



# IFLA Annual Report 2020

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**IFLA – the global voice of the library and information profession**

**IFLA puts libraries on the global stage and helps them develop.** We are the global voice and represent the brightest minds of the library and information profession, with an **active network of nearly 1500 Members – leading institutions and players in the library field – in over 140 countries** around the world and well-established relations with the United Nations and other international organisations. Together with our Members we work to set the professional agenda and develop standards for library services, to improve access to information and cultural heritage resources, and to advocate for the place of libraries at the heart of local and global policies.

## **Vision**

A strong and united library field powering literate, informed and participative societies

## **Mission**

To inspire, engage, enable and connect the global library field

## **Core Values**

In pursuing these aims IFLA embraces the following four core values:

1. the endorsement of the principles of freedom of access to information, ideas and works of imagination and freedom of expression embodied in *Article 19 of the Universal Declaration of Human Rights*
2. the belief that people, communities and organizations need universal and equitable access to information, ideas and works of imagination for their social, educational, cultural, democratic and economic well-being
3. the conviction that delivery of high-quality library and information services helps guarantee that access
4. the commitment to enable all Members of the Federation to engage in, and benefit from, its activities without regard to citizenship, disability, ethnic origin, gender, geographical location, language, political philosophy, race or religion

## **Aims**

IFLA is an independent, international, non-governmental, not-for-profit organisation. Our aims are to:

- Promote high standards of provision and delivery of library and information services
- Encourage widespread understanding of the value of good library & information services
- Represent the interests of our members throughout the world.

## **Relations with Other Bodies**

We have established good working relations with a variety of other bodies with similar interests, providing an opportunity for a regular exchange of information and views on issues of mutual concern. We have Formal Associate Relations with UNESCO, observer status with the United Nations, associate status with the International Council of Scientific Unions (ICSU) and observer status with the World Intellectual Property Organization (WIPO) and the International Organization for Standardization (ISO). We have observer status with the World Trade Organization (WTO).

In turn, we have offered consultative status to a number of non-governmental organisations operating in related fields, including the International Publishers Association (IPA). We are also members of Blue Shield International (BSI).

## **IFLA's Strategic Programmes**

IFLA's Strategic Programmes enable the continuation of our advocacy and development goals in areas such as access to digital content, copyright limitations and exceptions, freedom of access to information, libraries and development, preservation and conservation, and library standards.

## **Regional activities, Language Centres and Headquarters**

Three Regional Offices in South Africa, Singapore, and Argentina work in coordination with regional sections representing Africa, Asia and Oceania, and Latin America and the Caribbean. IFLA has four Language Centres whose role is to contribute to more effective communication within the relevant language communities (Arabic, Chinese, French, Russian, and Spanish) and with the IFLA bodies involved. IFLA's Headquarters is located in The Hague, The Netherlands.

## **Sections and Special Interest Groups**

Members and professionals work together through IFLA's 45 Sections and 12 Special Interest Groups to further the development of the profession. Sections specialise in a particular type of library and information service, an aspect of library and information science, or in a geographical region. Sections cover topics ranging from academic libraries to association management. Special Interest Groups enable discussions of professional issues that cut across library sectors, such as, Big Data, and national information policy.

# 2020 at a glance – an Introduction

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2020 will be remembered as one of the most demanding years in the history of IFLA and the global library field. But we are happy to say that it was also a year of success, despite the immense challenges we faced.

As the first full year of implementation of our Strategy, it was already to be a time of launching and consolidating workstreams, developing new ways of bringing the field together, and finding new alignments in initiatives at the international, regional, national, and local levels.

It was also the year where the bulk of the work on IFLA's Governance Review – the next key milestone in IFLA's Development Roadmap - would take place. Like the implementation of our Strategy, this process, designed to make for a more inclusive, effective, and transparent organisation, could not be delayed.

As the severity of the COVID-19 pandemic and the measures necessary to limit its spread became clear, it was, therefore, a case of adding new efforts on top of an already packed schedule.

With libraries and library associations globally facing significant challenges, IFLA had a duty to ensure that it was providing the best possible support to its members and the wider profession, even in uncertain times.

As for so many in our field, the pandemic forced hard decisions – hardest of all the cancellation of our 2020 World Library and Information Congress (WLIC) – obliging innovations in the services we provide and how we offer them.

However, I am glad to say, I believe that we have ended the year stronger than when we started. Just as the library field globally has proven its resilience and inventiveness, so too has IFLA shown its ability to adapt, and to maintain and increase relevance.

## **A Constant Reference in Changing Times: Implementing the IFLA Strategy**

When IFLA's Strategy 2019-24 was launched at our 2019 WLIC in Athens, Greece, few would have imagined the circumstances in which we would mark its first anniversary.

At the beginning of the year, work was in full swing across IFLA to advance implementation.

IFLA's over 60 Sections, Special Interest Groups, Advisory Committees, and others prepared action plans, demonstrating new levels of energy and alignment with the Federation's overall goals. New or revised Standards and guidelines, training materials, webinars, and virtual events, alongside WLIC 2021 sessions were being prepared.

IFLA Headquarters provided new levels and types of support to volunteers, as well as extending contacts and seizing opportunities to speak up for libraries in global fora. We were also working closely with members at a national level to help them draw on the Strategy as a tool for their work.

When the Pandemic came it changed so much around us, yet IFLA maintained its focus on implementation.

This is because our Strategy has retained its relevance. Our vision – of a strong and united global library field powering literate, informed and participatory societies – is constant.

Our mission – to inspire, engage, enable, and connect the field – is perhaps even more important at a time that so many of us are facing uncertainty and the need to show resilience and innovation. And our Strategic Directions, on which you can read more later in this Annual Report, continue to represent the key areas where we need to focus our efforts in order to succeed.

IFLA's President, Governing Board and Secretary General played a key role in maintaining the momentum. The usual busy programme of in-person events was replaced with an even busier programme of online meetings, allowing for a renewed energy.

Through virtual participation in conferences and meetings, many new possibilities for reaching and engaging beyond geographical borders were opened. Each such opportunity has been a chance to encourage engagement with the Strategy, underlining why it is so valuable to form part of a global field.

Read further in this Report to find out more about all that has been achieved by IFLA's volunteers and Headquarters team.

### **New Ways to Achieve Our Goals: Responding to COVID**

While our goals have remained constant, how we do it has inevitably had to change.

IFLA's role as a platform for exchange and learning about the pressing issues of the day meant that both our professional units and headquarters team undertook significant work to aid information-sharing about the library response to COVID-19.

Sections have held events and published research and newsletters, each from their own area of focus, offering examples that can inform and inspire colleagues elsewhere in the world.

Key to allowing this to happen has been our investment in building the ability to make the best use of digital tools. IFLA Headquarters made virtual platforms available to IFLA's volunteers and prepared extensive guidance on how to get the best out of them, seeing a significant rise in use in response.

IFLA's COVID-19 and libraries webpage brought together updates on rules around the opening of physical sites, as well as the ways libraries had found to serve their communities.

In parallel, careful preparation ensured that IFLA's Headquarters team could make the move to remote working smoothly, with little if any disruption in our ability to support Members. We have also been able to make the most of the possibilities offered by our website and social media presence to share information effectively.

With the pandemic stretching into 2021, IFLA has continued to evaluate and learn from experiences, and ensure regular contact with those involved in our work in order to maintain energy and focus.

### **Towards a More Inclusive, Effective and Transparent Organisation: IFLA's Governance Review**

As highlighted earlier, a key area of focus in 2020 was our Governance Review. This started at the close of our 2019 World Library and Information Congress, with important work already undertaken at the end of that year in order to build an understanding of the current situation and identify Members' priorities.

2020 was the year that we moved from setting overall parameters to defining the specific steps that we could take in order to respond, and so make IFLA into a more inclusive, effective and transparent organization.

At the heart of this work was IFLA's Governing Board, and in particular, a Steering Committee made up of IFLA President Christine Mackenzie, President-elect Barbara Lison, and Chair of the Professional Committee Vicki McDonald, with the IFLA Parliamentarian Martyn Wade in an advisory capacity and with the support of IFLA Secretary General Gerald Leitner.

Over the first months of the year, the Governing Board drew on the input of Members and volunteers to develop proposals for change to our Governing Board, professional structures and advisory committees, as well as new ideas for regional structures.

A survey of Members and volunteers in June saw strong engagement and invaluable feedback, leading both to substantive changes, as well as a welcome reaffirmation of the need to promote diversity throughout IFLA's governance structures.

This was followed by a series of workshops in August, looking both at the professional and regional elements of IFLA's work, which again offered a chance to receive feedback, as well as build understanding of the proposed changes.

Thanks to this work, the Steering Committee was able to propose a new draft set of IFLA Statutes to the Governing Board for discussion and approval. At the end of October, IFLA was happy to submit this document to Members for an advisory ballot, ahead of an extraordinary General Assembly held in February 2021.

While the Statutes represent the most important document defining how IFLA works, it is not the only one. With the advisory ballot launched, work on defining a new set of Rules of Procedure continued, and the decision was taken to prepare a Handbook for the use of anyone working closely with IFLA, in order to provide guidance and good practices.

While 2021 will be the year that the results of all this work become clearer, I believe that we can already look back on 2020 as a success, both in terms of the proposals that we have been able to prepare together, but also because of the level of energy and engagement clear across the field.

As set out at the beginning, 2020 was always going to be an active year for IFLA. It has turned out to be extremely busy, but also successful. Even in the face of uncertainty and complexity, we have shown that both IFLA and the global library field that it serves are resilient, inventive and committed to the future.

This would not have been possible without the energy and commitment of the whole IFLA family – our members, our volunteers, our Governing Board and IFLA Headquarters.

We are IFLA!

# IFLA in Action 2020: Strategic Directions

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## **Strategic Direction 1: Strengthen the Global Voice of Libraries**

2020 was a year underlining the importance of taking account of libraries, not just in immediate responses to the COVID-19 pandemic, but also in planning for the future. With traditional fora for advocacy disrupted, IFLA, like its Members, proved its resourcefulness and resilience in making the voice of libraries heard.

Our work around the United Nations' Sustainable Development Goals (SDGs) continued, with new efforts to support national engagement in Voluntary National Reviews of governments' implementation of the goals. As well as a successful side event at the African Regional Forum on Sustainable Development in February 2020, IFLA also took part in various sessions at the World Urban Forum, and secured reference to libraries as a core cultural service in the meeting's final declaration.

Working with partners in the Culture2030Goal campaign, IFLA spoke at an event during the July High-Level Political Forum alongside representatives of the President of the UN General Assembly, WHO and UNESCO, making the case for investing in libraries now, and integrating them into long-term policy making.

We continue to engage at the World Intellectual Property Organization, welcoming the new Director General Daren Tang who brings a strong record of library-friendly reform from Singapore. Through its work, IFLA makes the case for international action to ensure that libraries everywhere enjoy a similar basic set of possibilities under law to complete their missions. In this context, our statement on the need for copyright reforms to allow preservation in the face of climate change received good support from across the field. Meanwhile, we maintain the pressure for favourable implementations of the Marrakesh Treaty by monitoring national legal reforms and providing input where possible.

2020 has also underlined the importance of having the possibility and skills to make use of the internet. IFLA worked to support national advocacy here, publishing new research into the inclusion of libraries into broadband and digital skills strategies as well as ensuring reference to libraries in the Alliance for Affordable Internet's influential definition of meaningful connectivity.

We maintained our focus on values, with statements on artificial intelligence, open government and archiving rights, as well as submissions to the Human Rights Council's Universal Periodic Reviews of Australia, Belgium, Georgia and Myanmar, and further thematic reviews. We also published reviews of the inclusion of libraries in national gender equality and open government plans, in order to provide references for use by IFLA Members.

Our relationship with UNESCO continues to strengthen, with close engagement around the response to the August Beirut explosion, a joint statement on the Memory of the World and COVID-19, and major roles in the Global Alliance for Literacy annual meeting and Media and Information Literacy Week 2020. Beyond this, IFLA also successfully delivered its part in a European Union project on promoting media literacy through libraries and has intensified its engagement in the Climate Heritage network, ahead of COP26 in 2021.

With providing support for Members the key focus of IFLA's advocacy work, we have also offered advice and input on national reforms and processes and increased our emphasis on tools that can support national level advocacy, both through building skills and providing information in a form that can be easily used. This – together with continued work with international institutions – should allow us to make the case at all levels for meaningful support for libraries in the coming years.

## **Strategic Direction 2: Inspire and Enhance Professional Practice**

As a result of the pandemic and the measures taken to contain it, professional practice in the library field globally has changed radically. Library and information workers have needed to show resilience and creativity to continue to serve users in very different circumstances. Around the world, they have done just that, proving the ability of the field to respond to change and innovate.

A key part of IFLA's role in supporting this practice is through providing inspiration, drawing on the great work that is already happening in so many parts of the world.

The Library Map of the World is our primary platform for doing this, with data from 133 countries now featured – an increase of six from the previous year, as well as numerous updates.

This further strengthens the value of the Map as the key representative source of data on libraries around the world, giving library and information workers and decision-makers key insights into the state of their national library fields in comparison with others. It also supports analysis such as IFLA's Library Stat of the Week series and Development and Access to Information report Country Analyses.

Our collection of SDG Stories has grown as well, with a further 21 entries highlighting how libraries across the world are delivering on all of the UN's SDGs. We have also added nine more country profiles, giving IFLA Members a unique possibility to provide an overview of their situation and activity to peers around the world, as well as a tool to use in their own advocacy.

To help more associations and institutions to engage in this work, we have prepared and delivered virtual storytelling workshops, to encourage SDG Stories, and made the submission of Country Profiles a key part of follow up to our regional workshops on the IFLA Strategy.

Beyond the Library Map of the World, IFLA's Sections have made good use of the year to advance work on the creation or revision of IFLA Standards. With these providing key reference points for institutions and professionals around the world, it is vital that they reflect current practice and circumstances.

In this context, work on the revision of the Public and School Library Manifestos is well advanced in the relevant Sections, with over 20 others also engaged in preparing new or updated texts. To support this work, IFLA has launched its NameSpaces platform, which provides linked data access to various IFLA Standards and training on how to make full use of its potential.

Another key tool for libraries, our Risk Register, has been relaunched in 2020, with a new collection of key resources that collection managers can use in working to manage risk. This work has been well-received by UNESCO, which has invited IFLA to present on the topic. In parallel, a new edition of the Digital Content Selection Guidelines is also under preparation, working with the UNESCO PERSIST initiative.

A key resource for all of this work is IFLA's website. At a time of significantly increased demand, we have been able to maximise the possibilities of the current site, while also continuing work towards a new one, to be launched in 2021. Our presence on social media has gone from strength to strength, with IFLA's Instagram account a particular success.

### **Strategic Direction 3: Connect and Empower the Field**

One of the most difficult moments of 2020 for IFLA was doubtless the necessary decision to cancel our World Library and Information Congress. As well as an opportunity for learning and sharing information, the Congress is a key moment for networking and building friendships and connections across the field.

However, in response, we have seen extraordinary growth in the use of online tools, not only maintaining the momentum, but also providing exciting opportunities for new engagement in IFLA's work.

While webinars and teleconferences have been a part of working life for some years, 2020 saw them move centre-stage in IFLA's activities. With strong encouragement from Headquarters, IFLA's Professional Units seized the opportunities that technology offers to organise virtual events, business meetings, and webinars. To be able to participate without having to travel has opened up the possibility for a wider range of people than before to get involved.

Following the development of new tools and guidance for Professional Units, we have also seen steady growth in the numbers of webinars, providing new ways to learn. 75 were held in the final quarter of the year alone, benefitting from technical and communications support from IFLA Headquarters.

These have offered a great way to maintain connections across the field and share experiences that can help inform and inspire practice everywhere in difficult circumstances. They also demonstrate the power of IFLA as a learning organisation, providing a platform for all members of our field to exchange knowledge and lessons learned.

With the decision to hold WLIC 2021 virtually already taken in September 2020, the final months of the year provided a valuable opportunity to gather views from Members, volunteers, and previous Congress participants. Results from surveys and questionnaires provide a wealth of insights for IFLA's future planning; we are looking forward to seeing both familiar and new faces in our first virtual Congress.

IFLA's work to support Members at the national level also continues. Our IFLA From Home series has brought together exciting examples of how national associations, as well as IFLA Sections and Special Interest Groups are working with IFLA's Strategy 2019-24 in order to increase impact and reach. Through regular news stories on our website and emails, we have highlighted what is possible, even in difficult times, in order to give energy and ideas to others.

Closely linked to this is ongoing work to follow up on our regional strategy workshops, keeping regular contact with participants in order to help them make the most of the IFLA Strategy and belonging to a global library field. Key to this is work with our regional offices and language centres, which continue to play a vital role in helping build awareness of and engagement in IFLA, and in providing support to members within their regions.

#### **Strategic Direction 4: Optimise our Organisation**

While much of 2020 was focused on crisis management, IFLA made important steps throughout the year to create the conditions for a sustainable long-term future. With it clear that the library and information professional will face financial and practical challenges for some time to come, it is vital to have a strong international association ready to provide support and opportunities for learning.

IFLA's financial report is included later in this Annual Report, but in summary, our organisation continues to be well placed to support the work of the field, thanks to both to our Members and Affiliates, and the generosity of the Global Libraries programme of the Bill and Melinda Gates Foundation.

We have maintained our efforts to build our profile and reputation among external funders, notably through the successful completion of projects with the Wikimedia Foundation (focused on helping libraries use WikiData) and the European Union (focused on media literacy in libraries). These connections open new possibilities to cooperate in future and deliver new services and support to libraries worldwide.

Core to our future sustainability will be inclusive, effective and transparent governance. 2020 was a key year in this process, as set out in the introduction, with intensive consultations with Members and volunteers globally to develop, refine, and finalise proposals for IFLA's new Statutes. These were shared with Members, for an advisory ballot, on 31 October 2020, in order to inform a vote at the extraordinary General Assembly in February 2021.

The pandemic has had a significant human impact, both through the virus itself, and the restrictions so many of us face in our daily lives. Thanks to strong planning, IFLA was able to make a smooth transition to working from home, providing support to staff so that we can maintain services to Members. With the hiring of a human resources officer, we are also in a strong position to provide the best possible remote workplace.

Similarly, we have increased our engagement with our volunteers, not only through new tools, guidance and opportunities to celebrate the good work mentioned above, but also through intensified contacts. It has been thrilling to see how so many Professional Units have, despite the circumstances, accelerated their work and collaboration.

Our network of Preservation and Conservation Centres has also maintained its activity, with a set of profiles, and responses to frequently asked questions in their areas of specialisation published in 2020. They have also built new collaborations amongst themselves and other institutions in their regions, helping to improve preservation practice around the world.

IFLA's investment in communications has also paid off in 2020, with highly effective work around key moments, such as the announcement of the cancellation of WLIC in April and our first ever live-streamed General Assembly in November.

We have also shown our ability to run longer campaigns, for example, IFLA From Home, and work to build an understanding of and engagement in our Governance Review. In doing so, we have both made the most of our website's capabilities, and developed a presence on other digital platforms, in order better to reach out to the whole global library field and beyond.

# Professional Units

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**45 Sections**

**12 Special Interest Groups**

**1200+ Experts**

In 2020, amidst a global pandemic, IFLA Professional Units worked tirelessly as active and productive Sections, Special Interest Groups (SIGs), Strategic Programmes, and Working Groups, to deliver on the action plans developed in October 2019. This was a different time. Who would have predicted how rapidly the international teams of volunteers within the Units would accelerate their work, becoming even more global, activating their online presence, and supporting the field with a range of innovative offerings and virtual collaborations?

IFLA's highly experienced and engaged experts participate in 45 Sections, 12 Special Interest Groups and 4 Strategic Programmes. They come from library associations and library institutions around the world and are committed to undertaking activities that enhance libraries and advance services provided to their communities.

Throughout 2020, Units sustained the IFLA Strategy 2019-2024, across every sector of the library field. 11 Units were recognised in the Units + IFLA Strategy showcase as part of the #IFLAfromHome initiative, featured for their activities and projects ranging from virtual coaching to digital infographics to online team-building and member engagement. While those recognised demonstrated exceptional alignment to the Strategy's strategic directions and key initiatives, all Units are to be commended for their outstanding work during this year.

Due to the cancellation of the 2020 World Library and Information Congress (WLIC), 14 Units delivered 36 virtual events using content that would have been featured as part of their WLIC session or satellite meeting. Thousands of people registered for these events, benefitting from Unit expertise, offered openly and freely to the field.

The Professional Committee presented the Document Delivery and Resource Sharing (DDRS) Section with the Dynamic Unit and Impact Award for their timely programming that supported libraries before and during the pandemic. The Unit, working with Open Access Button (OAB), developed the RSCVD ("received") initiative, creating a global resource-sharing, emergency-response network, connecting library workers with libraries in need. Individuals from close to 100 institutions in 17 countries have volunteered to fill more than 9,000 requests. 55% of requests were filled via the volunteer corps with an additional 565 open access articles immediately delivered through OAB's InstantILL. The Document Delivery and Resource Sharing Section have recently been awarded an EU Erasmus grant opportunity in collaboration with the CNR Library of Bologna, Italy Research Area, to continue and expand the project.

Special mentions went to the Academic and Research Libraries (ARL) and Continuing Professional Development and Workplace Learning (CPDWL) Sections. The Academic and Research Libraries Section was recognised for its outreach and advocacy, with five popular webinars. Their active programme of events and sessions strengthen their sector and support access to knowledge and information across the globe.

CPDWL demonstrated its strength and vitality, continuing to show excellent planning, a clear and effective communication strategy, and dynamic virtual events. The Unit's focus on building a diverse membership and network of partnerships provides excellence in continuing professional development and workplace learning, and offers an active international forum and network for the promotion of professional growth.

These examples offer just a small sample of all that has been achieved. Overall, IFLA's Professional Structure, led by a dynamic group of librarians, information specialists and experts, continues to influence the field at large and drive IFLA's Strategy forwards.



# Publishing

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*Powered by continuing changes in library and information science, IFLA's publications bring an international perspective to issues affecting libraries.*

## IFLA Journal

Gaining in strength each year, the IFLA Journal began 2020 with a special issue on the topic of knowledge management and library innovation in a changing world. It was followed by another focussing on information literacy: from practice to research and back again. These strong issues highlighted research and professional practice across the globe. The Journal was able to maintain its trajectory regarding increased submissions during the pandemic while continuing to develop new special issues with IFLA Professional Units. The 26 articles published in 2020 came from countries as diverse as Malta and China, Bangladesh and Switzerland, USA and India, and Iran and Germany.

A highlight for the IFLA Journal is its move into the top quartile of journals in the Library and Information Science division within the Scopus SCImago Journal Rankings. Citation patterns for 2020 indicate that the Journal will maintain its gains in the coming year and the pattern of two special issues per year is aiding in the increased citation rates. Its growing reputation reflects well on IFLA and the dedication of the Editorial Committee and demonstrates the increasing impact of the Journal in terms of metrics such as citations from other scholars within the field.

## IFLA Library

Online since 2013, the IFLA Library is our repository of digital resources and currently includes WLIC papers, posters, and satellite meeting papers/presentations. Each year has shown continued growth across important indicators.

Statistics show impressive usage in 2020:

- 189,594 total downloads
- 1 paper and 9 posters from IFLA WLICs were added to the IFLA Library, bringing the total number of files in the repository at year's end to 2,231 items.
- Peak downloads were recorded in January 2020 (19,977 downloads)
- The most downloaded paper in 2020 was downloaded 5,272 times.
- 108,133 searches were directed from Google

## IFLA Standards

IFLA Standards and Guidelines continue to define a path for libraries seeking to improve services and operations. This is reflected in the high number of downloads annually and the requests received to translate a standard or guideline into another language. One completely new IFLA Standard was published in 2020:

### **Competency Guidelines for Rare Books and Special Collections Professionals**

by IFLA Rare Books and Special Collections Section

## IFLA Publications Series

Along with publishing partner, De Gruyter, new proposals were sought on key themes of current concern.

Two titles were released in 2020:

### **Public Library Governance: International Perspectives**

Edited by Edward Abbott-Halpin and Carolynn Rankin

### **Growing Community Health Literacy through Libraries: Sharing Global Perspectives**

Edited by Prudence W. Dalrymple and Brian Galvin

# Honours and Premier Awards

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## IFLA Medal

The following recipients were awarded the IFLA Medal:

- **Guy Berthiaume**  
For his distinguished contribution to IFLA and his leadership as Chair of the National Libraries Section. The IFLA Medal particularly recognises his achievements for national libraries and his influence in advocating for partnerships with the broader documentary heritage community.
- **Inga Lundén**  
For her distinguished contribution to IFLA, its Governing Board and Professional Units. The IFLA Medal particularly recognises her enthusiastic support for the role of library associations and in challenging libraries and young professionals to think differently about the environments they work within.

## IFLA Scroll of Appreciation

The following recipients were awarded the IFLA Scroll of Appreciation:

- **Genevieve Clavel-Merrin**  
For her distinguished contribution to IFLA and the promotion of national libraries, particularly in support of the role of libraries in the information society.
- **Victoria Owen**  
For her distinguished contribution to IFLA, as a committed advocate for improved copyright provisions for libraries and for her role in the implementation of the Marrakesh Treaty and increasing access to information for people with a print disability around the world.
- **Winston Roberts**  
For his extensive contribution to IFLA and in fostering international cooperation among libraries, particularly in the Asia-Oceania region and on issues of internet governance and digital policy.
- **Mirna Willer**  
For her distinguished and extensive contribution to IFLA and global cataloguing standards, in particular for her work on the modernization of UNIMARC and innovation in technical standards.
- **Evelyn (Eve) Woodberry**  
For her distinguished contribution to IFLA and as an advocate for the rights of libraries and their users in the areas of copyright, intellectual property and e-lending.

## IFLA Dynamic Unit and Impact Award

- **Document Delivery and Resource Sharing (DDRS) Section** (Winner)
- **Academic and Research Libraries (ARL) Section**  
(Special mention for its outreach and advocacy)
- **Continuing Professional Development and Workplace Learning (CPDWL) Section**  
(Special mention for its excellent planning and clear and effective communication strategy)

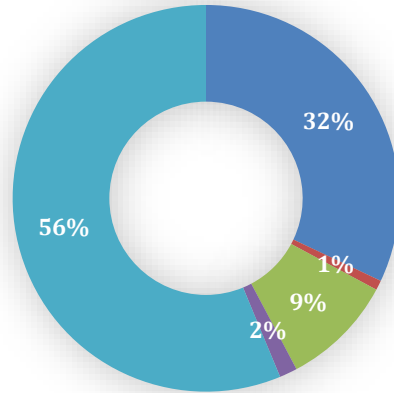
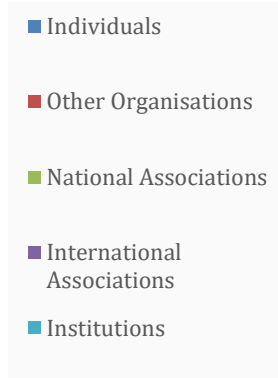
# Membership

2020 began with 1,477 members and in an unusual situation, ended with exactly the same number of members. However, this mathematical oddity encompasses a small decline, particularly within IFLA's organisational members. Despite the consequences of the pandemic, many national and international associations continued their support and were extremely active in 2020. Small associations, in regions hit hardest by economic decline and the pandemic, found it most difficult to continue their membership along with some institutions. The Affiliate category comprising individuals was the largest growing group with a noted increase from North America and the Asia & Oceania regions. Expanding our reach, new personal affiliates also joined from North Macedonia, Morocco, and Uzbekistan.

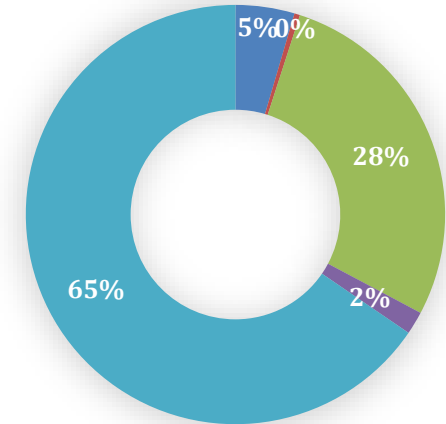
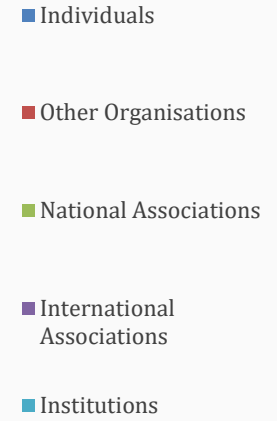
IFLA membership spans 143 countries and members of all types. New institutional members included the National Geological Library of China, the Finnish Environment Institute, and the Central Bank of Paraguay. Educational institutions joining IFLA included the Arab Academy of Science, Technology and Maritime Transport, the University of Sierra Leone, and the University of Sydney. In a year where public libraries had a special role and impact within their communities, IFLA welcomed public library members from the USA, Australia, and Sweden.

Number of Members per Category 2019-2020	Africa		Asia & Oceania		Europe		Latin America & Caribbean		North America		Total		%
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	
<b>Category</b>													2020- 2019
National Associations	11	16	34	36	63	62	19	15	12	11	139	140	-1%
International Associations	2	3	1	2	10	12	2	3	7	6	22	26	-15%
Institutions	64	76	170	190	456	458	40	49	101	104	831	877	-5%
Individuals	23	22	93	73	95	91	21	20	241	199	473	405	17%
Other Organisations	1	2	4	7	6	10	0	8	1	2	12	29	-59%
<b>Grand Total</b>	<b>101</b>	<b>119</b>	<b>302</b>	<b>308</b>	<b>630</b>	<b>633</b>	<b>82</b>	<b>95</b>	<b>362</b>	<b>322</b>	<b>1477</b>	<b>1477</b>	<b>0%</b>
2019 > 2020 %	-15%		-2%		0%		-14%		12%		0%		
Total Organisations	78	97	209	235	535	542	61	75	121	123	1004	1072	-6%
2019 > 2020 %	-20%		-11%		-1%		-19%		-2%		-6%		
Total Individuals	23	22	93	73	95	91	21	20	241	199	473	405	17%
2019 > 2020 %	5%		27%		4%		5%		21%		17%		

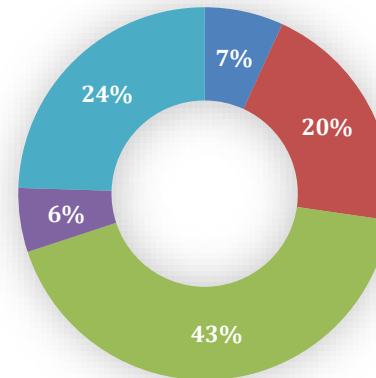
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IFLA gratefully acknowledges the valuable contribution by these institutions and organisations that have enabled us to continue our strategic and regional activities and development projects in 2020.

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**María Violeta Bertolini**  
Communications Officer

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