International Federation of Library Associations and Institutions
Freedom of Access to Information and Freedom of Expression

IFLA/FAIFE World Report 2007 Questionnaire

Background

For details about the FAIFE Committee of IFLA, its activities and previous World Reports, please see http://www.ifla.org/faife/index.htm.

Some of the topics addressed in this questionnaire are meant to follow-up on the IFLA/FAIFE World Reports of 2003 and 2005 (please see http://www.ifla.org/faife/ report/intro.htm), whereas others are new.

The questionnaire is divided into four sections:

- Section 1, **Country and Contact Details**.
- Section 2, **Estimated Number of Libraries**, asks for information on the number of public and research libraries in your country in order to contextualise your answers.
- Section 3, **Libraries and the Internet**, follows up on the issues that were investigated in 2003 and 2005, namely:
    - The Digital Divide;
    - Internet filtering; and
    - The financial costs of accessing the Internet.
- Section 4, **Special Issues**, investigates issues that focus specifically on areas of social responsibility. These issues include:
    - Anti-terror legislation and its effects on user privacy in libraries;
    - Violations of intellectual freedom and the effects of corruption;
    - HIV/AIDS awareness; and
    - Women and freedom of access to information.
- Finally, Section 5, **Ethics and IFLA Initiatives**, updates the findings of the 2003 and 2005 reports by assessing adoption of the IFLA Internet Manifesto, the Glasgow Declaration, and codes of ethics.

Instructions

- Please fill out your country, organisation and personal details below and answer all questions.
- Click the left mouse button in the appropriate box each time you are asked to make a choice. Where asked to type an answer, please use the grey text area provided.
- When complete, save the document and send it as an e-mail attachment to: **ifla-wr@up.ac.za**.
- Please ask for confirmation of receipt of your returned questionnaire.
- If you don't receive confirmation within three days, please send your e-mail again.
- For any comments or questions, please contact us at the above e-mail address.
- Please return the completed questionnaire by 31 March 2007 at the latest.

Thank you very much in advance for your cooperation. Your participation will enable us to write a comprehensive report.

Kind regards

Prof Theo Bothma

(on behalf of the Research Team)

IFLA/FAIFE World Report 2007 Questionnaire

Section 1: Country and Contact Details

Respondent's Country:

Respondent's Institution/Organisation:

Respondent's name and contact details:
Name:
E-mail address:
Telephone number:

We need your name and contact details for possible follow-up queries.

However, the FAIFE Office and the Research Team will treat all responses with the utmost confidentiality and we undertake not to reveal your name or the name of your organisation, should you require this. Should you wish your institution/organisation or you personally to remain anonymous, please indicate this below:

Respondent's Institution/Organisation must remain anonymous:
      Yes   ☐   No   ☐
Respondent's name must remain anonymous:
      Yes   ☐   No   ☐

Section 2: Estimated Number of Libraries

1.   **Estimated number of public libraries in your country:**

     What is your source for the number?

We are interested in the number of **public library service points**, including branch libraries and library depots, in your country.

2.   **Estimated number of research libraries in your country:**

Research libraries are taken to be the libraries of educational and/or research institutions such as schools, universities and government funded research libraries such as the libraries of statutory research councils as found in some countries. We realise this is a difficult figure to estimate, but appreciate your response. Please count only one library per institution, even though the institution may have different branch / faculty libraries.

a)   University research libraries

b)   School libraries

c)   Government funded research libraries

d)   What is your source for these numbers?

Section 3: Libraries and the Internet

3.   Digital Divide

The term 'Digital Divide' describes the wide division between those who have real access to information and communication technologies and are able to use them effectively, and those who do not. Through provision of appropriate technology and training, libraries can contribute to the fight against poverty at a local level by offering access to information resources.

a)   In your estimate, what percentage of all public libraries and all research libraries in your country offers Internet access to users?

Public Libraries		*University Libraries*	
81-100%	☐	81-100%	☐
61-80%	☐	61-80%	☐
41-60%	☐	41-60%	☐
21-40%	☐	21-40%	☐
Less than 20%	☐	*Less than 20%*	☐

School Libraries		*Government funded research libraries*	
81-100%	☐	81-100%	☐
61-80%	☐	61-80%	☐
41-60%	☐	41-60%	☐
21-40%	☐	21-40%	☐
Less than 20%	☐	*Less than 20%*	☐

b)   In your estimate how much local content* is available on the Internet?

Very much ☐ Average ☐ Very little ☐ Nothing, or practically nothing ☐

* Local content is defined as content that originates in the country.

c)   To what degree is content on the Internet available in local languages?

Very much ☐ Average ☐ Very little ☐ Nothing, or practically nothing ☐

d)   What is the literacy rate in your country expressed as a percentage?

4. Filtering and blocking of information

Filtering and blocking of information occur when software is placed on personal computers or on a network to prevent users accessing information considered harmful in some way.

a)   Is the library association in your country in favour of filtering information on library Internet terminals?

Yes   ☐

Yes, to a certain degree (e.g. for children)   ☐

No   ☐

b)   Is the use of filtering software widespread in your country's libraries?

Yes   ☐

Yes, to a certain degree (e.g. on children's terminals)   ☐

No   ☐

c)   If *yes* or *yes, to a certain degree,* what is the motivation for the use of filtering software? (Please tick all that apply.)

Protection of children   ☐

National Security (e.g. terrorism)   ☐

Safeguard religious values   ☐

Safeguard national ethos/culture   ☐

Crime (e.g. gambling)   ☐

Safeguard public morality   ☐

Other (please specify):

d)   If no, please comment.

5.   Financial barriers

Financial barriers with regard to accessing information on the Internet include paying to use computers connected to the Internet, or to use online information resources made available in libraries via subscription.

a)   Is it free of charge for library users to access the Internet on library computers? (Tick all that apply.)

Yes, in all libraries   ☐

Yes, in public libraries   ☐

Yes, in university libraries   ☐

Yes, in school libraries   ☐

Yes, in statutory research council libraries   ☐

No   ☐

Please elaborate

b)   Has the state or other library authorities made any extra funding available for Internet access in the library system of your country in the last two years?

Yes   ☐

Yes, in some cases   ☐

No   ☐

Please elaborate

Section 4: Special Issues

6.   User Privacy and Anti-terror Legislation
Information privacy is defined as the right of individuals to determine when, how, and to what extent they will share personal information about themselves with others. User privacy is related to rights and values such as liberty, freedom of expression and freedom of association.

User privacy is an issue now more than ever in the post-9/11 world. Parts of the USA PATRIOT Act, for example, allow law enforcement agencies access to records kept by libraries in the United States. This includes all 'business records' collected by the library, such as records of print or audio-visual materials borrowed or records of Internet use on library computers.

a)   Has anti-terror legislation been passed in your country that, in your opinion, adversely affects library users' intellectual freedom – such as allowing law enforcement agencies access to library user records?

Yes   ☐

No   ☐

- If so, please describe this legislation and its effects on libraries, particularly any specific examples in which:
    - Users have expressed a reluctance to use library materials or facilities because of the legislation OR
    - Users have actually refused to use library materials or facilities as a result of that legislation

b)   If your country currently has such legislation or if it is proposed, do you think it likely that the legislation will impact on user privacy?

Yes   ☐

No   ☐

Please elaborate

c)   Do you think that keeping user records affects the freedom of expression of the individual Internet library user?

Yes   ☐

No   ☐

Please elaborate

7.   Violations of Intellectual Freedom

One of the aims of the World Report series is to report on incidents and violations of freedom of access to information in general. Incidents of censorship such as book banning, or the effects of

corruption on information access, are of particular interest to FAIFE as it helps in monitoring the extent of freedom of access to information in the international library community.

Have any incidents occurred in your country in the last two years that adversely affect freedom of access to information or freedom of expression? If so, please describe the incidents and the effects they have had on access to information in libraries.

Yes ☐

No ☐

Please elaborate

Please list any information resources that might further explain the situation facing freedom of access to information in your country.

8. HIV/AIDS Awareness

The FAIFE programme at the 2006 IFLA World Congress in Seoul concentrated on libraries and HIV/AIDS awareness. In Durban in 2007 the programme will again have a strong HIV/AIDS focus. Libraries provide an essential supporting role to HIV/AIDS education programmes as trusted community institutions providing access to health information. Libraries can therefore play an important role in encouraging the development of skills and attitudes that can limit the spread and impact of the HIV/AIDS epidemic. Publicising the work of libraries – anywhere – to raise awareness of HIV/AIDS is crucial if we are to improve services to parts of the population suffering from/affected by the disease.

a)   Have libraries in your country been involved in any programmes to raise awareness of HIV/AIDS?

Yes ☐

If *yes*, please provide details

No ☐

If *no*, what could the reasons be?

b)   Have libraries in your country been involved in any programmes to provide HIV/AIDS information to members of the community unable to read?

Yes ☐

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If *yes*, please provide details

No ☐

If *no*, what could the reasons be?

9. Women and Freedom of Access to Information

Information is recognised as the foundation of empowerment for humanity and a major contributor to economic growth. Empowering women through access to information can be a major contribution to community development. This mandates librarians to consciously engage in social responsibility through the services they provide - which in some parts of the world means focusing specifically on the promotion of women's literacy and access to information.

a)   Do libraries in your country have special programmes focusing on the promotion of women's literacy?

Yes ☐

If *yes*, please give details of such programmes:

No ☐

If *no*, what could the reasons be?

b)   Do libraries in your country have special programmes focusing specifically on promoting women's access to one or more of the following topics: social information, economy, education, health, and family planning?

Yes ☐

If *yes*, please give details of such programmes:

No ☐

If *no*, what could the reasons be?

Section 5: Ethics and IFLA Initiatives

10. Ethics

a)   Has your library association adopted a code of ethics?

Yes ☐

If *yes*, please state the year in which the code was adopted:

No ☐

If *no*, what could the reasons be?

b)   If *yes*, could you please describe how libraries in your country have implemented the code in their daily work in the past two years? Please provide as much detail as possible, including descriptions of case studies, references to articles and internet resources, etc.

c)   If *yes*, is the code available on the Internet?

Yes ☐

If *yes*, please provide the URL:

No ☐

d)   If there is no code, does your library association intend to adopt one in the next two years?

Yes ☐

No ☐

If *no*, please elaborate:

11.   The IFLA Internet Manifesto

a)   Has your library association adopted the IFLA Internet Manifesto?

Yes ☐

No ☐

b)   If *yes*, could you please describe how libraries in your country set about implementing the manifesto in their daily work in the past two years? Please provide as much detail as possible, including descriptions of case studies, references to articles and internet resources, etc.

c)   If *no*, could you please elaborate?

d)   If *no*, does your library association intend to adopt the manifesto in the next two years?

Yes   ☐

No   ☐

The IFLA Internet Manifesto can be found at http://www.ifla.org/III/misc/im-e.htm.

12.   The IFLA Glasgow Declaration

a)   Has your library association adopted the IFLA Glasgow Declaration on libraries, information
        services and intellectual freedom?

Yes   ☐

No   ☐

b)   If *yes*, could you please describe how libraries in your country have implemented the
        Declaration in their daily work in the past two years? Please provide as much detail as
        possible, including descriptions of case studies, references to articles and internet resources,
        etc.

c)   If *no*, could you please elaborate?

d)   If *no*, does your library association intend to adopt the Declaration in the next two years?

Yes   ☐

No   ☐

The IFLA Glasgow Declaration can be found at http://www.ifla.org/faife/policy/iflastat/gldeclar.
html.