



A Plan for Securing IFLA's Future – February 2023 Update

This document sets out the plan defined by the IFLA Governing Board to act on issues identified both by itself, and by IFLA members and volunteers, in order to secure IFLA's future. It represents a continuation of the work launched with the governance review in 2019-2021, and covers both initiatives that will be launched shortly, as well as those that are already underway.

It starts with an overview of some elements of background, an identification of the core issues, and then sets out how this Plan has come about as a means of addressing them. The rest of the document then lists the actions planned, setting out who is responsible (in the case of initiatives already launched, some of these attributions simply reflect what has happened to date) and then a timeframe and key actions.

As highlighted below, the Governing Board will provide updates on this Plan after each of its meetings.

Background

- Complaints on a range of matters relating to IFLA HQ received by the Governing Board
- The Governing Board commissioned two independent reviews December 2021 and January 2022
- The findings of the independent reviews did not support allegations of bullying, harassment, fraud
- The findings of the independent reviews showed problems in the management style with no hope for a quick turnaround
- Due to irreconcilable differences between the GB and the S-G, the GB decided to terminate the contract with the SG
- An amicable settlement between IFLA and the SG was concluded in October 2022.

Issues

- IFLA members have raised concerns about a range of matters:
 1. the circumstances relating to the dismissal of the S-G
 2. The relationship between IFLA and SIGL

3. The working arrangements and culture at IFLA HQ
 4. Financial arrangements and IFLA's financial sustainability
- Governing Board members have raised concerns on a range of matters
 5. Although financial matters were addressed in the Induction, there was not a shared understanding of the full responsibilities of GB members. Future Inductions should consider the most appropriate timing of the Induction and delivery mode.
 6. Complexity of the financial arrangements
 7. Whilst the current Stichting arrangements are usual in The Netherlands and comply with Dutch legislation, there is concern regarding their complexity and perceptions of their lack of transparency
 8. Overall, there is a need for improved communication at all levels of IFLA work to restore trust, increase transparency and position IFLA for a secure and stable future

Addressing issues

- To address the issues raised by members and the GB, a comprehensive response has been developed. The response articulates key activities, responsibilities, timeframes and reporting arrangements.
- An update on the proposed approach to address issues will be provided at the IFLA General Assembly on 25 August 2022.
- Status updates on the Plan will be discussed in regular meetings between the Acting S-G and the IFLA President.
- Status updates on the Plan will be provided at all GB meetings
- Following each GB meeting, an update on the Plan will be provided to IFLA members and IFLA staff

Our Plan

Activity	Responsibility	Timeframe and Key Actions
Strategic Plan		
IFLA Strategy 2019-2024 (Issue 8) Report on the achievements of the IFLA Strategy 2019-2024 against the Key Initiatives	Acting S-G	Present the report to the April 2023 GB meeting
		Actions taken

Activity	Responsibility	Timeframe and Key Actions
		<p>A GB sub-group has been appointed to begin preparations for the IFLA Strategy 2025-2029. Their first task will be to examine the achievements against the current Key Initiatives. This will form part of the report to the April GB meeting.</p> <p>In coming months</p> <ul style="list-style-type: none"> • Develop the report for presentation to the GB in Q2 2023
<p>Planning Dashboard (Issue 8) Review the Planning Dashboard – prioritise activities, confirm responsibilities and milestones, reporting timeframes.</p>	Acting S-G	<p>Revised Planning Dashboard to be presented to the September 2022 GB meeting.</p> <p>Actions taken</p> <ul style="list-style-type: none"> • Project plan developed with responsibilities, timeframes and milestones • Update presented to October 2022 GB meeting • Update presented to December 2022 GB meeting <p>In coming months</p> <ul style="list-style-type: none"> • Ensure relevant projects are underway or finalized • Monitor activity and milestones
<p>IFLA Strategy 2025-2029 (Issue 8) Commence the development of the new IFLA Strategy 2025-2029. As part of the development of the Strategy develop a supporting 5 year financial plan</p>	Acting S-G	<p>Proposed approach to be discussed at the December 2022 GB meeting</p> <p>Actions taken:</p> <ul style="list-style-type: none"> • Paper provided to December GB meeting outlining process for review of current Strategy and process for development of new Strategy <p>In the coming months</p> <ul style="list-style-type: none"> • Activate GB working group to develop timeline, propose next steps and possible discussion paper as starter for incoming GB
IFLA work environment		

Activity	Responsibility	Timeframe and Key Actions
<p>Leadership of IFLA HQ (Issue 3)</p> <ul style="list-style-type: none"> - Appointment of GB Delegate (Halo Locher) - Appointment of Acting S-G (Helen Mandl) 	<p>President</p> <p>President, GB</p> <p>President, GB</p>	<p>1 April – 31 August 2022</p> <p>1 September – until the commencement of the new S-G</p>
<p>Recruitment of the new Secretary General (Issue 3 and 8)</p> <p>The recruitment process can only commence once the legal proceedings with the outgoing Secretary General have been resolved.</p> <p>In the meantime, planning for the recruitment process should progress. A recruitment agency will be engaged to assist in the recruitment process.</p> <p>The ERB (Employees Representative Body) will be kept informed of the process, through regular updates.</p> <p>The Search Committee will make its recommendations on the appointment of the SG to the GB, for approval by the GB</p>	<p>Search Committee of the GB</p>	<p>The recruitment process commences following completion of the legal proceedings.</p> <p>Actions taken</p> <ul style="list-style-type: none"> • Meetings held with employment consultant who will grade position, level and advise on appropriate salary. • Amicable settlement concluded with outgoing Secretary General • Quotes obtained from recruitment agencies • Recommendations on salary for Secretary General decided • Recruitment agency selected and recruitment process begins • Recruitment period closes <p>In coming month</p> <ul style="list-style-type: none"> • Work with the recruitment agency to shortlist and interview candidates
<p>Focus on improved communication (Issue 3)</p> <ul style="list-style-type: none"> - Regular staff meetings implemented <ul style="list-style-type: none"> o Weekly Team Leader meetings o Fortnightly all staff meetings - Regular meetings with ERB 	<p>Acting S-G</p>	<p>In progress</p> <p>Actions taken</p> <ul style="list-style-type: none"> • Staff meetings are held fortnightly • Updates provided and news from GB • ERB provides monthly report to GB • One-on-one meetings held with all staff • Workplace facilitator met with IFLA staff and prepared report and recommendations for the GB

Activity	Responsibility	Timeframe and Key Actions
		<ul style="list-style-type: none"> GB members meeting with IFLA staff to improve communication and build trust <p>In next month</p> <ul style="list-style-type: none"> Further meeting of GB with IFLA staff as part of relationship building
<p>Organisation Structure (Issue 3) New structure with a team structure trialled – reduction in number of direct reports to the GB Delegate / Acting S-G</p>	GB Delegate	<p>Completed</p> <p>Actions taken</p> <ul style="list-style-type: none"> New structure in place with larger management team Staff survey repeated as part of workplace facilitation
Relationship between IFLA and SIGL		
<p>IFLA and SIGL (Issue 2, 4, 6 and 7) Clarification of the legal and financial arrangements between IFLA and SIGL</p> <ul style="list-style-type: none"> Agreement to be reached with SIGL on the Joint Account Agreement Develop funding requests to SIGL which are project based Page on IFLA website to be updated https://www.ifla.org/sigl/ to provide more details of the background of the formation of the Stichting IFLA Global Libraries (SIGL) 		<ul style="list-style-type: none"> Confirm the Joint Account Agreement by December 2022. Applications for new project funding for 2023 and beyond SIGL web page on IFLA website to be updated by 30 September 2022 <p>Actions taken</p> <ul style="list-style-type: none"> SIGL and IFLA met beginning of October 2022 to discuss and confirm ongoing relationship and support Agreed to have joint workshop of both boards in December 2022 Financial and fiscal advice sought on proposed move to project based funding SIGL have developed new webpage: https://www.sigl.nl including background information Meeting held in January 2023 between IFLA and SIGL and financial advisors to discuss funding options <p>In next months</p>

Activity	Responsibility	Timeframe and Key Actions
		<ul style="list-style-type: none"> • Develop agreed pathway for future funding based on the Joint Account Agreement • Develop project funding proposals in accordance with SIGL requirements for monitoring and evaluation.
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IFLA Governance		
Statutes and Rules of Procedure - Comprehensively reviewed in 2019-2021 <ul style="list-style-type: none"> - Extensive consultation with Professional Units and IFLA stakeholders - Approved by an Extraordinary General Assembly February 2021 –effective from August 2021 	GB and S-G	Completed
Handbook (Issue 8) To support the practical work of the Statutes and the Rules of Procedure. <ul style="list-style-type: none"> - Working Group membership to include representation from IFLA HQ, GB, PC, RC, MLAS - Handbook needs to be ready for the 2023 election cycle 	Acting S-G	December 2022 – to be approved by the GB at its December 2022 meeting Actions taken <ul style="list-style-type: none"> • Working Group appointed • Terms of Reference defined • Working Group has met to review and develop sections of the Handbook • Updated handbook presented to GB in December 2022 • Finalised handbook presented to GB in February 2023 and approved. In coming month <ul style="list-style-type: none"> • Implement the publication of the Handbook and make it available to all IFLA committees
IFLA Code of Ethics for the Members of the Governing Board and Officers (Issue 5) <ul style="list-style-type: none"> - Approved by the GB in 2006 	President-Elect	December 2022 – discussion by the GB at its December 2022 meeting February 2023 – approval by the GB (online meeting)

Activity	Responsibility	Timeframe and Key Actions
<ul style="list-style-type: none"> - Undertake a review by a working group with a representative from the GB, MLAS Standing Committee, PC, RC, and an Honorary Fellow 	(PE could be the GB representative)	Actions taken <ul style="list-style-type: none"> • Working Group appointed • Terms of Reference defined • Working Group meeting regularly to discuss and review Code of Ethics for Governing Board members • Final Code of Ethics and Conduct for Governing Board members presented and approved by GB in February 2023. In coming month <ul style="list-style-type: none"> • Publish the Code of Ethics and Conduct for the IFLA Governing Board • Implement any further actions as a follow-up to this review
Policies – internal governance (Issue 3, 4, 5 and 6) <ul style="list-style-type: none"> • Audit of policies to be undertaken. • Gap analysis of policies and schedule of policy development to be presented to the Governing Board • Examples of policies required: Purchasing Policy; Whistleblower; Travel for IFLA staff, contractors, GB and other elected members. 	Acting S-G and Treasurer	<ul style="list-style-type: none"> • Audit to be completed by 1 December 2022 • Gap analysis and schedule to be considered at December 2022 GB meeting • Policy schedule with status of each policy to be presented to each Finance and Risk meeting Actions taken <ul style="list-style-type: none"> • Meeting with Auditor held • Framework for audit agreed • Document preparation to support audit • Auditor has visited IFLA and made initial assessment In coming months <ul style="list-style-type: none"> • Await report of auditor and act accordingly
Project Management Framework (Issue 3) <ul style="list-style-type: none"> - Develop and implement a project management framework for managing all projects 	Acting S-G and Treasurer	Project Management Framework (Prince2) implemented by April 2023

Activity	Responsibility	Timeframe and Key Actions
<ul style="list-style-type: none"> - Audit of project activity to determine application of a project management framework <p>All projects undertaken by IFLA HQ must comply with an approved project management framework. Training to be provided to staff.</p>		<p>Project reporting to Finance and Risk Committee</p> <p>Actions taken</p> <ul style="list-style-type: none"> • Project management training options identified <p>In coming months</p> <p>Develop timetable for training of relevant staff</p>
<p>Communication with Members (Issue 8)</p> <ul style="list-style-type: none"> • Meet the GB session included in all WLIC programs. A panel comprising the President, President-elect and Treasurer provide an update on IFLA matters. The session includes a Q&A session. • Following each GB meeting, an update on the Response will be provided to IFLA members and IFLA staff • Develop a social media strategy: how IFLA communicates using social media; protocols for communication <p>Adopt Plain English for all communications to IFLA members and stakeholders</p>	<p>President</p> <p>President</p> <p>Acting S-G</p>	<ul style="list-style-type: none"> • Out in the Open session at WLIC 2022 Dublin – Completed. • Scheduled in WLIC 2023 Rotterdam • Updates following GB meetings to commence from September 2022 • Social media strategy developed by December 2022 <p>Actions taken</p> <ul style="list-style-type: none"> • Key outcomes of September 2022 GB meeting published on website and IFLA-L • Presented at staff meeting • Monthly update to the Plan developed and published to website • Meeting held with GB and Chairs of the Professional and Regional Councils, the Professional and Regional Divisions and Advisory Committees. • Meetings held with President and each Regional Division Committee • Plain English guidelines provided to February 2023 GB for approval • Social media strategy provided to February 2023 GB as basis for further development

Activity	Responsibility	Timeframe and Key Actions
		In coming month <ul style="list-style-type: none"> Update to the Plan loaded to website Meeting held with President and Officers
Induction for GB members (Issue 5) The induction manual for GB members to be reviewed and revised to ensure that a comprehensive induction can be provided to the incoming GB members for the 2023-2025 term.	Acting S-G	<ul style="list-style-type: none"> Overview of Induction to be approved by GB in February 2023 Induction manual and workshop outline to be completed by June 2023 Actions taken <ul style="list-style-type: none"> Initial review of current induction manual undertaken. Due to Governance changes, substantial rewrite required. Some material now included in Handbook. In coming months <ul style="list-style-type: none"> Provide updated outline and basic content for GB meeting in April 2023
Finance		
Annual Financial Audits 2021 (Issue 4) undertaken by external auditor, as per Dutch law <ul style="list-style-type: none"> Reporting to GA Included in Annual Report 	GB Delegate / IFLA Finance Officer and former Interim Treasurer	Completed
New auditor appointed (Issue 4) Follows best practice to regularly appoint new auditors every 4-5 years As an incoming auditor, they will undertake a full review of finances, governance, human resources, and information technology policies and practices. A key task will be to confirm compliance with applicable laws, accounting standards, policies and procedures by reviewing these against observed practice.	GB Delegate	Completed Findings to be discussed in GB December 2022 meeting Actions taken <ul style="list-style-type: none"> Interim audit held in November 2022 Meeting with Auditor held

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<p>The audit process includes the interim audit in October and the annual audit process is scheduled April – June.</p> <p>The auditors will make observations regarding risk and recommend improvement measures. Their report with recommendations will be presented to the Finance and Risk Committee and the GB</p>		<ul style="list-style-type: none"> • Framework for interim audit agreed • Documentation for audit provided <p>In coming month</p> <ul style="list-style-type: none"> • Interim audit report expected as advice to Finance and Risk Committee and GB.
<p>Undertake internal audits (Issue 4)</p> <p>Internal audits are a risk mitigation strategy that provide assurance that the organisation’s frameworks, policies, practices, processes are effective. The audit will review internal controls.</p> <p>The internal audit process is undertaken by an (independent) external auditor.</p> <p>Examples of internal audits: credit card, travel, timesheets, project management.</p> <p>The Auditors will provide recommendations – these will be categorised as <i>High, Medium, Low</i>. Management will respond and provide timeframes for addressing the recommendations.</p> <p>The Finance and Risk Committee ENDORSES the Recommendations and Actions. The Governing Board APPROVES the Recommendations and Actions</p>	Acting S-G	<p>Audits to commence September / October 2022.</p> <p>Report to Finance and Risk Committee December 2022.</p> <p>Finance and Risk Committee will recommend to GB priorities and timeframes.</p> <p>Internal Audit Plan and Recommendations approved by Governing Board December 2022.</p> <p>Quarterly updates on progress against Recommendations to be provided to Finance and Risk and Governing Board</p> <p>Actions taken</p> <ul style="list-style-type: none"> • Meeting with Auditor held • Documentation for audit provided <p>In coming month</p> <ul style="list-style-type: none"> • On the basis of auditor recommendations, plan to address their findings
<p>Financial governance (Issue 4 and 7)</p>	IFLA Treasurer	<ul style="list-style-type: none"> • Workshop for GB members in December 2022

Activity	Responsibility	Timeframe and Key Actions
<ul style="list-style-type: none"> GB members to attend a “Finance for non-Finance professionals” workshop Quarterly reporting of financial reports, including actual v budget, to be published on the IFLA website Review structure of accounts – seeking to simplify the structure 		<ul style="list-style-type: none"> Quarterly reports on IFLA website from December 2022 Structure of IFLA accounts by June 2023 <p>Action taken</p> <ul style="list-style-type: none"> Auditor preparing interim audit asked to review and advise on structure of accounts and possibilities for simplification Workshop for GB members held in December 2022 <p>In coming month</p> <ul style="list-style-type: none"> Quarterly financial report published on website
<p>Review the Risk Policy and Register (Issue 4)</p> <p>Risk management is a key governance and management function that ensures the management of risk is embedded within business processes and integrated within governance and accountability arrangements, performance management, strategic and business planning, and reporting processes.</p> <p>Through effective risk management, IFLA will:</p> <ul style="list-style-type: none"> Minimise negative outcomes Take advantage of opportunities to improve outcomes Ensure informed decision making Increase stakeholder confidence in IFLA’s performance Enhance business opportunities <p>Example of risk: <i>Financial security</i> – how does IFLA ensure financial sustainability beyond the SIGL grants?; <i>IT infrastructure</i> – does the infrastructure enable IFLA to deliver its services?</p>	Acting S-G	<p>Phase 1 –Review the Risk Policy (June 2021 version) Phase 2 –Review the Risk Register (June 2021 version)</p> <p>Between Phase 1 and Phase 2, nominated IFLA HQ staff will participate in risk management training to ensure there is understanding of roles and responsibilities.</p> <p>The revised Risk Policy is endorsed by the Finance and Risk Committee by December 2022</p> <p>The revised Risk Register endorsed by the Finance and Risk Committee February 2023. The Risk Register is reviewed at each GB meeting</p> <p>Action taken</p> <ul style="list-style-type: none"> Risk Policy and Risk Register discussed at Finance and Risk Committee meeting October. 2022 Draft risk register presented at February 2023 GB meeting <p>In coming month</p> <ul style="list-style-type: none"> Risk Policy under review by F&R Committee.

Activity	Responsibility	Timeframe and Key Actions
		<ul style="list-style-type: none"> Further development of measures in response to identified risks in the risk register Options for risk management training to be developed
OTHER MATTERS		
<p>General Assembly (Issue 8)</p> <ul style="list-style-type: none"> Prior to COVID-19, the GA was scheduled to coincide with the annual WLIC In 2020, due to COVID-19 restrictions, the GA was held as a virtual event on the basis of an exception in a COVID related ruling by the Dutch Government. In 2021 based on the new Statutes that allowed online participation and online voting the GA was announced as hybrid event. There was the option for attendance, but this was limited to those members who could travel and it was feasible to do so for a one hour meeting. In 2022, the GA was held as a virtual event on 25 August. This decision was based on the reduced time frame for the WLIC program of 3 congress days that did not offer additional time for the execution of the GA There has been requests to again schedule the GA during the WLIC to better facilitate face-to-face attendance by the membership. 	Acting S-G	<p>Develop a discussion paper, with options, on the scheduling of the General Assembly, for discussion at the December 2022 GB meeting</p> <p>Action taken</p> <ul style="list-style-type: none"> Discussion paper prepared for December 2022 GB meeting Quotes for hybrid format of General Assembly prepared. <p>In coming months</p> <ul style="list-style-type: none"> Based on GB discussion, finalise hybrid format of General Assembly in 2023
<p>World Library and Information Congress (WLIC)</p> <p>In recent years, the format of the WLIC has been adjusted due to COVID-19 restrictions:</p> <ul style="list-style-type: none"> 2021 – virtual conference 2022 – 3 day program, onsite 	Acting S-G	<p>Develop a discussion paper on WLIC options for discussion at the April 2023 GB meeting</p> <p>Action taken</p>

Activity	Responsibility	Timeframe and Key Actions
<p>- 2023 – hybrid (virtual and onsite) delivery</p> <p>Members have also requested that consideration be given to a biennial even triannual conference – to reduce resourcing, address financial risks</p> <p>The Expression of Interest for the 2024 WLIC closes on 12 September 2022.</p>		<ul style="list-style-type: none"> • The format of WLIC has been discussed as part of the Hybrid WLIC Working Group • Hybrid format for WLIC 2023 with trial of regional hubs approved by February 2023 GB <p>In coming months</p> <ul style="list-style-type: none"> • Implement hybrid WLIC offer for delegates • Act on bids for IFLA WLIC 2024 • Develop detailed discussion paper for future WLICs for April GB meeting