



International
Federation of Library
Associations and
Institutions

Public Libraries Section

Standing Committee Meetings Columbus, Ohio, USA August 2016

Minutes

Saturday 13 August 2016 15.15 – 17.45 Room C212 (1)
Thursday 18 August 2016 9.45 – 11.45 Room C226 (2)
Greater Columbus Convention Centre
Columbus, Ohio, United States of America

Members in Attendance: Anette Mjoberg (1&2), Annie Dourlent (1&2), Corinne Hill (1&2), Jan Richards (1&2), Josephine Siegrist (1&2), Lo Claesson (1&2), Montserrat Espuga (1&2), Marian Morgan-Bindon (1&2), Jakob Guillois Laerkes (1&2), Jane Wee (1&2), Jos Debeij (1&2), Torbjörn Nilsson (1), Raymond Santiago(1), Leikny H Indergaard (1&2), Tebogo Mzizi (1&2), Suzanne Payette (1&2), Adriana Cybelle Ferrari (1&2), Libuse Nivnická (1&2).

Item	
1	Welcome: Marian welcomed all Standing Committee members and guests. She also thanked members for their attendance at the WLIC.
2	Apologies: Hitomi Takeuchi, Paul Tovell, Pirkko Lindberg, Ljiljana Sabljak, Sarah Dudek
3	Approval of the agenda: The Agenda was approved (Raymond/Jakob)
4	Approval of the minutes of the meeting held in Zagreb: The Minutes of the Meeting held in Zagreb were confirmed as a true and correct record (Anette/Jane)
5	Business Arising from the minutes of the previous meeting: There were no items arising that were not covered elsewhere in the agenda.
6	Announcement and report from Officers Conference Brief: Marian spoke about the main items raised at the Officers briefing. Of most importance to the members are the questions around what makes a dynamic unit. All members were asked to attend the session. It was agreed that many members had little idea of the responsibilities that being on the SC entailed and it was agreed that an induction manual be developed. Torbjorn agreed to compile this.
7	Membership Matters: Nominations for candidates to serve on the Public Library Standing Committee for the term August 2017/August 2021 will be called in October 2016. This will be relevant for the following members: 2nd and final term: Marian Morgan Bindon, Ljiljana Sabljak, Libuse Nivnická (Corresponding), Suzanne Payette (Corresponding), Paul Tovell (Corresponding). Eligible for re-nomination: Pirkko Lindberg, Leikny H. Indergaard, Lo Claesson, Sarah Dudek, Josephine Siegrist, Corinne Hill, Montserrat Espuga, Tebogo Mzizi, Hitomi Takeuchi (Corresponding)

8	<p>WLIC Program Columbus:</p> <p>Marian thanks Corrinne, Siobhan and the team at the Free Library of Philadelphia for developing such an excellent program for the Satellite that preceded the Conference. Feedback was excellent.</p> <p>A timetable of sessions relevant to public libraries was distributed to Standing Committee members who were asked to volunteer to attend a session and report back on it and write a blog post.</p> <p>Members were reminded that the Public Libraries Session will be held off-site at the Columbus Metropolitan Library. It is possible to register for this session at the IFLA Secretariat on the Ground Floor. Thanks were extended to the team who pulled together the program for the off-site event and the Public Library of the Year Awards.</p>
9	<p>Review of Action Plan 2016:</p> <p>Attached</p>
10	<p>Development of the Action Plan 2016/2017: Attached.</p> <p>In relation to the program for 2017 in Wroclaw the following issues were discussed:</p> <ul style="list-style-type: none"> • Harri and Petra from Environmental Sustainability and Libraries spoke to members and suggested a joint program for 2017. This has the possibility of being related to the 2030 Agenda to which IFLA is a signatory. The idea was discussed and it was agreed that it needed to be more than just sustainable buildings and that sustainability of staffing, training and programs offered by libraries needed to be included- social sustainability and environmental sustainability . It was agreed to proceed with this. (Lo, Annie, Sarah) • We have also been approached by Literacy and Reading – proceed (Montse, Libuse and Jakob) • Jakob explained that the danish Agency for Culture are evaluating the Awards after a three year period. It was felt by some members that the Awards help to give the Section an identity.(Jakob, Corinne)
11	<p>Round Table:</p> <p>Details of what's happening in PLS members' countries is attached.</p>
11	<p>Other business:</p> <p>The Chair, Marian Morgan Bindon, warmly thanked.</p>
13	<p>Next Meeting</p> <p>The next meeting of the IFLA Public Libraries Standing Committee will be held in the Jean Garling Room, State Library of New South Wales, Macquarie Street Sydney, Australia on 14 March 2017 at 10am</p>
14	<p>Close:</p>

WLIC Program Columbus
Public Libraries Section

Session	Date	Topic	Attending	
098	Monday 15 August	<i>Revised Guidelines Library Services for Children and Young Adults</i>	Leikny	<p>The project chair Carolynn Rankin presented the work with new <i>Guidelines for Library Services for Children</i>. The revision is still in process, and we were encouraged to send in proposal (as I have mentioned on our Basecamp) Ulla Potsönen presented some recipes for Best Practices. The section want librarians all over the world to present their projects and best practices as videos on youtube.</p> <p>This project has got project money from IFLA. The Best Practices may be events, reading promotions, campaigns, outreaches, partnerships, innovative use of library space or some other aspect of library services. The Best Practices hopefully serve as a source of inspiration, benchmarking and a way to reach other library professionals for advice and discussion. Read the description and participate http://www.ifla.org/node/10425</p> <p>This was a short session, it ended with a interesting round trip in the children's and the young adult's department in the new Columbus Library.</p>
103	Monday 15 August 2016	<i>A Sanctuary in Times of Need</i>		
105	Monday 15 August 2016	<i>What comes after the 'Third Place'?</i>	Marian	
108	Monday 15 August 2016	<i>Social web: its relevance for family, oral and local history</i>	Jan	<p>This session provided a diverse range of papers of relevance to public libraries on the use of social media for local history and genealogy..</p>
	Monday 15 August 2016	Systematic Public Library of the Year Award 2016	Jakob	<p>Everything went well with the award. 150+ people despite offsite location and not being part of official program. All nominees and winner were happy with the event.</p> <p>DACP will evaluate and see if award continues – otherwise we need to consider if we will continue the award.</p>
147	Tuesday 16 August	<i>Guidelines for Library Services to Homeless People</i>	Lo	<p>Sanja Bunic as well as some other speakers emphasized the need of guidelines. Some also wanted a new vocabulary. People experiencing homelessness should be met with respect. We should be careful when it</p>

				<p>comes to vocabulary and attitudes. There will be one chapter in the guidelines on that. Sanja has a very good relation to users without shelter and showed a video where some of those shared their stories and what the library means to them.</p> <p>Julie Ann Winkelstein gave an overview of the guidelines' draft. It will soon be available on the web (Dont know the link yet).</p> <p>Ryan Dowd, who works in a shelter, shared some practical skills for working with patrons experiencing homelessness.</p> <p>Many of our visitors might be without shelter without us knowing it. Vikki C Terrile talked about the invisible families. Most of them don't want to expose their homelessness. The kids go to school and they want to be ordinary families.</p> <p>When the draft of the guidelines are published, anyone can read them and give feedback. If someone can find another word for homeless, please address the section Library Service to People with Special Needs.</p>
165	Wednesday 17 August	<i>Literacy matters</i>		
179	Wednesday 17 August	<i>Bringing the Law to the Library</i>	Jan R	A range of speakers described initiatives in public libraries to make the law more accessible.
191	Wednesday 17 August	<i>Public Access in libraries</i>		
193	Wednesday 17 August	<i>What makes a dynamic section?</i>	Everyone	

ACTION PLAN

Public Libraries Section

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

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

Objectives <i>What do you want to achieve? Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here the progress of your work, at least every month</i>
1. Support the sector through the sharing of best practice	Library Services to Persons With Special Needs Libraries for Children and Young Adults	Provide input into process from a public library perspective Ensure that consultation with PLS and wider public library environment on this project is achieved.	Lo, Anette, Montse and Jakob Leikney	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number of inputs into discussion Development of relevant and timely standards, guidelines and best practice examples	Library Services to Persons With Special Needs will present an overview of the Draft Guidelines in Session 147 on Tuesday 16 August 1.45pm-3.45pm in Room C210-212 The Library Services for Children and Young Adults Section will present on the revision process in Session 098 Monday 15 August 11-45am-12.45pm Room C220-222
	Continue partnership with the Danish Agency for Culture's Public Library of the Year Award	Review process in partnership with Danish Agency for Culture Expand reach for application	Jakob, Jos, Jan and Leikney August 2016	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number of entries Number of participants in related program	The awards were launched on 1 April with applications due by 1 June 2016. The Awards will be announced and presented at the PLS off-site session in Columbus. Shortlisted libraries are: <ul style="list-style-type: none">• Chicago Public Library, Chinatown Branch, USA• Dokk1, Aarhus, Denmark• Geelong Library & Heritage Centre, Australia• Success Public Library, Australia Jan and Leikney represented PLS on the selection

	Determine format for 2016 awards					committee. Jakob and Jos have worked with the Danish Agency for Culture and the sponsors to develop the Awards program.
2. Advocate for equitable access to information and knowledge for communities world-wide that supports the democratic process, shared understanding and community well-being	Monitor, record and share initiatives that support equitable access to information and knowledge	Continue to collect and share examples of best practice examples for library services to refugees and other at risk communities	Jan	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number and geographical spread of stories	<p>All PLS members were asked to promote the awards heavily within their own networks.</p> <p>Examples are available on the PLS website as Responding!: public libraries in times of need and news stories have been generated about this initiative and shared on IFLA's web site, on Facebook and the blog and at a national level.</p> <p>Annie spoke about our work at the German Bibliothekartag (national librarians' congress) in a session on IFLA and International Relations with donna Scheder and Barbara Lison.</p> <p>The Public Libraries Section was part of a recent webinar on Library Services to Immigrants and Refugees which took place on 31 March 2016. IFLA Continuing Professional Development and Workplace Learning and the New Professionals SIG partnered with the American Library Association to present this one-hour webinar. An online resource is now available.</p>
	Share these at WLIC 2016 as part of PLS Program	Sarah, Annie, Raymond, Corrine and Torbjorn		Number of participants	See below	
3. Build capacity for public libraries and public	Ensure the delivery of strong and relevant	Satellite 2016 Philadelphia	Corrine	IFLA PLS website PLS blog and Facebook Page National library	Number and geographical spread of participants	<p>Our satellite <i>21st Century Literacies in Public Libraries</i> will be held on 10-11 August at the Free Library of Philadelphia with an optional third day of library tours. Confirmed keynote speakers include John L Jackson Jnr</p>

librarians internationally through an agile and engaged Section	conference programs	WLIC 2016 Columbus PLS (Off-site)	Sarah, Annie, Raymond, Corrine, Torbjorn	associations and other information providers - ongoing	and Carol Colletta https://libwww.freelibrary.org/conferences/21stCentury/ <i>A sanctuary in time of need</i> has been developed in partnership with the IFLA Library Services to Multicultural Populations Section. Session 103 Monday 15 August 1.00pm – 4.30pm Columbus Metropolitan Library
		Law Libraries	Jan		The joint session <i>Bringing the Law to the Library: connections, collaboration and community in support of access to justice and the rule of law</i> Session 179 Wednesday 17 August 11.45am – 1.45pm Room C112-115
		Literacy and Reading	Leikny and Marian		<i>Literacy Matters: Strategies, Awards and Campaigns for Supporting Development Through Literacy & Reading.</i> Session 165 Wednesday 17 August 9.30am – 12.45pm Union Station Ballrooms A/B/C
		2017 Satellite Bergen	Leikny, Lo, Pirkko, Anette		This is progressing well. There have been discussions between the two sections concerning possible topics and thanks were extended to PLS members for their suggestions. The proposed title is <i>Managing Change: Library Transitions – moving into the future.</i>
Encourage public librarians to participate in IFLA conferences through the presentation of innovative papers or posters	Promote IFLA Conferences, Satellites and other professional development opportunities through local networks and social media Mentor PLS	All PLS Standing Committee members	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number and geographical spread of participants	

	Section members and other colleagues and identify opportunities				
Provide mid-term meetings which include a professional development opportunity for local and regional public library colleagues	9-13 March 2016 Zagreb, Croatia	Ljiljana	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	2016 Mid-term Satellite programme delivered Professional Development opportunity delivered	A highly successful mid-term was held in Zagreb 9-13 March. Papers from the meeting are available on the web
	2017 Australia	Marian and Jan		2017 Mid-term Satellite programme delivered Professional Development opportunity delivered	The 2017 mid-term meeting will be held in Sydney, Australia 14-17 March 2017. The PLS meeting and seminar will be hosted by the State Library of New South Wales. The seminar will focus on STEM (Science, Technology, Engineering and Mathematics in libraries). More information is available on the website .
Participate in the promoting and sharing	Guest Blogger Facebook	All PLS Standing Committee Members	IFLA PLS website PLS blog and Facebook Page National library	Number of hits Number of	A diverse range of stories have been posted since this initiative commenced after the WLIC in Cape Town.

information using PLS Social media platforms, web and national networks	Local networks PLS Website and other channels	Information Co-ordinator	associations and other information providers - ongoing	stories published.
---	--	--------------------------	--	--------------------

ACTION PLAN

Public Libraries Section

Objectives of the Public Libraries Section Standing Committee 2016 -2017:

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

Objectives <i>What do you want to achieve? Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here the progress of your work, at least every month</i>
2. Support the sector through the sharing of best practice	<p>Undertake a review of Public Library Standards.</p> <hr/> <p>Engage consultant to work with industry stakeholders to review and update</p>	<p>Review existing standards</p>	<p>Corinne, Raymond, Jakob</p>	<p>Report back to Chair by October 2016</p>	Review complete	
	<p>Continue partnership with the Danish Agency for Culture's Public Library of the Year Award</p>	<p>Review process in partnership with Danish Agency for Culture</p> <p>Expand reach for application</p> <p>Determine format for 2016 awards</p>	<p>Marian, Jakob, Corinne</p> <p>August 2017</p>	<p>IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing</p>	<p>Number of entries</p> <p>Number of participants in related program</p>	
2. Advocate for equitable access to information and knowledge	Monitor, record and share initiatives that support equitable	Continue to collect and share examples of best practice examples	Jan and SC members	IFLA PLS website PLS blog and Facebook Page National library	Number and geographical spread of stories	

for communities world-wide that supports the democratic process, shared understanding and community well-being	access to information and knowledge	associations and other information providers - ongoing	Number of participants
3. Build capacity for public libraries and public librarians internationally through an agile and engaged Section	<p>Ensure the delivery of strong and relevant conference programs</p> <p>WLIC 2017 Wroclov PLS/Environmental Sustainability and Libraries SIG</p> <p>WLIC 2017 Wroclov PLS/ Literacy and Reading Section</p>	<p>2017 Satellite Bergen</p> <p>Leikny, Lo, Pirkko, Anette, Jan</p> <p>Lo, Annie and Sarah</p> <p>Montse and Libuse and Jakob</p>	<p>IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing</p> <p>Number and geographical spread of participants</p>
	Encourage public librarians to participate in IFLA conferences through the presentation of innovative papers or posters	Promote IFLA Conferences, Satellites and other professional development opportunities through local networks and	All PLS Standing Committee members
			IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing

				social media Mentor PLS Section members and other colleagues and identify opportunities
Provide mid-term meetings which include a professional development opportunity for local and regional public library colleagues	<u>Steam into Sydney</u> 14-17 March 2017 Australia	Marian and Jan	2017 Mid-term Satellite programme delivered	<u>Professional Development opportunity delivered</u>
	2018 TBD			
Participate in the promoting and sharing information using PLS Social media platforms, web and national networks	<u>Guest Blogger</u> <u>Facebook</u> Local networks <u>PLS Website</u> and other channels	All PLS Standing Committee Members Information Co-ordinator	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number of hits Number of stories published.
Encourage active participation in the Section	Develop orientation kit for new PLS SC members	Torbjorn	Website, Basecamp	New members are actively engaged and understand their role

International Round-Up

Sweden

Lo Claesson, Anette Mjöberg and Torbjörn Nilsson

More and more Public Libraries in Sweden begins to have extended opening hours without staff. Even some main Libraries has started. This is really appreciated and Libraries get increased amount of visitors .

The National Library Strategy Group are working with different kind of meetings with different kind of Libraries. We are Looking forward to see the result in 2018.

It has been a lot of discussions about School Libraries in Sweden. This year the Parliament decided to support School Libraries with extra amount of Money to staff to the School Libraries.

Many Libraries are now getting HBTQ certified, which includes further education for staff in HBTQ matters.

As Sweden like many other countries received a large amount of refugees and asylum seekers, the libraries have taken a big responsibility in making these people feeling safe and welcomed. Libraries have for instance arranged language courses, language cafes, civil information and access to the internet. Different kind of extra budget contributions are possible to apply for.

Finland

Pirkko Lindberg

I wrote about the new *Library Act and Strategy for Public Libraries* in the [PLS blog](#) in May.

Other things: we are celebrating 100 years of Finland's independence next year and libraries are strongly involved with this theme, the whole 2017. Our own theme in Tampere is "Libraries building communality" and we will have special celebration week in libraries November 2017.

In Tampere we will also have a fine and fantastic Main Library after the renovation will be ready 2017. Also we are building two new libraries; one will be ready this year and the other 2017. These are built together with health, social and youth services and the organisation and ways to work in multiprofessional way will be something totally new! I will be happy to have a presentation of these sometimes. I was planning to have a paper of these in Poland IFLA.

Book lending is still going strong in Finland and e-book lending is also getting higher, but unfortunately our system for e-lending is not very good for libraries because of the copyright issues. The president of EBLIDA is Jukka Relander from Finland who is also the President of Finnish Library Association, and he is doing a lot of lobbying in Europe, because the Federation of European publishers are trying to stop e-books in libraries. They claim that lending e-books is "eating" selling of e-books. Let's see how this is going to develop...

The refugee immigration has been lower to Finland during last months and many of the emergency shelters for refugees has been closed. In Tampere we have now only one official center for refugees to live and library services are quite familiar to all refugees. They came to libraries by themselves but also we visited centers to tell about our services. What comes to library services for refugees the situation is quite peaceful at the moment and they became part of our customers. I think this shows the very strong status which libraries have in the Finnish society.

And of course the big news is, that they have started to build the new Central Library in Helsinki. It will be ready 2018.



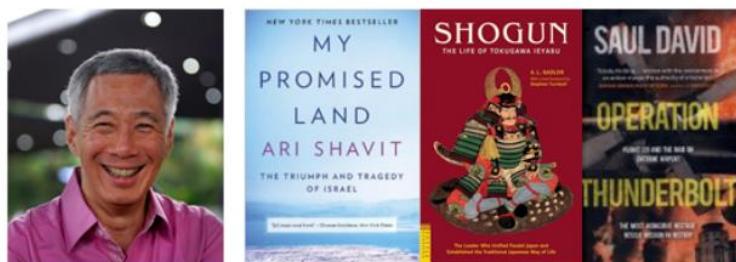
Singapore

Jane Wee

The National Library Board, Singapore, launched our National Reading Movement in July 2016. This is the beginning of a 5 year campaign to build a nationwide reading culture.

- The inaugural National Reading Day was on 30 July with exciting reading activities island-wide.
- Pledging Drive was held between 3 June and 30 July 2016 encourages everyone to pledge to make time to read, and spread the love of reading. We got very encouraging responses from Government Ministries, Private Organisations, Schools and Institutes of Higher Learning, as well as many members of public libraries.

Prime Minister Lee Hsien Loong



(Photo credits: Prime Minister Lee Hsien Loong Facebook Page, NLB)

"I enjoy reading, but read less than I would like for pleasure. It is partly finding time, and also the effort of focussing on something not work related."

Despite his hectic schedule, PM Lee completed three books about the Middle East recently. Two of the books tell of the upheavals in the Middle East through personal stories, while another describes one of the most exciting military operations in history. Having just been on holiday in Japan, he is now starting on a biography of Tokugawa Ieyasu, a warlord who unified Japan. If our PM has time to read, what excuse do we have?

Books he has read:

My Promised Land: The Triumph and Tragedy of Israel by Ari Shavit (English 956.054 SHA)

Operation Thunderbolt by Saul David (English 967.61042 DAV)

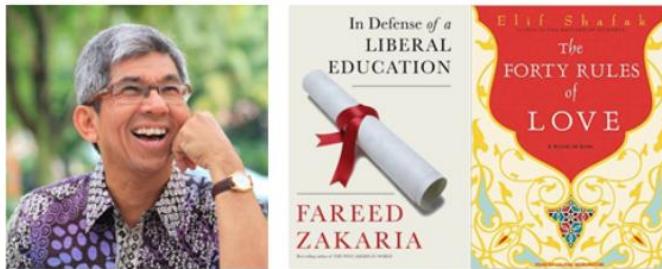
A Rage for Order by Robert Worth (English 909.097492 WOR)

Shogun, the Life of Tokugawa Ieyasu by A L Sadler (English 952.025092 SAD)

- Read For Books is an initiative calling all to come together to read for a good cause. The week-long programme from 23 to 30 July donated a book to the National Library Board's kidsREAD club beneficiaries from less privileged families for every 10 people who read for 15 minutes.

- Read! Fest is an annual festival organized by the National Library Board (NLB) to celebrate reading. Into its third edition this year, Read! Fest 2016 is centered on the theme “New Adventures”. Over 170 literary programmes and panel discussions for them in this 2-month programme from Jun to Jul 2016.

Minister Yaacob Ibrahim



(Photo credits: Minister Yaacob Ibrahim Facebook Page, NLB)

"Reading is a hobby that I picked up in my growing up years from my brothers and sisters, whose passion for reading was infectious! My eldest brother was brilliant in school and brought home books as prizes. I would read them all!"

A self-professed book worm, Minister Yaacob reads across many genres. A recent read was "The Forty Rules of Love" by Eli Shafak, a lyrical and imaginative novel about how love works, illustrating two parallel narratives that wove together beautifully at the end. He has also picked up a book discussing the liberal arts education system in the United States, as his children are going overseas to study soon.

He has read:

The Forty Rules of Love by Elif Shafak (English SHA)

In Defense of a Liberal Education by Fareed Zakaria (English 370.112 ZAK)

France

Annie Dourlent

Copyright and E-lending in libraries.

It is still a big issue. A bunch of public libraries have been involved since 2015 in a project called “PNB” (Prêt numérique en Bibliothèque / E-books in libraries), launched by the Ministry of Culture together with representatives of publishers and booksellers, in attempt to find a well-balanced way to lend e-books in libraries with a business model including booksellers and being both respectful one hand of publishers and authors rights, on the other hand of free access to information through libraries. This project is controversial among the libraries community; some librarians considering we have to go through a process of cooperation with publishers, others (among them some librarians associations) considering it's not an acceptable model business, and very expensive for libraries if they want to have a large offer of e-books. Anyway, it's a “work in progress”.

On a more global perspective, the French Ministry of Culture and government is fighting against a copyright reform on an European level, which they see as a threat to author's rights and remuneration. French librarians associations try to advocate for the role of libraries in free public access to information, but the publishers lobby is very strong and it's hard to find a well balanced agreement.

Impact measurements of libraries

A first study/survey is currently being done in a county in the northwest of Paris on the impact of libraries on social, cultural and economic levels. It is conducted by the County library (Bibliothèque départementale) together with other services of the County authorities; the steering committee is chaired by a County counsellor, and the Bpi is taking part of it as an expert. It is the first attempt in France to measure the impact of libraries on citizens' lives; The goal is to make politicians aware of how much libraries matter to build strong communities and to empower citizens.

The ABF (Association des Bibliothécaires de France / French Librarians Association) shoukd get subsidies in 2017 from the Ministry of Culture to conduct a « libraries' impact survey » on a national level. Again, the Bpi will be part of the steering committee with 2 departemnts involved (National

and International Cooperation dept – my dept...and that means mainly me + Research and Studies dept, a colleague who is a sociologist) and will bring some money. The Abf will have to find some more funding and is also trying to get some European associations which will be willing to be part of an European project on impact measurement.

IFLA and international relations

The Cfibd (Comité Français pour l'international - Bibliothèques et Documentation) is trying to build a French « IFLA community » and to involve more French librarians in international work. More grants have been given in 2016, 2 of them being financed at 50% by the Bpi, being specifically targeted to public librarians (our French speaker at the off-site session, Lola Mortain, is one of the grantee). Grants are also given to librarians in French-speaking countries, of them in partnership with the French NGO “Bibliothèques sans frontières / Libraries without borders”

The Cfibd will organize in late September 2016 a workshop open all French colleagues who are members of IFLA sections standing committees, or have been delegates to the WLIC . The programme should be mainly on:

- how French librarians can respond to IFLA goals , for instance working on the Agenda 2030
- how involve more colleagues in the international network, and prepare the IFLA elections in 2017
- multilingualism n IFLA

NB: the President of the Cfibd is Franck Hurinville, member of the SC of the Statistics and Evaluation Section, the Bpi holds a Vice-Presidency...and Pascal Sanz, former member of the IFLA governing board, is an honourary President, still very active and member of the MLAS SC

The role of libraries in the communities has been widely discussed in various study days and meetings, mainly how can libraries:

- welcome refugees and provide intercultural services,
- enhance the social cohesion in the French society (facing yet other terrible and threatening attacks by young French citizens on behalf of the IS)
- fight the digital divide and to help people to use Internet and e-resources in their job, training and continuous development, or everyday life

The Bpi has launched a very simple tool (based on Google maps) “Carto FLE” (Map French as a foreign language): libraries of the Greater Region of Paris can show on the map if they provide multicultural collections and language cafés, so that users can know where they can attend workshops and get materials to learn French. The City of Marseille will create its own “Carto-FLE”, and we hope that many cities, counties or regions will do it too!

Opening hours in public libraries

You may know that the average opening hours in public libraries is quite low in France (partly due to the many very small public libraries, in very small villages, but it's also a problem in bigger cities). The French Ministry of Culture is now calling for projects to widen opening hours (including Sunday or late evening opening) and will give subsidies to cities or metropolitan areas which will be selected regarding their global project (better organisation and management, more staff...)

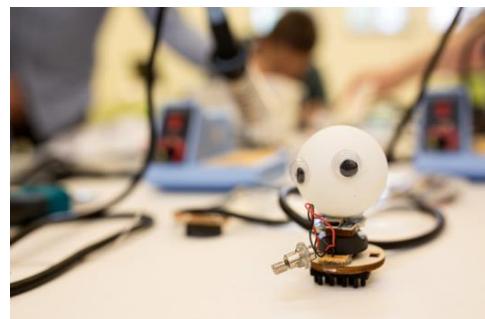
Last but not least....Many public libraries are facing budget and staff cuts. It's not yet an overall disaster, but it may be critical in some cities or counties...and this is another reason why we should do more advocacy work...and why we want to get impact measurement surveys and to build advocacy tools!

Switzerland

Josephine Siegrist

Report of the PBZ Pestalozzi Library Zurich

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





The planning to build/set up a new library branch is now on a good way. The parliament of Zurich say yes, the public voting will be in September 2016. The “**Project Schütze**” includes a Primary School, a Community Centre and a PBZ Library (about 1000 m²). Construction starts in 2017, the opening is scheduled for 2019.

Report on the developments in the Library landscape of Switzerland

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

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

More than 1000 petitions are sent to the government – it may take some time until what happens next will be clear.

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

Personal

I will be going on early retirement as from early 2017, but will remain present on both national and international level for at least the duration of my term of office.

Germany

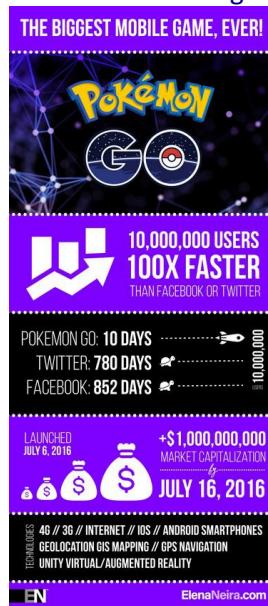
Sarah Dudek

The **Federal State of Schleswig-Holstein passed a library law** in July. For more information (in German) see <http://b-u-b.de/bibliotheksgesetz/>.

At the beginning of 2016 **Adolf Hitler's "My Struggle"** was published for the first time since 1945 in a voluminous critical edition by historians (in 2016 the **copyright** held by the Bavarian state government **expired**). In many German libraries it was discussed controversially if they should buy the edition and give it into circulation. Most of the libraries decided to acquire it in order to guarantee freedom of information.

The slogan for the next [German Librarians' Day \(30 may-2nd June 2 017\) in Frankfurt/Main](#) is "Media - Humans - Markets" ("Medien - Menschen - Märkte"). The call for papers is [online](#) (deadline: 18 November 2016), unfortunately only in German (but please do not hesitate to ask me if you want me to translate it for you). Speakers from abroad are very welcome. They might get financial support from [BI-International](#).

Summer time has been **Pokémon Go** time in Germany. Pokémons Go is a location-based augmented reality game developed by Niantic (for more information see e. g. [Wikipedia](#)). It was released in July in Germany and libraries responded in different ways to the pokémons within their buildings. These ways were discussed quite intensely on a [professional e-mail-list](#): While the Public Library Nordenham claimed itself as "[Pokémon free Zone](#)" in order to prevent public space from commercialization some German libraries such as Cologne Public Library tried to use the hype in order to get new people to the library. Cologne Public Library even offered 3D-printed decorations if you reached level 15 Loskutnikov, Max: [Pokemon GO Infographic](#), ElenaNeira.com



Netherlands
Jos Debeij
Dutch Public Library Policy News - summer 2016
National Innovation Agenda In 2015 a new law for the public library sector (Wsob; English translation available shortly on www.kb.nl/ob) came into force. This law describes a.o. the core functions of libraries and the roles of parties involved. It also states that the highly decentralized library sector constitutes a network for which the national government, provincial governments and municipalities are jointly responsible. Municipalities and Provinces (represented by, respectively, VNG and IPO) are responsible for the physical domain. The national government (Ministry for Education, Culture and Science - OCW) is responsible for the digital domain as well as the effectiveness and coherence of the library system as a whole. The execution of the OCW-tasks is carried out by the National Library (KB). Building on the new library law VNG, IPO, OCW, KB and the Association of Public Libraries (VOB) recently agreed on a national Innovation Agenda. This agenda provides a guiding framework for innovation in the library network and deals with innovation in both the physical and digital domain. The agenda is based on a broad definition of innovation, covering the inventing and developing of ideas as well as the dissemination and implementation of innovation. It has been prepared in close consultation with all parties concerned. The agenda specifies four priorities for the period 2016-2018:
<ul style="list-style-type: none"> • Youth and Education • Participation and empowerment • Personal development • Change and widening of the classical library <p>After the summer the Minister of Education, Culture and Science will launch the implementation and further elaboration of the agenda. (For more information please contact: jos.debeij@kb.nl)</p>
Data Delivery
The Wsob requires library organizations to provide annual data on collections, members, use, branche offices, etc. for evaluation and policy development. The data are currently available on two levels. Data on individual library organizations are available for subsidizing governments (municipalities and provinces). At the national level aggregated data are published by the national statistical office (CBS) and are commonly available. Governments (especially VNG) were found to have a need for various other types of data. For example, for the preparation of benchmarks (a comparison of libraries in non-urban areas or in municipalities with disadvantaged people). In June this year VNG, IPO, OCW, KB and VOB reached agreement on the principles for this broader scheme of data collection. These are based not only on a policy analysis but also on a legal analysis: wider use of the data is linked to a number of safeguards and care requirements (For instance: they meet the requirements of the Data Protection Act; they prescribe that the use of data is specified in advance; they provide for the possibility to object etc.). Meanwhile, discussions are going on about the addition of data on the national digital library and on the social and educational library functions. In the second half of 2016 the process of data delivery shall be in writing. (For more information please contact: jos.debeij@kb.nl)
New action program for Fostering literacy: Count on skills! Even nowadays approximately 1.3 million residents of the Netherlands between the ages of 16 and 65 have low literacy skills. Count on skills! was Launched to combine - and give a boost to - various separate efforts to counter this problem. It features an integrated approach by:

Children and Young Adult and School Libraries section. The theme of this joint session is "Literacy Matters: Strategies and Campaigns Awards for Supporting Development Through Literacy & Reading '. The presentation will be delivered by Adriaan Langendonk - national coordinator for Art Of Reading – and Ingrid Bon - Chair of the Children & Young Adult section; and will be held on August 17 from 9:30 to 12:45 hrs; Session number 165 (please check final program).

(For more information please contact: i.m.degraaf@minocw.nl or adriaan.langendonk@kb.nl)
Collection Plan

The Wsob stipulates that the KB prepares a common, four-year collection plan in accordance with local libraries and provincial support organizations. The collection plan will constitute the national framework for the collection policy that will be elaborated and implemented on the provincial and local level. The long-term plan is strategic in nature - it sets out the basic principles and procedures for collection building - and strengthens the cohesion between the physical and digital collections. Therefore also a 'year plan e-content' based on the multi-annual collection plan will be drawn up. Meanwhile, KB has already set up a so-called 'Consultation Table'. In recent years much has been worked on joint collection building, for example at the provincial level. Through the consultation table, the KB wants to take advantage of insights and experiences gained thereby. The collection plan will be available this fall. Following this, an implementation agenda will be prepared.

(For more information please contact: Theo.Bijvoet@kb.nl)

National digital infrastructure

With the introduction of the WSOB the KB been mandated to achieve a national digital public library. The multitude of used library systems is a restraining factor in this development. Therefore, at the request of OCW and the VOB an investigation was launched recently into the development of a joint library system. Also in this area KB wants to cooperate constructively and structurally through conversation tables with its network partners. With respect for everyone's role and responsibility as a user, administrator, financier and supplier specific topics will be discussed per table and agreements will be made which have their effect in the projects and activities for the benefit of the digital infrastructure. KB will soon start the conversation tables and drawing of the roadmap for digital infrastructure.

(For more information please contact: jos.debeij@kb.nl)

Pilot in three public libraries with digital support to citizens

In the Netherlands citizens are increasingly dependent on self-reliance in many areas. For this, digital skills (digital literacy), needed for instance for doing business with the e-government, are indispensable. To support citizens here, KB, VOB and the Ministry of the Interior and Kingdom Relations (BZK) recently agreed to start a pilot which aims to create an accessible facility – to wit the public library, which is always near in Netherlands - where people can get information, training and support for their digital communication with the government. Three libraries will participate in the pilot project. The trial, which is financially supported by BZK, will last until June 2017.

(For more information please contact: jos.debeij@kb.nl)

In cooperation with drs. Marcel A.M. Eijffinger, Senior policy advisor Information and Library policy, Department of Media and Creative industry, Ministry of Education, Culture and Science, The Netherlands E: m.a.m.eijffinger@minocw.nl

Brazil

Adriana Ferrari

Campaign for more and better libraries

FEBAB has created, in 2013, the " Library : I love I want " (Biblioteca Eu Amo Eu Quero) project to mobilize and show society that libraries aren't only a storing book space. They must be inviting places to achieve the encouraging reading and offer a cultural agenda with music, cinema, dance, art, courses, speeches and workshops. Their collection should be updated and rely on internet access, games, toys and, mainly, a specialized team to serve the community. Besides that, libraries must provide inclusive services to contribute to responsible citizenship as they assist the curriculum

development, inform about public programs and teach to use the internet service. The movement is to instigate society to understand that libraries are, above all, a right of citizens. This campaign has an available site (<http://www.febab.org.br/euamobiblioteca/>) and products for sale to support the cause. Since the beginning FEBAB has been articulating with libraries, authors and personalities from the whole country to gain strength.



Psychology Library of the University of São Paulo



São Paulo Public Library (State of São Paulo)



Valcir Carrasco (Famous writer of soap



Brazilian writers in Frankfurt Book Fair



Discussions at municipality and community (Osasco Public Library)

Norway

Leikny Haga Indergaard

National strategy for public libraries 2015-2018.

There are a political awareness about public libraries, and a new national strategy describing the National government's tasks and responsibilities to develop the public libraries. The public libraries are the cultural foundations in local communities. This strategy will create stronger commitments both nationally and locally, that the public libraries should get its rightful position as a meeting place and a democratic arena. The National Library is a key factor in forcing the development of public libraries. The libraries get project money from the National Lottery Fond (56 mill. Nkr = about 6,5 mill. Euro)

Digital Agenda 2017-2018

To avoid a digital divide in the population, the Government believes that all municipalities should provide a guidance service to inhabitants who need help with digital inclusion. This could be incorporated into guidance services offered by public libraries etc.

Statistics 2015

Libraries stop decline in lending of books

The decline in the loan book is subsides and e-booklending has accelerated. Activities and visits keep up with increasing in public libraries. It shows library statistics for 2015.

For the first time in 10 years is the loan of books in Norwegian public libraries stable. In 2015 it was borrowed 16.8 million books from Norwegian public libraries. This is identical to 2014.

- Libraries have put a lot of work and seems to have succeeded with the offensive literature dissemination, says Director of National Library Aslak Sira Myhre.

Total registered a million more visits and 4.6 percent more than the year before. The increasing in the number of events also keeps up. In 2015 there were close to 22,000 events in public libraries, an increase of 18 percent from 2014.

- All of this fits together. When libraries have several events, increases the visit and libraries can convey more literature.

More lending fiction

Children and adolescents borrowed 2.5 per cent more books in 2015 than in 2014. Adults borrowed fewer books, but loaded simultaneously into several e-books. Both groups borrowed more fiction, while the loan of literature for children and adults decrease.

- In reality, we see a growth in the loan of fiction, while nonfiction, film and music, which has largely shifted to networks.

MoreOpen library

For the first time it is collected statistics on more open site library. These libraries provide extended public access in addition to ordinary opening times with staff. In 2015 had 71 municipalities extended hours to offer in main libraries or branches.

Key findings from the observation survey on user behavior in 2015

Public libraries in the main cities I Norway conducted in autumn 2015 a large survey on user behavior. They would increase our knowledge of what people do when they're in the library. The method used was the observation of a representative sample of visitors a week in November. A similar survey was done in autumn 2007. City Libraries have used the experience gained from this study when they have made major changes in library space, content and services. They wanted now to examine the extent to which users have changed behaviors during those eight years. Sentio Research has stood for both surveys.

The main libraries in Bergen, Kristiansand, Oslo, Stavanger, Tromsø and Trondheim participated in the survey, together with 8 branches. Moreover, the usage of extended opening hours (without staff) by two branches in Oslo examined.

Between them, the main libraries had 2,398,198 visits in 2015.

Key changes in the use of the main libraries from 2007 to 2015

- The use of the library as a meeting place and social arena show an increase.
- The proportion who visit the library together with others during library visit has increased from 26 percent in 2007 to 30 percent in 2015.
- those who read or study in the library has increased from 11 percent to 21 percent.
- Average visit has increased in time from 35 to 47 minutes. The reason is that there is more that stay long and reads or work s in the library, more spend time on social activities and no more attending events. Half of them are at the library less than fifteen minutes, while the proportion is on the library more than half an hour has increased from 29 percent in 2007 to 35 percent in 2015.
- The proportion using own PC has increased from 3 percent in 2007 to 11 percent in 2015
- The share of parts of the visit does not use the library's services directly, but spends time socializing or ex. sitting with a mobile phone has increased from 9 percent in 2007 to 16 percent in 2015. Part of the mobile use case probably being on internet via the library's wireless network.
- The proportion borrower or supplies fell slightly, from 46 percent in 2007 to 44 percent in 2015.
- The share that goes and looks on the shelves and on display material has decreased from 45 percent to 36 percent. It has among other things to do that several have ordered books in advance, as they are just browsing and retrieving.
- More doing well at the library on their own. The proportion who contact the staff has decreased from 25 percent to 16 percent. This has enough among others related to the multiple order books and other media through the library's website.
- Library as a venue for events has increased, but this is only partly in a survey like this. Whole event has two- and threefold in several of the libraries surveyed from 2007 to 2015. It is still only 2.5 percent in this survey as event participants. Events often take place outside the library's regular opening hours and at irregular intervals, so a week's survey only captures part of this business.

Who's library users?

A survey like this, where one observes individual's use of the library in a short period of time, gives a good picture of how the library is actually used. But this method does not provide a cross section of

all library users, and to-do to those used library often will affect the results. In this study, half of the people in the sample their previous library visits during the last week.

- The dominant age group at main libraries is between 19 and 30 years, these accounted for 29 percent of the visitors to sample. Together they made between 19 and 45 years 54 percent of visitors. The branches differ from the main libraries in that here is a larger proportion of children and elderly over 60 years.
- The proportion with different language backgrounds other than Norwegian at the main libraries were consistently higher than the percentage of immigrant background in the different towns, which may indicate that this is a group that uses the library very much.

Extended opening hours without staff

The branches are available from 7 AM to 11 P.M. in the evening. Morning and evening is the library without staff. 27 percent of visits in the research period took place in the time without staff.

Men, young adults and users with different language backgrounds other than Norwegian are the largest users of the extended opening hours. Those who read and work is much larger in extended hours than in-service time, the proportion is 28 -31percent. The proportion of the borrower is less in extended hours than in-service time.

Australia

Marian Morgan-Bindon and Jan Richards

The [Australian Library Design Awards](#) were launched on 30 September. They have been created to showcase the best in contemporary library interiors and exteriors in Australia, and to celebrate the investment in libraries made by our nation's institutions, corporations, local, state and territory governments.

The entries, shortlisted and winning designs will provide case studies in excellent library design for the 21st Century. They will be submitted for consideration for the UK's Designing Libraries website. There will also be media coverage for the finalists.

The awards are organised by the Australian Library and Information Association in partnership with the Australian Public Library Alliance and Council of Australian University Librarians. The organising committee includes senior library leaders from Queensland, New South Wales and Victoria, acting on behalf of colleagues nationally.

The inaugural awards will be presented in 2017, with the aim of making the scheme a bi-annual event.

The new [Guidelines, Standards And Outcome Measures For Australian Public Libraries](#) are now available on the ALIA website and will be officially launched at Parliament House in Canberra on 7 November. These guidelines provide essential benchmarks for library managers, councils and state government.

As part of Mental Health month ALIA initiated a survey asking the community to nominate books which they found [uplifting](#). The results were released on World Mental Health Day 10 October and generated considerable media interest. Libraries are asked to link this to their own social media and programs.