributing to create an educated generation. Every library includes 50 books of different kinds for each family.

In Bahrain in 2009, an unofficial campaign took charge of a project called 'We All Read'[15]. It is designed to educate young people about the importance of reading and motivates them to read by allowing them to participate in discussion panels where books covering various areas of knowledge are discussed. Another goal is to promote the idea of reading in public places, for example by launching some books in shopping malls to attract the attention of young people and allow them to participate in the events.

In Morocco, the year 2009 witnessed the organization of the first National Festival of Reading[16] in Rabat and some other Moroccan cities, under the slogan: 'Reading for All, a Reading for Development'. This festival aims at developing thoughts and positive attitudes toward reading and awareness of its importance in the life of the individual and the community. The ultimate goal is to instill passion for reading in parents, educators, and the public.

Literature review

A growing number of studies are being conducted on both traditional and online book clubs. A search[17] for the term in SAGE, Emerald, and ERIC databases using different terms to denote book club concept (i.e. book club, online book club, virtual book club, book group, reading group, online book discussion groups, digital reading group), returned similar results which can be divided into two categories. The first were studies dealing with the use of book clubs to serve the educational process, while the second, which is the focus of this study, concentrated on book clubs and their members. The objective of this review is to identify gaps in the literature on book clubs.

Sedo (2003),[18] in his study about readers in reading groups, pointed out: "The academic community has essentially ignored book club existence. To date, only three studies of contemporary book clubs exist. There are no studies of online reading groups, even though the book club sites, membership, book selection and other practices, and the social networks created by the clubs, define a significant cultural field." (p. 66).

Also Scharber (2009),[19] wrote: "Online book clubs are just beginning to become points of conversation in non-research journals, but there exists no research to date on these types of book clubs, alongside a doctoral thesis by Scharber " (p .22).

Hartley (2001)[20] dealt with four topics: defining reading groups, characterizing reading groups' members, how groups talk, and finally reading groups in the 21st century. She studied the characteristics of 350 reading groups in the United Kingdom and analyzed titles read by 284 groups between June and December 1999. She concluded that book clubs are comprised primarily of women members and that for most readers the primary reason for joining the group was the search for knowledge.

Hartley, however, did not mention online reading groups when dealing with reading groups in the 21st century. But she mentioned the definition and that Bradford Libraries in the UK is a pioneer in the field of online reading groups by launching a site in spring 1999 for ten virtual reading groups.

Long (2003)[21] conducted a case study focusing on women's book clubs in Houston and Harris counties in the United States. She found that 77 (64 percent) of the reading groups in the county were women's groups, four (3 percent) were men's groups, and the remaining 40 (33 percent) were mixed groups. She described the setting and the social world of Houston reading groups and then discussed how and why people join reading groups. She explored also issues of group structure and interactions. However, Long did not deal with online book clubs when dealing with reading groups and challenges of mass communication and marketing in Chapter 7 of her book.

Another approach has been to investigate readers in book clubs through conducting a survey on 252 readers in Canada. The purpose of Sedo (2003)[22] was to explore who readers are, and what they read. He found that more than one third (34 percent) of the participants had been readers since early childhood and most (68 percent) of the readers in this study read for 5 to 10 hours a week. Eighty five percent of all survey respondents were women.

In another study Sedo (2004)[23] explored the social encounters and conversations within contemporary women's book clubs. The approach is interdisciplinary, drawing on theories, feminist epistemology, and cultural studies to illustrate the social relations of the groups as more than the sum of their readers. Ethnographic and survey methods were blended to give an original interpretation of the reading motivations, practices, and pleasures of five Canadian reading groups and more than 252 readers found online. This study found that groups form and exist around shared genre tastes and interpretive preferences. The acquisition and negotiation of cultural competence works differently in the virtual clubs than in the face-to-face groups.

Yeung et al. (2007)[24] provided a case study of Toronto Public Library's experience in developing the online book club site 'Book Buzz'. Authors described their actual experience and the lessons they had learned which may be useful for other start-ups. Amongst people who responded to the online survey, 97 percent (74 percent of whom were women with a large percentage of retired and over 65s) were interested in the idea of a virtual book club in public libraries.

Balling et al. (2008)[25] discussed the stereotype of the librarian and pointed to the fact that changing the public view of the librarian requires more than just talking about it. The authors discussed the construction of librarians' identity in Denmark by looking at how librarians throughout the 20th century had (re)negotiated their identity. Another theme that the paper dealt with was the fact that librarians' self-identity, to a certain degree, supports the stereotyped image. However, another point is how librarians could use the image constructively in order to overcome the stereotype. The last point was best illustrated by the case study of digital reading groups in Denmark, where librarian not only had to act as expert, counselor and culture communicator, but also as a flesh and blood person who was actually willing to exchange opinions with the individuals in the group.

Scharber (2009)[26] examined public library-based, online book clubs for preteens primarily in grades 4–6. Three book clubs (one all-boy, one all-girl, and one mixed-gender) were investigated in order to understand who participated in these clubs, how both preteens and facilitators participated and the ways in which the online context and gendered separation of the clubs shaped the clubs' discourse. The study suggested a model which portrays book clubs for children and preteens, and whether held online or Face to Face (F2F), as a circle with the book at the centre. The circle encompasses four other elements, namely: book club facilitator, permanent book club members, social interaction, and informal discussion. Analysis of these clubs indicated the potentials of online book clubs in providing support for continued voluntary reading, and engaging non-readers or struggling-readers. Additionally, the study proposed a model that identifies the elements necessary for engaging youth in online book clubs.

Scharber et al. (2009)[27] examined two online book clubs in Hennepin County public library in the United States for preteens and teens. In preteen clubs most of the girls in the club, aged 8–11, attended public schools (93 per cent) and identified themselves as white (70 per cent). Eleven of the girls had been in a traditional book club prior to participating in the online club.

Online book clubs provide safe, guided social experiences for preteens and teens learning to navigate the Internet on their own. In addition, online book clubs enable the participation of children with special needs without looking at the barriers against success that can occur in F2F settings.

We could conclude that most studies have focused on readers, especially women, in book clubs rather than on the clubs themselves. It can also be noticed that book clubs have drawn the attention of specialists in the social sciences and sociology rather than other disciplines.

Arabic literature

In an attempt to survey the body of research on both traditional and online book clubs in the Arabic Literature, the researcher consulted the most comprehensive source bibliography in the field of librarianship and information science edited by the Egyptian professor, Mohamed Fathi Abdelhadi[28]. The bibliography, however, does not give an inventory of writings on this subject. This illustrates the fact that the subject of book clubs is one of the most ignored topics both academic research literature and non-academic literature in Arabic. To date, there is no Arabic study on book clubs.

As Abdelkader ben cheikh (1982)[29] mentioned in his report about book production and reading in the Arab world, the majority of Arab countries lack motivation for research in the field of books and reading. The present study seeks to fill a gap in literature and direct attention to online Arab book clubs available through the web as new promotion tools which point in direction of Web 2.0.

Research purpose and methodology

The two most famous book clubs on the Internet are Shelfari[30] and Goodreads[31]. Shelfari was officially
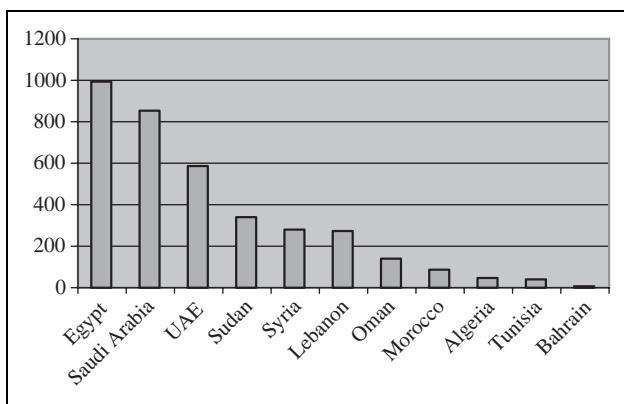
Figure 2. Number of Arab Shelfari members.

launched in October 2006 and acquired by Amazon. com in August 2008. Its main aim is to enhance the experience of reading by connecting readers in meaningful conversations about the published word.

As for Goodreads, it was launched in December 2006. It is one of the largest social networks for readers all over the world with more than 2,800,000 members who have added more than 77,000,000 books to their shelves. Being a place for casual readers and bona-fide bookworms alike, Goodreads members recommend books, compare what they are reading, keep track of what they've read and would like to read, form book clubs and much more.

The researcher registered at both clubs and observed that they both have Arab members. In Shelfari there were 3642 Arab members, distributed as shown in Figure 2. Searching for Arab groups inside Shelfari, the researcher found 26 Egyptian groups and 12 Saudi groups with the word 'Arab' as a part of their names. In Goodreads, the researcher could not identify Arab members, but it was possible to count Arab reading groups inside the club: 8 Egyptian groups, a United Arab Emirates groups, a Moroccan group, a Saudi group, a Sudanese group, and one Omani group.

These observations inspired the question: "Are there any online Arab book clubs?"

Research questions

This study was guided by the following research questions:

1. Are there any online Arab book clubs?
2. What are the characteristics of Arab online book clubs?
3. What characterizes the involvement in these Arab online book clubs?
4. How do Arab online book clubs manage membership, discussions, and services?

Scope and methodology

The study employed here a field survey which aimed at learning about and examining the phenomenon of Arab online book clubs and obtaining indicators that could be analyzed. Seven online book clubs (five from Saudi Arabia, and two from Egypt) were studied to understand their basic features, and general characteristics of their members.

In order to get first-hand experience of these clubs, the researcher registered with the seven clubs, and took notes. The questionnaire was administered in Arabic. It comprised five main sections, namely: general information, membership, discussion, and activities. Over the period from September 2009 to December 2009, the questionnaire, along with an introductory covering letter, was sent to the moderators of the seven book clubs asking them to fill it out. All seven moderators returned the questionnaire.

In this study, an Arab online book club is defined as

"a group of Arab readers who participate in regular discussion of books, by using Internet services (website, Email, Blog) established by Arabs to facilitate discussion between club members. This online book club may be general or interested in specific topic".

For the purposes of this study, Arab online book clubs were located using Google and most available search tools. Afterwards, the researcher filtered results, excluding many Arab blogs and reading groups like: 'Saudi Bloggers', 'About Books Blog', and 'Qaraeto Lak', which are just reviews of recently-released books without discussion activity.

The seven Arab online book clubs found as were as follows:

1. *Nadi Qura'a Montada El-Kitab El-Arabi* [Arabic Books Forum Readers Club] (Egypt)[32]: Founded in March 1998, it is an independent non-profit entity entirely staffed by volunteers that has attracted members from all over the world.
2. *Iqra* [Let's Read] (Saudi Arabia)[33]: This blog was founded in 2005 and specializes in presentation of readings and reviews of different books and discussing them.
3. *Tawaq Reading Group* (Saudi Arabia)[34]: This book club was established in 2007 by a group of readers with the aim of spreading cultural awareness through reading. It put forward the idea of 'Book Trip', based on the exchange of books between individuals in public places within Saudi Arabia.
4. *Qon Qari Forum* [Be a Reader Forum] (Saudi Arabia)[35]: A forum established in 2008 for
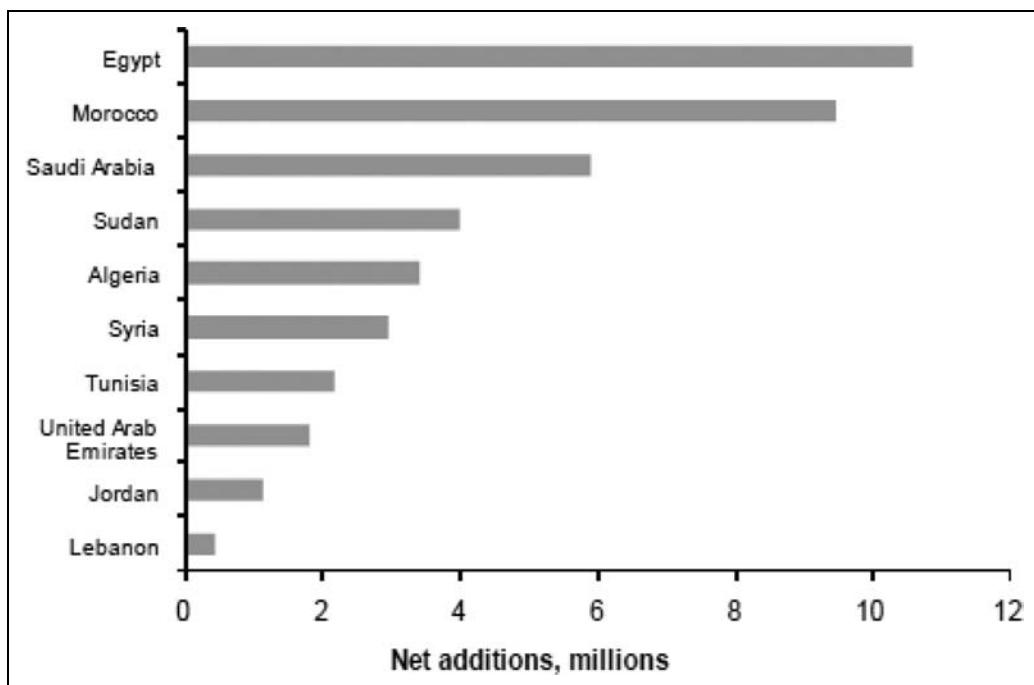
Figure 3. Countries with the highest net additions of Internet users in the Arab States, 2003–2008.
Source: International Telecommunication Union. *Information Society Statistical Profile 2009: Arab States.* Geneva: ITU, 2009(PDF file).

sharing thoughts about books. The forum adopted an initiative with the aim of building a traditional book club in every school called 'Be a Reader Club at School'.

5. *Book Rating Club* (Saudi Arabia)[36]: A Facebook group established in 2009 with the mission of providing positive intellectual stimulation through reading and discussing literature in both Arabic and English. The club also adopted the initiative to build a book club in every Arabian city or any city where there are Arabs and access to Facebook. In response to the initiative, nine book clubs were eatablished in different Arab cities.

6. *Let us Read a Book Monthly* (Egypt)[37]: A Facebook group established in 2009. Every month, the members select a book to read and then they discuss it for the rest of the month.

7. *Nadi El-Quraa El-Arab* [Arab Readers Forum] (Saudi Arabia)[38]: Established in 2009, the strategy in this Arab readers club is to practice reading with the commitment to achieve an ambitious goal of reading and summarizing a total of 1000 pages annually. The ultimate goal is building an Arab electronic society that focuses on reading.

From this brief presentation of the seven clubs, it is clear that only Saudi Arabia and Egypt, out of the 22 Arab countries, have online book clubs. This brings us to the next question: "Why are all the Arab online book clubs in Saudi Arabia and Egypt?"

The answer lies in a report from the International Telecommunication Union (ITU) that reveals that over the period 2003–2008, Egypt and Saudi Arabia, together with Morocco and Sudan, were the countries with the highest numbers of net additions of Internet users, mainly due to their large populations (see Figure 3). The reason why Morocco does not have an online book club although it had more Internet users than Saudi Arabia may lie in the fact that the adult illiteracy rate (aged 15 and above) in Morocco during 1999–2006 reached 45.3 percent of the total population[39]. Also, as shown in Table I, Morocco has a low level of book production. More recent statistics[40] reveal that the number of published titles per annum in Morocco increased from 329 in 1990 to 1,070 in 2004, with the biggest growth rates coming from Arabic-language publications.

Another primary reason for the prevalence of online clubs in Saudi Arabia[41] is that once Internet access was made officially available in the Kingdom, Saudi Arabia witnessed the largest and fastest growth in Internet user population over the Arab world.

Furthermore, Saudi Arabia and Egypt are the two Arab countries in the forefront in terms of the number of published books (see Table 1). It is worth noting that Table I does not include Lebanon, which was for more than 50 years considered a leader of the book industries in the Arab countries, before the 1975–1990 civil war. According to a survey[42] (2004–2005) collected from 100 establishments that

Table 1. Arab Countries book production: number of titles.

Country	Year	Books
Algeria	1996	670
Bahrain	1996	40
Egypt	1995	2215
Jordan	1996	511
Kuwait	1992	196
Libya	1994	26
Morocco	1996	918
Oman	1996	7
Palestine	1996	114
Qatar	1996	209
Saudi Arabia	1996	3900
Syria	1992	598
Tunisia	1996	720
United Arab Emirates	1993	293

Source: UNESCO Institute for Statistics. Available at: http://www.uis.unesco.org/TEMPLATE/html/CultAndCom/Table_IV_5_Asia. html, http://www.uis.unesco.org/TEMPLATE/html/CultAndCom/Table_IV_5_Africa.html

form the core of the book industry in Lebanon, "the current production of books amounts to around 3,680 books for the last period of twelve months, which is half of Egypt's output in terms of titles, but more than twice the production in Syria or Jordan. Regarding the distribution of topics, books on Islam now account for more than 30 percent of total production, followed by children's books and fiction at around 15 percent each. The share of titles in social sciences for example is relatively low and reaches only 10 percent when including titles on politics and law". This might explain why there are no online book clubs in Lebanon.

Results and discussion

The importance of the Internet is not limited to the exchange of information; it also plays roles in other critical arenas of social life, such as politics, media, economy, culture, and science. Online reading groups or book clubs provide a good example of virtual communities where people gather in cyberspace to communicate, connect, and get to know each other. The Internet is a golden tool for exchanging thoughts and ideas about books. The Internet can be used for discussing books in two ways:

1. A F2F book club can establish its website as a means of communication between club members. Examples of information types that can be presented on the website include: information of next meeting details, which book will be discussed, how to get a copy of the book, summary of the last meeting, and any other information needed for next meeting. I found some Arab examples for this tendency like: Book-O-Rama,[43] a traditional book club that runs a website as a means of communication between members including a report of the last F2F meeting; 'Qerate Ebada'[44] book club; 'Iqra',[45] a women's book club in Riyadh city; 'King Saud University Reading Club'[46], a student F2F reading club, and the Qattan Foundation Reading Club in Gaza,[47] which began in June 2009 for children aged 12–15.

2. A virtual book club can be established online. This represents a total transformation from physical meetings of members to virtual meetings, and all the club's activities are going online. The main advantage of this pattern is freedom from place and time restrictions: anyone all over the world with a web access can take part in the discussions at anytime. This results in greater numbers of members from all over the world. Other characteristics include: availability 24 hours a day; links to free electronic books available via the web; and members' freedom to take part in the discussions or not.

This second trend is driven by the rise of online social media tools or social software and platforms, including personal websites, blogs, wikis, Facebook, etc. which enable anyone to build an online book club and invite friends to join it.

Characteristics

Despite the significant role that book clubs play in driving the sale of popular books and new titles, none of the Arab publishers' websites has an online book club like Barnes & Noble Book Clubs. Arab publishers and booksellers are unaware of the potential of online book clubs as a non-traditional marketing tool. There is also a lack of book clubs under the auspices of public libraries, in spite of the apparent increase in the numbers of public libraries and public libraries networks in Arab countries. The seven clubs in this study were established and managed by individuals. They are all general clubs with no specialization in a certain field. Only Tawaq has a F2F counterpart while the other six clubs are online book clubs without F2F counterparts.

Concerning book club responsibility, a moderator runs the book club business from suggesting a book for reading and the introduction of questions about it, to setting up a chat between a book's author and club members. All online book clubs in this study had a

moderator, but the job varies from club to another. Five of the seven clubs reported that the main role of a moderator is to lead the discussion; the other two clubs reported that the moderator provides additional information on the book or writer, and subjects of discussion.

In the cyberspace environment it is easy to create a book club, but when starting a book club a creator should clearly define its aims, explaining why this club existed and what do members want from it. In this study, four book clubs stated that the main reasons behind their establishment are encouraging non-readers to read, and encouraging readers to talk about their readings; three of the seven clubs chose the social dimension of reading as one of their aims, and only Montada El-Kitab El-Arabi mentioned that one of its aims is book marketing.

Another factor influencing book clubs is the selection of books, because it can make or break a book club. Members can agree on a book for discussion through voting or open discussion. When the club suggests titles for discussion it should consider reading level, interest level, and the length of the book. With so many books in the market, clubs need to have reading lists or lists of suggested titles to facilitate choice. This gives the club suggestions for one year of good reading titles.

Selection methods mentioned in the questionnaire were voting, bestsellers lists, prize winners, past reading schedules of other book clubs, recently published books, and whether members take turns deciding which book they would like to read. Voting was the selection method of four of the Arab clubs, while Qon Qari and Book Rating Club used recently published books. Nadi El-Quraa El-Arab employed a different approach: early every year, each member was required to prepare his or her annual reading list and once the book has been read, the members puts up a summary and other members discuss it. While bestseller lists or book reviews and past reading schedules or reviews of past books of other online book clubs provide excellent resources for book clubs in search of titles, none of the Arab clubs in this study employed those methods to select books for discussion.

The book clubs were asked whether they focus their selections on fiction, non-fiction, classics, mystery, or fantasy. The possibilities are endless and the types of book that a club chooses should be based on a general consensus as to what the majority of the club members will enjoy. All the Arab clubs stated that they focus on both fiction and non-fiction books. As for book formats, five clubs discuss printed and electronic books while two clubs, Montada El-Kitab El-Arabi and Nadi El-Quraa El-Arab discuss printed books only. The Internet generation may prefer to read online rather than reading from printed books. With regard to the language of the books that the clubs discuss most often, five clubs reported that Arabic books are preferred and reported discussing books in Arabic and English. Only the Iqra club reported discussing books in Arabic, English and French.

Membership

Membership in the seven clubs under study is free with no restrictions on age, level of education, or gender. In Montada El-Kitab El-Arabi membership is free for participating in discussions but a subscription must paid, either annually or bi-annually, if a member wants to receive copies of the books that club will discuss. Selected books will be delivered to member's mailbox every month. This book club is the only club that takes on the task of making books available to members. Other Arab clubs provide just bibliographic information about the book and how it can be obtained from bookshops.

Figure 4 shows that the largest Arab book clubs in this study were Montada El-Kitab El-Arab, with 15,000 members, and Iqra, with 8,900 members. The reason behind this is that Montada El-Kitab is the oldest Arab online book club, established in 1998, and Iqra was established in 2005.

The members of the Arab book clubs in this study range in age from 20–39 years (Figure 5). This relatively young age group reflects the average age of Internet users in Egypt and Saudi Arabia.

According to Figure 6, younger generations form the majority of Egyptian Internet users. Individuals aged 16–54 years constitute around 59 percent of Egypt's population and 94 percent of the country's Internet users, while individuals aged 55–74 years constitute 8.15 percent of the population and only 5.8 percent of the country's Internet users.

A study on Internet usage in the Kingdom of Saudi Arabia reported that daily use of computers was concentrated in the 15–34 age group. The main purpose for using computers was to access the Internet[48]. A magazine survey[49] revealed that the average age of Internet users in Arab countries stood at 29.9 years, with a tendency to increase. In the previous survey by the same magazine, a year and a half earlier, the average was about 28.9 years, still below the international average of 33 years. This emphasizes the point that older people in the Arab countries are still reluctant to join the Internet. These figures all support the finding that the majority of Internet users in the Arab world tend to be young, and this is reflected in the membership of Arab online book clubs.
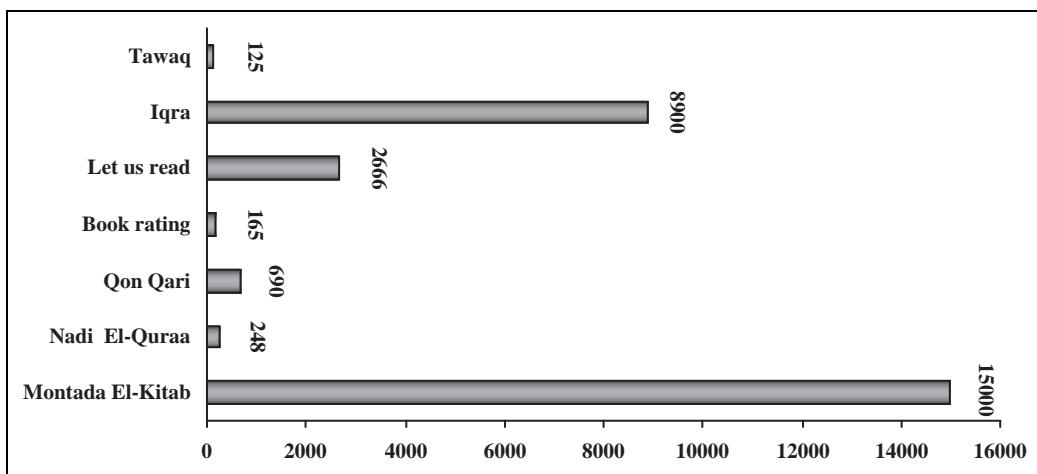
Figure 4. Numbers of members in Arab online book clubs.
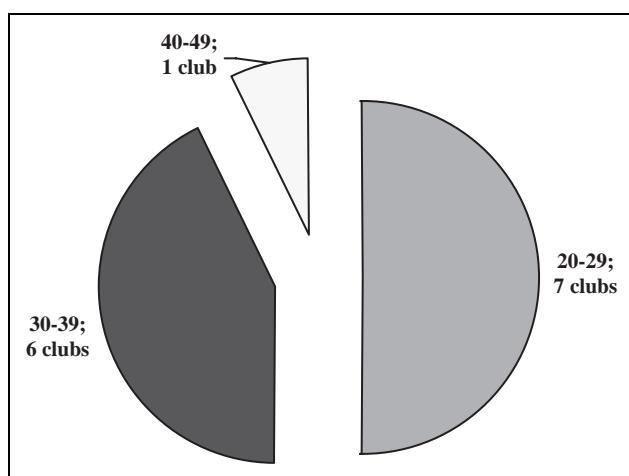
Figure 5. Members' ages in Arab online book clubs.

Figure 6. Population and Internet users by age groups in Egypt.
Source: Ministry of Communications and Information Technology. *The future of the Internet economy: A statistical profile*. Cairo: MCIT, March 2009 (www.mcit.gov.eg/)

It was difficult to determine the gender of club members. Many members of Arab clubs use pseudonyms instead of their real names, especially women. This may be due to embarrassment or to society's attitude toward the presence (or absence) of women in Internet communities, and to a woman's desire to keep her real name secret.

The Arab clubs were asked if they have a privacy policy or not. The answer was unexpected; all seven clubs stated that they do not have a privacy policy. This may be due to ignorance of international concerns about privacy protection on the Internet and the fact that privacy protection laws in Arab countries are still in their infancy. Ideally, a privacy policy should explain what personal information will be collected by the club, how the information will be used, what personal information the club may share with third parties, how members can control the collected information, correction or deletion of information, and what steps the club takes to protect member's online information.

Discussions

Book discussion is the main core activity that distinguishes a book club from other book related sites. It begins with a book review followed by several discussion questions written specifically for a particular book. F2F clubs are characterized by more active discussions than online clubs, since every member attending the discussion is pushed to participate and learn how to share thoughts and opinions of other people, and consequently to acquire communication and social skills. However in online settings, members are free to take part in the discussion or not and this has a negative impact on the liveliness of clubs and the interaction between their members.

It was observed that discussions among the members of Arab book clubs vary even within the same club. Some discussions are in depth and others are just a few words about the book (e.g. what a good book, I read it and enjoyed it, I read it and I found it

Table 2. Services in Arab online book clubs.

Services	Number of clubs
Book club discussion archive	5
Searching	3
links to free electronic books	2
Book club newsletter	1
Frequently asked questions (FAQ)	1
RSS feeds	1

boring, how can I get a copy of the book, etc.). This may be the result of Arab readers' lack of familiarity with discussing books through the web. None of the book clubs prepared a reading guide for the books that the club intended to discuss. A reading guide contains particular discussion topics and questions for a given book, in order to promote a focused discussion. The Internet is full of web sites providing reading guides for books in English, especially novels. For example, the Reading Group Guides[50] website provides over 2,850 reading guides that can be browsed by book title. Some publishers also prepare reading guides for their publications.

In general, clubs use email notifications to overcome the delay of response from club members, or to make members connected all the time with club's activities. Six of the seven clubs included in the survey used only web page posting, and only Montada El-Kitab employed web page posting and email alerts.

The duration of discussions varies among the Arab clubs. Five clubs reported that they do not set a time limit to end the discussion of a title and begin discussing a new one and three of them discuss more than one title at once. This, however, means delay in comments and confusion in discussion. Montada El-Kitab and Let us Read a Book Monthly both discuss one book a month. Clubs were also asked about their preferences for discussion language: six clubs use only Arabic to discuss books because it is the mother tongue, so it is easy to engage all members with different education levels. Montada El-Kitab uses Arabic and English in discussion, although it reads only books in Arabic. The study also showed that four Arab clubs depend on book club moderators to lead the discussion, while three clubs prefer open discussions.

Making use of the facilities that the online environment offers, clubs may invite famous authors to join the discussions to enrich them. When an author joins the discussion members can understand better the points that he was trying to make in the book, and this motivates members to take part in the discussion. Montada El-Kitab was the only club which invites

authors to join the discussion. This club is a part of the Arab World Books Forum website, an Egyptian cultural forum which has many writers among its members.

Services

In addition to the opportunities for discussion and the number of members, the range of services provided is a key factor in attracting book lovers to join a club. Those services should be a reflection of the Internet possibilities available to users. The most frequent service offered by the Arab clubs is a 'discussion archive' (see Table 2); three clubs offer simple search with keywords, and two clubs (Let us Read A Book Monthly and Qon Qari) provide links to free electronic books. When the researcher followed these links, it was observed that most of them were for free electronic books already available in other sites. This includes Arabic classics in the case of Qon Qari and management books in Let us Read a Book Monthly. The books were hosted at a file sharing site named '4shared.com'.

Only Montada El-Kitab has a monthly newsletter in Arabic and English, including readers' club selection for this month, new publications from club members, authors or publishers, highlights of the club debate corner, and most important cultural and political events.

The Iqra club was the only one to provide a Frequently Asked Questions (FAQ) section, and RSS feeds service. An RSS feed is an important vehicle for communication between a club and its members, keeping them posted on latest discussion topics. Members who are interested can simply click to enter the club to participate in the discussion. Unfortunately, Arab online book clubs ignores a set of core services which are important for such clubs, such as member's personal book shelf, the option to transfer a member's book shelf to another website, reading status (I have read it, I'm reading it now, I plan to read it), and purchasing books from publishers' websites or booksellers with or without a discount price.

Promotion and evaluation

In order to attract new members in cyberspace, a club should employ many promotional methods to advertise the club's existence and the benefits of being a member. But when Arab online book clubs were asked about their promotion methods, three clubs mentioned that they do not think about this issue for the time being, so they do not use any form of promotion. Three other clubs chose listing on publishers', authors' and public libraries' blogs and other reading-

related websites as the easiest way for promotion. All Arab book clubs in this survey reported that they do not join other book clubs, offer free books for new members, or discount prices for books, as means to give the book club a promotional boost. Finding and inviting members' friends to join the club is another promotional technique; in the Qon Qari club each time a member invites friends to apply to join the club a number of points will be added to the reader's membership profile, and the member who has more points will receive a prize. A member can review the number of people she or he has invited to join the club.

Evaluation enables a book club to be aware of the members' opinions about the club and get ideas on how to improve club services. A number of criteria can be used to evaluate the performance of a club, such as numbers of posts, numbers of members, and member surveys. However, numbers of members cannot be used as the only evaluation criterion, because one of the main criticisms against online book clubs is that members do not have to participate in the club activities. A survey is the most effective approach to evaluate performance. A survey can measure by the club's impact on members, identify the club's pros and cons, and determine how the book club operates. None of the clubs surveyed in this study used any of these evaluation methods. Club moderators explained that they do not think about this issue because their clubs are free and recently formed.

Conclusion

This study has examined the current situation of seven Arab online book clubs. It showed that there is a wide gap between the number and potential of Arab clubs available online and their foreign counterparts. This gap is due to illiteracy and the difficult circumstances of reading and book publication in the Arab world.

The idea of discussing books in groups has had a long history in the Arab world, but the idea of online book clubs did not receive adequate attention until only a few years ago. While Arab countries have made many efforts and projects concerning reading and renewing the relation between books and readers, none of them pay much attention to using the Internet as a tool for connecting readers and books in a virtual place called 'online book clubs'. This means there is an absence of any institutional role with regard to book clubs in Arab countries.

In addition to the limited number of Arab book clubs available through the web, the numbers of members were also not very large. The number of members in all the book clubs surveyed in this study was only 27,794, whereas the Oprah Book Club alone had 2 million members in 2008.

Despite low participation and superficial discussion, and lack of services provided to readers, Arab online book clubs are becoming a promising environment for promoting reading, and motivate people from all ages to contribute and exchange ideas because these clubs have arisen with a primary objective to promote and enhance reading. The study showed that young Arab readers have begun to discuss books in online groups, and established their own online clubs.

The study faced some limitations including the lack of available information about Arab book clubs and statistical data from those clubs. It took so much time to determine the population of the study through web search and examination of sites, because these clubs do not use the words 'book club' or 'reading group' as part of their titles. This study did not examine readers in Arab online book clubs. Despite these limitations, it is hoped that this study will make a valuable contribution to the literature on Arab online book clubs.

Recommendations

It is hoped that the adoption of the following recommendations can help to improve Arab online book clubs and motivate Arabs to read and discuss books online:

• Arab public libraries should take steps for establishing online book clubs as one of their main activities.
• Arab school libraries should provide reading classes, to create a generation of Arab readers who regard reading as one of the necessities of life rather than a luxury.
• Arab academic libraries should encourage students to join and participate in book clubs as a cultural activity inside the campus.
• Arab reading initiatives or festivals with related activities should encourage and sponsor book clubs in order to maximize the initiative's impact.
• Arab publishers should take steps to use Arab online book clubs as an inexpensive marketing medium.
• To attract more readers, Arab online book clubs should provide value added services, e.g. member's personal book shelf, tools to transfer member's book shelf to another website, show members' current reading status (I have read it, I'm reading it now, I plan to read it), purchasing books from publishers' or booksellers' websites, email notification, FAQ, and monthly newsletters.

- Arab online book clubs should adopt promotional techniques to publicize themselves.
- Evaluation methods should be employed by Arab online book clubs in order to evaluate club performance and improve services.
- Further research needs to be done on Arab book club members. Some of the aspects that further research could address include: entry and exit behavior, members' profiles, reading habits, the role reading plays in members' lives, how much time they spend with books, and the types of books preferred by Arab readers.

Annexure: Arab online book clubs questionnaire

Name of book club:
Existence since: Country:
Club website:
Primary contact person:

I. General information:

1. What does your book club aims to achieve? (You can choose more than one answer)

   - ☐ Motivates people to read
   - ☐ Encourages people to read and talk about books.
   - ☐ Social dimension of reading
   - ☐ Encourages non-readers to read
   - ☐ Book marketing
   - ☐ Other (please specify below):

2. What type is your book club?

   - ☐ General
   - ☐ Specialized in specific subject (mention it here: . . . .)
   - ☐ Discount Book club
   - ☐ Other (please specify below):

3. What format is your book club?

   - ☐ Face to Face & Online   ☐ Online only

4. Who is the moderator of the book club?

   - ☐ Individual
   - ☐ Library
   - ☐ Publisher
   - ☐ Book Seller
   - ☐ Author
   - ☐ Television Program
   - ☐ Radio Program
   - ☐ Other (please specify below):

5. Who funded your book club? (You can choose more than one answer)

   - ☐ Individual
   - ☐ Library
   - ☐ Publisher
   - ☐ Author
   - ☐ Subscriptions
   - ☐ Advertisements
   - ☐ Other (please specify below):

6. How was the book selected for your book club?

   - ☐ Voting
   - ☐ Bestsellers Lists
   - ☐ Prize Winners
   - ☐ Past reading schedules of other book clubs
   - ☐ Most recently published books
   - ☐ Every member take turn deciding which book the club going to read
   - ☐ Other (please specify below):

7. What book formats does your club read? (You can choose more than one answer)

   - ☐ Printed books
   - ☐ Electronic books
   - ☐ Audio books
   - ☐ Other (please specify below):

8. Which of the following books languages does your club read?

   - ☐ Arabic only   ☐ English only
   - ☐ Arabic & English   ☐ Other

9. What type of books does the club read?

   - ☐ Fiction   ☐ Non-Fiction   ☐ Classics
   - ☐ Mystery   ☐ Fantasy   ☐ Other

10. Does your book club have a moderator?

    - ☐ Yes   ☐ No

11. What are the tasks that the moderator is doing?

    - ☐ Leading the discussion
    - ☐ Provides additional information on the book or writer
    - ☐ Provides subjects of discussion
    - ☐ Other (please specify below):

II. Membership:

11. How can any individual be a member on the club?

☐ For free   ☐ with fees (please specify below):

12. How many members do you have?

☐ Male   ☐ Female

13. What age are most of your members?

☐ Under 20   ☐ 20 - 29
☐ 30 - 39   ☐ 40 - 49
☐ Over 50

14. Are there any membership restrictions for joining the club?

☐ Yes   ☐ No

15. If the Answer is "**Yes**" which of the following:

☐ Age   ☐ Education   ☐ Gender
☐ Other (please specify below):

16. Does your book club set up a privacy policy?

☐ Yes (Please attach a copy)   ☐ No

III. Discussion:

17. Which of the following discussion method did the club use?

☐ Web page posting
☐ Web page posting with email alert
☐ Blog
☐ Live chat
☐ Other (please specify below):

18. How many titles does the club read in every discussion?

☐ One title in every discussion
☐ More than one title

19. What language/s does the club use in the discussion?

☐ Arabic   ☐ English   ☐ Arabic and English
☐ Other (please specify below):

20. Who leads the discussion?

☐ Discussion moderator
☐ Book club moderator
☐ The person who has selected the book
☐ Open discussion
☐ Other (please specify below):

21. Does the club use a reading guide?

☐ Yes (Please attach a sample copy)   ☐ No

22. How long does the club take to discuss a book?

☐ One week   ☐ Two weeks   ☐ Month
☐ Other (please specify below):

23. Does the club invite the book's author to join the discussion?

☐ Yes   ☐ No

IIII. Services:

24. Which of the following services does the book club provide?
(You can choose more than one answer)

☐ Create member's own book shelf
☐ Transfer member's book shelf to another website
☐ Book club newsletter
☐ Reading status: I have read it, I'm reading it now, and I plan to read it.
☐ Search for (Books, Authors, Members, Groups, Discussions)
☐ Purchase a book from publisher's website or book seller
☐ Frequently Asked Questions (FAQ)
☐ RSS feeds
☐ Book club discussion archive
☐ Links to free electronic books
☐ Other (please specify below):

IIIII. Promotion and Evaluation:

25. What forms of promotion does the book club use?
(You can choose more than one answer)

☐ Get listed on publishers, authors, public libraries, blogs, and other websites concerning reading
☐ Join other book clubs
☐ Find and invite my friends to join the club
☐ Free books for new members
☐ Discount price for books
☐ Other (please specify below):

26. How can you evaluate your book club performance?

☐ Member survey   (Please attach a copy)
☐ Number of posts
☐ Number of members
☐ Other (please specify below):

Note

*AH = Anno Hegirae, New Latin, in the year of the Hegira: Date: 1613. Used to indicate that a time division falls within the Islamic era. (*Merriam-Webster Online Dictionary*, 26 June 2010, http://www.merriam-webster. com/dictionary/anno)

References

1. Shawqi Dayf. (2003) al-Asr al-Jahili, al-Qahirah: Dar al-Maarif. (In Arabic). *Tarikh al-adab al-Arabi,* 1. p. 39.

2. Al-Halwajii, Àbd Al-Sattaar. (1989) *al-Makhtut al-Arabi.* (In Arabic). Jeddah: Musbah Bookshop. p. 119.

3. Ali, Samer M. (2010). Arabic literary salons in the Islamic Middle Ages: Poetry, public performance, and the presentation of the past. (abstract) http://undpress. nd.edu/book/P01270

4. Mu'assasat al-Fikr al-'Arabi. (2008) The First Arab Report on Cultural Development (in Arabic), Available at: http://www.arabthought.org/ (Accessed October 12, 2009).

5. United Nation Development Programme. (2003) *Arab Human Development Report.* Available at: www.arab-hdr.org/publications/other/ahdr/ahdr2003e. pdf (Accessed August 25 ,2009).

6. United Nations Development Programme and Mohammed bin Rashid Al Maktoum Foundation. (2009) *Arab Knowledge Report 2009: Towards productive intercommunication of knowledge.* Available at: http://www. mbrfoundation. ae/English/Documents/ AKR-2009-En/AKR-English.pdf (Accessed June 20, 2010).

7. Ibid.

8. El-Nashar, Elsayed. (1994) *Youth reading.* (In Arabic). Alexandria: Dar El thaqafa. p. 44.

9. The Egyptian Cabinet Information and Decision Support Center. (2009) What the Egyptians read. *Istislaet,* Issue 10. Available at: http://www.pollcenter.idsc.gov. eg/ (Accessed October 10 ,2009).

10. Integrated Care Society. (2008) Reading for all festival. Available at: http://www.ics.org.eg/page.aspx? pid=201 (Accessed September 6 ,2009).

11. Ministère de la Culture. (2008) Le programme de motivation à la lecture. Available at: http://www.culture.tn/ culture/HTML/culture.htm (Accessed September 10, 2009).

12. King Abdulaziz Public Library. Available at: http:// www.kapl.org.sa (Accessed September 10, 2009).

13. Mohammed bin Rashid Al Maktoum Foundation. (2009) Available at: http://www.mbrfoundation.ae/ (Accessed September 8, 2009).

14. General Department of Children and Girls Centers. (2009) Available at: http://www.letusread.ae/en/ home.php (Accessed November 8, 2009).

15. We all read. (2008) Available at: www.weallread.com (Accessed November 7, 2009).

16. Final report of the National Reading Festival. (2009) Available at: http://www.doroob.com/?p=41510 (Accessed November 7, 2009).

17. Academic Search Complete. Available at: http://web. ebscohost.com/ehost/ (Accessed August 2, 2009).

18. SAGE. Available at: http://online.sagepub.com (Accessed August 2, 2009).

19. Emerald. Available at: http://www.emeraldinsight.com (Accessed March 3, 2009).

20. ERIC web portal. Available at: http://www.eric.ed. gov/ERICWebPortal/ (Accessed March 3, 2009).

21. Sedo, D. (2003) Readers in reading groups: An online survey of face-to-face and virtual book clubs, *International Journal of Research into New Media Technologies,* 9(66) 66–90.

22. Scharber, C. (2009) Online book clubs for the net generation, Dissertation, University of Minnesota, Minneapolis, MN.

23. Hartley, J. (2001) *The reading groups book.* Oxford University Press.

24. Long, E. (2003) *Book clubs: Women and the uses of reading in everyday life.* University of Chicago Press.

25. Sedo, D., op. cit.

26. Sedo, D. (2004) Badges of wisdom, spaces for being: A study of contemporary women's book clubs. Dissertation, Simon Fraser University ,Canada.

27. Yeung, C., Dalton, S. and Gornall, S. (2007) Virtual reading clubs and what we've learned about them. *Canadian Journal of Library and Information Practice and Research,* 2(2) 1–19.

28. Balling G., Henrichsen, L. and Skouvig, L. (2008) Digital reading groups: Renewing the librarian image. *New Library World,* 109 (1/2) 56–64.

29. Scharber, C., op. cit.

30. Scharber, C., Melrose, A. and Wurl, J. (2009) Online book clubs for preteens and teens. *Library Review,* 58 (3) 176–195.

31. Abdelhadi, M. Fathi. (2003) *Arab intellectual production in the field of libraries and information 1997–2000.* (In Arabic). Riyadh: King Fahd National Library.

32. Abdelhadi, M. Fathi. (2007). *Arab intellectual production in the field of libraries and information 2001–2004.* (In Arabic). Riyadh: King Fahd National Library.

33. Cheikh, Abdelkader ben. (1982) *Book production and reading in the Arab world.* Paris: UNESCO. (Studies on books and reading, 5).

34. Shelfari. (2009) Available at: www.shelfari.com (Accessed December 4, 2009).

35. Goodreads. (2009) Available at: http://www.goodreads.com (Accessed December 4, 2009).

36. Arab World Books Reader Club. Available at: http:// www. arabworldbooks.com/ (Accessed February 11, 2010).

37. Read "Iqra". (2009) Available at: www.rclub.ws (Accessed February 11, 2010).

38. Tawaq Reading Group. (2009) Available at: http://tawaq.info/ (Accessed March 4, 2010).

39. Be a Reader Forum. (2009) Available at: http://www.be-areader.com/

40. Book Rating Club. (2009) Available at: http://sites.google.com/site/bookratingclub/home (Accessed February 11, 2010).

41. Let's Read a Book Monthly. (2009 (Available at: http://www.facebook.com/group.-php?gid=136955409773 (Accessed February 8, 2010).

42. Arab Readers Club. (2009) Available at: http://www.arab-readers.com/ (Accessed February 11, 2010).

43. UN, Statistical update of the tables of the Human Development Report 2007–2008, Fighting Climate Change: human solidarity in a divided world. Available at: http://hdr.undp.org/en/media/HDR_20072008_EN_Complete.pdf. (Accessed June 25 ,2010).

44. Frankfurt Buchmesse. Information on the book production in Morocco. (2006) http://www.book-fair.com/imperia/celum/documents/Marokko_en.pdf, (Accessed June 22,2010).

45. Wheeler, L. (2009) The Internet in the Arab World: Digital divides and cultural connections. Available at: http://www.riifs.org/guest/lecture_text/Internet_n_arabworld_all_txt.htm (Accessed February 1, 2010).

46. Frankfurt Buchmesse. The Book Industry in Lebanon. (2005) Available at: http://www.buchmesse.de/imperia/celum/documents/summary_book_industry_lebanon_6999.pdf , (Accessed June 22,2010).

47. Book-O-Rama. (2009) Available at: http://bookclub.farfalla.ws (Accessed February 11, 2010).

48. Qerate Ebada. (2009) Available at: http://q3bookclub.blogspot.com/ (Accessed February 2, 2010).

49. Iqra Club. (2009) Available at: http://www.iqraclub.com/ (Accessed February 11, 2010).

50. KSU Reading Club. (2009) Available at: http://www.ksureadingclub.com/ (Accessed February 2, 2010).

51. Qattan Foundation Reading Club. (2010) Available at: http://qccreadingclub.blogspot.com/ (Accessed February 11, 2010).

52. Communication and Information Technology Commission. (2008) Study of Internet usage in Saudi Arabia: Individual report. (In Arabic) Available at: http://www.citc.gov.sa/ (Accessed January 12, 2010).

53. Who use the Internet in Arab countries (1999) (In Arabic). *Internet Arab World Magazine,* August/September. Available at: http://web.archive.org/web/19991012192556/http://iawmag.com (Accessed January 12, 2010).

About the Author

Dr Amany Elsayed has been assistant professor in the library and information science department of Helwan University, Egypt, since 2005, and teaches courses on digital resources management, information and library networks, information retrieval systems, and digital libraries. Her PhD thesis was on *Egyptian Electronic Journals: An actual and future prospects study*. She was a team member for the electronic publishing of the first Arabic scientific children's encyclopedia for Kuwait Foundation for the Advancement of Science and a supervisor of the digitization project 'El-Torath El Arabi', which digitized two Arabic heritage journals. *El-Manar* and *El-Urwa ElWuthqa*. She has published books and several articles in scientific journals. A recent article published is: 'Self archiving as a channel for knowledge communication on the web: a study of its application in library and information science field'. *Arab Journal of Library and Information Science*, vol. 29, no. 2, April 2009. She won the best research prize in the field of health informatics in the 20th conference of the Arab Federation for Libraries and Information, Morocco, December 2009 with a research paper entitled 'The role of public libraries in the development of health awareness to support the control of global health crises: An exploratory study, a comparison of programs and activities of libraries during influenza pandemic. Contact: Library and Information Science Department, Faculty of Arts, Helwan University, PO Box 11795 Ain Helwan, Helwan, Egypt. Tel. (mobile): 20 102224063. Office fax: 22 5577206. Email: amany03@gmail.comAnnexure: Arab online book clubs questionnaire

System migration from Horizon to Symphony at King Fahd University of Petroleum and Minerals

Zahiruddin Khurshid
Saleh A. Al-Baridi
King Fahd University of Petroleum and Minerals

Abstract

Highlights difficulties and problems in library automation systems migration faced by libraries in the Middle East due to the lack of direct support from their ILS's parent companies. Local vendors lack the required expertise and resources to provide the level of support enjoyed by North American and European user libraries of such systems. In this context, the article presents the experiences of the King Fahd University of Petroleum and Minerals (KFUPM) Library in Dhahran, Saudi Arabia, in system migration from the SirsiDynix integrated library system, Horizon, to the same company's newer system, Symphony, which readers may find somewhat different from those of western libraries in terms of planning, execution and time span of the project. A brief 30-year history of library automation at KFUPM is also provided.

Keywords

Introduction

King Fahd University of Petroleum and Minerals (KFUPM) is a renowned institution of higher education in the Middle East and ranked 266th in the Times Higher Education-QS (THE-QS) World University Rankings for 2009 (QS Topuniversities, 2009). This achievement was possible due mainly to the support it received during the formative years from a consortium of several North American universities, including the University of Michigan, the Colorado School of Mines, Caltech and others for overseeing the quality of academic programs, laboratories, the library, and physical facilities during most part of 1970s and 1980s. The consortium team also included two experts from the library field, Richard M. Dougherty of the University of Michigan and Hartley K. Phinney, Jr. of the Colorado School of Mines. They used to visit the library every year to review the achievements as well as the shortcomings. They always impressed upon the library administration the need to follow international library standards and tools, such as the Association of College and Research Libraries (ACRL) standards, the Anglo-American Cataloging Rules (AACR), the MARC format, Library of Congress Subject Headings, Classification, and Authorities and others in both user and technical services. Applying these standards in library operations and services made it possible for the KFUPM Library to stand out as the best library in the region. Today, the university seeks advice from an International Advisory Board (IAB), a very prestigious panel of academic and corporate leaders from such renowned organizations and institutions as British Petroleum, Chevron Corporation, General Electric, Harvard University, Stanford University, University of Chicago, the Smithsonian Institution and others. The Board performs very important advisory functions concerning the University's internal planning, and its outreach to its peer institutions for new innovations and developments in research

Corresponding author:
Zahiruddin Khurshid, Senior Manager, Cataloging Operations Department, King Fahd University of Petroleum & Minerals Library, Dhahran, Saudi Arabia
Email: khurshid@kfupm.edu.sa

and curriculum, academic administration, and providing service to the community. The KFUPM academic programs are accredited annually by ABET, Inc., formerly the Accreditation Board for Engineering and Technology, a non-profit organization that accredits United States postsecondary degree programs in applied science, computing, and engineering.

Library automation at KFUPM

Following in the footsteps of western libraries, the KFUPM Library has been focused on automation of its operations since the late 1970s. The library started with remote access to the world's scientific and technical information through the use of DIALOG and ORBIT search services in 1979. The success of OCLC and the installation of first generation library systems in North American and European libraries prompted the KFUPM library administration to also acquire an integrated library system (ILS). A Task Force on Library Automation (TFLA), comprising members from the library, the Data Processing Center (DPC) (now called Information Technology Center – ITC), was created in 1979 to review several systems, including DOBIS/LIBIS, CLSI, BALLOTS, BATAB, and Hewlett Packard's 3000 system. Features that KFUPM wanted in a library system included: integration, MARC and AACR2 compatibility, distributed access throughout campus, multiple language capabilities, network capabilities, and IBM compatibility. Of the systems investigated, DOBIS/LIBIS was found to be the most suitable to our requirements. A licensing agreement was signed with IBM in June 1980 and DOBIS/LIBIS version 1, release 1 was installed in March 1981. The Library continued with DOBIS/LIBIS until 2004 and version 3.2 macro level was the last version we used. IBM stopped marketing and technical support of DOBIS/LIBIS in 1992. The Extended Library Access Solutions (ELiAS), a Belgian independent company, took over the rights to market, support, and enhance DOBIS/LIBIS. This was the time when client/server systems became popular. Many libraries started migrating to the new systems. Realizing the new trend in library automation, ELiAS came up with AMICUS, a client/server system developed according to the specifications of the Canadian National Library. The system was designed to become a modern replacement product for their DOBIS system. KFUPM read between the lines that ELiAS would probably abandon DOBIS/LIBIS soon. Other factors also compelled the library administration to plan for migrating to one of the state-of-the-art systems. The university administration created a high-powered Library Automation

System Ad-Hoc Committee (LASAC) in March 1996 to survey the existing off-the-shelf software packages in library automation and recommend the one most suitable for the library. The Committee reviewed seven different systems and finally selected the Dynix company's Horizon in 2003. The system was installed in October 2003 for training and testing. The most difficult part of the Horizon implementation plan was data conversion because of the differences between DMARC (DOBIS MARC) and MARC21 formats. Due to the non-availability of many MARC fields in DMARC, some data was merged with other fields' data. For example, field 022 was not available in DMARC and we had to place ISSNs together with ISBNs in field 020. However, during conversion, many data problems were resolved and many remained, which we continued to fix 5 years after migration. For example, separating ISSNs from ISBNs and placing them in field 022, or separating Computer File (CF) records from Visual Materials (VM) records and replacing all VM field tags with the relevant CF field tags.

Symphony

Following migration to Horizon 7.3.1 in November 2004, we started preparations for moving to the new version (7.4) of Horizon and the Horizon Information Portal (HIP) 4.1. The software was installed at KFUPM for testing by the library staff in March 2006. After a comprehensive testing of the new version, a report identifying problems and bugs was submitted to the local vendor. Those problems were never fixed due to a change of direction in the strategic plan at SirsiDynix. The vendor took a U-turn and announced in March 2007 that it would focus its R&D developments on a new product called Rome. In June 2007, SirsiDynix decided to abandon Rome and develop Symphony as the company's a flagship system. The Horizon users became frustrated with the company's decision to discontinue development of Horizon into the future. Many indicated distrust with the company and some of them decided to move to other systems. Those who decided to remain with the Horizon ILS system are faced with immediate challenges and difficult decisions. But, Breeding (2007) already considers Horizon as a legacy system and says "once the automation system passes from flagship to legacy status, the libraries that are running it must begin making plans to migrate. It's only a matter of time until the product reaches its end of life, and it takes librarians a long time to make plans and to find funding for their next system. Migration can be

postponed until more desirable options emerge, but it's inevitable."

The authors have provided a Horizon user's perspective on Symphony and its design, strengths, complexities and limitations in another article (Khurshid and Al-Baridi, 2009).

Symphony at KFUPM

Considering the good standing of Dynix and its flagship system, Horizon, KFUPM wanted to continue with the system for a long time. However, the events following the merger of Sirsi Corporation and Dynix left us with no option, but to migrate either to Symphony or to a new system. In December 2007, Symphony was officially launched in Saudi Arabia. On this occasion, SirsiDynix, in coordination with their local vendor, Arabian Advanced Systems (AAS), arranged a number of presentations on the system design, functionalities and the proposed migration path from Horizon to Symphony. After that it became very clear to the Horizon users that Symphony is a completely different system from Horizon in all respects, including the architecture, relational database management system (RDBMS), interfaces, etc. The KFUPM library administration thought that if Symphony was so much different from Horizon, why not evaluate some other systems also? The library administration therefore decided to investigate Millennium, from Innovative Interfaces, Inc. (III). However, a number of factors such as the lack of local vendor support and Arabic support, and the high cost of software, forced us to decide in favor of Symphony.

This paper aims to discuss the library system migration from Horizon to Symphony at KFUPM. The difficulties in understanding the functionalities of the new system due to the lack of knowledge, and training and customization issues are also highlighted.

Migration from Horizon to Symphony

To motivate Horizon user libraries to migrate to Symphony, SirsiDynix offered the software free of charge with the condition that they have a maintenance contract with the vendor. SirsiDynix proclaimed that they would provide the necessary tools to facilitate migration from Horizon to Symphony.

Implementation

The migration project was planned and implemented at two levels. At the administrative level, a three-member Coordination Committee (CC), comprising the Systems Manager from the library, the Supervisor, Library Information Systems from the ITC, and the Systems Engineer from the AAS, was created to prepare an implementation plan with assigned tasks for each member, which would be carried out by a team under him. The CC was fully supported and its activities were closely observed by the Director General, KFUPM Libraries and the Manager of Academic Information Systems, ITC. At the user level, a team named Symphony Automation Committee (SAC), comprising resource persons from each functional area in the library, was created to carry out all the tasks of the plan assigned to the library by the CC.

Installation

Libraries always prefer to migrate to the latest version/release of the system. When we started planning for system migration from Horizon to Symphony in early 2008, version 3.2 was the latest version of Symphony available. The local vendor, AAS, delivered Symphony 3.2 software for installation on 3 June 2008. All four core modules and iBistro, the online catalog with Arabic interface, were installed. However, none of these modules was fully customized to the KFUPM requirements. A large test database was created comprising almost all bibliographic and non-bibliographic data converted from Horizon. The only records left out were the non-MARC Arabic bibliographic records. They were later fixed and converted into Symphony in the next data conversion. A set of 15 training guides was made available to the library staff for self learning and practicing.

Training

The library staff found working with Symphony with the help of training guides very difficult due to the interface differences between Horizon and Symphony. Symphony modules are called 'workflows'; each workflow has many 'wizards' (functions) and each wizard has many properties that let the user customize how the wizard should work. Properties are grouped into three types: Behavior, Defaults and Helpers. Behavior properties control how the wizard works. For example, the behavior properties of the 'Add title' wizard allow catalogers to 'Add call number', 'Add item', 'Auto-generate item ID' and others in creating a catalog record. If you want the system to work according to your need, then relevant Helper properties must be checked or unchecked. For example, in the cataloging module helper properties include 'Validate headings', 'Delete current field', 'Display bibliographic description', 'Print label', and others. Default properties are the values predefined for carrying out a task. For example, to create a catalog record,

catalogers may want to set certain properties such as MARC as catalog format, LC as classification scheme, and 'Book' as an item type beforehand so that they do not have to select them each time a new item is cataloged. Some wizard properties are defined at the client level and others at the server level. It was very difficult for librarians to understand those properties and to set them correctly at the client or server level. This created a lot of confusion among staff. The AAS trainer himself had some difficulty in answering some questions, but he tried his best to teach the staff how to do basic things in each module. Following the basic training, an arrangement was made with the local vendor to send the trainer to the library twice a week for 3–4 hours for providing onsite-assistance to the library staff as they tested core modules of Symphony. A training room was created with five workstations and workspace for the trainer. This arrangement worked very well as librarians took full advantage of the presence of the trainer in the library. Whenever they got stuck and did not know how to proceed, they sought and received immediate help from the trainer.

Testing

Most of the initial testing work was done by our staff without receiving any training, especially for Cataloging, Circulation and iBistro. The staff mostly worked on their own with the help of Symphony training guides and with some assistance from the AAS trainer. They tested various functions and features of each module. But many functions remained untested for the lack of knowledge and training, such as Electronic ordering, ILL, and Global authority change. By the time we completed testing, a new release of Symphony (3.2.1) came out in May 2008. At that time we decided to implement the latest release. The fallout of this decision was redoing the entire process from installation to testing of the system. Our previous work and the time spent on testing were partially wasted, but we utilized what we learned earlier in retesting the next release. We therefore, decided that release 3.2.1 is the one we will work with until migration is completed, even if the next release comes out during this period. It was a timely decision as the release 3.3 came out in July 2009 and 3.3.1 in December 2009. Our focus was more on testing of basic functions such as, how to create an order, how to catalog a book and a serial, how to check out and check in an item, how to create a prediction pattern? As we came across any problems during testing and accumulated four or five of them, we forwarded them to the vendor so that they could start fixing them. The first complete test report

of all modules submitted to the AAS in October 2008 highlighted more than 70 problems, including bugs. Half of them were user problems which were to be fixed locally and the remaining were the system design problems. The following is a list of two types of problems with a brief description of each.

User problems. These are the problems which resulted from not customizing the system according to the local requirements. Once identified during testing, they were fixed by the AAS and the ITC without much difficulty.

1. SmartPort was not working for a few months because the ITC where the Symphony server is located had not opened Z39.50 ports for World-Cat and library catalogs such as LC catalog, OhioLink and Melvyl. As a result, catalogers could not import records from WorldCat and library catalogs for copy cataloging.
2. MARC indicators and subfield, country and language codes tables were not linked to the Catalog format.
3. The system was not generating AUTO item numbers as per our library's requirement.
4. Because of a migration tool error, all subtitles and part of longer titles were missing. The problem was solved by correcting the migration tool.
5. Call number did not include volume/copy number.
6. For checking out items in Symphony, the item number must have 10 digits otherwise it will give an error – 'item not found'. On the other hand, item numbers created by DOBIS/LIBIS and Horizon had 6 to 7 digits. This problem was later solved by adding the required number of zeroes preceding all items numbers to make 10-digit numbers.

System design problems. These are the problems the local vendor could not solve because of system design limitations. Some of these problems were even referred to SirsiDynix.

1. To create a catalog record, a call number must be created. This is a problem for us as we have two types of records which do not require call numbers, such as Vertical File (VF) materials which include newspaper clippings, articles, etc. They are kept in VF files arranged alphabetically by subject. The other is the acquisition order created manually, which does not require a subject heading or call number. In such cases we are forced

to create dummy call numbers such as XXX12, but it confuses the users when they see dummy numbers in iBistro and ask questions about them.

2. Unlike Horizon, Symphony does not auto copy call numbers from 050 or 090 to the call number box in item records. The best we can do to avoid making any mistakes in manually adding call numbers is to use the old-fashioned copy and paste of data from 050 and (in the case of local call numbers) 090 fields.

3. Title control number (TCN) is a unique number that identifies a catalog record in Symphony. It is also used as a match point when overlaying bibliographic records. When we manually create a catalog record using the Add Title wizard, the system generates the title control number preceded by a lower case letter 'a'. However, there is a problem in generating the TCN for records imported through SmartPort. The Title Control Number Source (TCNS) will match incoming records based on some attributes – ISBN, ISSN, LCCN, OCLC, accession number and others defined as default source values. If a match is found with any of the source values, the user can determine whether the Title control number of the existing record should be replaced or retained. If no match is found with any of the source values, the system will create a TCN based on the first source value. If your first source is 'ISBN', then ISBN in 020 becomes the control number preceded by an alpha character 'i'. If your first source value is set as 'LCCN' the Title control number will be the Library of Congress Catalog Card Number preceded by a lower case letter 'l'. The preceding letters for other sources are 's' for ISSN, 'o' for OCLC number and 'd' for Accession number. The use of these TCNSs creates multiple sequences of control numbers. We tested most of these TCNSs for generating control numbers and finally decided to select the accession number as the one source which will never match with any control numbers of incoming records from WorldCat or LC catalog and thus Symphony will create a new TCN which will be in the same sequence as the TCNs assigned to local catalog records created manually. While the choice of accession number as the TCN solved the problem of sequence in Symphony-generated control numbers, it created a new problem for Horizon records that had only numeric control numbers. We solved it by adding 'a' at the beginning of all Horizon control numbers after they were converted into Symphony. Despite doing so much to maintain uniformity between old and new numbers, we had to compromise on accepting two sequences – one for the 7-digit numbers of Horizon and the other for the 10-digit numbers of Symphony. The advantage of having different sequence numbers is that we can easily tell which ones are Horizon records and which ones are Symphony records, if we want to.

4. Unlike Horizon, adding an item record to the bibliographic record in Symhony is done in two steps – one step to add the call number information and the other to add the item information. In Horizon, both call numbers and item information are added on a single screen.

5. Unlike Horizon, Symphony does not create authority records automatically from the bibliographic record. As a result, when we create a catalog record with new names or subject headings already verified in LC authorities as valid headings, the system treats them as unauthorized because it does not find matching headings in the local authority file. There are two ways of handling this problem – either for catalogers to manually validate these headings through a lengthy process of several steps, or to buy Smart-Source authority records from SirsiDynix to create a large authority file of over 6 million records. We decided not to buy SmartSource as its subscription is costly, whereas LC authorities are available on the web free of charge.

The staff had difficulty in setting up wizard properties on their own and needed help in understanding them. As Horizon users, they not only found a number of wizard properties in Symphony different from those in Horizon, but the use of them took more time to perform any tasks. However, the staff also believed that providing every bit of information in Symphony could not be without a purpose. There must be some benefits of those wizard properties and we might see them once we fully understood and used them in the production system.

Data conversion

The initial data conversion was done in June 2008 for creating a database for testing Symphony functionalities. This gave us an opportunity also to check the converted data. However, our main focus was on testing various workflows, wizard properties, catalog format, code tables and others. The complete data from the Horizon database were converted into Symphony on 21 July 2009 for matching one-to-one data in Horizon and Symphony. The conversion result

Table 1. First data conversion statistics.

Record type	Count in Horizon	Count in Symphony	Remarks
Authorities	343,777	343,777	
Bibs without items	28,179	28,179	Mostly serials solutions MARC records
Bibs with items	223,605	223,581	24 rejected
Items	409,620	409,596	24 rejected
Borrowers	23,364	23,364	
Departments	NA	24	
Staff accounts	NA	21	
System accounts	NA	12	
Checkouts	4,204	4,204	
Unpaid fines	1,610	1,610	
Items on hold	38	38	
Serials holdings	148,538	148,538	Before converting to MARC holdings format
Periodicals copies	770	770	
Vendors	22	22	
Vendor cycles	NA	110	
Funds	49	49	
Fund cycles	NA	48	
POs	268	257	Missing 11
PO lines	11,411	11,403	Missing 8

turned out to be very encouraging (see Table 1). Of the 223,605 bibliographic and 409,620 item records, only 24 records of each type were rejected by the system. After checking these records we found that they had become corrupted for unknown reasons. Nineteen order records were rejected either because of broken links between order and bibliographic records or because more than one budget cycle was attached. All other types of records were converted with 100 percent success rate. Achieving such a high percentage of success in data conversion was also due to the enhanced database maintenance activities performed by the Library staff prior to system migration.

Following data conversion, the library immediately started checking all types of data to make sure that the converted data were complete and matched exactly with the Horizon data. The Library staff identified a number of problems in each type of converted data.

Bibliographic data

1. Because of limited field length, all subtitles and part of longer titles were missing. The problem was caused due to an error in the migration tool, which was corrected by the local vendor later.
2. The copy number was separated from the call number and was placed in a separate box, which made the call number misleading. We wanted to have the copy number as part of the call number. The problem was resolved by adding a subfield code 'z' to the call number field for repeating the copy information from the copy information box.

3. The display format of authority records lacked dashes between subject headings and their subdivisions.

Authority data

Initially all MARC and Non-MARC authorities were converted into Symphony thus achieving a 100 percent success rate. However, later we decided that in the final conversion we will drop all non-MARC authority data to keep the authority file clean.

Circulation data

A small sample of 100 records of all types of borrowers were checked in Symphony and 99 percent of them were found correct. Only 1 percent of the records had some minor problems, such as the fine amount SR 35 appeared as SR 385 in one case due to an error in the migration tool which added the waived fine and the current fines. In another case the User block field did not show the borrower's accrued fines.

Acquisitions data

Acquisitions data have been messy in Horizon due to the lack of understanding of various functions and features on the part of acquisition librarians and their working through trial and error. They used to perform some basic functions only, such as ordering and claiming, and receiving invoices. Budgeting, accounting, and paying invoices were not done online and all

Table 2. Final data conversion statistics.

Record type	Count in Horizon	Count in Symphony	Remarks
Authorities	335,709	335,141	568 unauthorized headings rejected
Bibs without items	5,424	5,424	
Bibs with items	223,934	223,932	2 rejected
Items	408,081	408,079	2 rejected
Borrowers	27,071	27,071	
Departments	NA	24	
Staff accounts	NA	21	
System accounts	NA	12	
Checkouts	5,440	5,440	
Unpaid fines	1,580	1,580	
Items on hold	17	17	
Serials holdings	NA	3,745	After converting to MARC Holdings format
Periodicals copies	771	771	
Vendors	22	22	
Vendor cycles	NA	132	
Funds	50	50	
Fund cycles	NA	49	
POs	294	290	
PO lines	12,880	12,729	

payment processes were carried out manually. Serials librarians did not make any serious efforts to use the Acquisitions module for creating subscription orders in Horizon. Therefore, we did not have a large amount of acquisitions data to convert from Horizon to Symphony, as is evident from Table 1. We missed out only one vendor record, which was not created correctly and was deleted. All 49 funds records were converted successfully. Both Horizon and Symphony assign one number to each Purchase Order, commonly known as PO. Each PO will have multiple orders called PO lines. In extracting order records from Horizon, the vendor used the following two conditions: (1) orders must be linked to bib numbers, and (2) they must not have more than one fund cycle. Only 11 POs were rejected for not meeting the first condition and eight PO lines could not be converted because they were attached to more than one fund cycle.

Serials data

Due to different structures of prediction and binding patterns in Horizon and Symphony, it was not possible to convert them from Horizon to Symphony. However, one notable achievement in data conversion was the transfer of serials holdings data from a non-MARC format (Horizon 7.3 does not support MARC Holdings format) to MARC Holdings format. The difference between Holdings data counts in Tables 1 and 2 is that Table 1 shows the serials total items count as 148,538 in Horizon and since all of them were successfully converted, the items count remains the same for Symphony. But when the serials item records were converted into the serials Holdings format in Symphony, the number count represents the serials titles and not the items.

Final data conversion. Between June and December 2009, we fixed or deleted most of the rejected data in the previous conversion. In addition, we speeded up our database maintenance work in order to further clean up our data before the final data conversion was done on 15 December 2009. Table 2 presents the final data conversion statistics. The difference in numbers of some record types in the two tables are visible; for example, the number for Bibs without item records drops from over 28,000 to 5,424 because over 22,000 Serials Solutions MARC records were deleted following the library administration's decision not to renew the subscription of Serials Solutions for 2009. Similarly, between June and December, we deleted thousands of non-MARC and duplicate authority records thus reducing the number by more than 8,000. Another 586 non-MARC records were rejected by Symphony in the final conversion. The increased number counts of certain record types are due to the addition of new items to the library collection and circulation, serials, acquisition activities performed between June and December 2009. Four POs with 151 PO lines were rejected by Symphony for one of the two reasons – either the link between POs and bib # was broken, or more than one budget cycle was attached to the four POs.

Conclusion

The KFUPM Library has been the leader in library automation in the Middle East since 1981. With the successful migration to Symphony, we have become the first academic library in the region to implement all core modules plus iBistro, the online catalog, and four optional modules—Reserves, Requests, Reports and Offline (Circulation backup) with full Arabic interface. Two more (ILL and Selection) will be implemented in the near future.

Libraries in the Middle East being far away from the parent companies of their ILS's are at a disadvantage in not getting direct expert technical support. Even if they try to contact the parent companies for help or answers to questions, they are asked to contact their local vendors. Unfortunately, local vendors do not have the required expertise and resources to provide the level of support the parent companies provide to their user libraries in Europe and North America (Khurshid, 1998). The quality and extent of vendor support that western libraries get for installing or migrating to new systems enables them not only to learn system functionalities better but also to prepare a workable and achievable implementation plan within a stipulated time. Wang (2009) suggests four keys to a successful system migration, including solid system design, careful implementation, smooth production and thorough training. In this part of the world we do not get thorough training, as a result, the implementation plan runs into difficulty and the project deadline is extended several times. Our system migration experience should be viewed in this context and not compared with the experiences of western libraries. Having gone through some difficult times, the important thing for us is the end result—a successful migration from Horizon to Symphony.

References

Breeding, Marshall. (2007) The sun sets on Horizon. *Computers in Libraries*, Vol. 27, no. 6 (2007), p. 39.

Khurshid, Zahiruddin. (1998) System migration: challenges for libraries in the Arabian Gulf region. *The Electronic Library*, Vol. 16, no. 3 (June 1998), p.173.

Khurshid, Zahiruddin and Al-Baridi, Saleh A. (2009) Symphony: SirsiDynix's flagship integrated library system: a Horizon user's perspective. *Computers in Libraries*, Vol. 29, no. 7 (July/August 2009), 6–10.

QS Topuniversities. (2009). QS World Universities Rankings. Available at: http://www.topuniversities.com/university/3728/king-fahd-university-of-petroleum—minerals

Wang, Zhonghong. (2009) Integrated library system (ILS) challenges and opportunities: a survey of U.S. academic libraries with migration projects. *The Journal of Academic Librarianship*, Vol 35, no. 3 (May 2009), p. 208.

About the authors

Zahiruddin Khurshid is the Senior Manager of Cataloging Operations Department at the King Fahd University of Petroleum & Minerals Library in Dhahran, Saudi Arabia. He is also the Senior Manager (Acting) of the Systems Department. Mr. Khurshid holds an MSLIS degree from Pratt Institute, Brooklyn, N.Y. Email: khurshid@kfupm.edu.sa

Dr. Saleh Al-Baridi is the Director General of Libraries at the King Fahd University of Petroleum & Minerals Library in Dhahran, Saudi Arabia. He holds an academic rank of Assistant Professor and teaches a Library science course in the College of Applied & Supporting Studies. Dr. Al-Baridi received his PhD degree from Florida State University, Tallahassee, Florida. Email: albaridi@kfupm.edu.sa

News

News contents

Policies and plans

Copyright for Creativity

On 5 May 2010 a broad based coalition of European groups, representing consumers, creators, libraries, civil society and technology companies released 'Copyright for Creativity', a declaration calling for a European copyright law truly adapted to the Internet age. Copyright for Creativity calls for a copyright regime fostering digital creativity, innovation, education, and access to cultural works – and therefore ultimately European competitiveness in a digital world.

Copyright is based on both protection of creative works and exceptions to that protection, which allow for businesses and creators to innovate, make creative reuses of content, and to build on the work of others. For example, copyright protects a novelist's rights over her novel, while an exception recognizing parody would allow another writer to create a new work of parody based on the original. While copyright protects an academic's published research, exceptions allow for others to cite, copy in-part, and quote from that research. A balance is therefore struck between the need to protect creators' rights, and the public benefit that can be realized through reuses, references, and other derivations of the work being created.

These exceptions are key to enabling legitimate reuses and innovation, and the activity of a number of socially and economically important stakeholders depends on them. While the public debate and political agenda around copyright focuses heavily on measures to protect ownership of creative works, the Copyright for Creativity declaration sets out a positive agenda by identifying a set of objectives that need to be achieved if copyright is to fully drive digital competitiveness, creativity and innovation.

Among its recommendations, the declaration calls for European copyright law to act as a spur to innovation, support education and research, facilitate digital preservation and archiving, and harmonize exceptions further across the EU. Also accompanying the declaration are clear examples of the shortcomings of the existing copyright regime; these examples illustrate the application of copyright exceptions in everyday life and their benefit to everyone.

The declaration is only a start, as the coalition expects many more signatories to join after the launch. Given that Members of the European Parliament already support the declaration, the coalition also expects it to serve as a basis for a much-needed debate on copyright and the way to ensure that it best serves the interest of creators, innovators and users alike.

Copyright for Creativity – A Declaration for Europe

'Humanity's capacity to generate new ideas and knowledge is its greatest asset. It is the source of art, science, innovation and economic development.'
Adelphi Charter

The development of new technologies underpinning the knowledge economy calls for a review of the copyright aquis. Together, we need to create greater incentives to maximise creativity, innovation, education and access to culture, and secure Europe's competitiveness.

Exclusive rights stimulate investment and the production of cultural and knowledge based goods. Simultaneously, exceptions* to those rights create a balanced system that allow for the use of creative works to support innovation, creation, competition and the public interest. Well-crafted exceptions can serve both goals:

preserving rewards and incentives for creators while also encouraging innovative re-uses that benefit the public.

While exclusive rights have been adapted and harmonised to meet the challenges of the knowledge economy, copyright's exceptions are radically out of line with the needs of the modern information society. The lack of harmonisation of exceptions hinders the circulation of knowledge based goods and services across Europe. The lack of flexibility within the current European exceptions regime also prevents us from adapting to a constantly changing technological environment.

Europe requires a balanced, flexible and harmonised system of exceptions that is in step with the 21st Century knowledge economy. The European Commission took a first step with the publication of the Green Paper, 'Copyright in the Knowledge Economy'. The signatories of this declaration call upon the European Commission, the European Parliament and Member States to take this Declaration into account and engage in policy and norm-setting on copyright exceptions to:

- Harmonise Exceptions Across Europe. Copyright regulates the flow of consumer as well as knowledge goods in the single market. For European citizens and industry alike, the harmonisation of exceptions is a necessary step in order to facilitate cross-border trade, and create equality and clarity before the law.

- Act as a Spur to Innovation: New technologies make it possible to expand users' access to vast quantities of relevant knowledge and content. Copyright exceptions must support the development and usage of these innovative services, improving European users' access to content.

- Support User Creativity and Wider Participation: The Internet has facilitated an unprecedented shift for citizens, from being passive consumers of "broadcast" culture to active creators and participants. Individual users are increasingly involved in content and knowledge creation. The European copyright framework needs to reflect this new interactivity which encourages creativity, cultural diversity and self-expression.

- Ensure Accessibility by all Europeans: Exceptions must balance the protection of the creators' rights with the public interest and must fully support improving access to knowledge and content for people with disabilities – most notably through the use of new technologies.

- Support for Education and Research: Information and communication technologies offer new collaborative ways to develop and share educational and research materials. Copyright exceptions that facilitate new technology-based research and education will propel science and learning, and therefore the knowledge economy, exponentially forward.

- Facilitate Preservation and Archiving: Digitisation of content is offering new opportunities not only to preserve but also extend the accessibility of Europe's knowledge and cultural heritage with wide-reaching and long-term benefits for society as a whole. The copyright framework must support this.

- Ensure Monopoly Rights are Regulated in the Online Environment: Limitations and exceptions act to counter-balance the lack of competition that is created by the granting of monopoly rights in copyright law. In order to protect creativity and innovation we must ensure that these monopoly rights are also regulated in the online environment.

- Promote these Principles in International Discussions. The principles and objectives we endorse should not apply only to Europeans – they should be at the centre of the EU's contributions in any discussions in multilateral and bilateral fora it participates in.

* Copyright law grants an exclusive right to creators to regulate and control the use of their work. Limitations and exceptions balance the monopoly right of the creator, in the public interest. For example to promote education and learning, support a free press, deal with market failure etc.

Further information: https://www.copyright4creativity.eu/bin/view/Main/Declaration

Version Française: https://www.copyright4creativity.eu/bin/view/Main/DeclarationFR

Signatories to the Declaration

Asociación de Internatutas (Spain)

The Associazione Italiana Biblioteche (Italian Library Association, AIB)

The European Consumers Organisation (BEUC)

Computer and Communications Industry Association (CCIA)

Deutsche Initiative für Netzwerkinformation e. V. (German Initiative for Network Information) – DINI

European Bureau of Library, Information and Documentation Associations (EBLIDA)

European Digital Rights (EDRi)

Electronic Frontier Foundation (EFF)

EXGAE

Electronic Information for Libraries (eIFL)
European Internet Service Providers (EuroISPA)
Free Culture Forum of Barcelona (FCForum)
Free Software Foundation Europe (FSFE)
German Library Association (dbv)
The International Federation of Library Associations and Institutions (IFLA)
International Music Managers' Forum (IMMF)
IPJustice
Knowledge Ecology International (KEI)
The Stichting LIBER Foundation (Stichting LIBER)
Open Rights Group (ORG)
Research Libraries UK (RLUK)
Special Libraries Association (SLA)

From IFLA headquarters

New staff members

Tatjana Hoeink – Membership Officer. As IFLA's new Membership Officer I have been learning a lot about the library world in the last few months.

Before joining IFLA in May 2010 I was a Team Leader in the Customer Service department in the European headquarters of an American software company. So it was a pretty big change to go from a revenue oriented stock-exchange listed company to a non-profit organization. I appreciate the change in philosophy that comes with working in a non-profit environment.

Then again, the core content of my job (answering member queries, taking care of the complete administrative background related to member registration, renewal and fee payment, clarifying payment issues, supporting my colleagues with overviews and statistics, planning recruitment strategies) is quite similar to what I was responsible for in my previous job, albeit in a vastly different context. I am enjoying dealing with people from all over the world, from different backgrounds, even sometimes in different languages.

When moving to the Netherlands 7 years ago from my home country Germany, I would have never thought that I will stay so long but I enjoy living here and The Hague offers many possibilities for people from other countries.

I am also looking forward to be working on the introduction of the new Membership system and the possibilities it will provide to offer an even better service to our members as well as my IFLA colleagues around the world.

I am very grateful for the opportunity to attend IFLA's World Library and Information Congress in Gothenburg giving me the possibility to meet many of IFLA's members in person.

Please feel free to contact me for any membership related questions at: IFLA Headquarters, PO Box 95312, 2509 CH The Hague, Netherlands. Tel. +31 70 314 0884. Email: membership@ifla.org
Tatjana Hoeink

Federica Marangio – Advocacy Support Officer. On the 17th of August of 2009 my life changed. I know this is a very strong sentence to start with, but I need to draw your attention on the fact that before having the good chance to be a volunteer as IFLA President's Assistant in Milan I had no idea about IFLA. At the very beginning I wasn't really excited about the idea of leaving the beach in the middle of the summer and all my friends to go to crazily hot Milan, but here is coming the explanation why a week had the power to change my life.

I decided to say goodbye to the beach and went to the IFLA Congress in Milan, to volunteer. My role was being special assistant for Ellen Tise, who was at that time IFLA President-elect. Apart from the friendly and international atmosphere you can breathe during an IFLA congress I was completely attracted by IFLA's mission, vision, values, and one important detail. You'll agree with me that it is more common to see students to be volunteering somewhere than seniors and high profile librarians.

A meeting place which is a source of inspiration to prepare new minds with a mix of backgrounds, culture and interests is the starting point to capture the essence of IFLA. So what?

Experiencing IFLA during the congress brought up a lot of thoughts: people from all over the world come together to share expertise, give advice and contribute to the growth of the IFLA family. It took me some days to realize that IFLA needs my voice, your voice. And, finally, after less than a year, I ended up living in The Netherlands, a country in which you can get by easily, everybody speaks English and it's a challenge to learn Dutch. I started on the 23rd of March when the weather was still cold and hard for a girl coming from the deep south-east of Italy where people complain about 24 degrees being too cold. At IFLA Headquarters I took up the job of Advocacy Support Officer.

My library history is not that common. I haven't worked in a library as most of my colleagues here at Headquarters have done, but I studied Digital Library Learning, a two years Master Degree (Erasmus Mundus) offered in cooperation with Oslo University College, Tallinn and Parma University (http://dill.hio.no). My background is in Communication Science

where I first met Professor Anna Maria Tammaro, my mentor and IFLA Governing Board Member from 2007–2009. She inspired me to fall in love with libraries and taught me with never ending enthusiasm and passion how much is significant to share experience and best knowledge with distinguished colleagues from all over the world.

The Master provided me with a good knowledge of digital documents and research methods and broadened my mind to the importance of international education. I shared my course with 15 students from all over the world, I was the only one from Europe. When you grow in an environment like that you can't sit down and look at the world spinning around you, you want to stand up, and shout your own opinion.

Being an Advocacy Support Officer will give me chances to fight and advocate for libraries. And if someone will come to me and ask: "Why are libraries good?" It is my job to explain why we need libraries in the world. The reason they have always existed it is not enough to expect them to exist for ever. We need to justify their existence. How can we do that? By being present at the annual IFLA congress, by becoming active in one of the IFLA Sections or Special Interest Groups, by being a motivated student, or new professional, an excellent witness of what is going on who tries to have a word about it, an information professional open to a challenge, a librarian truly confident that libraries were our past, and most of all will be our "present" to our future.

Federica Marangio

Contact: Federica Marangio, IFLA Headquarters, PO Box 95312, 2509 CH The Hague, Netherlands. Tel. +31 70 314 0884. Email: Federica.Marangio@ifla.org

Membership matters

New members

We bid a warm welcome to the 63 members who have joined the Federation between 19 March and 25 June 2010. A special welcome to the Direction of Timor Leste Parliamentary Research, our first member in Timor-Leste.

National associations

Lesotho Library Association, Lesotho
Namibian Information Workers Association (NIWA), Namibia
Serbian Academic Library Association, Republic of Serbia
Library Association of Samoa, Samoa

Institutional members

Universiteit Gent, Belgium
LOCUS vzw, Belgium
Biblioteca Mário de Andrade, Brazil
University of Victoria, McPherson Library, Canada
Universidad Colegio Mayor de Nuestra Señora del Rosario, Colombia
Universidad de Bogotá Jorge Tadeo Lozano Sistema de Bibliotecas, Colombia
Bibliothèque Nationale de Côte D'Ivoire, Côte d'Ivoire
Bibliothèque de l'Institut de Paris, France
Lal Bahadur Shastry National Academy of Administration, India
Central Secretariat Library, India
National Institute of Fashion Technology, India
Secretariat of the State Great Hural (Parliament) of Mongolia, Mongolia
Saxion University of Applied Sciences, School of Communication, Information Technology and Information Management (CII), Netherlands
Asian Development Bank, Information Resources and Services, Philippines
International Sports Information Library, Russian Federation
Boris Yeltsin Presidential Library, Russian Federation
King Abdullah University of Science and Technology (KAUST), Saudi Arabia
Unidad de Coordinación Bibliotecaria, Ministerio de Defensa de España, Spain
Mid Sweden University Library, Sweden
Direction of Timor Leste Parliamentary Research, Timor-Leste
Uganda Management Institute, Uganda
Ministry of Culture, Youth & Community Development, United Arab Emirates

School libraries

International School Suva, Fiji
Masiyephambili Junior School, Zimbabwe

Personal affiliates

Maria de Cléofas Faggion Alencar, Brazil
Gwendolyn Ebbett, Canada
Lih-Juan ChanLin, China
Yan Shao, China
Mahmoud Khalifa, Egypt
Patricia Kern, Germany
Kuljeet G. Kahlon, India

Sasekea Harris, Jamaica
Catherine Muriuki, Kenya
Sidra Shan, Pakistan
Giovanna Hendel, United Kingdom
Robert B. Allen, United States
Karl Madden, United States
Charles Forrest, United States

Student affiliates

Tania Siglinde Ortiz Diaz, Canada
Valli Fraser-Celin, Canada
Robyn Maler, Canada
Carolyn Doi, Canada
Cindy Zhu Xun, China
Jia Feng, China
Niina Tiainen, Finland
Ania Lopéz, Germany
Maik Habicht, Germany
Michaela Jobb, Germany
Adriel Watt, Germany
Adrian Giles Jenkins, New Zealand
Simona-Marilena Bursasiu, Romania
Matthew Adrian Thomas Day, United Kingdom
Sheena Barbour, United States
Kristin White, United States
Nora Barnett, United States
Dana Muvceski, United States
Tyler Dzuba, United States
Spencer Acadia, United States
Candice Melinda LaPlante, United States

Grants and awards

9th IFLA International Marketing Award

Sponsored by Emerald Group Publishing Ltd.

The IFLA Section on Management and Marketing in collaboration with Emerald has the pleasure to announce the IFLA International Marketing Award for 2011.

The IFLA International Marketing Award will honor organizations that have implemented creative, results-oriented marketing projects or campaigns. Three finalists will be recognized for their outstanding achievements. A first place winner will be chosen and two distinctions will be awarded. From these three finalists, the winner will be chosen and receive airfare, lodging and registration for the World Library and Information Congress: 77th IFLA General Conference and Council in San Juan, Puerto Rico in August 2011, as well as a cash award of USD 1000 which must be used to further the marketing efforts of the recognized organization.

Three finalists will be announced in March 2011. A first place winner will be chosen and two distinctions will be awarded. The winner will be announced officially during the Press Conference of the Congress in San Juan, Puerto Rico.

Objectives of the award
- Reward the best library marketing project worldwide each year
- Encourage marketing in libraries
- Give libraries the opportunity to share marketing experiences

Guidelines. Use one of the application forms available on the IFLA website: http://www.ifla.org/en/news/apply-for-the-9th-ifla-international-marketing-award

Any library worldwide that markets library products or services is eligible to receive the award. Applications must be written in one of the official IFLA languages. The version may be printed or sent electronically. Applications must be submitted **before 30 November 2010** (including any supporting materials) to the following address:

Dinesh K. Gupta, Department of Library & Information Sc., Room No. 520, Faculty Wing, Vardhaman Mahaveer Open University, Rawatbhata Road, Kota-324021 (Rajasthan), India. Email: dineshkg.in@gmail.com / dineshkg_in@yahoo.com

Proposals must:

- present an original project of marketing for a library of any kind
- answer each question on the application form
- give an explanation about the benefits of the project from a local perspective
- describe the components of the project as outlined in the application
- express the identified needs of the targeted customer(s) involved
- give a full description of the marketing strategy
- summarize the marketing project.

Libraries and institutions are encouraged to describe the imaginative and inventive aspects of the projects.

Selection criteria. Applicants will be judged on the following:

1. Strategic approach to marketing, indicated in the research and planning stages of a submitted project

2. Creativity and innovation as demonstrated by the originality of solutions to the marketing challenges
3. Potential for generating widespread public visibility and support for libraries, irrespective of the kind or amount of resources employed
4. Effectiveness illustrated by measurable objectives and subsequent evaluation methods
5. Commitment to ongoing marketing activities

The Section is interested in receiving applications which cover marketing:

- of resources which are international in coverage
- of electronic resources, e.g. electronic journals, publisher databases, institutional repositories
- in cyberspace
- of Web and Library 2.0
- of information literacy
- of new products and new services

Proposals are reviewed by the IFLA International Marketing Award Committee on the basis of how well they meet the above criteria. Other factors are clarity of planning and awareness of relations with external bodies. Efficient allocation of resources (staff, materials, time) will also be taken in account.

Jury

Dinesh K. Gupta (India). Email: ineshkg.in@gmail.com

Christie Koontz (USA). Email: ckoontz@ci.fsu.edu

Ludmila Zaytseva (Russia). Email: lzai@rsl.ru

Nadia Temmar (Algeria). Email: nadiatemmar@yahoo.fr

Lena Olsson (Sweden). Email: lena.olsson@lhs.se

Angels Massisimo (Spain). Email: amassisimo@ub.edu

Deadline. Remember! 30 November 2010. Candidates can send their applications by Email OR by traditional mail.

Further information and application forms: http://www.ifla.org/en/news/apply-for-the-9th-ifla-international-marketing-award

IFLA Library and Information Science (LIS) Student Paper Award 2010

Sponsored by IFLA and ekz.bibliotheksservice GmbH

The IFLA Education and Training Section (SET) is pleased to announce the winner of the IFLA Library and Information Science (LIS) Student Paper Award 2010.

The IFLA LIS Student Paper Award, which is sponsored by IFLA and ekz.bibliotheksservice GmbH, aims to encourage LIS students from across the world to submit a paper that addresses the current IFLA World Library and Information Congress theme and to then reward the best student paper submission. Beyond this, the award gives LIS students the chance to learn more about IFLA activities and encourages the new generation of LIS professionals to participate in IFLA activities.

The prize for the first place winner of the IFLA LIS Student Paper Award 2010 includes the IFLA Conference registration fee with a grant for travel and accommodation, one year's IFLA membership and the publication of their winning paper in the *IFLA Journal*. This year, the selection panel chose three finalists.

The winner for 2010 is **Chiara Consonni** from the Institute of Information Studies, Tallinna Ülikool / International master in Digital Libraries Learning (DILL), Tallinn, Estonia; Oslo, Norway; Parma Italy. Her paper is on the topic: 'Non users' evaluation of digital libraries: A survey at the Università degli studi di Milano'.

Second place went to **David Ricardo Ramírez Ordóñez** from Carrera de Ciencia de la Información y Bibliotecología, Pontificia Universidad Javeriana. Bogotá, Colombia. His paper is on 'La producción multimedia en bibliotecas públicas colombianas: El uso de Creative Commons en las bibliotecas públicas para enriquecer el contenido multimedia libre'.

The third place finalist was **Jonathan Hernández Pérez**, Faculty of Philosophy and Letters, National Autonomous University of Mexico (UNAM) / Master of Library and Information Studies, Mexico D.F. His paper is on 'The interactions between Google and librarianship: The experience of Mexico'.

The criteria for the IFLA LIS Student Paper Award have been developed to measure the quality and relevance of the student papers, focusing on:

- Relationship to the theme of the IFLA Congress and the sub theme/s of the relevant Section
- ZZZRelevant discussion of current issues in the topic field including reference to appropriate literature
- Quality of ideas, research methods, results or argument
- Quality of writing and referencing.

Congratulations to this year's winners!

IFLA and ekz.bibliotheksservice GmbH are thanked for their generous sponsorship of this award.

Further information: Petra Hauke, Secretary of the SET Standing Committee. Email: petra.hauke@ buchprojekte.com

Future IFLA conferences and meetings

Puerto Rico 2011

The World Library and Information Congress 2011, 77th IFLA General Conference and Assembly, will take place the Puerto Rico Convention Centre, San Juan, Puerto Rico from 13–18 August 2011. Theme: Libraries beyond libraries: Integration, Innovation and Information for all. For a short video introduction to San Juan and Puerto Rico, please visit this YouTube link: http://www.youtube.com/watch?v=twdEw6ufw1U

More information regarding the 77th IFLA General Conference and Assembly will be available on the IFLA website, http://www.ifla.org/

Helsinki 2012

The World Library and Information Congress: 78th IFLA General Conference and Assembly, will take place in Helsinki, Finland from 11–16 August 2012. Theme: Libraries Now! – Inspiring, Surprising, Empowering.

Further information from: Josche Ouwerkerk, Conference Officer, IFLA Headquarters, PO Box 95312, 2509 CH The Hague, Netherlands. Tel. +31 70 314 0884. Email: josche.ouwerkerk@ifla.org

IFLA publications

The World Guide to Library, Archive and Information Science Associations. 3rd, Completely Revised Edition / edited by Alexandra Meinhold. Berlin/Munich: De Gruyter Saur, 2010. ISBN 978-3-11-022637-9. (IFLA Publications; Nr 142/143). Euro 129.95 / for USA, Canada, Mexico US$ 182.00. Special price for IFLA members Euro 99.95 / for USA, Canada, Mexico US$ 140.00. Also available as an eBook.

This handbook provides thorough, up-to-date information on associations concerned with the fields of librarianship, documentation, information science and archives. The third, completely revised and expanded edition contains over 600 comprehensive and updated entries from over 130 countries. The first part lists internationally active associations in alphabetical order. In the second part, national associations are arranged by country, and listed within the countries alphabetically. The volume includes indexes of associations, official journals, officers and subjects.

IFLA Public Library Service Guidelines / edited by Christie Koontz and Barbara Gubbin. Munich/New York: De Gruyter Saur, 2010. ISBN 978-3-11-023226-4. (IFLA Publications; Nr 147). Euro 89.95 / for USA, Canada, Mexico US$ 126.00. Special price for IFLA members Euro 69.95 / for USA, Canada, Mexico US$ 98.00. Also available as an eBook.

The public library is the prime community access point designed to respond to a multitude of ever-changing information needs. These guidelines are framed to provide assistance to library and information professionals in most situations. They assist to better develop effective services, relevant collections, and accessible formats within the context and requirements of the local community. In this exciting and complex information world it is important for professionals in search of knowledge, information and creative experience to succeed. This is the 2nd edition of The Public Library Service IFLA/UNESCO Guidelines for Development.

Social Science Libraries: Interdisciplinary Collections, Services, Networks / edited by Steven W. Witt and Lynne M. Rudasill. Berlin/Munich: De Gruyter Saur, 2010. ISBN 978-3-11-023214-1. (IFLA Publications; Nr 144). Euro 89.95 / for USA, Canada, Mexico US$ 126.00. Special price for IFLA members Euro 69.95 / for USA, Canada, Mexico US$ 98.00. Also available as an eBook.

This volume focuses on practical and empirical accounts of organizational change in the social sciences and impacts upon the professional skills, collections, and services within social science libraries. Section one focuses upon the question of interdisciplinary within social science libraries and the role of libraries to both react to and facilitate paradigm shifts in research and science. Section two focuses on the rise of data as a resource to be collected and shared within social science libraries. The third section focuses on the role of librarians to facilitate the development of social organizations that develop around new technologies and research communities.

All the above available from:

K. G. Saur Verlag: www.saur.de

or

Rhenus Medien Logistik GmbH & Co. KG, Justus-von-Liebig-Straße 1, 86899 Landsberg, Germany. Tel. +49 (0)8191 9 70 00-214. Fax: +49 (0)8191 9 70 00-560. Email: degruyter@rhenus.de

For the USA – Canada – Mexico: Walter de Gruyter, Inc., P.O. Box 960, Herndon, VA 20172-0960, USA. Phone: + 1 (703) 661-1589. Toll free: +1 (800) 208-8144. Fax: +1 (703) 661-1501. Email: degruytermail@presswarehouse.com

New IFLA professional reports

IFLA has recently released the following new Professional Reports:

Library Services to People with Special Needs Section – Glossary of Terms and Definitions. Compiled by Nancy Mary Panella. The Hague, IFLA Headquarters, 2009. – 34p. 30 cm. (IFLA Professional Reports: 117) ISBN 978-90-77897-39-3. ISSN 0168-1931.

Richtlinien für Behördenbibliotheken. hrsg. von Nancy Bolt und Suzanne Burge. Vollst. Überarb. der dt. Ausg. von Maria Göckeritz und Christine Wellems. Übers. von Oliver Dienelt. The Hague, IFLA Headquarters. – II, 67p. – 30 cm. Engl. Ausgabe ersch. als: IFLA Professional Reports; 106. (IFLA Professional Reports; 118) ISBN 978-90-77897-40-9. ISSN 0168-1931.

International Resource Book for Libraries Serving Disadvantaged Persons: 2001–2008. Joanne Locke and Nancy M. Panella, with the assistance of Margaret Girolami. The Hague, IFLA Headquarters – vii, 63p. – 30 cm. (IFLA Professional Reports; 119) ISBN 978-90-77897-41-6. ISSN 0168-1931.

Guidelines for easy-to-read materials. Revision by Misako Nomura, Gyda Skat Nielsen and Bror Tronbacke on behalf of the IFLA/Library Services to People with Special Needs Section. The Hague, IFLA Headquarters – 31p. – 30 cm. (IFLA Professional Reports; 120) ISBN 978-90-77897-42-3. ISSN 0168-1931.

Donaciones para las Colecciones: Directrices para las Bibliotecas. Kay Ann Cassell, Sharon Johnson, Judith Mansfield y Sha Li Zhang para la Sección de Adquisiciones y Desarrollo de Colecciones de la IFLA. La Haya, IFLA Headquarters, 2010. – 23 pp. 30 cm. (IFLA Professional Report: 121) Spanish translation of IFLA Professional Report 112. ISBN 978-90-77897-43-0. ISSN 0168-1931.

Dons et échanges de collections: Recommandations aux Bibliothèques. Kay Ann Cassell, Sharon Johnson, Judith Mansfield et Sha Li Zhang, Section Acquisition et Développement des Collections IFLA. La Haye, IFLA Headquarters, 2008. – 23 p. 30 cm. (Rapports professionnels de l'IFLA: 122) French Translation of IFLA Professional Report 112. ISBN 978-90-77897-44-7. ISSN 0168-1931.

The series is published by IFLA Headquarters in The Hague under the auspices IFLA's Professional Committee. Series Editor: Josche Ouwerkerk. Print copies of Professional Reports may be ordered directly from IFLA Headquarters and many are available free for download. For complete details, please visit the IFLA Professional Reports webpage http://www.ifla.org/en/publications/ifla-professional-reports

From Corporate Partners

Thriving in the new scientific knowledge ecosystem – Current and future implications for the librarian community

Rafael Sidi, Vice President of Product Development for Elsevier's ScienceDirect

More than a century ago, the English philosopher Herbert Spencer said "Science is organized knowledge." The concept resonated at the time, but little did Spencer know what lay ahead for researchers was an ongoing challenge against information overload. With added layers of scientific insight building an increasingly complex research environment over the years, the modern equivalent of "organized knowledge" requires a whole new set of tools, practices and policies that are as much about data integration and interoperability as journals and archives.

The problem today for researchers is not simply the availability of too much information – researchers welcome the value of added content – it is about the ability to access the right information in an efficient and effective way. Researchers want to consume more information but don't want to sift through irrelevant content. In order to realize the full potential to enhance the search process, data must be openly accessible, pliable and interconnected, a process that will simultaneously be one of the greatest obstacles and opportunities for the scientific community. The ability to adapt and thrive in the next decade will require all of its members, including researchers, librarians, publishers and platform providers, to play an integral role in creating a new "scientific knowledge ecosystem" focused on delivering enriched, "intelligent" content that accelerates the search and discovery process.

Fueling the need for this sea change is a shift in the very nature of research which has become an industrial scale operation where specialized teams distributed globally work together toward a common goal. Collaboration across fields and borders is now the norm. Once insurmountable geographic boundaries have been erased and the rigid lines between disciplines are quickly blurring, further multiplying the quantity of information researchers must regularly digest. At the same time, new technologies have resulted in a tremendous expansion of datasets and information resources. Unfortunately, these assets

today are largely disconnected making search and discovery evermore time consuming and inefficient. This siphons valuable research hours and forces scientists to "reinvent the wheel" instead of building off existing knowledge – ultimately slowing the pace of important discoveries.

The backbone of this new ecosystem will be the co-creation and sharing of applications to address the specific pain points researchers experience in order to speed search and discovery and foster collaboration. Scientists, publishers and platform providers will all need to play their part in the creation and proliferation of the ecosystem. However, it is the librarians, at the epicenter of information management with the best knowledge of both researcher needs and content, who have the greatest potential to serve as the champions and caretakers of the ecosystem, helping it grow and accelerate science.

Technology available for transformation but not yet fully realized

In a recently published book, *The Fourth Paradigm: Data-Intensive Scientific Discovery*, (http://research. microsoft.com/en-us/collaboration/fourthparadigm/) the author, Tony Hey (http://research.microsoft.com/ en-us/people/tonyhey/) addresses the current and potential opportunity for advanced computing to help researchers "manipulate and explore massive datasets". Published by Microsoft Research, the book is a collection of essays and asserts that "The speed at which any given scientific discipline advances will depend on how well its researchers collaborate with one another, and with technologists, in areas of eScience such as databases, workflow management, visualization, and cloud-computing technologies."

As we move into a new decade, scientific search and discovery can be greatly accelerated if the best computing practices of the commercial industry are well leveraged. A key hurdle will be achieving inter-operability between systems and getting intelligent information from the data as it becomes more interconnected.

Even as technological advances are beginning to deliver content agility and connectivity, the true power and potential of content will remain limited as long as raw research data is not linked and shared openly. Once this can be achieved, it will lead users to re-use, remix, annotate and enrich the content semantically.

Open data as innovation driver

As research becomes even more multidisciplinary and collaborative, access to the raw data and the relationship between the data will emerge as critical components for fueling scientific discovery. Easy access to linked data (http://linkeddata.org/) will allow researchers to build upon the work of their peers around the globe, enabling them to reuse and remix content to generate further breakthroughs.

To date, the open data movement is being led by government institutions in the UK (http://www.homeof fice.gov.uk/about-us/publications/non-personal-data/), U.S. (www.data.gov) and Australia (http://mashupaus tralia.org/). Each country has set up an initiative designed to make non-sensitive government information available to the public by offering access to useful data sets with the potential to benefit society.

The open data concept is gaining momentum in the scientific community at large. Prof. Jean Claude Bradley (http://www.chemistry.drexel.edu/people/bradley/ bradley.asp) at Drexel University, for example, started the Open NoteBook Science (http://usefulchem.wikis paces.com/All+Reactions) project which encourages researchers to make the primary record of their projects publicly available as they are recorded. Galaxy Zoo (http://www.galaxyzoo.org/), an online astronomy project inviting members of the public to assist in classifying over a million galaxies, is an example of community driven scientific knowledge creation made possible by shared data.

The Human Genome Project (HGP) (http://www. ornl.gov/sci/techresources/Human_Genome/project/ about.shtml) opened its databases to the public in 1990. By 2003, the HGP succeeded in sequencing all base pairs in the human genome under budget and more than two years ahead of schedule. While the benefits of open data are clear and easily illustrated, issues still remain ranging from how best to create meaningful links between the data and make the data more useful to hesitancy among researchers to share their hard-won findings.

Collaboration to create a scientific knowledge ecosystem

Already gaining acceptance in the government and business world, it is just a matter of time before the "open data" trend fully crosses over to the scientific community. As it does, a significant opportunity will be created to enrich content and speed innovation.

This opportunity can only be fully realized if researchers, universities and content platform providers, including scientific publishers, are willing to offer access to their raw data. The likelihood of which increases as each party begins to recognize the potential benefits that can be gained in return. There will

need to be policies, terms and transactional agreements around access and usage.

Once raw data is made available, using it through application programming interfaces (APIs –http://en.wikipedia.org/wiki/Application_programming_interface) will be crucial. Publishing APIs creates an "openness" for making content and data available across the web and between applications. Consumers already benefit from the release of APIs in a small way almost every day – whether developing mashups (http://twopular.com/) or using one of the tens of thousands of iPhone applications (http://www.apple.com/iphone/apps-for-everything/students.html) available. Imagine the power and benefit of generating tailored applications for scientific researchers focused on improving the search and discovery process.

Open APIs will allow the scientific community to experiment and build innovative applications for solving the specific pain points of researchers. APIs will eventually turn into powerful platforms where researchers will develop apps that can be used to build even more tailored apps. The creativity of the scientific community will result in applications that could not have been thought of by content owners.

As applications proliferate and deliver "intelligent information" through innovative apps, content consumption will be fundamentally changed. Content will be filtered and enriched based on the interest and background of the searcher. Researchers will be able to weave together the data, essentially developing their own "personalized views" of the information that is most meaningful to them.

We can also expect to see micro-communities designed around information and applications in which users help each other curate and connect. As they evolve, these communities will transform into trusted networks which researchers will use as a reliable source for filtering and viewing information.

With enormous potential to enhance the search and discovery experience, universities as well as commercial and government institutions alike must encourage their researchers to develop new applications using open APIs. This will require them to acknowledge and reward those who invest their time and energy in building apps as well as those who test and validate them.

Within these institutions, it is the librarians who perhaps have the greatest opportunity to champion this new cause. Not only do they serve as the knowledge managers and information experts for their organization, they best understand the needs of researchers across disciplines and career stages with respect to search and discovery. They are also the ideal source

for reaching out to different departments to develop applications that will solve the specific needs of their customers.

Offering their content through open APIs, publishers and platform providers can present researchers with application building "tools" based on more comprehensive content. In fact, publishers and platform providers have an opportunity to serve as the host of the new scientific knowledge ecosystem that is evolving by creating a channel where researchers can buy and sell applications as well as collaborate in developing new applications.

By opening their APIs, publishers will have a tremendous opportunity to co-create with their customers and innovate faster. They will also need to encourage application developers to join this new ecosystem. Developers will be important players in building apps that increase the productivity of researchers, helping them speed scientific discovery.

Similar to application platforms like iPhone and Salesforce.com, a revenue formula will be necessary that encourages all players to participate in the ecosystem including universities, government organizations and corporations. In fact, with challenging economic conditions surrounding research funding across the globe, application development and licensing holds the potential for institutions to create a novel revenue stream. A new recognition metric will also be needed to acknowledge and encourage the involvement of the researchers themselves.

Librarians can facilitate the development of these applications by connecting researchers to the right internal resources for development support and by working with application developers to explain the unique needs of their research constituency. They can also encourage the sharing of applications developed through the scientific knowledge ecosystem, allowing researchers across the globe to benefit from them. In addition to benefiting the scientific community at large, this will allow librarians to bring significant recognition to the researchers involved, raise the profile of the library and gain positive attention for their institutions.

To lead the way in the evolution of this new ecosystem, Elsevier has begun releasing APIs for SciVerse, its new, groundbreaking platform that combines trusted content with community-developed applications, equipping researchers with advanced resources to accelerate science. SciVerse enables researchers to see search results across ScienceDirect, Scopus and Scirus through a single login and provides the tools and resources needed to create applications that leverage this aggregated content.

Librarians can play a key role in helping researchers launch applications to a ready market of over 10 thousand institutions and 15 million researchers, generating revenue and growing an institution's recognition as each application's success is reported online through researcher feedback and rankings. As the platform is populated with a diverse collection of SciVerse Applications, it will increasingly advance researchers' ability to gain insights from content targeted to their specific interests and workflows.

Building a strong foundation to accelerate science

Librarians, already adept at navigating various disciplines, have an opportunity to take on a broader role in assisting researchers as we enter a new decade in which the scientific community moves from information management to content enrichment and control. As researchers recognize the potential to translate the capabilities they have become accustomed to in their personal use of technology to help solve search and discovery pain points, there is a growing opportunity for librarians to lead the discovery innovation charge.

In the not-so-distant future, librarians will make a much more direct contribution to accelerating science while simultaneously transforming the realm of information sciences. As the new scientific knowledge ecosystem flourishes, repetition will be removed from the research equation. The eventual outcome will be the creation of building blocks that capture existing knowledge on any given subject. These knowledge structures will then be used as the foundation for new discoveries. In the hands of one scientist they may generate a way to purify water. Another researcher may use them to develop innovative new power sources.

In looking back at the last decade of research discovery, it is clear that computing developments have begun to have a significant impact on the breakthroughs that enhance our society as we know it. The faster this new ecosystem takes hold and scientific application channels begin to flourish, the greater the potential to accelerate science in the next decade.

A version of this article originally appeared in the February/March 2010 issue of Research Information.

Emerald and IFLA begin new partnership

Emerald Group Publishing Limited and IFLA have formalized their longstanding relationship by signing a partnership agreement.

The 'special partnership' will provide the IFLA community with substantially more publishing opportunities. The opportunity to be published by Emerald will be available, not only for research produced by the various IFLA Sections, but for papers presented at the general IFLA Congress and satellite events. Emerald articles arising as a result of IFLA activities will be made available in open access, nine months after publication with Emerald.

The relationship between Emerald and IFLA started during the IFLA/UAP Office at the British Library Document Supply Centre in the 1970s, and Emerald has been an IFLA Gold Corporate Partner since 1998. During this period of more than a decade, Emerald has strengthened its involvement in IFLA's activities, which culminated in the continuing sponsorship of the IFLA International Marketing Award run by IFLA's Management and Marketing Section, as well as Emerald's continuing support of IFLA library initiatives and activities in Africa.

For more information about Emerald's partnership with IFLA, contact Eileen Breen, Publisher, at ebreen@emeraldinsight.com

[*Note*: *IFLA Journal* will continue to have first call on papers presented at the IFLA World Library and Information Conference through the established procedure whereby a selection of papers recommended by Section Committees are published after evaluation by the Editorial Committee – *Ed*.]

From other organizations

Blue Shield rescue centre to be established in Haiti

On June 23rd, 2010 in Port-au-Prince, Haiti, IFLA President Ellen R. Tise was invited by the Haitian Ministry of Culture to attend the signature of the agreement for the project 'Ark', a rescue centre for documents damaged by the devastating earthquake of January 12th, 2010. The Ministry of Culture of Haiti, the International Blue Shield, and the Haitian Committee of the Blue Shield are signatories of the agreement.

The agreement calls for the creation of a centre for the rescue and treatment of books and archival material, as well as the establishment of an archive to preserve Haitian heritage for future generations. The processing centre will be set up for 2 years. It will welcome Haitian and foreign volunteers for the restoration of cultural works.

Ellen Tise expressed the strong will of IFLA to support Haitian libraries to further repair the damage that they suffered, and its wish to strengthen local capacities for the conservation of Haiti's cultural heritage and ensure the sustainability of the project.

For further information about participating as a volunteer in the functioning of the processing centre or contributing to its construction, contact: Danielle Mincio, Secretary, IFLA Preservation and Conservation Section, Conservateur des manuscrits, Bibliothèque cantonale et universitaire, Unithèque, CH 1015

Lausanne Dorigny, Switzerland. Tél +41 21 692 47 83. Email: Danielle.Mincio@bcu.unil.ch

CILIP funds 30 members to Gothenburg

The Chartered Institute of Library and Information Professionals (CILIP) in the United Kingdom awarded grants to help fund 30 CILIP members to attend the IFLA World Library and Information Conference in Gothenburg, Sweden in August 2010. Two members, Lesley Gaj, Deputy Director of the Library at the University of Kurdistan and Martin Morris, Enquiry Team Librarian at the Central Resources Library in Hatfield, UK were fully funded to attend the conference, while a further 28 members were awarded partial grants to attend.

The grant recipients' conference reports will be published on the CILIP website in the autumn of 2010. These reports will provide feedback about IFLA and the conference to the wider library and information community. The grants were made by the CILIP IFLA Grants Selection Panel, which is made up of CILIP members with considerable international experience.

Further information: http://www.cilip.org.uk/about-us/international/organisations/ifla/pages/default.aspx

Austrian National Library and Google cooperate in digitization

The Austrian National Library [http://www.onb.ac.at] plans to digitize its complete holdings of public domain books from the 16th to the 19th century in a Public Private Partnership with Google. In the next few years around 400,000 public domain works will be digitized and made available without restrictions and free of charge via the digital library of the Austrian National Library and via Google Books [http://books.google.com/]. In addition users will be able to access the digital books via Europeana, the European digital library [http://www.europeana.eu].

The project supports one of the Austrian National Library's key strategic objectives to provide unrestricted access to its collections to the largest possible audience. In the near future users will find the digitized books in the Austrian National Library's online catalogue and will be able to access them via a single click, perform full-text searches, read them online or download the entire works. The provision of full-text search will further improve retrievability and accessibility of the works.

Google funds the digitization of the entire book collection, while the Austrian National Library meets the expenses for the preparation of the books and for storing and making available the digital copies in its digital library.

Further information about the project and FAQs (currently in German only, English FAQs will be provided within the next few weeks) can be found on the project's website: http://www.onb.ac.at/austrianbooksonline/

English Version of the project website: http://www.onb.ac.at/ev/austrianbooksonline/

Personal news

Kay Raseroka receives Honorary Doctor of Laws

On 7 June 2010, Kay Raseroka received the title of Honorary Doctor of Laws from the University of Alberta–Canada. Kay served as IFLA President from 2003–2005 and retired as director of the University of Botswana Library in June 2010. Kay's distinguished career includes serving as the first African president of the International Federation of Libraries and Institutions. She also founded Botswana's Children's Information Trust, and has devoted more than 35 years to promoting the importance of oral learning in indigenous communities. The IFLA community congratulates Kay Raseroka with this outstanding symbol of recognition.

Further information: http://www.ifla.org/en/news/kay-raseroka-to-receive-honorary-doctor-of-laws

FAIFE Chair Paul Sturges receives OBE

IFLA would like to extend its warmest congratulations to Professor Paul Sturges for being awarded an OBE (Officer of the Order of the British Empire) in the Queen's Birthday Honours list. Professor Sturges was the Chair of IFLA's FAIFE Committee between 2003 and 2009, and has been involved in international librarianship for many years, contributing a tremendous amount through his work in the area of freedom of access to information and freedom of expression. His work has concentrated on the value of access to information from the earliest development of human cognition through to the creation of fair and decent societies. Particular highlights in his career include leading a project funded by Resource (now MLA) on Privacy in the Digital Library Environment from 2000 to 2002, and authoring *Guidelines for Public Internet Access Facilities* on behalf of the Council of Europe from 1997 to 2001. He is Professor Emeritus at the University of Loughborough in the UK, and Professor Extraordinary at the University of Pretoria, South-Africa. In addition to this, he has been deeply involved with projects on African library and information-related issues since 1984.

Further information: http://www.ifla.org/en/news/former-faife-chair-paul-sturges-receives-obe-award

International calendar

⑤SAGE

2011

14–16 February 2011. Gurgaon, Haryana, India.
ICDK 2011. International Conference on Digital Libraries and Knowledge Organization.
Further information: http://www.mdi.ac.in/ICDK/Home.html

11–13 May 2011. Brisbane, Australia.
Third International m-Libraries Conference.
Further information: http://mobile-libraries.blogspot.com/2010/06/third-international-m-libraries.html

19–21 June 2011. Aarhus, Denmark.
Next Library. *Themes*: Democracy, Innovation, Partnerships.

Further information: Aarhus Public Libraries, Lotte Duwe Nielsen. Email: Ldn@aarhus.dk Conference website: www.nextlibrary.net

International Association of Music Libraries, Archives and Documentation Centres (IAML).
Forthcoming conferences. 2011 Ireland, Dublin, 24–29 July; 2012 Canada; 2013 Denmark, Århus; 2014 Austria, Vienna; 2015 USA, New York
Further information: http://www.iaml.info/en/activities/conferences or e-mail Roger Flury, AML Secretary General at: roger.flury@natlib.govt.nz

Abstracts

Sommaires

Bringing the benefits of information technology to underserved populations: An introduction to ICTD for the library community [Mettre les avantages des technologies de l'information à la disposition des populations défavorisées: une introduction aux TICD à l'intention de la communauté des bibliothèques]

Christopher T. Coward

IFLA Journal 36 (2010) No. 3. pp. 215-220

La discipline des Technologies de l'Information et de la Communication pour le Développement (TICD) s'est essentiellement développée à l'écart des bibliothèques publiques. En mettant l'accès aux informations et aux services à disposition des communautés ayant de moins de ressources économiques et sociales, les organisations et innovations émanant de la communauté des TICD peuvent procurer de nombreux avantages aux bibliothèques. Comme les bibliothèques offrent à leur tour un support largement inexploité aux membres de la communauté des TICD, cet article a pour objet de présenter les caractéristiques, points fondamentaux et centres d'intérêts propres aux TICD et de fournir des exemples sur la façon dont un partenariat avec les TICD peut profiter aux bibliothèques. Parmi les principaux acteurs des TICD: les gouvernements, agences pour le développement, fondations, le secteur privé, les ONG et institutions académiques. Les activités des TICD englobent la recherche et le développement, leur déploiement sur le plan national et au niveau des communautés, l'engagement politique et l'activisme social. L'article conclut en évoquant les imbrications avec les télécentres, les possibilités et risques que cela implique et fait d'autres suggestions pour les bibliothèques qui engagent un partenariat avec les TICD.

Symbiotic partnerships: the global library community and the ICTD stakeholders [Partenariats symbiotiques: la communauté bibliothécaire mondiale et les parties prenantes des TICD]

Fay A. Austin

IFLA Journal 36 (2010) No. 3. pp. 221-226

Il peut en premier lieu paraître superflu d'encourager la collaboration entre ceux qui développent et/ou fournissent les technologies de l'information et de la communication et les intermédiaires qui s'emploient à fournir l'accès à l'information à tous. Cependant, si l'on y regarde de plus près, l'effort constant des professionnels des bibliothèques et de ceux des technologies de l'information pour permettre l'accès à l'information sous toutes ses formes, à faire connaître les avantages des nouvelles technologies et à éduquer la population des utilisateurs de ces nouvelles technologies n'a pas été reconnu dans l'appel à l'action lancé par les signataires des Objectifs du Millénaire pour le Développement. En particulier en ce qui concerne l'objectif numéro 8, dont la cible 5 appelle la communauté des TICD à coopérer "avec le secteur privé" pour "faire en sorte que les nouvelles technologies, en particulier les technologies de l'information et de la communication, soient à la portée de tous". Les professionnels de l'information doivent s'adresser aux parties prenantes des TICD, responsables du développement, donateurs, gouvernements et à tous les individus pour leur faire connaître l'expertise et l'expérience inestimables disponibles dans l'ensemble de notre communauté professionnelle. Nous devons faire office d'intermédiaires en offrant nos services pour aider à prendre les mesures urgentes et déterminantes qui sont nécessaires pour combler le 'fossé numérique' existant actuellement entre pays développés et pays moins développés.

Main factors affecting the preservation of Chinese paper documents: a review and recommendations [Principaux facteurs affectant la conservation des documents chinois sur papier: examen et recommandations]

Liu Jiazhen and Wang Jingxuan

IFLA Journal 36 (2010) No. 3. pp. 227-234

En se basant sur l'analyse des données et la recherche documentaire, cet article indique que les principales causes affectant de façon négative la conservation de documents sur papier en Chine sont l'acidification et les nuisibles tels que mites ou insectes. Les priorités

pour conserver les documents chinois sont de protéger les documents contre la pollution atmosphérique et de contrôler les nuisibles et insectes. En tenant compte de ces problèmes et de la situation nationale chinoise, l'article propose de créer un microenvironnement favorable afin de réduire l'acidification des documents sur papier et d'adopter diverses mesures pour contrôler les nuisibles et les insectes.

Arab online book clubs: A survey [Clubs de lecture arabes en ligne: une étude]
Amany M. Elsayed

Cet article s'intéresse essentiellement à la situation actuelle des clubs de lecture arabes en ligne et donne un compte rendu comparatif de leurs performances. Sept clubs de lecture en ligne ont été étudiés, cinq d'Arabie Saoudite et deux d'Égypte. Pour effectuer cette recherche, on a choisi une approche empirique: une enquête sur le terrain assortie d'un questionnaire. Des questionnaires ont été envoyés par e-mail aux modérateurs des clubs de lecture afin d'obtenir des informations générales à propos de ces clubs, de leurs membres, des discussions, services, offres promotionnelles, et de la façon dont ils sont jugés. Les résultats ont révélé que, malgré une faible participation et des discussions superficielles ainsi que malgré le manque de services fournis aux lecteurs, les clubs de lecture arabes en ligne sont en train de devenir un environnement prometteur pour promouvoir la lecture et inciter des personnes de tous âges à apporter leur contribution et échanger des idées, dans la mesure où ces clubs ont été créés avec pour objectif premier de promouvoir et mettre en valeur la lecture. L'étude montre que les jeunes lecteurs arabes commencent à discuter de livres dans des groupes en ligne et à créer leurs propres clubs en ligne. Cela prouve que les clubs de lecture arabes en ligne parviennent à fonctionner loin des bibliothécaires et des éditeurs des pays arabes. Cet article de fond traite du manque actuel de

sources empiriques sur les clubs de lecture arabes traditionnels et en ligne, et donne des détails pratiques et de nombreux résultats significatifs qui doivent permettre aux bibliothèques publiques, communautés, auteurs, éditeurs et même aux individus arabes de s'inspirer des aspects positifs des clubs de lecture actuels pour créer leurs propres clubs. En fin d'article, l'auteur donne des recommandations pour améliorer les clubs de lecture arabes en ligne.

System Migration from Horizon to Symphony at the King Fahd University of Petroleum and Minerals [Migration du système Horizon au système Symphony à l'Université du Pétrole et des Minéraux du Roi Fahd]
Zahiruddin Khurshid and Saleh A. Al-Baridi

Cet article souligne les difficultés et les problèmes rencontrés par des bibliothèques au Moyen-Orient lors de la migration de systèmes bibliothécaires d'automatisation, en raison du manque d'assistance directe de la part des sociétés-mères de soutien logistique intégré. Les agents locaux ne disposent pas de l'expertise et des ressources nécessaires pour fournir le niveau d'assistance dont disposent les bibliothèques d'Amérique du Nord et d'Europe utilisant de tels systèmes. Dans ce contexte, l'article présente l'expérience de la bibliothèque de l'Université du Pétrole et des Minéraux du Roi Fahd (King Fahd University of Petroleum and Minerals ou KFUPM) à Dhahran en Arabie Saoudite, dans le cadre de la migration du système bibliothécaire intégré SirsiDynix Horizon au système Symphony, dernier système en date de la même société, que les lecteurs peuvent trouver légèrement différent de ceux des bibliothèques occidentales en termes de planning, d'exécution et de durée du projet. L'article donne aussi un bref aperçu des 30 ans d'histoire de l'automatisation bibliothécaire à la KFUPM.

Zusammenfassungen
Bringing the benefits of information technology to underserved populations: An introduction to ICTD for the library community [Unterversorgten Bevölkerungsgruppen die Vorteile der Informationstechnologie nahebringen: Eine Einführung in ICTD für die Bibliotheks-Community]
Christopher T. Coward

Die Informations- und Kommunikationstechnologie und -Entwicklung (Information and Communication Technology and Development, ICTD) ist ein Bereich, von dessen Entwicklung die öffentlichen Bibliotheken zum Großteil ausgeschlossen waren. Wenn man nun den Informationszugang und die Informationsdienste auch Bevölkerungsgruppen mit geringeren wirtschaftlichen und sozialen Ressourcen nahebringen möchte,

haben die Organisationen und Innovationen der ICTD Community den Bibliotheken viel zu bieten - während umgekehrt die Bibliotheken ein bisher größtenteils ungenutztes Medium für die ICTD Community darstellen. Dieser Artikel will die bestimmenden Merkmale, Grundsätze und Schwerpunktsbereiche der ICTD vorstellen und Beispiele dafür heranziehen, in welcher Weise die Partnerschaft mit der ICTD den Bibliotheken zum Vorteil gereichen könnte. Zur ICTD – Welt gehören Regierungen, Entwicklungsträger, Stiftungen, der Privatsektor, nichtstaatliche Organisationen sowie akademische Einrichtungen. Zu den Tätigkeitsfeldern der ICTD zählen die Forschung und Entwicklung, nationale und lokale Einsätze, politisches Engagement und Bürgerinitiativen. Der Artikel endet mit einer Besprechung der Überlappung mit den Telecenters, es werden die dazu gehörigen Chancen und Risiken erwähnt und weitere Vorschläge zur Partnerschaft der Bibliotheken mit der ICTD unterbreitet.

Symbiotic partnerships: the global library community and the ICTD stakeholders [Symbiotische Partnerschaften: die weltweite Bibliotheks-Community und die ICTD-Interessenvertreter]
Fay A. Austin
IFLA Journal 36 (2010) No. 3. pp. 221-226

Die Förderung der Zusammenarbeit zwischen denjenigen, die Informations- und Kommunikationstechnologien entwickeln beziehungsweise bereitstellen und den Vermittlungsinstanzen, die sich darum bemühen, allen Völkern den Zugriff zu den Informationen zu ermöglichen, mag auf den ersten Blick überflüssig erscheinen. Bei genauerem Hinsehen stellt sich jedoch heraus, dass die bleibende Rolle der Bibliotheks- und Informations-Professionals in Bezug auf das Ermöglichen des Zugriffs zu Informationen in allen ihren Formen, in Bezug auf die Vermittlung der Vorteile der neuen Technologien und die Aufklärung der Benutzerpopulation über den Umgang mit den neuen Technologien in dem Aufruf zum Handeln, der von den Unterzeichnern der Millennium-Entwicklungsziele (Millennium Development Goals) herausgegeben wurde, nicht berücksichtigt wird. Das gilt insbesondere für die Zielsetzung Nummer 8. Laut Zielvorgabe 5 soll die ICTD-Community "in Zusammenarbeit mit dem Privatsektor die Vorteile der neuen Technologien, insbesondere der Informations- und Kommunikationstechnologien", verfügbar machen. Die Information Professionals müssen die ICTD-Interessenvertreter - Entwickler, Spender, staatliche Stellen und Privatleute in der ganzen Welt - zu erreichen versuchen und sie über die unbezahlbare Expertise und die Erfahrung aufklären, die in unserer weltweiten Professional Community verfügbar ist. Wir müssen zu Vermittlern werden, unsere Dienstleistungen anbieten und verstärkt die dringenden und kritischen Maßnahmen in die Wege leiten, die erforderlich sind, um die "Digital Divide" zu überbrücken, die heute zwischen den Industrienationen und den nicht so weit entwickelten Ländern besteht.

Main factors affecting the preservation of Chinese paper documents: a review und recommendations [Wesentliche Probleme bei der Aufbewahrung chinesischer Papierdokumente: ein Bericht mit entsprechenden Empfehlungen]
Liu Jiazhen und Wang Jingxuan
IFLA Journal 36 (2010) No. 3. pp. 227-234

Auf Basis einer entsprechenden Datenanalyse und diesbezüglicher Unterlagenforschung erläutert dieser Artikel, dass die Erhaltung der vorhandenen Papierdokumente in China in erster Linie an den Säureschäden sowie an Schädlingen wie Motten und Insekten scheitert. Die Konservierung chinesischer Dokumente stützt sich schwerpunktmäßig auf den Schutz dieser Dokumente vor der Luftverschmutzung sowie auf die Schädlings- und Insektenbekämpfung. Unter Berücksichtigung dieser Probleme und der landesweiten Zustände in China schlagen die Autoren die Schaffung eines günstigen Mikroumfelds vor, um der Versäuerung der Papiere entgegenzuwirken; außerdem sollten ihrer Meinung nach eine Reihe von Maßnahmen zur Schädlings- und Insektenbekämpfung ergriffen werden.

Arab online book clubs: A survey [Arabische Online-Buchclubs: Eine Erhebung]
Amany M. Elsayed
IFLA Journal 36 (2010) No. 3. pp. 235-250

Dieser Beitrag will in erster Linie Aufschluss über die aktuelle Situation in Bezug auf die arabischen Online-Buchclubs geben und einen vergleichenden Bericht über deren Leistungen vorlegen. Insgesamt werden sieben Online-Buchclubs besprochen, fünf aus Saudi-Arabien und zwei aus Ägypten. Das empirische Verfahren im Rahmen dieses Forschungsproblems beinhaltete eine Feldstudie mit einem Fragebogen. Dabei wurden entsprechende Fragebögen per E-Mail an Buchclubmoderatoren geschickt, um allgemeine Informationen über die Clubs, die Mitgliedschaft, Diskussionen, Services, Werbung und Auswertung zu sammeln. Die Befunde haben gezeigt, dass die arabischen Online-Buchclubs trotz der geringen Teilnahme und der oberflächlichen Besprechung sowie den sehr begrenzten Dienstleistungen für die Leser auf

dem besten Weg sind, zu einer vielversprechenden Umgebung zur Förderung des Leseverhaltens zu werden und Menschen aller Altersstufen dazu zu motivieren, sich zu beteiligen und ihre Ideen auszutauschen. Schließlich sind diese Clubs primär mit dem Ziel ins Leben gerufen worden, das Leseverhalten zu fördern und dafür zu werben. Die Studie hat gezeigt, dass junge arabische Leser angefangen haben, Bücher in Online-Gruppen zu besprechen und auch ihre eigenen Online-Clubs gegründet haben. Das bedeutet, dass die arabischen Online-Buchclubs in den arabischen Ländern unabhängig von den Bibliothekaren und den Verlegern arbeiten. Der Forschungsbericht spricht das Fehlen aktueller empirischer Literatur über traditionelle arabische wie auch Online-Buchclubs an und enthält zudem einige praktische Details und viele signifikante Ergebnisse, so dass die öffentlichen arabischen Bibliotheken, Communities, Autoren, Verleger und sogar Einzelpersonen von den positiven Aspekten der aktuellen Buchclubs profitieren und auch ihre eigenen ins Leben rufen können. Am Ende des Beitrags formuliert der Autor einige Empfehlungen zur Verbesserung der arabischen Online-Buchclubs.

System Migration from Horizon to Symphony at the King Fahd University of Petroleum and Minerals [Systemmigration von Horizon auf Symphony an der King Fahd University of Petroleum und Minerals]
Zahiruddin Khurshid und Saleh A. Al-Baridi
IFLA Journal 36 (2010) No. 3. pp. 251-258

Dieser Artikel zeigt gewisse Schwierigkeiten und Probleme mit der Migration der Automatisierungssysteme für Bibliotheken auf, mit denen sich die Bibliotheken im Mittleren Osten konfrontiert sehen, da sie keine direkte Unterstützung von ihren ILS-Muttergesellschaften erhalten. Die örtlichen Anbieter verfügen nicht über die erforderliche Expertise und die Ressourcen, um die Art von Unterstützung bieten zu können, die nordamerikanische und europäische Benutzerbibliotheken von diesen Systemen gewohnt sind. In diesem Zusammenhang beschreibt der Artikel die Erfahrungen, die die Bibliothek der King Fahd University of Petroleum und Minerals (KFUPM) in Dhahran in Saudi-Arabien in Bezug auf die Systemmigration des integrierten Bibliothekssystems SirsiDynix, Horizon, auf das neue System der gleichen Firma, Symphony, gemacht hat. Die Leser werden vermutlich feststellen, dass diese Erfahrungen im Hinblick auf die Planung, Implementierung und die Zeitdauer des Projekts stark von denen westlicher Bibliotheken abweichen. Abschließend wird ein kurzer Abriss über die 30-jährige Geschichte der Bibliotheksautomatisierung an der KFUPM geboten.

Resúmenes

Bringing the benefits of information technology to underserved populations: An introduction to ICTD for the library community [Trasladar las ventajas de la tecnología de la información a las poblaciones insuficientemente atendidas: presentación de ICTD a la comunidad bibliotecaria]
Christopher T. Coward
IFLA Journal 36 (2010) No. 3 pp. 215-220

Las tecnologías y el desarrollo de la información y la comunicación (ICTD por sus siglas en inglés) es un campo que ha experimentado un fuerte crecimiento en el ámbito de las bibliotecas públicas. Al ofrecer acceso a la información y servicios a las comunidades con menos dotaciones económicas y sociales, las asociaciones e innovaciones que surgen de la comunidad ICTD pueden ofrecer muchos elementos positivos a las bibliotecas. Aunque las bibliotecas también ofrecen un medio aún sin explotar para la comunidad de ICTD, el objetivo de este artículo es presentar las características, principios y ámbitos de actuación de ICTD, así como aportar ejemplos de las ventajas que podría ofrecer a las bibliotecas una colaboración con dicha comunidad. Entre los agentes de ICTD se encuentran los gobiernos, las agencias de desarrollo, las fundaciones, el sector privado, las organizaciones no gubernamentales y las instituciones académicas. Las actividades de ICTD engloban la investigación y el desarrollo, programas nacionales y de base comunitaria, compromisos políticos y activismo social. Las actividades de ICTD abarcan la investigación y el desarrollo, programas nacionales y de base comunitaria, compromisos políticos y activismo social, y otras sugerencias para las bibliotecas cuando colaboren con la comunidad ICTD.

Symbiotic partnerships: the global library community and the ICTD stakeholders [Asociaciones simbióticas: la comunidad bibliotecaria mundial y los agentes de ICTD]
Fay A. Austin
IFLA Journal 36 (2010) No. 3 pp. 221-226

Los acuerdos de colaboración entre los que desarrollan y/o suministran tecnologías de la información y la comunicación, y los intermediarios, cuyo trabajo consiste en poner a disposición del público en general la información pueden parecer, a primera vista, redundantes. Sin embargo, al examinarlos con más detenimiento, se llega a la conclusión de que la legendaria función de los profesionales de las bibliotecas y la información que consiste en ofrecer acceso a la información en todas sus formas, de comunicar las ventajas de las nuevas tecnologías y de educar a la comunidad de usuarios sobre la utilización de las nuevas tecnologías no ha sido reconocida en la llamada a la acción emitida por los firmantes de los Objetivos de Desarrollo del Milenio. En concreto, el objetivo 8: meta 5, hace un llamamiento a la comunidad ICTD para que "en cooperación con el sector privado, dar acceso a los beneficios de las nuevas tecnologías, en particular los de las tecnologías de la información y las comunicaciones". Los profesionales de la información deben llegar hasta los agentes de ICTD y las agencias de desarrollo, donantes, gobiernos y población general para darles a conocer los valiosos conocimientos y la experiencia que aporta nuestra comunidad profesional mundial. Debemos convertirnos en intermediarios que ofrecen sus servicios para avanzar en las medidas urgentes y críticas necesarias para cerrar la "brecha digital" existente entre los países desarrollados y menos desarrollados.

Main factors affecting the preservation of Chinese paper documents: a review and recommendations [Principales factores que afectan a la conservación de documentos chinos: revisión y recomendaciones]
Liu Jiazhen y Wang Jingxuan
IFLA Journal 36 (2010) No. 3 pp. 227-234

Tomando como base el análisis de los datos y la investigación documental, este trabajo señala que las principales causas que afectan negativamente a la conservación de los documentos en papel en China son la edificación y las plagas dañinas, tales como las polillas y otros insectos. Las prioridades para la conservación de los documentos chinos pasan por protegerlos contra la contaminación del aire, así como controlar las plagas y los insectos. Teniendo en cuenta estos problemas y las peculiaridades nacionales de China, el documento propone crear un microentorno favorable para reducir la acidificación de los documentos y adoptar distintas medidas para controlar las plagas y los insectos.

Arab online book clubs: A survey [Clubes árabes de libros en Internet: una encuesta]

Amany M. Elsayed
IFLA Journal 36 (2010) No. 3 pp. 235-250

El principal propósito de este documento es arrojar luz sobre la situación actual de los clubes árabes de libros en Internet y ofrecer una comparativa de su funcionamiento. En el trabajo se estudian siete de estos clubes: cinco de Arabia Saudita y dos de Egipto. El método empírico utilizado para abordar la problemática de la investigación ha sido un estudio de campo mediante la realización de un cuestionario. Dicho cuestionario se envió por correo electrónico a los moderadores de los clubes de libros para obtener información general sobre su funcionamiento, usuarios, debates, servicios, promoción y evaluación. Las conclusiones revelan que, a pesar de la baja participación y del debate superficial, así como de la falta de servicios para los lectores, los clubes árabes de libros en Internet se están convirtiendo en un entorno prometedor para promover la lectura y motivar a personas de todas las edades para participar y compartir ideas, ya que dichos clubes tienen como principal objetivo impulsar la lectura. El estudio demuestra que los jóvenes lectores árabes han comenzado a debatir sobre libros en grupos de Internet, y también han creado sus propios clubes. Esto significa que estos clubes funcionan de manera independiente de las bibliotecas y editoriales de los países árabes. El estudio aborda la falta actual de estudios empíricos sobre clubes árabes tradicionales y en Internet de libros y aporta información práctica y muchos resultados significativos, de manera que las bibliotecas públicas, comunidades, autores y editores árabes, e incluso la propia sociedad, pueda sacar partido a los aspectos positivos de los clubes de libros actuales y crear los suyos propios. Al final del documento, el autor aporta recomendaciones para mejorar estos clubes.

System Migration from Horizon to Symphony at the King Fahd University of Petroleum and Minerals [Migración del sistema Horizon a Symphony en la King Fahd University of Petroleum and Minerals]
Zahiruddin Khurshid y Saleh A. Al-Baridi
IFLA Journal 36 (2010) No. 3 pp. 251-258

Este estudio subraya las dificultades y los problemas en la migración de los sistemas de automatización a los que se enfrentan las bibliotecas de Oriente Medio por la falta de apoyo directo de las empresas matrices de los ILS. Los proveedores locales no disponen de la experiencia y los recursos necesarios para ofrecer el grado de apoyo con el que cuentan las bibliotecas norteamericanas y europeas que utilizan dichos sistemas.

En este contexto, el artículo presenta las experiencias de la biblioteca de la King Fahd University of Petroleum and Minerals (KFUPM) en Dhahran, Arabia Saudita, relativas a la migración del sistema integrado para bibliotecas de SirsiDynix, Horizon, al nuevo sistema de la misma empresa, Symphony, una herramienta que puede resultar distinta a los lectores respecto de las bibliotecas occidentales en lo referente a planificación, ejecución y duración del proyecto. También se ofrece un resumen de los 30 años de historia en la automatización de la biblioteca de la KFUPM.

РефератнЬѓ статей

Bringing the benefits of information technology to underserved populations: An introduction to ICTD for the library community [Донося преимущества информационных технологий до групп населения, недостаточно обеспеченных этими услугами: введение в ICTD для библиотечного сообщества]
Кристофер Т.Ковард
IFLA Journal 36 (2010) No. 3. pp. 215-220

Информационно-коммуникационные технологии и развитие (ICTD) – это та область, рост которой произошел в основном вне сферы деятельности публичных библиотек. Организации и новаторские решения, продвигаемые сообществом ICTD, могут многое дать библиотекам в плане обеспечения доступа к информационным услугам для групп населения, обладающих незначительными экономическими и социальными ресурсами. В то время как библиотеки также предлагают в значительной мере невостребованные возможности тем, кто вовлечен в ICTD, цель данной статьи – ознакомить читателя с определяющими особенностями, нормами и принципами, приоритетными направлениями ICTD, а также привести примеры того, какие преимущества могут получить библиотеки от партнерства с ICTD. Среди участников ICTD – правительства, агентства по развитию предпринимательства, фонды, частный сектор, неправительственные организации, научные учреждения и учебные заведения. ICTD охватывает такие сферы деятельности, как исследования и разработки, расстановка на национальном и местном уровне, вовлечение в политику, массовая общественная активность. Статья завершается дискуссией о дублировании функций пунктов коллективного доступа в Интернет, возможностях и рисках их посещения, а также о других предложениях для библиотек в ходе партнерства с ICTD.

Symbiotic partnerships: the global library community and the ICTD stakeholders [Симбиотические партнерства: глобальное библиотечное сообщество и участники ICTD]
Фэй А.Остин
IFLA Journal 36 (2010) No. 3. pp. 221-226

Содействие процессу сотрудничества между теми, кто развивает и/или предоставляет информационно-коммуникационные технологии, и посредниками, чья деятельность направлена на предоставление доступа к информации всем группам населения, может на первый взгляд показаться излишним. Однако при внимательном изучении этого вопроса устойчивая роль библиотек и профессионалов в области информатики в обеспечении доступа к информации во всех ее формах, в донесении преимуществ новых технологий и обучении пользователей обращению с новыми технологиями не нашла своего отражения в призыве к действию, который распространили стороны, подписавшиеся под Целями тысячелетия в области развития. В частности, в Цели № 8, в задаче 5 содержится призыв к сообществу ICTD сотрудничать "с частным сектором" для того, чтобы "сделать доступными преимущества новых технологий, особенно информационно-коммуникационных". Профессионалы в области информатики должны донести до участников ICTD – организаторов проектов, доноров, правительств и людей по всему миру тот бесценный опыт и наработки, которые доступны вт нашем глобальном профессиональном сообществе. Мы должны стать брокерами, которые предлагают свои услуги по продвижению незамедлительных и критически важных мер, необходимых для преодоления "электронно-цифрового разрыва", существующего в настоящее время между развитыми и развивающимися странами.

Main factors affecting the preservation of Chinese paper documents: a review and recommendations [Основные факторы, влияющие на сохранность китайских бумажных документов: обзор и рекомендации]

Лью Джиазен и Ван Джинсян
IFLA Journal 36 (2010) No. 3. pp. 227-234

В данной статье на основе анализа данных и исследования документов сообщается, что основной причиной, негативно влияющей на сохранность бумажных документов в Китае, являются окисление и такие вредители, как моль и насекомые. Приоритетами в области сохранения китайских документов является их защита от загрязненного воздуха, а также осуществление контроля над вредителями и насекомыми. С учетом этих проблем, а также китайской национальной специфики в статье предлагается создать благоприятный микроклимат для уменьшения степени окисления бумажных документов и предпринять различные меры по обеспечению контроля над вредителями и насекомыми.

Arab online book clubs: A survey [Арабские онлайновые книжные клубы: Исследование]
Амани М.Эльсайед
IFLA Journal 36 (2010) No. 3. pp. 235-250

Основная задача данной статьи – пролить свет на текущую ситуацию с арабскими онлайновыми книжными клубами и представить сравнительный отчет об их деятельности. Предметом для обсуждения избраны семь онлайновых книжных клубов: пять – из Саудовской Аравии и два – из Египта. Для изучения данного вопроса был применен эмпирический подход в виде полевого исследования с помощью вопросников. Опросные листы рассылались по электронной почте модераторам книжных клубов в целях получения общей информации о клубах, членстве в них, ведущихся дискуссиях, предоставляемых услугах, системе стимулирования и оценки. В результате было выявлено, что, несмотря на неактивное участие, поверхностные дискуссии и недостаток предоставляемых читателям услуг, арабские онлайновые книжные клубы становятся перспективной средой для продвижения чтения, стимулирующей людей всех возрастов принимать участие и обмениваться идеями, поскольку эти клубы возникли с целью решения первоочередной задачи – продвижения и активизирования чтения. Исследование показало, что молодые арабские читатели начали обсуждать книги в рамках онлайновых групп и основали свои собственные онлайновые клубы.

Это означает, что арабские онлайновые книжные клубы работают в странах арабского мира вне зависимости от библиотекарей и публицистов. В данной исследовательской статье рассматривается ощущаемый в настоящее время недостаток эмпирической литературы по тематике традиционных и онлайновых книжных клубов в арабском мире, предлагаются практические решения и приводится целый ряд важных результатов с тем, чтобы арабские публичные библиотеки, общины и группы населения, авторы, публицисты и даже отдельные лица могли воспользоваться позитивными аспектами работы действующих книжных клубов и создать свои собственные клубы. В конце статьи автор дает рекомендации по улучшению работы арабских онлайновых книжных клубов.

System Migration from Horizon to Symphony at the King Fahd University of Petroleum and Minerals [Переход от системы *Horizon* к системе *Symphony* в Университете нефти и минералов Короля Фахда]
Захируддин Хуршид и Салех А.Аль-Бариди
IFLA Journal 36 (2010) No. 3. pp. 251-258

Подчеркиваются трудности и проблемы, связанные с заменой библиотечных автоматизированных систем, с которыми сталкиваются библиотеки на Ближнем Востоке вследствие отсутствия прямой поддержки со стороны их материнских компаний в области ИЛП (интегрированная логистическая поддержка). Местным разработчикам не хватает опыта и ресурсов для обеспечения того уровня поддержки, который предоставляется пользователям аналогичных библиотечных систем в Северной Америке и Европе. В этом контексте в статье презентуется опыт, накопленный в библиотеке Университета нефти и минералов Короля Фахда (KFUPM) в г.Дахран, Саудовская Аравия, в области системного перехода от интегрированной библиотечной системы *Horizon* производства компании *SirsiDynix* к более новой системе той же компании, *Symphony*, которую читатели могут найти несколько отличной от используемых в западных библиотеках в том, что касается планирования, исполнения и продолжительности проекта. Также приводится краткая справка о 30-летнем опыте библиотечной автоматизации в KFUPM.

IFLA JOURNAL – NOTES FOR CONTRIBUTORS

Aims and Scope

IFLA Journal is a peer reviewed journal which publishes original articles, IFLA conference papers, and news of current IFLA activities. Content is selected to reflect the variety of the international information profession, ranging from freedom of access to information, knowledge management, services to the visually impaired and intellectual property.

Writing for the IFLA Journal

Contributions to the journal may include: original articles and features; news and information about current and forthcoming activities and events in the field of library and information services; announcements of new publications, products or services; information about education and training opportunities, fellowships, honours and awards; personal news; obituaries; letters to the Editor.

Articles and features

Articles and features are normally published only in English. Authors whose first language is not English should not be inhibited from submitting contributions in English because of this; the correction of minor grammatical and linguistic errors in English is considered to be an integral part of the editorial process.

Articles and features should normally be between 3000 and 7000 words in length. Articles must be original contributions which have not been published elsewhere, and which are not under consideration elsewhere.

Article should be accompanied by an English-language abstract of not more than 150 words, five or six keywords, a brief statement of the professional qualifications and experience of the author(s), including current official designation and full address and contact details, and a recent photograph (not a passport photo) of each of the authors suitable for publication.

Authors are expected to check their work carefully before submitting it, particularly with regard to factual accuracy, completeness and consistency. They should provide sufficient background information to enable readers unfamiliar with the activity or country being described to understand it easily. Acronyms and abbreviations should be spelled out in full the first time they are used.

Other contributions

The primary language of publication for contributions other than articles and features is English, but such contributions may be published in the other working languages of IFLA - French, German, Russian or Spanish if appropriate.

Illustrative material

Contributors are encouraged to submit photographs and other illustrations to accompany their contributions. They should be submitted either in TIF format (300 dpi minimum) or in hard copy as positive prints or transparencies and be clearly captioned and credited to the originator. Please note that colour images will be published in colour online and black and white in print. Further guidance on the submission of artwork available at http://www.sagepub.com/authors/journal/submission.sp/

Bibliographical references

References should follow the full form stipulated in ISO 690-1987, *Documentation Bibliographic references Content, form and structure*, using either the numeric or the Harvard method of citation in the text. Lists of references should appear at the end of a contribution, not as footnotes.

Copyright

All contributors are required to sign a Journal Contributor's Publishing Agreement' granting to IFLA the exclusive licence to publish. Copyright remains with the author(s). Authors are responsible for obtaining copyright clearance for the publication of any copyrighted material (including illustrative material) which may be included in their contribution.

Format

All contributions should, whenever possible, be submitted in standard electronic formats, as e-mail attachments. The preferred format for textual matter is MS Word. Contributors who are unable to submit their work in electronic format should supply textual matter in clearly typewritten manuscript.

Publication

All unsolicited articles are refereed anonymously by members of the Editorial Committee, whose decision with regard to the publication of any article or feature is final. Other contributions are published at the discretion of the Editor, if necessary after consultation with the Editorial Committee. All manuscripts are reviewed as rapidly as possible, and authors should expect to have reviewer's comments within approximately 6 weeks of submission.

Authors of articles, features and reviews will receive one complimentary copy of the issue in which their work appears and are given controlled online access to a pdf file of their article, in addition to one year's free personal subscription to the print edition of IFLA Journal.

Submission

All contributions (except advertisements), in whatever format, should be addressed to:

The Editor, IFLA Journal, Apt. 1C, Edificio Rosa dos Ventos, Rua Rosa Parracho no. 27, Bairro do Rosario, 2750-778 Cascais, Portugal. E-mail. zest@sapo.pt