



JOURNAL

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EDITORIAL

Welcome to Canada!

Stephen Parker

Each year, the second issue of IFLA Journal contains one or more articles focusing on the host country for that year's IFLA World Library and Information Congress, and this year is no exception. With the Congress being held in Québec, Canada from 10–15 August, the first contribution to this issue is a long and well-illustrated article by Gwynneth Evans and Réjean Savard, 'Canadian Libraries on the Agenda: their accomplishments and directions'. Taking President Claudia Lux's Presidential Theme, 'Libraries on the Agenda' as their starting point, the authors present an analysis of Canadian libraries which aims first of all to explain the major trends affecting all libraries in Canada: funding, digitization of collections, consortial arrangements for electronic collections, education, etc. There follows a review of the situation of the various types of libraries; national, academic, public, school and special, and of library and information science education, which began in Canada as long ago as 1904. The paper concludes with a reflection on leadership and the observation that, while it is difficult, in a brief article, to illustrate the vastness, diversity and local particularity of libraries in Canada, it is clear that the Canadian library community is 'on the agenda' of governments and policy makers and Canadian society can be proud of its library system.

The next article in this issue is a revised version of a paper presented at the World Library and Information Congress in Durban, South Africa, in 2007. In 'Understanding Cybersocial Network Trends for Innovation in Libraries', Soledad Ferreiro and José Miguel Muga aim to show how the Library of Congress of Chile is exploring the possibilities of participation in the world of networks and cybercitizenship, and how the Library's experience of adding value to Congress and the roles of congress persons could be extended to other libraries. They identify three ways in which a library can approach cybersocial networks: first, as a sponsor and co-creator, providing technological platforms and human capabilities so that citizens can learn to participate in cybernets; secondly, as a citizen trendwatcher, identifying

social conversations, particularly those emerging and not published yet in papers or books; and thirdly, as a promoter of emerging collectives that shape the national community, around issues of social and political interest in Congress.

The third paper in this issue is also a revised version of the English translation of a paper presented in Durban last year. In his paper, 'North African Research Tendencies in Library and Information Science: the theoretical and the empirical', Wahid Gdoura, Professor at the Higher Institute of Documentation, Manouba University, Tunis, reviews the evolution of research activities in the field of library and information science in North Africa in relation to changes in the information sector, and analyzes the basic characteristics of scientific production in the information field in this region. He notes that the volume of Arabic literature in the field of librarianship remains modest and that its content is characterized by the predominance of empirical studies and the almost total absence of theoretical and methodological studies. Arab professionals are more interested in how to solve technical problems than on methodological and theoretical questions related to the information field, and it is because of this that ambiguity remains over some fundamental concepts, research topics and Arabic language terms.

We move to the other end of the African continent with the next paper, 'The Right of Access to Information: opportunities and challenges for civil society and good governance in South Africa', by Albert Arko-Cobbah. The article points out that South Africa's recognition of the right of access to information, which is now accepted as a *sine qua non* for a democratic state pursuing the values of accountability, transparency, openness and responsiveness in the affairs of government institutions, was informed by the apartheid system of government that was buttressed by the institutionalized violence of state repression through legislation like the Internal Security Act. Post-apartheid South Africa, through the 1996 Constitution and other legislation like the Promotion of Access to Information Act, has empowered civil society to ensure government

accountability. Despite the shortcomings of the country's access to information legislation, it is acknowledged that this legislation, discussed in detail in this paper, constitutes a landmark in the political history of the country.

Access to information in South Africa is also the subject of the next paper, by Michele Pickover, the original of which was also presented at WLIC in Durban in 2007. In 'The DISA Project. Packaging South African heritage as a continuing resource: content, access, ownership and ideology', the author introduces the DISA (Digital Innovation South Africa) Project, which aims to build a continual digital resource through content based on the initiative of local scholars and dovetailing with the discussion of what it means to constitute a serialized archive of the liberation struggle. She points out that in the South African context the digitization of heritage material for publication via the World Wide Web is a site of struggle and the real challenges are not technological or technical but social and political; user demand for the materials selected is secondary. The project is framed by larger questions, such as national policies and processes around heritage, political identities, contested archives, the commodification of the archive and intellectual property rights. What is at stake is the politics of

memory in digital form and how what is selected for digitization projects frames research agendas and plays a role in curriculum strategies.

The Reports section of this issue includes two brief reports. The first, 'Evaluation Study of the 2007 IFLA Congress in Durban', by Sofia Kapnisi of IFLA Headquarters, summarizes the main findings of a detailed online survey of the Durban Congress developed by the Dutch management and consultancy company Pleiade led by senior researcher Maurits van der Graaf. The second report is by Irene Muthoni Kibandi of the Kenya National Library Service (KNLS). Her contribution, 'From Beer Halls and Maternity Wards to Public Library: the story of Naivasha and Karatina' was originally presented at WLIC in Durban, and briefly outlines the Community Library Development (CLD) policy of the KNLS Board, which aims to validate and secure community interests and ownership of CLD projects such as the two described in the report.

The brief report on the 2007 Congress in Durban shows that a high proportion of delegates gave it a positive evaluation. The Congress in Québec is expected to be no less successful, and we hope to see you there!

The President's Page

Claudia Lux, IFLA President, 2007–2009

Last month a neighbour of our Central and Regional Library in Berlin came to see me for a chat on solar collectors. Working for a company he wanted to sell us solar collectors to install on the roof of our library buildings. He tried hard to convince me that this investment means earning money for the library. "I looked at your roof in Google Earth and it is excellent for this project," he explained. As we are planning the improvement of the old building, I found meeting him interesting for our future plans. As soon as he left I looked at our roof myself, and even that it was not my first time to use Google Earth I was again very impressed by the possibility we have using this tool.

Then I looked at the roof of our IFLA HQ and its surroundings. But what a surprise!

What I saw: In front of the IFLA Headquarters in the Royal Library of the Netherlands in The Hague Google Earth showed the former tram platform in demolition.

What I did not see on my screen: When I was there last time the platform of the tram had completely changed to a big hole filled with water in December 2007 and filled with concrete in January 2008.

What we see is real and what we do not see is real, too?

Yes, we know that it is not real time when we look at the roof of our IFLA HQ through Google Earth.¹ It can be half a year ago or more. But it was real at that time. And there is no other webcam² installed to show the progress. Only our IFLA colleagues from The Hague will see the progress today, when they look out of their window. This is real, today.

How much do we librarians have to care about what is real? I think we do very much. It is not only that we have to facilitate access to information and knowledge. We have to make sure that the information we provide is up-to-date, is correct as far we can see. To be able to do this we need new books, up-to-date resources and new



Claudia Lux, IFLA President 2007–2009

access to online information day by day. We have to be trained to be able to explain the sources and correctness of information. We have to provide understanding of history, time and change.

Does this have anything to do with my presidential theme 'Libraries on the Agenda'?

Yes, it does. It shows the role that librarians and information professionals have to play. It shows the need of regular support of each library with new printed and digital content. It shows the need of public access to the Internet through libraries. It shows the chances that lies in social software tools like Wikipedia,³ the online encyclopaedia, available in many languages, which relies on a permanent update of the knowledge produced by uncountable activists, some of them librarians. It shows the possibilities IFLA members have through their cooperation between libraries, interlibrary loan and our IFLA Vouchers Scheme⁴ supporting this.

We are able to advocate for libraries, when talking about the need of reliable and correct information. Starting with the basics in school libraries and their need for new maps for example. Or the doctors and health professionals worldwide and their need of actual and reliable

health information. We are able to advocate for libraries in this context of reliable and correct information in a changing world. We are able to advocate for libraries when we discuss the importance of free access to information and of the provision of broad aspects of life and ideas through libraries. Our arguments, supported by the strong values librarians have, are a key aspect of 'Libraries on the Agenda'.

Notes

1. <http://maps.google.de/maps> (accessed 24.3. 2008)
2. <http://www.dofferhoff.com/> (accessed 24.3.2008)
3. <http://www.wikipedia.org/> (accessed 24.3.2008)
4. <http://www.ifla.org/VI/2/p1/vouchers.htm> (accessed 24.3.2008)

Canadian Libraries on the Agenda: their accomplishments and directions

Gwynneth Evans



Réjean Savard



Abstract

The authors present an analysis of Canadian libraries in the light of the current president's theme: Libraries on the Agenda. Claudia Lux chose this theme with colleagues to emphasize the role of libraries in the information society and to encourage them to contribute to all sectors of society and to national development. The article is based on the review of a number of studies and on reports and research found in and beyond library literature. Canada is a very large country and its society is quite diverse. This article explains the major trends affecting all libraries in Canada: funding, digitization of collections, consortial arrangements for electronic collections, education, etc. The authors then review the situation in the various types of libraries; national, academic, public, school and special libraries. They conclude the paper with a reflection on leadership and the observation that Canadian libraries are on the agenda and active.

Keywords: Canada; Québec; libraries; library and information services; library education; librarianship

Introduction

For some years, the International Federation of Library Associations and Institutions (IFLA) has organized its activities and interpreted its role as 'the leading international body representing the interests of library and information services and their users' through the use of the model of three pillars.¹ The model recognizes that IFLA's core functions relate to the societal contexts in which libraries and information services operate, to its membership and professional matters.

A second organizing principle for the Headquarters staff, governance structures and members has been the incoming president's choice of a theme to focus and encompass the priorities of the most senior elected officer's two-year tenure. Former presidents Kay Raseroka and Alex Byrne chose respectively 'Libraries for Lifelong Literacy' and 'Partnerships' as their themes.²

The theme of the current President, Claudia Lux, 'Libraries on the Agenda', was developed in consultation with the members, the Professional Committee and the Governing Board. It appeared timely, after the efforts IFLA dedicated to the World Summit on the Information Society (WSIS) and the resulting recognition the organization received.

During her tenure, Claudia Lux' top priority will be to have the concerns and needs of libraries put on the agenda of governments and local policy makers.³

About the Authors: page 158

'Libraries on the Agenda' provides a useful lens through which to introduce readers to Canadian libraries and the library and information community. It allows the authors not only to identify the major achievements, challenges and issues facing the community in this rapidly changing technological, economic and social environment, but also to raise questions and make observations about the present state and directions of libraries in Canada. In order to see how the library community is faring, it is necessary to provide the Canadian context, both generally and in each of the particular areas of interest, need or concern. Where possible, the authors have used articles and documentation provided by governments, associations, institutions, communities and the media to assist in reviewing Canadian libraries and library and information professionals from the perspective of their funders, partners and users.

The Context: Profile of Canadian Society and the Library Community

Canada Year Book 2007 provides a detailed profile of Canadian society. In a large landmass bounded by three oceans, Canadians number 36.2 million people. They live in ten provinces in the southern part of the country and three territories across the North. While the territories account for 40 percent of the continental mass, they harbour only 1.3 percent of the population. Three provinces: Quebec and Ontario in central Canada and British Columbia on the Pacific coast, account for 75 percent of Canada's residents.

Most Canadians live along a narrow corridor close to the American border. Over 80 percent live in cities and, through immigration and amalgamation schemes over the last decade, the



Figure 1. Map of Canada. Original map data provided by the Atlas of Canada <http://atlas.gc.ca> © 2008. Data reproduced with permission of Natural Resources Canada.

six largest metropolitan areas have 45 percent of the population or 14.1 million people. Just fewer than 6 million people (about 16.5 percent) live in small towns and rural areas.

In large part, Canada now depends on immigration for its population growth and emerging workforce. The population is aging, and only in Nunavut, a large territory in the northeastern Arctic, is it growing naturally through the birth-rate. Between July 2005 and June 2006, 254,400 immigrants arrived in Canada, heading predominantly to urban centres like Montreal, Toronto and Vancouver. During the 1990s, 58 percent of the immigrants came from Asia, including the Middle East; 22 percent from the Caribbean, Central and South America, Africa and the USA; and 20 percent from Europe. The result is a very diverse ethnic and multilingual society.⁴

From a political perspective, Canada has practised some form of responsible government since 1791, but major steps to develop a democratic, representative form of government were taken in the 1840s in anticipation of a federation of individual colonies and jurisdictions. By 1867, when the original group of five polities in British North America joined Confederation, agreement on the responsibilities of the federal government and the provincial governments had been reached. This agreement was based on the presence of both French and British colonists, in a country with diverse Aboriginal communities. The term 'Aboriginal' includes First Nations Peoples (Indians of North America), Inuit and Métis peoples.

The following division of powers in key social areas has affected the development of libraries throughout Canada's history: education and culture (including religion and language) are the responsibilities of the provinces. While Canada has been a bilingual nation within a multicultural framework since the late 1960s, provinces have had the right to choose their official language, educational and cultural policies. In Québec, the provincial civil law system is based on the Code Napoleon and in the other provinces it is based on English common law. These distinctions have contributed to the development of different library systems and services in Québec and the rest of Canada, a tradition that will become evident in this article.

Increasingly, a third level of government, the municipal or regional government (for small

towns and rural areas), has played an important role in the development of public and school libraries. While provincial law and regulations provide the legislative framework for these types of library, the development of public and school libraries is the responsibility of the local governments and of school districts/school boards and individual schools, whose tax base is founded in local property and school taxes.

A number of myths prevail about Canadian society; they are worth noting in this introduction. While Québec and Ontario are the two largest provinces in population (62 percent of Canadians live in these central jurisdictions), it is not true that all French Canadians (now referred to as francophones) live in Québec; there are French-language communities and populations across Canada and in the North; conversely, there are English-speaking residents and communities in Québec. Not all Aboriginal peoples live in the North; indeed, in absolute numbers, more of them now live in the south in provinces that stretch west from Ontario to British Columbia. As well, there are villages, towns and rural areas within the large urban municipalities.⁵

From an educational perspective, *Educational Indicators in Canada: Report of the Pan-Canadian Education Indicators Program 2007*⁶ provides interesting information on a number of issues pertinent to the context in which Canadian libraries and library staff work. In certain cases, this information is compared with that provided by the Organisation of Economic Cooperation and Development (OECD).⁷

While there has been an increase in the number of full-time students at university, Canada is now sixth among OECD countries of persons with a university degree. Student access to and use of computers and the Internet is well established in Canada relative to other OECD countries. In 2003, the average number of students per school computer in OECD countries was fifteen. Canada's average of six students per every school computer is among the most favourable. Eighty-nine per cent of 15-year-olds in Canada had a home Internet connection, ranking second after Sweden (90 percent).⁸

It is interesting to match the profile of the library community against that of the larger Canadian population. A number of quite recent studies provide data on the library profession. In the early 2000s, various sectors of the Canadian library

community cooperated to study their human resource issues. The extensive report, *The Future of Human Resources in Canadian Libraries*⁹, provides figures that reveal that the library community does not yet reflect the changes in Canadian society noted above. Only 7 percent of the professional librarians are members of visible minorities and only 1 percent is Aboriginal, while 14 percent of the Canadian labour force belong to the first group and 3 percent to the latter category. Similar representation is also found in the paraprofessional groups of library workers. There will be a large number of retirements in the next 5 to 10 years but the seven American Library Association accredited library schools and the library technician programmes have many applicants.

Like much of the Canadian population, library staff members are educated beyond secondary school. Many professionals have two degrees at the graduate (masters') level and 50 percent of the paraprofessional staff members have an undergraduate degree. In one major respect, however, the library community does not reflect but exceeds the Canadian profile of 49.5 percent male and 50.5 female percent.¹⁰ Four of five professional librarians are female; and nine of ten paraprofessionals are also female.¹¹

Canadian Libraries: A Profile Based on a Number of Studies

In order to set the stage for the main issues that face the library community in Canada, it is important to provide background on the situation at the millennium. A number of studies from various agencies draw a general picture of Canadian libraries. In 1999, Statistics Canada published a report, entitled: *A Profile of Libraries in Canada*, by Isme Alam¹² of the Culture Statistics Program. Its main sources were the General Social Survey of 1992 and 1998 and the National Core Library Statistics Program (NCLSP) of 1994 and 1996. The data collected in the General Social Survey revealed a decline in the percentage of Canadians reading a book for leisure (61 percent in contrast to 66 percent in 1992). The proportion of the population reading magazines and newspapers also decreased in the period (from 80 percent to 71 percent and 92 percent to 82 percent), and fewer materials, including books, magazines, audio and videotapes, cassettes were borrowed from libraries for leisure (from 34 percent to

25 percent). Alam asks whether these trends indicate a general decline in reading or a transformation of the reading medium with the advent of the Internet.¹³ Figures from the NCLSP of that period demonstrate that demands for information were rising and that the technologies were affecting the need of training of both library users and staff. Moreover, the General Social Survey reported that 30 percent were using the Internet for reasons other than paid work or studies and two of 10 Canadians were using the Internet for research. A public library study of 1997 reported that 66.6 percent of Canadians visited the public library in the previous year and that 20 percent visited at least 12 times in the year.¹⁴ (Annual statistics for the large urban public libraries are collected each year by Mississauga Public Library and offer more current information.)

In 1997–1998, Statistics Canada calculated that the municipal government spent the lion's share of approximately CAD 1.2 billion (approximately USD 1.26 billion) or 63 percent of the total on libraries, both public and school. The provincial/territorial and federal shares in that year were 35 percent and 2 percent respectively and the federal sum included intergovernmental transfers of money to the provinces (for education, health and a number of shared responsibilities). The proportion of federal and provincial/territorial funding declined during the 1990s¹⁵; this essay will identify some of the challenges and issues that this change in the distribution of funding represents.

Two more recent studies published by the National Library of Canada and Statistics Canada address the profile of Canadian libraries: *National Core Library Statistics Program: Statistical Report, 1999: Cultural and Economic Impact of Libraries on Canada*, by Alvin Schrader and Michael Brundin¹⁶ in 2002 and *Canadian School Libraries and Teacher-Librarians: Results from the 2003–04 Information and Communications Technologies in Schools Survey* in 2005, by David Coish.¹⁷

Schrader illustrated the highlights of his findings in dramatic and lay terms. For example, he stated: "The fact is, Canadians do use their libraries, and they do so to a surprising extent. More Canadians, for instance, went to libraries in 1999 than to movie theatres. Also, there are more libraries in Canada than Tim Hortons and McDonald's Restaurants combined – far more. Canada has 22,000 libraries, as compared with only 2,049 Tim Hortons and

1,200 McDonald's'..." Moreover, "no figure illustrates the social importance of libraries as clearly as the amount of money that is spent on them each year. In 1999, \$3.5 billion was spent on library services across the nation, more than half of what the federal government spends on defence."¹⁸

The picture for school libraries and teacher-librarians is much less encouraging. In 2003–2004, 93.3 percent of Canadian schools had a library in their primary and secondary facilities. Nationally, each school, on average had a 0.25 Full-Time Equivalent (FTE) teacher-librarian, a professional who both develops the collection and manages the library and instructs children in research strategies and information literacy, working with the teachers to coordinate library resources with curriculum requirements. The mean is composed of figures which vary greatly across the provinces and territories. A slightly higher percentage of schools (0.26 FTE) employ a library technician who normally has a two-year community college diploma, a narrower set of duties and earns less than university-trained teacher-librarians who have classroom experience. In some cases the library remains open using office staff and volunteers.

Budgets for magazines and books and other materials in school libraries were small. The median expenditure for the former was CAD 2,000 (half the values were above this amount, half below) and the mean expenditure for electronic materials (CDs and online subscriptions) was CAD 513.00 (some schools in all provinces spend from zero to CAD 100.00).

Funding for school libraries came predominately from two sources: the school (65.7 percent) and the board or district level (60.5 percent) rather than from the province or territory. Moreover, 29 percent of respondents mentioned receiving funds from sources such as book fairs, parent-teachers associations and donations.¹⁹

In the schools with teacher-librarians, their influence is felt throughout the school and therefore in the students' education. However, the report was unable to map a direct link between the existence of a school library program delivered by a teacher-librarian and the provincial results in the Programme of International School Assessment (PISA).²⁰ More work deserves to be done in this field, especially as the Council of Ministers of Education of Canada has identified literacy as one of its areas of action. Its plan includes:

- the creation by each jurisdiction of formal policy frameworks on literacy for both school age and adult learners
- the creation of networks for Kindergarten to Grade 12 and adult literacy to allow provinces and territories to share ideas about promising literacy practices
- the development of a strategy for research and data gathering in the area of literacy.²¹

In February 2008, the Premier of Ontario, the Honourable Dalton McGuinty, announced funding for hiring library staff, as research in the province convinced the policy makers of the importance of strong reading and learning skills developed through school library programmes.²²

Finally, a 2005 national survey prepared for Canadian Heritage on *Reading and Buying Books for Pleasure* offers insights that respond to the questions raised by Alam and valuable to libraries and policy makers.

This national telephone survey was carried out between January 5 and January 31, 2005, and was based on a random sample of 1,963 Canadians 16 years of age and older, including an oversample of respondents from minority official-language communities.

The primary purpose of the survey was to provide a detailed statistical picture of the habits of Canadians with respect to buying and reading books for pleasure, as well as to update the findings of *Reading in Canada 1991*, undertaken by Ekos on behalf of Canadian Heritage.²³

The report's summary is as follows:

Contrary to certain alarmist claims that there is a trend towards a lower reading rate in our society or that the Internet has had harmful effects on reading habits, this national survey has shown that reading for pleasure remains a solidly established and widespread habit with little or no change over the last 15 years.

Canadians who took part in this survey generally show a marked taste for reading all genres, especially literary materials such as novels (mystery, science fiction, etc.). Eighty-seven percent of those polled read, and one half (54 percent) read virtually every day. Canadians appear to be distinctly different from their American

counterparts, almost half of whom read an average of less than one book per year and whose reading rate has substantially decreased over the past 20 years, particularly among those in the 18–24 age group.

Contrary to a widely held fear or belief, there is nothing to indicate that the incredible popularity of the Internet, video games, chatting over the Internet and downloaded music has impinged on the rate of, and time devoted to, reading.

In addition, there seems to be no significant generation gap or factor that would indicate that young people (aged 16 to 24) in Canada are avoiding reading for pleasure.

In fact, reading rates by age group, as well as quantity of books read and favourite book genres read would appear to be characteristics related to peoples' age rather than their belonging to a particular generation. Nothing in young people's behaviour or attitudes would indicate that they will read fewer books as they grow older or that they will read mainly literary materials or science fiction as opposed to other kinds of books.

The findings illustrate that the aging of the population is a factor that encourages reading rather than threatening it:

- Indeed, older people (55 years old and older) read a higher than average number of books.
- More broadly speaking, we know that the baby boom generation that is gradually approaching retirement age is more educated than previous generations, is more eager to continue learning, and enjoys a longer life expectancy.
- Like other prior studies, this survey highlights the substantial influence of certain demographic and social factors on attitudes to reading books, for example, gender, education level, geographical location and language.²⁴

Methodologies for Preparing this Essay

The authors have used a number of methodologies to identify major trends and issues within the Canadian library community and to present these opportunities and challenges in response to the theme 'Libraries on the Agenda'.

The emphasis will be on Canadian libraries in the 21st century. The authors have spoken to a number

of professionals and examined the websites and publications of library associations and cognate institutions in every province and territory; they have also reviewed these sources of information at the national, regional and international levels, where Canadian involvement is evident.

Recognizing the strong tendencies of Canadians to be members of international professional associations and to look outward for sources of inspiration, as well as to share plans, policies, and developments, the authors have endeavoured to understand the current issues facing libraries within the context of Canadian society, and to assess the role of libraries and library staff in Canada's economic, social and cultural development.

The Major Trends Affecting All Libraries

In this section, the authors identify those trends which affect all libraries. Without question, the technological evolution, many would say revolution, continues to affect every library, whatever its type, size and location. The only constant is change in this sphere and there appears to be no let up in the need to adapt to and adopt the new technologies to library and information services, to invest in them, train staff and users and to accommodate to the opportunities and challenges they bring. The era of social networking has arrived and Canadian libraries are trying to be part of the scene.

The theme of Canada Library Month in October 2007 and the partnership of 21 organizations illustrate the direction in which libraries are moving: 'Libraries: the World at Your Fingertips'.²⁵ The dominant trend is to have more and more collections and services in electronic form and to push more and more to the desktop where users may access information, communicate, work and play in their own time and space. As a counterbalance, the authors have also noted a strong trend, especially but not exclusively in university and public libraries, to draw people into the space of the library. Consideration of these push-pull issues will be found in the sections on different types of library.

Reflecting on some of the challenges caused by the rapid growth, power and proliferation of the technologies and, as a consequence, the number and variety of providers of information services,

a series of essays in book form, introduced and edited by Susan Cleyle and Louise McGillis, is worthy of reading and review: *Last One Out Turn Off the Lights: Is This the Future of American and Canadian Libraries?*²⁶ The main topics are libraries and the web, library as place, getting services to the desktop, certification of librarians, and the future of library associations. A number of Canadians have contributed articles – some of them arguing for different interpretations and alternative solutions to the same questions raised above.

With exponential growth in the ability to create electronic materials in many media and to digitize print materials from disparate collections, it is not surprising that the issues of standards for creation, preservation and enduring accessibility are at the forefront, along with those related to copyright, intellectual property, taxation and access.

Given the increase in availability of electronic materials, many libraries join consortia to increase the buying power for materials valuable to their users. These memberships are based on a number of criteria: type of library, jurisdiction, region and source of funding. There has been deliberate and increased effort in some provinces to provide access to both digital and varied print collections (including multimedia, CDs, DVDs, etc.) for every citizen, regardless of location or affiliation.

For example, in Saskatchewan, the Provincial Library is entrusted, through *The Public Libraries Act, 1996*, to coordinate the province-wide public library system. It fulfils this role by developing province-wide library policies, maintaining an electronic library information network, coordinating resource sharing activities, and providing cost-effective centralized services. The Provincial Library also administers *The Libraries Co-operation Act*, which establishes the Multitype Library Board. The purpose of the Board is to facilitate co-operation among all types of libraries in the province, including public, academic, school and special libraries working together to enhance library services for all Saskatchewan people.²⁷

A quite different model exists in Alberta, the province west of Saskatchewan, known for its oil resources. The Alberta Library is a membership organization whose vision is ‘barrier-free access for all Albertans to information, ideas, and culture’ and whose mission is to ‘provide leadership in

optimizing resources and services among member libraries in a dynamic model of collaboration’.²⁸

The British Columbia Electronic Library Network (BC ELN) offers a third model of collaboration. Funded by the Government of British Columbia, housed at Simon Fraser University and designed to provide superior and equitable information access for all learners and researchers by extending the expertise and resources of the BC post-secondary libraries, BC ELN maintains three union catalogues which provide access not only to their member libraries but also to public library collections. The Steering Committee, responsible for the governance of the network, also has ex officio positions from the Public Library Branch of the Ministry of Education and the British Columbia Library Association.²⁹

In other parts of the country, there is evidence of closer collaboration among different types of library than previously existed, but the structures to facilitate the delivery of collections, services and expertise to all citizens seem less formal and permanent across sectors than those in Saskatchewan, Alberta and British Columbia.

While initiatives around consortia for specific types of library will be addressed in the sections on different types of library, it is important to note that Canadian professionals opted to establish Consortia Canada³⁰, in addition to being members of the International Coalition of Library Consortia³¹. Currently there are seventeen members representing all types of library, except school libraries.

The digitization of Canadian collections and collections held in Canadian memory institutions began in some volume in the 1990s. For a number of years, Industry Canada used government funding to manage a programme aimed at the employment of young people, community economic development and capacity-building in the technologies to kickstart and support projects in every part of the country. Canada’s Digital Collections, whose collections are now archived and available at Library and Archives Canada in its electronic collection, was evaluated in 2003.³²

Many individual institutions have also taken advantage of federal, provincial funding and funding campaigns and donations to increase their digital content.

Canada's Cooperative Digital Programmes: a sample.

Many digital projects are also collaborative. Examples are:

Alberta Library¹⁴, Lois Hole Campus Alberta Digital Library. <http://www.thealbertalibrary.ab.ca/viewPosting.asp?postingID=46>

AlouetteCanada¹⁵, Open Digitization Initiative. A project sponsored by the Canadian Association of Research Libraries and funded by Canadian Heritage to develop a metadata toolkit. <http://www.alouettecanada.ca/home-e.php>

Canadiana.org. Early Canadiana Online,¹⁶ known earlier as the Canadian Institute for Historical Microreproduction. <http://www.canadiana.org/eco.php?doc=cihm>

The former National Library initiated research into the state of digitization and formed the Canadian Initiative on Digital Libraries (CIDL)¹⁷, which focuses principally on, the many issues related to digitization. http://amicus.collectionscanada.gc.ca/aaweb-bin/aamain/itemdisp?sessionKey=999999999_142&l=0&d=2&v=0&lvl=1&itm=30347694

Professor Ali Shiri analyses the Knowledge Systems used in more than 30 Canadian digital collections in a paper delivered at the Canadian Association of Information Science in 2002. He gives a list of projects at the end of the paper and notes the characteristics of their accessibility, allowing him to draw some recommendations for further development.³³

The continued funding of library collections and services from public taxes and, in the case of universities, from students' fees, has resulted in a business approach to library planning and management. In searching key websites across the country, many examples of online questionnaires, user surveys, focus groups and consultation with users in various forms were found at the national, regional, provincial and institutional levels. The feedback from these interactions furnishes the bases of strategic plans and the regular reporting of progress made towards meeting goals and specific actions. Accountability is an integral component of contributing to the 'public good' and being seen to be an effective partner.

Partnerships and coalitions also contribute to recognition, promotion and attention from the media or the political leadership. Near the end of the 1990s, the Book and Periodical Council of Canada published a brochure entitled: *Dividends: The Value of Public Libraries in Canada*³⁴. Its purpose was to provide a tool for a range of persons, from library staff, boards and town councils to publishers and retailers and government officials, to argue the economic and social benefits of public libraries. The beneficiaries were identified not only as library users, all those involved in the 'book chain' and those who supply libraries,

but also the cultural industries, and those who enjoy Canadian culture, identity, democracy and a literate environment – in other words, citizens from every walk of life.

The benefits of libraries may be recognized (out of 24 public and private service providers, users' satisfaction with public libraries is consistently high, just behind services provided by firefighters and ambulances³⁵), but they generally have to fight regularly for their budgets and resist being taken for granted. Since the publishing of *Dividends*, other appeals have been made. For example, in 2004, Wendy Newman, a former president of the Canadian Library Association and a member of several federal task forces to develop the necessary infrastructures to ensure universal access to high-speed networks, was commissioned by the Provincial and Territorial Directors' Council to assess the impact of public libraries. *Public Libraries in the Priorities of Canada: Acting on the Assets and Opportunities*³⁶ is the result. In the report, Newman carefully reviewed the major policy and programme areas being addressed by governments at different levels and, using evidence, including statistical data and examples, provided ample arsenal to demonstrate the innovation, credibility, accountability and success of public libraries.

The Canadian library community has worked intersectorally through its associations to speak strongly and with one voice to every level of government, choosing the appropriate level and strategy, depending on the subject.

Since 2000, strong representation has been made to the federal government on a variety of issues:

the necessity of access to broadband and high-speed networks in every part of Canada; the importance of digitizing and preserving Canadian materials and collections; the need for a digital copyright act which recognizes and balances the rights of creators and users; the impact and importance of the special postal rate for books on interlibrary loan and document delivery and the need for its continuation and expansion to non-book materials; and the contribution of libraries to the learning and skills agendas and to the science and technology agenda of a knowledge-based society.³⁷

Indeed, all sectors of the community have honed their approaches and tools for advocacy and their associations make advocacy an active and regular part of their activities and their communications. The Canadian Library Association has retained a professional government relations firm to assist in finding the best strategy and tactics for each issue. The campaign literature and tools may be found on a number of association websites, including that of the Canadian Library Association.³⁸

The ever-changing climate of technological development, economic and social shifts and emphases and user responses has also brought about greater cooperation in training and continuing professional development. Many of the provincial associations have banded together to provide staff training packages and opportunities. The Partnership,³⁹ Canada's national network of provincial and territorial library associations provides programs and services to the members of eleven associations. For example, there are almost 90 audio and web conferences, online courses and audio courses; face-to-face workshops; opportunities to hear great speakers and experts and discounts on publications, many of which are authored by Americans. The topics for the courses are varied and go beyond the functions and services of the library to the new skills and experience needed in the community one is serving and supporting.⁴⁰ The Partnership has also initiated a new online publication: *Partnership: The Canadian Journal of Library and Information Practice and Research*⁴¹ which gathers information, evidence and experience from across the country.

In Canada, much has been written about our ethnic diversity and the importance of social, economic and cultural inclusion. There has also

been consistent work on access and inclusion for persons with disabilities. In this context, there have been a number of leading libraries. The Canadian National Institute for the Blind (CNIB) Library has worked nationally and internationally to use the technologies to increase access. It adopted the DAISY standard and has converted its materials to that much more accessible and flexible format.⁴² The National Library (now Library and Archives Canada)⁴³ has also played a lead role over the years through grant programmes, advisory committees and task forces, and the implementation of a number of recommendations. Most recently, Library and Archives Canada has been asked to develop and cost a strategy for implementing nationwide partnerships, activities and services to meet the long-term library and information access needs of Canadians with print disabilities. This will be completed between 2007 and 2010.⁴⁴ Users with disabilities have wanted to access their materials on site and available in the same way as persons without disabilities are served. Increasingly, public, college and university libraries are to serve their disabled users at the desktop or in the library with materials, advice and assistance when needed. Each province has a somewhat different approach to supporting disabled young people in primary and secondary school.⁴⁵

Writing in the fall of 2007, Jutta Treviranus, director and founder of the Adaptive Technology Resource Centre at the University of Toronto's Faculty of Information Studies, reminded us that while commodities of value in the knowledge economy are innovation and creative ideas, true innovation occurs at the margins of any domain and new inventions never come from designing for the norm. She urges citizens not to accept the product design for the average person, in whatever sector, but to reach for inclusive design for e-learning and also create an inclusive design curriculum. This, she recognizes, can only happen through collaboration at the international level by all the major stakeholders.⁴⁶

Consultations have been held among the Aboriginal library community, at the initiative of Library and Archives Canada.⁴⁷ There is a master's programme at the School of Library, Archival and Information Studies at UBC and some funding has been garnered for initiatives in this area of library service in different provinces, educational institutions and municipalities.⁴⁸

In the years between 1970 and the 1990s, the former National Library of Canada had an acquisitions and loan system for books and materials in the major languages of Canada's ethnic communities. These materials were sent on long-term loan to public libraries across the country, based on a linguistic profile. However, it became clear in the 1990s that Canada's multilingual and multicultural reality could not be well served from Ottawa. Many institutions and cities had already assumed responsibilities for their multilingual populations; and inclusion at all levels of society – economic, social, linguistic and cultural – is the reality and the challenge of modern Canada. Further comments on inclusion are noted in the section on public libraries.

Finally, Canadian librarians have shown a continuing interest and involvement with various forms of literacy – from basic adult literacy, to the learning of Canada's official languages, to the use of native languages, and the development and application of computer, information and media skills. They have worked at local, regional and national levels and in specialized Canadian not-for-profit organizations like CODE (formerly the Canadian Organization for Development through Education), Media Awareness Network, Movement for Canadian Literacy and AlphaPlus.⁴⁹

To mention only two very recent initiatives, a new website for those working in libraries and literacy is available at: <http://www.librariesandliteracy.ca/>⁵⁰

In January 2008, students and librarians of Queen's University, University of British Columbia, Memorial University of Newfoundland and Laurentian University organized the first national Live-in for Literacy, a fundraiser to combat illiteracy in developing countries. Two students at each university lived in the main library on each campus for 10 consecutive days. They collected over CAD 20,000 in donations from students, faculty and the community; these funds will be used to build five school libraries in Nepal – a country with one of the worst literacy rates in Asia. All construction is done through the internationally renowned charity Room to Read.⁵¹ The event was organized by a student group called DREAM with the support and enthusiasm of library administrators of Stauffer Library, Koerner Library, Queen Elizabeth II Library and Desmerais Library, as well as Queen's Integrated Learning Centre. This year's event was such a success, DREAM has set a goal of expanding the

event to include a total of 10 university libraries across Canada by next year. Further details about the event and how students and librarians can become involved may be found at www.liveinforliteracy.com.⁵²

In summary, the challenges which face Canadian libraries and librarians are those addressed by other networked nations living in a pluralistic society. The Canadian library community is trying to make, keep and expand its niche and identity among the competitive service providers in a globalized information economy. Evidence and research based on the users and impact, partnership and cooperation are some of the strongest strategies, combined with current communications techniques and advocacy.

What the Canadian profession has done is to work more closely together, across types of library, region, and issue. Canadian librarians are working collaboratively. Members of every type of library have also recognized the importance of consultation and evidence-based approaches to planning and making the case for investment; they are prepared to account for their use of resources and to increase their capacity to measure impacts and outcomes – quality, not only quantity. They are good partners.⁵³ Canadian librarians have become more involved in research and have shown leadership and innovation, the result of an increased emphasis, not only on library education at the masters' level in Canada's seven graduate schools of library and information studies, but also on the availability of doctoral programs, of sabbatical leave, and of learning experiences, such as the Northern Exposure to Leadership Institute⁵⁴, initiated by Ernie Ingles at the University of Alberta, and collaborative projects and partnerships, here in Canada and elsewhere.

Examples of these general trends and the responses of the community will be illustrated in the sections on different types of library, beginning with the two national libraries of Canada: Library and Archives Canada and Bibliothèque et Archives nationales du Québec.

National Libraries: Library and Archives Canada

While Canada has a long history of democratic institutions, its entry into the world of national libraries came late. Although a number of people

had lobbied at different times for a national library, it was not until the 1950s that it came into being, primarily for two purposes: to gather, preserve and make accessible, both intellectually and physically, works by Canadians, about Canada and published in this country; and to support and encourage the sharing of materials by libraries through the establishment of a union catalogue of the most important collections and an interlibrary loan system and service. The first national librarian, Kaye Lamb, was appointed as the Dominion Archivist in 1949 and given a mandate to establish a national library. When the national library was established in 1953, the two offices were combined until 1967, the centennial anniversary of Canada's confederation. Only three national librarians held the position from 1967–2005 and of those three, one was a professional librarian, Marianne Scott, 1984–1999; the other two, Guy Sylvestre (1967–1983) and Roch Carrier (1999–2004), had backgrounds in literature, cultural administration and public service.

While the Department of Canadian Heritage commissioned wide consultation at the turn of this century to enquire into the strengths, weaknesses and future of the then National Archives of Canada and National Library of Canada, the report of Dr. John English did not recommend the merging of the two institutions, which had been housed together but administered separately on Wellington Street in Ottawa, not far from the Parliament Hill, since the late 1960s. The messages he had received did not allow him to draw that conclusion.⁵⁵ The decision to combine the two institutions in 2005 through a new act for Library and Archives Canada was made within government. Its first and continuing director is Ian E. Wilson, Librarian and Archivist of Canada.⁵⁶

One of the major concerns for at least the last two decades of the 20th century has been the preservation, protection and security of the archival and published collections – the documentary heritage, held at the national level. Opened in 1997 and located in Gatineau, Québec, the Library and Archives Canada Preservation Centre houses all of Library and Archives Canada's preservation laboratories. Also included in this building are records storage vaults which accommodate a significant portion of Canada's documentary heritage. This unique purpose-built facility is a key component of the institution's long-term accommodation strategy.⁵⁷

Now most of the staff of Library and Archives Canada is housed in an office building very close to the Preservation Centre and the centennial building on Wellington is used for public functions such as user services, exhibitions, and public events. Through the Library and Archives Canada website, the collections are being pushed to the desktop, and some enduring national programmes, such as the databases developed for the three-volume bilingual *History of the Book in Canada* Project and the *Dictionary of Canadian Biography*, also bilingual, among others, are being maintained centrally. Specialized collections and services of both former institutions now centre on online resources around such topics such as: Aboriginal resources and services; genealogy; the Library and Archives Canada forum on democracy; military personnel records; multicultural resources and services; and a Canadian theses portal.⁵⁸

While there have been a number of references to Library and Archives Canada (LAC) in earlier sections of this article, its leadership is also demonstrated on a number of important, complex subjects. For example, Canada has been systematic in its search for a national digital information strategy.

In 2005, Library and Archives Canada (LAC) initiated a dialogue reflecting the range of interests in the digital field, with the goal of framing a Canadian Digital Information Strategy (CDIS). Through a series of meetings, LAC consulted with over 200 stakeholder organizations from a variety of sectors: publishing and media producers, creators, rights bodies, academics, provincial and federal officials, and memory institutions. The consultations culminated in a National Summit in 2006 where a broad consensus on the elements of a national strategy emerged, leading to the development of the Canadian Digital Information Strategy.⁵⁹

A report of the Summit was published, and in November 2007 a draft strategy was published for comment. The Canadian library community has responded positively to this initiative, both its process and content, and while there are many stakeholders, projects and programmes that work in this field, LAC has taken the long view and has engaged the various actors.⁶⁰

In the context of 'Libraries on the Agenda', the authors have observed the dual factors of increased

electronic presence and emphasis on library space and the practical and symbolic use of the facility for varied purposes: social, educational, cultural and individual. It is undeniable that changes have been made to the role, scope and impact of Library and Archives Canada, but it is too early to be able to assess these changes on Canadian libraries and archives and on their staffs and users.

The Story of the 'Grande Bibliothèque'

With the development of Québec nationalism in the early 1960s – the 'quiet revolution' as this period is called – the Québec Government took several decisions to accommodate the new social era. Among them was the foundation of a national library (La Bibliothèque nationale du Québec (BNQ)) in 1967, established with all the responsibilities normally attributed to national libraries, including legal deposit. The institution was founded on the Bibliothèque Saint-Sulpice, a general and public library opened in the 1920s, with very rich collections.

In the mid-1990s, both the BNQ and the Montreal public library faced significant space problems. The national library staff and collections were spread out in several Montreal buildings. The

Montreal central library, while situated in an attractive old and renovated building, had only a fifth of the required space to accomplish its mission. A study recommended the building of a new institution to take responsibility for making available the BNQ's second copy of the legal deposit and, at the same time, playing the role of a central library for the municipal network. A committee was formed by the Minister of Culture and following its report in 1996⁶¹, the Minister decided to accept its main recommendation: to found a new institution named the 'Grande Bibliothèque' that would get the necessary funding for the building and for the operations of a large library in downtown Montreal.

To undertake this important project, Madame Lise Bissonnette, a famous Québec journalist and writer, was recruited as Director. Her first tasks were to recruit her team and to organize an architecture competition. The project was managed well and the budget was respected. The building opened in 2005.

A few years after the decision to go ahead with the new library, the Grande Bibliothèque was merged with the BNQ. The decision was questioned by the library community as it is not common to amalgamate a public library, whose mission is to



Figure 2. La Grande Bibliothèque: exterior view. Photo: Bernard Fougères.



Figure 3. *La Grande Bibliothèque: interior view. Photo: Bernard Fougères.*

disseminate its collections as widely as possible, with a national library whose main responsibility had become preservation. The problem was partly resolved by planning a special enclosed area for the national collection with appropriate conservation conditions in the new building. This very elegant part of the new library, decorated mostly in wood, is named 'Les chambres de bois', after the famous Québec writer Anne Hébert's novel.

The very modern, attractive building is located right in the middle of the City, at the crossroads of the two main subway lines, thus facilitating its

use by Montrealers. But with its double mission, the institution is now serving not only the City of Montreal but also all the Province of Québec. Moreover, included in its mission, the new library now has to coordinate the development of the public library network in Québec.

The association with the Montreal City Library has been maintained, as the new library is acting as the central library for the municipal network of branch libraries. This is why the City of Montreal agreed to fund a part of the yearly operations of the new library, which also houses the central library

collection from the City of Montreal. During this period, the old central library was closed.

A further amalgamation was completed just before the opening of the new library. The Government of Québec merged the new National Library with the Québec National Archives. This was not a precedent in Canada, because the National Library of Canada had already merged with the National Archives the year before the Québec decision.

Today, the new Bibliothèque et Archives nationales du Québec (BAnQ) is an institution encompassing more than 700 employees, including approximately 100 librarians and archivists. The main building – still called the ‘Grande Bibliothèque’ – is open 74 hours a week. The staff welcomed almost 3 million visitors last year.⁶² This is a great accomplishment, especially since many predicted the failure of this project at a time when the Internet was supposedly causing a significant reduction in library use.

College, University and Research Libraries in Canada

Two national associations, the Association of Canadian Community Colleges (ACCC)⁶³ and the Association of Universities and Colleges of Canada (AUCC)⁶⁴ represent the more than 230 post-secondary institutions of learning in Canada. These bilingual associations represent their memberships (over 140 colleges and institutes in ACCC and 92 public and private not-for-profit universities and university-degree granting colleges for AUCC) and lobby on their behalf to government, business and industry, in Canada and internationally. They facilitate the development of public policy in higher education and encourage cooperation not only among their members but also with the communities of which they are part.

As federal funding is transferred to the provinces and territories for education, it is important that the college and university libraries are able to demonstrate their contribution to teaching, learning and research to the administration, faculty, students and staff of their institutions. Increasingly, libraries are also part of the capital campaign of the university and involved in making the case for financial support. Programmes of advocacy, promotion and communications are

worked out at a number of levels from the local institution, to the provincial and regional levels, and at the pan-Canadian level. Canadians are finally making inroads into the need to support the indirect costs of research which libraries, laboratories and computer networks represent.

University Affairs, the official magazine of AUCC, featured the new academic librarians in the December 2007 issue⁶⁵. The article profiles a number of directors of university libraries and a special librarian to illustrate the changes in the use of space and technologies, the growing dominance of digital collections and access to them from the desktop, the importance of having a presence in the teaching and learning aspects of university life through information literacy instruction, support for the curriculum and courses, and a ‘learning commons’ conducive to group work and also to individual study. Many libraries now include a comfortable zone for socializing, including getting something to eat and drink.

In the article, four different services and concepts were described and illustrated, from east to west, through an interview and photos with each director and a medical science librarian. In a profession dominated by women and where women are conspicuous in management positions, the journalist, Tim Johnson, chose to interview four men (Jeff Trzeciak of McMaster University, Mark Leggott of the University of Prince Edward Island, Michael Ridley of Guelph University and Dean Giusstini of the University of British Columbia) plus Tim Mark, Executive Director of the Canadian Association of Research Libraries (CARL). Leadership and innovation in taking advantage of the technological revolution were



Figure 4. McGill University Marvin Duchow Music Library.



Figure 5. University of British Columbia Irving K. Barber Learning Centre.

Photo: Jill Pittendrigh.

stressed. The article made it clear that changing the technologies, use of space, services and work patterns of some library staff has been difficult in some cases. However, Dr. Gloria Leckie, a professor at the University of Western Ontario's Faculty of Information and Media Studies, reminded the readers that the present graduate students have grown up with the Internet and are ready to embrace the challenges of 21st century academic library. The library schools are emphasizing not only the technology issues and skills, but also the human or people skills necessary to rise to the challenge and contribute to the library's recognition as the centre of the learning institution.⁶⁶

Many universities have adopted the 'Learning Commons'- "a place where accessible academic support is available for students in one physical location. The Commons provides academic services as a cohesive whole so that students have access to effective, efficient and integrated assistance. The Commons also creates a space for collaborative work between students and between students, their Teaching Assistants (TAs) and their faculty."⁶⁷ The space and services are normally provided in the library, where staff is

available to respond to questions. Increasingly, library staff is also providing virtual reference and referral services, sometimes within the institution and sometimes through collaborative reference service. The university and college libraries are increasingly open for long hours, so students can work individually and in groups in their own time.

To address the rising costs of electronic journals and the need to support learning, teaching and especially research, the Canada Foundation for Innovation has provided financing for Canadian libraries as a consortium through Canadian Research Knowledge Network (CRKN).⁶⁸ The universities also contribute so that the partnership can undertake large-scale content acquisition and licensing initiatives in order to build knowledge infrastructure and research capacity in Canada's universities. The innovation has levelled the playing field across universities and disciplines, starting first with the journals in the sciences and technologies. In 2007, thanks to a CAD 19.1 million investment from the Canada Foundation for Innovation, with matching funds from 67 of CRKN's university members and 9 provinces, CRKN will be overseeing a nearly CAD 50 million acquisition of digital content in the social sciences and humanities from international sources.⁶⁹

Working at the regional and national levels, the library community has also provided access to materials through portals such as Scholars Portal,⁷⁰ and the Theses Canada Portal,⁷¹ to facilitate and expand the access to a variety of materials. The motivation is to support Canadian research, innovation and development and the progress is based on cooperation.

The university library community and the research community have also been engaged in addressing the issues, such as data archives, institutional repositories, and the use of Open Access software. On the subject of Open Archives (OA), the granting councils and research institutions like the International Development Research Centre (IDRC)⁷² have approved OA in principle and some of them, The Canadian Institutes of Health Research⁷³ and IDRC, for example, have created an open archive to ensure that publicly-funded research is available free or at reasonable rates to all over the long period. An article in *University Affairs* in March 2006, 'The Bottom Line on Open Access' by John Lorinc, features Dr. Martin

Osborne and reviews the issues from a number of perspectives, including that of the library.⁷⁴

These new services have not replaced older services such as interlibrary loan (ILL) and document delivery or library orientation and information literacy instruction. Indeed, the staple services are also being improved through the cooperative arrangements of the four regional university library councils (Atlantic region, Québec, Ontario, Prairies and the Pacific) and the Canadian Association of Research Libraries.⁷⁵ A recent resource sharing agreement announces the following: service standards for ILL and document delivery for faculty, students, and administration include the following: loan of books between participating libraries at no charge; four day turn-around time between the receipt of the request and the sending of the item; three week loan period for materials that need to be returned to the sending library; standard charges for photocopies and copies of materials that do not need to be returned.⁷⁶

Online courses and distance learning have had a long history in a country like Canada. However, they too have been revolutionized by the information and communications technologies (ICTs). A few of Canada's post-secondary institutions are virtual – Athabasca University, for example – but others support a number of different configurations of distance and online courses and the library is expected to play its part in providing its collections and services to the students and faculty.⁷⁷

Digitization projects are also very popular in Canada. The largest players are the research libraries and special collections areas of special libraries, archives, museums and research centres. The materials often have a strong connection to Canada, but there are collections in Canada not related to its history or culture. In late December 2005, CBC (Canadian Broadcasting Corporation) Arts printed an article in the *Globe & Mail* to announce the race to digitize books and other documentary sources under a project called Alouette.⁷⁸ Leading the group is Carole Moore, University Librarian of the University of Toronto, who began converting print to electronic form as part of the library service some years ago. The 27 research libraries are also members of a number of projects both in Canada and internationally, some of which were cited earlier in this article.

With a number of different programmes of digitization in Canada, the challenges are to meet

standards for scanning, preservation, and access that stand the test of time and coordinate efforts efficiently and effectively. Library and Archives Canada, as mentioned above, has taken a lead in developing a national strategy through broad consultation and in-depth discussion of all the issues.

Public Libraries

The demography of Canada and the recent amalgamations of towns and cities close to each other into large municipal megacities have resulted in the fact that about 25 urban libraries serve about 80 percent of Canadians. This group is associated through the Canadian Urban Library Council (CULC)⁷⁹ with a membership of over 40 library systems serving populations of over 100,000. An article in the *Globe & Mail* on January 10, 2007 caught the spirit of this group of libraries across Canada in its title and its illustrations of varied services offered in public library systems: 'Libraries Turn Page to Thrive in the Digital Age'.⁸⁰ A recent paper by Jan Harder, the chair of the Ottawa Public Library Board and deputy mayor of the city, identifies how the public library supports the increasing diversity of Canadian cities and the consequent need for services of inclusion and outreach in many languages, so that citizens not only can interact but also become involved with one another.⁸¹ Much attention is given to the role of the public library to welcome and support newcomers in their adaptation, language learning, communication with home, search for a job, care of the family, study and learning and introduction to the various services available. Emphasis is also placed on those who have not used the public library in the past; persons with disabilities, for instance. Ottawa Public Library has prepared a manual *Getting to Know the Library*,⁸² while Montreal Public Library has built a special branch dedicated to immigrants (Parc Extension) with appropriate collections and services.⁸³

While the advocacy of the Ottawa Public Library, the largest bilingual English-French public library system in North America, has been strong and multifaceted, with many partners, the budget exercise for 2008 did recommend cuts to the library budget. The Friends of Ottawa Public Library has taken up the cause to preserve the services of all 33 library branches and two bookmobiles.



Figure 6. Ottawa Public Library, Greenboro Branch. Interior.



Figure 7. Ottawa Public Library, Vernon Branch.



Figure 8. Vancouver Public Library.

Toronto Public Library (TPL) is the largest public library system in Canada, with 99 branches and 11 million items to borrow or use in the library. TPL is also the world's busiest urban public library system. Every year, more than 17 million people visit the 99 branches and borrow more than 30 million items. On the home page of About TPL, the visitor is invited to watch a video on how to use the library in nine languages.⁸⁴

On the websites of the larger public libraries, the trends to push more and more to the desktop and to organize materials by target group (e.g. children, teens, seniors) and for subject searches (e.g. genealogy and local history) are evident. Acting as guide, adviser, instructor and respondent to questions, the staff members encourage interaction both physically and virtually. Those who know what they are looking for order online and can now often pick up and return the materials at the most convenient branch. These people spend less time at the library, but many who have never used the public library use the facilities, technologies and collections and services of the library and its partners on a regular basis. It is not uncommon to find a line-up at some of the computers, although public libraries are trying to mirror the commercial world with



Figure 9. Lecture in the Toronto Reference Library.



Figure 10. A rural public library, Les Coteaux. Exterior.



Figure 11. A rural public library, Les Coteaux. Interior.



Figure 12. Community Librarian, Amanda Ishulutak, at the Qimiruwik Library in Pangnirtung Nunavut.



Figure 13. View from the Qimiruwik Library in Pangnirtung with the towering cliffs of the Pangnirtung Fjord.



Figure 14. The study area in the Amitturmiut Library in Igloolik, Nunavut; Community Librarian Nancy Kadlutsiak seated at right middle.

more self-service equipment. Staff do, however, continue to play a strong role in contributing to the satisfaction that library users report.

From east to west, urban public libraries have responded to their communities and current challenges in their own way. Several of them have foundations and friends' groups in order to diversify and expand their income-generating activities. All of them have print, multimedia and digital collections, services and programmes for every age and sector— from baby to senior – from every country and with every imaginable (or unimaginable) interest or need. Literacy and learning are central to the services being offered. It is worth visiting their individual websites to see the variety of collections and services and the approach they are taking. For example, Richmond Public Library in British Columbia⁸⁵ has won awards from both Canadian and American sources; as has Halifax Public Library in Nova Scotia.⁸⁶

Innovation can come in many forms and from different areas of the country. Peterborough Public Library has become known and rewarded for *TEKdesk*, a live phone service and web-based help-desk providing technical support to all libraries in Ontario 24 hours a day, seven days a week. Among the facilities that benefit from the service are smaller remote, rural and First Nation [*sic*] branches that do not possess a high level of in-house technological expertise.⁸⁷

Mississauga Public Library gathers statistics on the activity of these libraries and libraries in smaller cities and regional systems on an annual basis. In 2006, Regina Public Library led with a per capita expenditure of CAD 70.31. The lowest ranking library in this category was a regional library in New Brunswick with per capita spending at CAD 11.82. The average expenditure was CAD 37.60. Those interested in annual statistics will find the data for libraries and branches on the Mississauga Public Library very informative.⁸⁸



Figure 15. The public library of Sainte-Clotilde-de-Châteauguay: exterior.



Figure 16. The public library of Sainte-Clotilde-de-Châteauguay: interior.

Serving rural and remote parts of Canada has its particular challenges. In Québec, the public library system is divided in two: libraries serving more than 5,000 inhabitants, and rural libraries. In the second case, a different structure was incorporated at the beginning of the 1960s with the foundation of the 'Bibliothèques centrales de prêt' which later became Centres régionaux de services aux bibliothèques publiques (CRSBP)⁸⁹. Inspired by the rural libraries' network in France, they are serving villages by lending collections which circulate among the affiliate libraries. There are eleven CRSBP, one in each geographical region of Québec. Although they receive money from the Government of Québec, they function on a commercial basis. They sell their services, which are very efficient and reliant on the new technologies, to municipalities. For this reason, even small libraries in Québec are automated and offer access to Internet.

Ann Curry, now Director of the School of Library and Information Studies at the University of Alberta, and a survey team have studied regional libraries and provided information on their services and governance structures.⁹⁰ One of the challenges is to serve the varied and current needs of a diverse society. Populations are scattered. There may, for example, be a link between the results from the 2005 reading survey, cited above, and the availability of library services with adequate collections for all members of the community. For example, francophones outside Quebec read fewer books and magazines than other groups. One of the causes may be the absence of current local materials in French which have been announced on the television or radio. While these materials may be ordered online from bookstores and regional libraries, there is a cost associated with purchase and new materials are often difficult to find in the library because of their popularity.⁹¹

With the assistance of the Government of Canada, through Industry Canada, the Community Access Program (CAP) provides Canadians with affordable public access to the Internet and the skills they need to use it effectively. It operates through the combined efforts of the federal, provincial and territorial governments, community groups, social agencies, libraries, schools, volunteer groups and the business community.

Under CAP, public locations such as schools, libraries and community centres act as 'on-ramps'

or 'entry points' to the Internet for people who might not have computers or Internet access in their homes or workplaces. CAP also provides affordable access to skills training, job searching and government online services. The program supports the goals of Advantage Canada, the Government of Canada's plan to help all Canadians improve their quality of life, reach their full potential, and create strong communities.⁹² The federal government has also sponsored programmes designed specifically by and for the Aboriginal community. Examples include First Nations SchoolNet and the Aboriginal Digital Collections Programme.⁹³

As noted earlier under general trends, federal financial support has been declining. With the change of government in 2004, some of the federal government programmes, including those mentioned above and those related to literacy support, have been modified or cancelled. Public libraries in every province and territory have had to improvise, advocate, make partnerships and also fight for their budgets.

The spirit of innovation, energy and partnership being poured into public library service in across Canada is illustrated, for example, in a news report of the Atlantic Provinces Library Association's *APLA Bulletin*:

Six youth are working throughout the region a Fall/Winter Youth Initiative funded through Industry Canada and the NS Office of Economic Development. The youth have been very busy with one-on-one computer tutorials, special workshops and children's programs.

In honour of Family Literacy Day, our 4th annual Library Sleepover took place at the Wolfville Memorial Library. Over 30 children and parents vied for their special sleeping spots among the book stacks. (Event sponsored in part by Honda). Special activities such as this could be why Wolfville Memorial Library is one of 80 libraries from hundreds of nominations, featured in the book "Heart of the Community: Libraries We Love" – a US publication, by Berkshire Publishing Group in Massachusetts.

We have been notified by Canada Council of a successful funding application for a 2007 Nova Scotia author series April – October.

Both Michelin and Frito-Lay have also committed to the financial support of this series⁹⁴

These are just a few examples of what is happening in public libraries across Canada. Many of the partners mentioned are from the private sector.

School Libraries

The arrival of the Internet and Canada's concerted efforts to build a robust Information Highway in the 1990s have adversely affected school library programmes. Funding programmes mentioned earlier, such as SchoolNet, delivered through Industry Canada, and provincial funding programmes, as well as funds from foundations such as the Bill and Melinda Gates Foundation⁹⁵, resulted in the wiring of schools and the provision of mobile laboratories with Internet access in every part of Canada. However, in many cases, the computers were not installed in the library and the library staff was not involved in the integration of the ICTs into the curriculum and learning methodologies.

The decline in the number and qualifications of school library staff noted earlier has had detrimental effects on the Canadian children's publishing industry. Parents, publishers, educators and organizations like the Book and Periodical Council have joined forces with library associations to invest in the research needed to strengthen the lobby effort and to highlight the positive results on test results that school library programmes designed and delivered by qualified staff can achieve.

*The Crisis in Canada's School Libraries: The Case for Reform and Re-Investment*⁹⁶ by Ken Haycock lays out the issues and the ironies of the Canadian situation in a report sponsored by Canadian Heritage and the Association of Canadian Publishers. Without the regular market of school libraries, Canadian children's publishers are finding it difficult to survive without markets in the USA or French-speaking Europe. With the Canadian dollar rising in comparison to the US dollar, the situation has become critical. This deterioration of the market comes at a time when the quality of both English and French language publishing for children is internationally celebrated and recognized.

In Québec, funds have recently been put into the mass purchase and distribution of current

titles across the province. However, without well-trained staff to plan and operate a library programme in liaison with the teachers, the books are not necessarily used and read.⁹⁷

Moreover, the potential impact on cultural identity (as well as the influence on student learning and reading) in an ever-changing and increasingly diverse culture is lost if the school library programme is non-existent, part-time or delivered by staff without the knowledge of Canadian materials and their links to identity and learning. The public libraries have taken up the slack in a number of provinces and regions of Canada. Homework assistance, tutoring, collections, databases and websites are provided by them. In some cases, the library acts as both a school and public library. However, it does seem ironic that the Council of Ministers of Education of Canada has chosen literacy as one of its priorities⁹⁸ and yet, as noted above, the general status of school libraries is lamentable. There are exceptions.

The Toronto Star reported in May 2005 on the CAD 1 million investment in Parkdale Collegiate Institute's 5000 square feet library. In addition to the print collection, the broadband and video conferencing facilities link the secondary school to York University, the University of Alberta, the Banff Centre for Fine Arts and Seneca College, for example. The principal reports that the library is the hub which ties everything together.⁹⁹

The crisis in school libraries was, for some time, seen as a problem only for those librarians interested in primary and secondary education. In the past decade, it has been recognized as a problem for society. In Québec a coalition was formed with librarians, authors, publishers, etc. to support school libraries which have been in a very bad condition in recent years.¹⁰⁰ The school library associations have worked together and tools such as the School Library Information Portal (SLiP),¹⁰¹ have been developed to assist in collecting policies, research and best practice and sharing information to put the issues onto the table in a persuasive way. However, the coalitions and cooperative efforts of many Canadians have not yet reversed the general trend of neglect for an important cohort of young people and their teachers and administrators. It is very encouraging that Ontario has recently recognized this shortcoming.

Special Libraries

Special libraries cross all sectors of society: the public, private and not-for-profit. They are so defined by their target users and the mandate and subject matter of their headquarters that many of them are probably less bound by the Canadian context in which they work, unless that is itself integral to the role of the parent institution.

In studying the library sector from a pan-Canadian perspective and by province and region, it would appear that there are fewer government libraries across Canada than there were before the economic downturn and technological upturn of the 1990s. Canada as a whole, and each province and territory, has, of course, a number of government libraries; the legislative library to serve the elected members; legal libraries to serve the courts; and all have provincial and territorial libraries to coordinate the work of public libraries in their jurisdictions, but their laws and mandates differ, as we noted earlier in this article.

At the federal level, the Canada Institute for Scientific and Technical Information (CISTI)¹⁰² has strong collections and services and international connections in support of the National Research Council of Canada. It has taken a coordinating role in increasing the cooperation among federal science libraries, but its new emphasis is on supporting the competitive advantage of its major clients. Many of the older federal government departments such as Agriculture, Natural Resources, and the Supreme Court have played national and international roles, but the scope and status of library activity does now depend on the leadership of the department.

The Library of Parliament¹⁰³ serves the House of Commons and the Senate of Canada. Its unique building has recently been refurbished and upgraded. While the Library of Parliament held strong general collections until the National Library became established in the 1960s, it has since become focused on the work of the Members of Parliament and Senators, with a Research Branch to support the committee work and study of both houses.

Many of the universities have strong special libraries – law, health sciences, natural and physical sciences, art – that are also connected

to the institutions such as hospitals, research institutes and museums associated with their campuses.

It is difficult to assess the status of the libraries in the private and not-for-profit sectors. Many of them have grown beyond the functions of a library to a service responsible also for records management and/or knowledge management.

The special librarians of Canada have long been strong supporters of the Special Library Association (SLA) and its Canadian chapters or their more specialized associations related to law, medicine, agriculture, art, etc. and their Canadian bilingual sister associations. Many special librarians have also become consultants and work nationally and internationally on contemporary issues.

Within the Canadian Library Association, membership in the Canadian Association Special Libraries and Information Services (CASLIS) Division has been falling, as its role in advocating at the national level for policy conducive to universal access to information and freedom of expression becomes stronger and its opportunities for professional development and training shift. Special librarians tend to support continuing professional development and workplace training and put their investments into associations which provide direct personal benefits and opportunities.

Library and Information Science Education

Library schools in Canada rely on a long tradition. As early as 1904, the first library school was founded at McGill University in Montreal. Melvil Dewey even taught at the first session. His presence is not surprising because the library community in English Montreal was close to Dewey's philosophy, exemplified in the development of his own school at Columbia University in New York, a few years earlier. Library education in Canada, therefore, followed the same paths as those in the United States for many years and the Canadian curricula reflect this influence. This history is somewhat different for the French-speaking community. The first library school in a French-speaking university was founded only in 1937 within a more European influence.



Figure 17. The Library of Parliament. Photo: Mone Cheng.

However, in the 1960s, all the Canadian library schools in Canada, including that of the Université de Montréal, took their distance from the Americans by establishing a masters' degree of 2 years, while most American schools had one year or 18-month programmes. All the Canadian schools, however, are accredited by the American Library Association (ALA).¹⁰⁴

At least one Canadian is always on the American Library Association (ALA) Accreditation Committee and Canadian educators and professionals are used for the assessment of the North American masters' programmes.

In 1971, the University of Toronto introduced the first PhD program in library science in Canada. Today the seven schools in Canada (see Box 2) all offer doctoral programmes. And a new bilingual programme will soon open at the University of Ottawa. Over the years the Canadian schools have developed appropriate curricula to follow new trends in educating information specialists. Some are now offering degrees or specializations in archival studies, (University of British Columbia and Université de Montréal), while another school is offering a degree in museum studies (University of Toronto). Still others are offering combined programmes such as Dalhousie University's management and library and information science degree, or Toronto's law and information studies combined program. Many have also introduced undergraduate degrees in recent years, especially

in the field of new technology and digital information. The University of British Columbia is also offering within its masters' degree a concentration in Aboriginal librarianship.

The Canadian schools are very active on the international scene and their faculties participate regularly in the activities of the Association for Library and Information Science Education (ALISE). A new award from ALISE recognizes the contribution of Norman Horrocks, founding director of the Dalhousie library school.¹⁰⁵ Many, like the Université de Montréal, work with other institutions in different parts of the world. The Montreal school is working with many French-speaking schools in Africa.

In Canada, library technicians programmes offered at the community college level are very popular. There are eighteen programmes in all the Canadian provinces.¹⁰⁶ These are generally two-year programmes, except in Québec, where three-year programmes are the standard.

Reference was made earlier to The Partnership for training and professional development. The associations, provincial agencies, library schools and consortia offer programmes and, increasingly, e-learning is possible. The Northern Exposure to Library Institute selects candidates from every type of library and part of the country. Its unique combination of reflection and experience, in a remote and beautiful corner of the country and

Schools of Library and Information Studies in Canada

Halifax, Nova Scotia, Dalhousie University School of Information Management, Faculty of Management. <http://sim.management.dal.ca/>

Montréal, Québec, Université de Montréal: Ecole de bibliothéconomie et des sciences de l'information, Faculté des arts et des sciences. <http://www.ebsi.umontreal.ca/>

Montreal, Quebec. McGill University: School of Information Studies, Faculty of Education. <http://www.mcgill.ca/sis/>

Toronto, Ontario. University of Toronto, Faculty of Information Studies. <http://www.fis.utoronto.ca>

London, Ontario. University of Western Ontario. Faculty of Information and Media Studies. <http://www.fims.uwo.ca/>

Edmonton, Alberta. University of Alberta. School of Library and Information Studies, Faculty of Education. <http://www.slis.ualberta.ca/>

Vancouver, British Columbia. School of Library, Archival, and Information Studies, Faculty of Arts. <http://www.slais.ubc.ca/>

The University of Ottawa is establishing a School of Information Studies within the Faculty of Arts in 2008 and appointed Kenneth-Roy Bonin to begin the planning in 2007.¹¹⁸

its inspiration with traditional Aboriginal customs, have influenced many of Canada's talented practitioners with 5 to 8 years of work behind them.¹⁰⁷

Leadership

Everyone mentioned in this article has demonstrated initiative and innovation; there are also many unsung heroes in the Canadian library community. As this article has noted, there is leadership being practised in every sector of the library community, although some of the battles may not yet have been won in every part of Canada and in every type of library. Vigilance is necessary. The grounds on which the 'public good' is defined shift in the globalized and national environments.

In the broader context of Canadian development and research, Dr. Patricia Fleming of the University of Toronto's Faculty of Information Studies, for example, negotiated, with a francophone colleague at McGill, Dr. Yvan Lamonde, the receipt of a major grant from the Social Sciences and Humanities Research Council of Canada for the three-volume *History of the Book in Canada* project.¹⁰⁸ Its completion and publication in budget, on time and in two languages involved professors, researchers, and post-doctoral students and librarians from a number of disciplines and many institutions; and scholars and researchers will also benefit from the databases that Library and Archives Canada will host and others will maintain.

Another example comes from Alberta. Dr. Heidi Julien has not only done research with associates into the changes in public and university Canadian libraries in the digital age and been published in a number of international library journals, she has also dedicated effort to the *Canadian Journal for Information and Library Science*, as its editor.¹⁰⁹

Wendy Newman has served on several federal task forces and as president of the Media Awareness Network, an award-winning Canadian non-profit organization that has pioneered the development of media literacy programs since 1996, using staff and board members with backgrounds in education, journalism, mass communications, and cultural policy. She is also the first public librarian to serve as Librarian-in-Residence in a faculty of library and information studies.¹¹⁰

Lise Bissonnette has risen to the challenges in Québec with intelligence and strategy. Her dynamism and strong personality allows the Québec population to profit from one of the best and the most innovative library and archives services in Canada.¹¹¹

Ken Haycock also has marked the development of library and information science education. After directing the school in British Columbia, he went to the United States where he succeeded as one of the leaders in this area. His work on school library programmes has already been mentioned.

Many Canadians continue to play an active role on the international scene, especially in helping libraries in developing countries to make their way. Philippe Sauvageau, for example, while being very active on the library scene in Québec, travelled all over French-speaking Africa for many years to implement the 'Centres de lecture et d'animation culturelle', an innovative system matching libraries and cultural centres in rural areas throughout La Francophonie.¹¹²

Canadian library leaders have also made important contributions to IFLA over the length of its existence, putting their high level of expertise at the service of various sections, core activities and on the Governing Board. We can definitely say that overall, Canadian librarians – not only libraries – are also on the agenda!

Conclusion

The only constant is change; and, in a brief article, it is difficult to illustrate the vastness, diversity and local particularity of libraries in Canada. But it is clear that the Canadian library community is on the agenda of governments and policy makers. Our library leaders understand the necessity of strong advocacy, accountability, user-based services and representation in the discussions and decisions of every sector of society.

For this reason, the authors can say with modesty that our recent review of Canadian libraries for this article ranks them as among the best in the world. Of course, Canada is a very large country, and diversity is a strong asset and reality of this nation. There are areas which still need attention and improvement. But overall the Canadian society can be proud of its library system, as Canadians can also take pride in living in a country which is

repeatedly considered by the United Nations to be one of the best places in the world to live.¹¹³

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Manitoba Library Association: www.mla.mb.ca
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Newfoundland and Labrador Library Association: staff.library.mun.ca/nlla/
 - Nova Scotia**
Nova Scotia Provincial Library: www.library.ns.ca
 - Northwest Territories**
Education, Culture and Employment Government of the NWT: www.ece.gov.nt.ca
 - Ontario**
Ministry of Culture, Programs and Services Branch: www.culture.gov.on.ca/english/culdiv/library/index.html
Federation of Ontario Public Libraries: www.fopl.ca

Prince Edward Island

PEI Provincial Library Service/Service des bibliothèques publiques de l'I.-P.-E.: www.library.pe.ca

Quebec

Association des bibliothèques publiques du Québec: www.bpq.org

Saskatchewan

Saskatchewan Library Association: www.lib.sk.ca/sla/

Yukon Territory

Yukon Public Libraries, Community Services: www.community.gov.yk.ca/libraries/

National

Canadian Association for School Libraries (CASL): www.cla.ca/casl/

Canadian Association of Special Libraries and Information Services (CASLIS): www.cla.ca/casl/is/index.htm

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Understanding Cybersocial Network Trends for Innovation in Libraries

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Abstract

This document shows our concern about how libraries can participate in the increasing world of networks and cybercitizenship. The Library of Congress of Chile is exploring these possibilities and shares how this experience of adding value to Congress and the roles of congress persons could be extended to other libraries. We have identified three ways in which a library can approach cybersocial networks. Firstly, as a sponsor and co-creator, providing technological platforms and human capabilities so citizens can learn to participate in cybernets. Secondly, as a citizen trendwatcher, that identifies social conversations, particularly those emerging and not published yet in papers or books. Lastly, as a promoter of emerging collectives that shape the national community, around issues of social political interest in Congress. With a strong commitment to promoting digital culture, the Library's web catalyzes all our digital services, eliciting a very high response from the public. We share the path taken, the drivers and steps followed in this exploration.

Keywords: innovation; social networks; citizen participation; cyber-activism; parliamentary libraries; Chile

The Context: Citizen Activism and Libraries

The Internet enables citizens to build and participate in collaborative and distributed networks. In the world of distributed networks, validation logic operates in a different manner than in the world of books and newspapers. Here, the important thing is the amount of visits, comments and links that the author receives. Power is held in the capability of being attractive to the network of cyber users, and not by being chosen by an editor. The Internet's increasing use, worldwide access and the availability of multiple interface technologies have generated conditions for changing citizen interaction into a powerful tool for civic activity. Tools such as blogs, forums, Short Message Service (SMS) and chatrooms have been effectively employed, not only in everyday coordination or individual expressions, but also in communities and collective actions leading to changes of courses of action within communities. This is noted by David de Ugarte, when he refers to the 13 March 2003 marches in Spain, which changed voting tendencies:

It was the night of cell phones. There is still an ongoing discussion about how much this influenced poll results the next day. (However) no one can deny that this was a moment of radical novelty in the history of Spain. The economist Juan Urrutia, in his book published only a few months earlier, had predicted the type of movement was imminent and had proposed methodological tools for understanding them. He called these movements '*cyber tumults*.'¹

Citizen Cyberactivism,² where opinions, concerns and content are posted, quoted and referred from one to another through free

tools, can be followed by libraries concerned for the communities they serve, especially congressional libraries. In the latter, the analysis of these conversations may generate useful feedback for members of parliament, through which they will recognize the main concerns people share, which could eventually lead to changes in public policy. The library can thus support and stimulate the creation of links between groups, such as the elderly, and can generate citizen behavior observatories and – a most important role – that of being an instrument for Parliament in the generation of conversations and debate, in which the citizen can speak on themes of national interest.

Observing emergent phenomena implies entering into moods that open or close possibilities of understanding them.

Trivializing the Phenomena

Many citizens don't understand the difference between a blog and a web page, probably because web 1.0 was built for publishing and retrieving information in and from the net, not for building conversations or links with unknown people that share common concerns. In this new field, identity is a key role in the interactions. Users have the chance to trust or distrust blog authors, according to their perception of the patterns and codes of the cyber-relations, built and understood only online by the cyberactivist communities in permanent construction of consensus. Citizens' commitments and concerns can be projected in the net with similar moods as in off-line life. Posting with one's complete name, leaving comments in proper language, making references to the source of the ideas posted, being considerate and respectful of others, are some of the ways cyberactivists build their own identity and earn the respect and trust of others. Some authors use blogs as an easier way to manage content than through a web page. Others don't answer users' comments, or don't have a commitment to the frequency of their postings. So, when a blog is online and its owner does not respond to comments or build conversations, or has an unsuitable language, users will acquire a certain interpretation of him or her that with time will constitute the authors' identity in the net.

Demonizing the Phenomena

There are those who believe that when centralization and control are lost, they lose so much

power that they become fierce opponents and prefer to exclude it as an option for action. The creation and understanding of power in the net is built differently. Access to knowledge is open, access to build on that knowledge is open, information is public and updated every time an author decides. Bloggers value authors according to their identity and the improvements or new ideas posted. Interactions among people work in asymmetric channels and multi-directional ways of communicating. The new power is not related to the way information is controlled, but to how each author builds trust exposing him or her self among their communities of readers.

Believing It's Only a Fashion

Lastly, we see a complacent approach, perceiving these initiatives as the continuation of something that has been modified, but really nothing new, and not a topic of concern or interest, but rather irrelevant and transient. Web 2.0 brings a new understanding for the traditional patterns of relations, human behavior and social maps. Some issues in Chile such as cyber copyright or digital rights management still have no legal support. The understanding of the phenomena is still at an early stage.

The Library of Congress, Chile: A 'Taking into Account' Attitude

How do we fit this new approach into our daily practices; how does it become inherent to our vision and mission? how do we nurture our community with the results of our observations?

Our new vision and mission, January 2004, declares, among other aspects, two main drivers, that have allowed us to innovate in our services:

- To generate value for the members of parliament.
- To promote digital culture within the institution and for citizens as a commitment with society.

To be true to the first statement, we have to be permanently aware of the main parliamentary concerns and needs – so as to provide services and products of value, as perceived by them.

Our commitment to promote an internal digital culture, both within Congress and the wider community, has provided us the opportunity to make progress in two ways: by giving space and

voice to young professionals hired who are born digital and training their listening capabilities so they can act with resolution; and by teaching both staff and citizens how to take advantage of the vast amount of tools and gadgets that allow them to acquire new practices from the digital world.

Cultivating *Disclosure* as a New Attitude for Libraries

The book, *New Worlds: Entrepreneurship, Democratic Action, and the Cultivation of Solidarity* by Charles Spinosa, Fernando Flores and Hubert L. Dreyfus (1997) inspired us to adopt an open posture toward the culture of disclosing as an attitude where we are aware of the new waves that address relevant issues of current interest. But this is not enough; we have to commit ourselves to a new attitude where we constantly explore, experiment and assess the new possibilities that appear before us.

We have been attentive to new dimensions of political participation, which some authors name **Politics 2.0**. In the latest parliamentary election in Chile (2005), the use of blogs by the candidates during the campaign was already noticeable. To date, there are still very few parliamentarians that interact this way with citizens. However, in Chile, those who have been able to generate audiences are the blogs of Representatives Farías⁵ and Valenzuela⁴, and Senators Novoa⁵, Cantero⁶ and Flores⁷, for example. As Juan Freire says, describing politics and action, “the politician 2.0 loses control but wins influence and relevance”.

On the subject of **cyberactivism**, *Atina Chile*⁸ appeared in the Chilean blogosphere in 2005. It promotes cybercitizen expressions on digital culture, education and environment. Its permanent growth in visits and links is recognized by the Hispanic blogosphere. On his first visit to our library, the Spanish cyberactivist, David de Ugarte, made us realize the particular characteristics of *Atina Chile* bloggers, as they generously linked each other, building collaborative opinions and networks.

Digital Citizen Journalism

Our first reference was *OhMyNews*, the Korean newspaper, which we learned about from the Chilean press correspondent, María Pastora Sandoval. In Chile, *Atina Chile* helped develop local digital newspapers, far from the capital,

where cybercitizens are the creators of contents. *El Morrocotudo*⁹ was the first Chilean newspaper with these characteristics, it was followed by *El Amaule*, *El Rancahuaso* and *El Observatodo*, as networks of multiple citizen authors, focused on their own regional territories.

Social Mobilization: New Features

In May 2006, we observed an unprecedented high school student social mobilization, unseen since the return of democracy in Chile (1990). High school students, mainly from public schools, demanded changes in the Educational Organic Law (LOCE). On this occasion, there was a particular feature. The intensive use of photoblogs, (blogs focused on photos) became the main tool for disseminating student demands and coordinating their massive movement. Their capacity to mobilize and respond was impressive; they practically did not need central nodes or bureaucratic hierarchies to be informed and take action. Rosario Lizana, Chilean correspondent for *Global Voices*, provides a brief summary¹⁰ in her blog of what was happening at that moment, showing this new capability in emerging leaderships, “that in other situations, would probably be weighed down by bureaucracy”.

Virtual Spaces

Chronologically speaking, our last referent has been the observation of the growth of citizen participation in virtual spaces, particularly Second Life. Our attention was attracted by the appearance of places such as The Library of Congress of the United States, Democracy Island and Capitol Hill, quoting their real life equivalent. Chilean presence in this space is quite minor, but it already exists, as a reference to the government headquarters, named La Moneda. Nevertheless, this is a private contribution and not a State initiative; it has served as a meeting place for the expressions of unsatisfied citizens.

Our Way of Moving Forward

We are developing three innovation projects for new services related to our relation with cybercitizens with three different strategies:

1. As sponsors and co-creators of a blog, we provide technological platforms and human capabilities to train citizens and organizations on how to participate in cybernets.

2. Secondly, as citizen trendwatcher, by identifying social conversations, particularly those emerging, not yet published in papers or books.
3. Lastly, as a promoter of emerging collectives that shape our national community, around issues of social political interest in Congress.

The Library as Sponsor and Co-creator of Cybersocial Networks

The Project Major Leagues: the blog co-created and developed by the Library, January 2006

The context

Seniors today – even in a time of transition – lead longer lives than before, and have new opportunities to be actively connected to the world in a net society, although without regular jobs. Cybersocial networks are a vehicle for multiple conversations and comments without censorship that can become a way to avoid solitude and despair and an opportunity to seek new projects and collaborative entrepreneurship. Members of such a community can promote their identity in new environments or reinvent themselves in new roles, different from their previous jobs and closer to their alternative vocations, roles that now can become central to their lives and be shared with others. Networks increasingly take care of people's practices in their lives. Skype for example, connects people face-to-face and by voice; an Internet phone at no extra cost. These benefits have to be passed on. One of the barriers though, is the lack of the special training needed for groups that belong to the print culture, where changing their daily practices means a much greater effort than for other younger groups.

Fostering senior participation is not exclusively an aim of our members of parliament, but of our society. In Chile, approximately 2 million people more than 60 years old have a life expectancy of 74 years; a significant number that could be relevant in elections.

The Government of President Michelle Bachelet is intent on implementing programs that improve the life of marginal groups, for instance, through the Seniors National Service (SENAMA, Servicio Nacional del Adulto Mayor).

Listening to the elderly in their everyday lives is a source for gathering concerns and areas of discomfort, which in the long run can be structured and presented to the members of parliament. This material eventually could lead to reforms in our public policies such as new bills, laws or administrative rules for the betterment of the life of the senior population.

Methodology

We developed a set of actions such as:

- Understanding the issue by the leader of the Project Ms. Calvo, who wrote a paper on the experience¹¹.
- Contacts with expert organizations, national and international, through breakfast invitations from the Library. As a result we received recommendations of recent research and concerns gathered by the institutions.
- Frequent meetings with parliamentarian's advisors to talk about issues of concern gathered in breakfast meetings, and to check the reaction to our findings.
- Invitations to social leaders of Senior Citizen Groups together with members of the Library and a small group of parliamentarians interested in these matters, with one congresswoman attending.
- In-house development of the blog software tool in Spanish and installing it in our premises.
- Training the employees of organizations focused on the elderly on how to write posts.
- Publishing posts by the project leader on behalf of other authors.
- Keeping the blog online and managing it from the library.

Issues We Encountered

- We faced a double challenge: on the one hand preparing a small group of staff to understand the cybersocial phenomena, and on the other hand, to provoke enthusiasm and participation amongst the elderly in something that seemed distant to them.
- The blogosphere was an unknown concept for our target group, so it was harder to attract them to meetings and training activities.
- Using the blog to create active communities was a new experience for us and for the senior citizens.
- Dealing with innovation without a communication strategy for our public and stakeholders

prevents their full incorporation and thus generates risks for the project.

- The technology was difficult to use in its early implementation, in terms of functions and design.
- We lacked a face-to-face training program.
- We did not set up a strategy of collaboration with the organizations of Senior Citizens.

The Library as Citizen Trendwatcher

Using a nautical metaphor, we could have done short haul navigation, safe, conventional, near the coast, stopping at every port before going on to the next, looking at port navigation charts so as not to make mistakes. But we preferred open sea navigation, with approximate charts like the ancient discoverers, assuming the risks of errors. The first path is appropriate for partial and progressive changes, geared to continuous improvement. The second is riskier yet contains more fertile opportunities to bring products and services that will expand the possibilities for our audiences. We call this “the reinvention of the offer which the Library is”.

It is important that parliamentarians interpret citizen behavior. Therefore we understand that one of the new roles the Library must take up is that of trendwatcher. Thus, we consider that libraries should be aware of citizen behavior and trends that happen in the communities they serve, and especially should survey marginal trends that occur locally and globally, that can affect these communities.

To begin with this initiative, we used what we had learned as the appropriate methodology – **strategic listening** – which we understand as an “opening to the world of the other”. With this approach, we can discover what we interpret as “anomalies” in the communities we serve. We understand “anomalies” as blindspots to pursue new courses of action, and the resignation of those who see no new possibilities.

Our qualitative research used to observe citizen behavior is sustained on virtual anthropology, since the network provides a great opportunity to follow citizen conversations, free of intermediaries that correct or censor, watching how conversations are generated in a world of cyber content creators or authors. More than ever, we

have the possibility of learning about emerging conversations before they are published in institutional forum, books or periodicals.

This approach led us to create an area called ‘Theme Observatory’ or ‘Subject Watch’ geared to monitor trends and keep an eye on what is going on in a specific theme, what happened in the past and how do we keep alert of the future. Integrated by a multidisciplinary group of analysts that closely follow the cyberactivism networks, they provide information to our library analysts, advisors and researchers as well as to our members of parliament. The drivers are the agendas of Congress, the Executive and the Citizens agenda, the global issues and the conversations that occur in the peripheral networks.

On the other hand, we formed a team – led by J.M. Muga – dedicated to innovation and the creation of prototypes which, upon approval, are installed in the respective areas of the institution. These developers of new products or services use research on cyber communities, to identify services targeted to segments of citizen, which we channel through our web (<http://www.bcn.cl>) and in face-to-face activities.

Considering that 2 million young people are not registered for voting – a main concern of our members of parliament – we started a qualitative research on high school / secondary students with the purpose of developing a library product relevant to their interests and everyday lives that eventually could bring them closer to the political arena. A successful and economic way of researching has been through the extensive photoblog net (<http://fotolog.cl> or <http://fotolog.com>), in which individuals share their collective, active and supportive interests, in the same way as the individualist and self-referenced concerns.

With this research we were looking at citizen behavior. We segmented the students from the point of view of their values; their everyday practices and the tools they use in their daily life; the types of group and community activities in which they participate; the leaders chosen by the young, who are seen as a reference for other young people; their opinions of political activity and education. This process has provided a well sustained and precise source of information for consumer behavior, as a qualitative method that looks at everyday life. We obtained key

orientations to develop in the future a Civic Orientation Program prototype, in a format both attractive and understandable for these youngsters.

The Library as Promoter of Emerging Collectives

Through discussion with members of the Senate and specifically with Senator Fernando Flores Labra, we were led to see that the library could become a promoter of emerging collectives for the Congress and the country. In this context, there are several key subjects to be observed in Chile, according to the opinion of members of our Congress, such as Energy, Centralization vs. Decentralization, Employment for Young People, Broadband Policies. These subjects have not evolved naturally with the changes and dynamism required by globalization, and it means that the country must have the capability for articulating its own proposals in this global context. The Library can become an instrument for the articulation of these emerging collectives in key subjects, in the creation of thematic nodes.

Considering this, we are developing a methodology for installing subject nodes. The purpose of these nodes is to have an early warning system for emerging possibilities and an awareness of the relevance of the subjects being watched. Thus the actors, such as Congress and the citizens, will have the elements to take action, considering the priorities for the country.

This work was organized in four phases:

1. Background work
2. Methodology of installation
3. Prototype development (in progress)
4. Evaluation and dissemination

First Stage: Background Work

Upon the recommendation of Senator Flores, we took, 'Politics of Nature' by Bruno Latour¹², as our theoretical basis, which we discussed with him on multiple occasions, among ourselves, and with the consultants Mario Valdivia, Chauncey Bell and Guillermo Wechsler. After a profound analysis of that text, we generated our own e-document, 'The Production of Texts and the Invention of Worlds', which will serve to continue that analysis and guide our work into the future.¹³

This concern on how a node may be installed is very well described by Mario Valdivia, consultant for the Library, in his own words.

Effectively, the process of installing a new thematic node implies the emergence and dissemination of dialogues in the national community. These dialogues bring forward a new world of concerns and possibilities that affect community actors; a new space in which they obtain relevance and visibility, phenomena that appeared diffuse before, inexistent or merely unimportant; in which new opportunities for the creation of economic value are perceived, which were not available before; in which new risks of fractures are revealed as threatening for the national community; a new world in which new values are manifest and new standards for justice and injustice that must be considered. Summing up, the world of the possible is re-configured by giving space to citizen voices so they can express themselves and drive new emergent social practices to be relevant. Thus, new social actors are incorporated, until new institutions consolidate, accommodating to previously existing structures. In this process, texts are being articulated that gather more consensual weight as the process of social practices changes, until it ends becoming texts of wisdom and established shared knowledge, commonly accepted and valid legislation, codes, manuals, maps, statistics, measurements.

Second Stage: Installation Methodology

Considering this background, for the second phase, the design of the installation methodology was commissioned to Mario Valdivia. A process of installation in three stages was developed:

1. Definition of the subject of the Thematic Node.
2. Definition of representatives and relevant social actors, considered as valid voices, to be invited to participate in the dialog process. It is necessary to consider, for this stage, voices that represent citizens and social organizations, the scientific, academic and specialist communities, political representatives, economists, entrepreneurs, and authorities considered for their moral standing.
3. Definition of the important milestones, considering the installation of a thematic node, including:

- A process of communicating visions and interests, integrating listening and recording processes. The Library will produce texts that account for these visions and concerns.
- Invitation to representatives, spokespersons and actors to discuss the visions, taking care that they are listened to and seriously considered. The Library will produce evaluation texts about the concerns and emerging practices, considering those accepted and those rejected.
- A rearticulating agenda, in the measure that Congress decides to mainstream some of the subjects that come up. The Library will provide the texts for an action agenda, with contradicting options described, as well as the background elements, in political, economic, scientific and ethical terms.
- Institutionalization or mainstreaming of the experience, when the corresponding authorities make the necessary decisions to transform the possibilities into a new reality. The Library will generate texts for disseminating the changes.

Third Stage: Prototype Development

The Library Committee, made up by the President of the Senate, the Speaker and the Library Director, chose the 'Relationship between Chile – Asia and the Pacific' as the prototype area.

Chile is a country that has excelled in the development of international treaties, especially commercial. In the case of Asian countries, treaties have been signed with China, Korea and Japan. And, even though macro figures show an active relation – a third of Chilean exports go to Asia – the citizen are not fully aware of the opportunities they can obtain from the treaties⁴. Installing this Thematic Node appears to be an excellent opportunity to create links between citizens and institutions and between Chileans that live in Asia with Chileans that want to have links with Asia, as pioneers.

Once the leading team was established, in January 2007, the identification of relevant actors began. This was done considering academic networks, national political actors involved in the subject, institutions and NGOs that are developing this area. At the same time, texts are being created and gathered on the relationship between Chile and Asia, as well as visual matter and a selection of reference webs. These texts are focused on concerns

of Chileans as to participation in the wider Asia-Pacific basin, from a Chilean outlook or perspective. Another issue is that Chileans that do not know each other, who live in Asia, can share conversations about their experiences to make that foreign world more approachable and understandable.

We have generated the information architecture needed for this network, to use when they begin to post. The main coordinating tool is a portal. Today you can find information and references on China and Japan and Korea (<http://asiapacifico.bcn.cl>). In 2008 Australia, New Zealand and India will be added. At the same time, conferences are in preparation so the different voices can express their interest or concerns on the related subjects. We began producing videos to place on the site, where pioneers can show their experience.

In a few months, the previous identity of the Library as a service and product provider has changed into becoming a valid node for this network of interactions. We expect that a mood of awareness and commotion will appear with the incorporation of cybercitizens into this network. We also expect that there will be urgency for appropriation of the opportunities that international treaties with Asia bring to the citizens.

Lessons to be Learned

This initiative is a journey along an untravelled road, full of discoveries, bringing forward, watching, capturing and feeding back so they become opportunities or policies, laws, regulations that enhance the citizens' everyday life.

Notes

1. The Royal Academy of Spain defines *tumult* (turba) as a *disorderly and noisy crowd*.
2. Wikipedia (December 06, 2007) defines this term as: **Internet activism** (also known as **electronic advocacy**, **cyberactivism**, and **online organizing**) is the use of communication technologies such as e-mail, web sites, and podcasts for various forms of activism to enable faster communications by citizen movements and deliSee a message to a large audience. These Internet technologies are used for cause-related fundraising, lobbying, volunteering, community building, and organizing.
3. See <http://www.ramonfarias.cl/> blog section.
4. See <http://www.estebanvalenzuela.cl/>
5. See <http://www.senado.cl/blog/jnovo/>
6. See <http://www.senadorcantero.blogspot.com/>
7. See <http://www.fernandoflores.cl/>

8. See <http://atinachile.cl/>
9. See <http://elmorrocotudo.cl>
10. <http://www.globalvoicesonline.org/2006/05/26/public-schools-students-coordinate-strike-by-fotoblogs/>
11. For a New Empowerment: Senior Citizen Blogging. Sofia Calvo con la colaboración de Javier Foxon. Fall 2006. *Journal of New Communications Research, Society for New Communications Research*, Volume I / Issue 1.
12. Bruno Latour is Professor in the Center for the Study of Innovation at the School of Mines in Paris.
13. <http://bligoo.com/media/users/0/11288/files/TheProductions20060712.pdf>
14. As an example, of the 2266 Scholarships “*Presidente de la República*”, awarded between 1991 and 2006 for studies abroad, only 2 were requested for an Asian country.

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- Chatrooms <http://en.wikipedia.org/wiki/Chatroom>
- Chilean Library of Congress web www.bcn.cl
- David de Ugarte <http://www.deugarte.com/>
- Forum http://en.wikipedia.org/wiki/Internet_forum
- Fotolog <http://fotolog.cl> or <http://fotolog.com>
- José M. Muga <http://www.muga.cl/>
- Juan Freire ‘Blogs and Politic’: http://nomada.blogs.com/jfreire/2006/06/blogs_y_poltica_4.html
- Global Voices <http://www.globalvoicesonline.org/>
- María Pastora Sandoval <http://www.mariapastora.cl/>
- El Morrocotudo* <http://www.elmorrocotudo.cl>
- El Observatodo* <http://www.elobservatodo.cl>
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- El Rancahuaso* <http://www.elrancahuaso.cl>
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- Skype <http://www.skype.com>
- SMS, Short Message Service SMS

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an Internet content company. For 4 years she belonged to the Program Committee for the Internet Society Worldwide Conference. As Director of the Chilean Library of Congress she is responsible for the organization and retrieval of information of all types, the publication of a legal database, the production of webs both for specialists and citizens, the sponsoring and promotion of new services through collaborative networks, and the fostering of democratic values. She may be contacted at: Biblioteca del Congreso Nacional, 1117 Huérfanos, Piso 3, CP 8320000 Santiago de Chile, Chile. E-mail: sferreiro@bcn.cl. Tel. +56 32 263150; (2) 2701764. Fax: +56 32 263151.

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North African Research Tendencies in Library and Information Science: the theoretical and the empirical

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Abstract

The aim of this work is to study the evolution of research activities in the field of library and information science in North Africa in relation to changes in the information sector, and to analyze the basic characteristics of scientific production within the information area. A rough reading of Arabic literature in the field of librarianship shows that the volume of this literature remains modest and that its content is mainly characterized by the predominance of empirical studies and the almost total absence of theoretical and methodological studies. The effort of theoretical thinking is still put aside despite its being important for the development of the new science of information. The interest is more on how to solve technical problems than on methodological and theoretical questions related to the information field. It is because of this that ambiguity remains over some fundamental concepts, research topics and Arabic language terms. It appears that some studies by Arab researchers are marked by the mechanical 'transplantation' of concepts without considering their cultural and historical context and roots.

Keywords: information science research; library science research; research methodology; scientific production; theory; North Africa

Introduction

In order to understand the new information-communication scene, the Arab countries of North Africa (Algeria, Egypt, Libya, Mauritania Morocco and Tunisia) have expressed the need for highly qualified researchers in the field of librarianship and information science, able to think about the impact of information and communication technologies on society, and on the information behaviours of users, to analyse and evaluate multilingual information systems, and to study different communication tools and digital information services. Information science, as a new discipline, has become the object of investigation within North African research institutions. After half a century, the Arab universities have taken responsibility for the essentials of the formation of information specialists and researchers in information science. Other structures, such as library associations, national libraries and major documentation and archives services, have also been involved, to lesser degrees, in this effort.

The present work aims at analysing the characteristics of research in librarianship and information science and drawing conclusions from them about the contribution of Arab specialists in the development of theoretical thought in information science and in the analysis and organization of large libraries and information and documentation centres. In other words, it aims at answering the following research questions:

- What is the state of research in library and information science in North African countries?
- Which are the teaching and research establishments in library and information science within these countries?
- What are the new Arab studies dealing with theory and methodology of information science?
- What are the problems related to the publishing of research in the field of information and documentation?

The Organization of Library and Information Science Research in North Africa

The Origins of Arab Thought in Librarianship – the precursors of the Middle Ages

The first studies on the book and on libraries in the Arab countries go back to the Middle Ages, when Arab thinkers developed reflections on writing and the actors of the production chain of the book. Among these works, we find 'L'art de la redaction' ['The Art of Writing']¹ by the Egyptian author Al-Kalkashandi (1355–1418), a monumental encyclopaedia on written manuscripts. The author analyses the act of writing, the mental scheme of ideas, the system of writing, the producer of the written word, his social status, his qualities and conduct and his formation. He also suggests a plan of bibliological classification.

The Tunisian Ibn Khaldoun (1331–1405)², the precursor of sociology, became interested in the different jobs related to manuscript books (scribe, paper maker, bookbinder, bookseller, hawker, and so on) and their links with urban industries.

Others were interested in the art of writing, in Arabic calligraphy, in the writer known as 'Al-Katib', in the behaviour of the producers of written works, in questions related to reading, in readers and in the profession of librarianship, showing thus, an opening towards the elaboration of the theory of written communication.

At the same time, along with this theoretical reflection, action had been taken with a view to conceiving and elaborating bibliographic working tools. These were bibliographies

(‘Le Fihrist’ of Ibn Nadim in the 10th century) library catalogues, biographical dictionaries, ‘Tabakat’ (titles of books in genealogy), ‘Wafayat’ (titles of books in who was who?), dictionaries and encyclopaedias, classification plans with contributions from philosophers (such as Al Farabi and Al-Khawarizmi) and librarians. These tools were of great help to the different libraries established in all the North African regions, starting with the well known ‘House of Wisdom’ [Beit-al-Hikma] of Kairouan in Tunisia (9th century), the Scientific Library [Dar al-Ilm] of Cairo (10th century), the different university [méдресsa] and public libraries in the large Arab towns. This effort of reflection on books and on the actors and intermediaries of written communication was interrupted in modern times (16th–19th centuries) which coincided with a period of decline of the Arab world at all levels. It is sufficient here to quote the use of printing, which was not established in the Arab world until two and a half centuries after its discovery by Gutenberg. We had to wait till the second half of the 20th century (after the independence of the countries of the Maghreb) to see renewed interest in libraries and the use of documents, within a new context marked by the creation of a new library infrastructure and a great involvement in information technologies.

The Information Sector in North Africa

Since the end of the 20th century and with the advent of Internet and the development of the neo-liberal strategy of globalization of the economy and of information, the gap grew between extremely varied modes of development, between countries which are rich in information and countries which are poor in information, leading to:

- disequilibrium in information flow between different countries
- a divergence in the mastery of computer science tools
- unequal access to information.

In the Arab countries of North Africa, efforts are being deployed to make the transfer and the use of information easier:

- reinforcement of information and communication infrastructure
- creation of technopoles

- reforms in teaching
- development of the information economy
- literacy campaigns

Despite all this, the difficulties of access to information subsist. They are but one manifestation of the profound socio-economic problems in these countries.

Arab Libraries as Public Access Points to Information⁵

Public access points to information in the Arab countries of North Africa are numerous. Some of them are related to the teaching system (schools and universities) and others to the cultural system (libraries, cultural centres, and cybercafés), etc. We limit our analysis to libraries so as to study the degree of their involvement in the diffusion of thought, culture and the sciences. The main characteristics of the North African libraries network are as follows⁴:

- Exhaustive statistics and descriptive data related to libraries are lacking due to the absence of complete registers of libraries and of the locations of Arab librarians' associations.
- The infrastructures of libraries and documentation and information services of all types are very well established in all the Arab countries. Nonetheless, the human and material resources of these establishments are unequally shared among different countries and even within the same country.
- The majority of libraries and documentation and information services were founded in the 20th century, except for some which were been created in the 19th century. Some of these establishments were able to provide outstanding documentary services such as the National Library in Algiers, the Great Library of Cairo, the libraries of the Faculties of Medicine in Rabat and Tunis, the Centre d'études et de recherches en information scientifique et technique (CERIST) in Algiers and the Médiathèque in Tunis.
- The documentary infrastructures are under the control of several authorities without any coordination between them. We can also note the lack of any documentary policy in North African countries and in the Arab countries in general.
- The financing of libraries is achieved through public funds, but the budgets are insufficient and do not meet the increasing needs of these

establishments. Civil society is beginning to be interested in the library sector, for example the library of the social assistance association in Cairo.

- As far as the use of communication and information technologies is concerned, the large libraries have begun to develop database management systems, websites to put their OPACs online, and other products and services such as digital libraries and links to electronic resources. Despite this, a lot of work remains to be done in order to establish an Internet infrastructure, to digitize the written heritage, and to train the staff and the users for better exploitation of information communication technologies (ICTs).

The radiography of the state of these libraries, which we have tried to describe, shows that these establishments are not completely able to answer the users' information needs and do not give rapid access to knowledge.

The main difficulties that these libraries and information services encounter in North Africa are economic (insufficient budgets in the face of the ever increasing cost of periodical subscriptions, high costs of ICTs, etc.), social (resistance to reading, a worrying level of illiteracy), technical (lack of norms and other tools of documentary work, poor documentary resources which are always, with some exceptions, on paper, absence of interlibrary cooperation), and managerial (insufficient staff, lack of skills, absence of policy for information marketing, little continuing education).

Information professionals and researchers are not indifferent when dealing with these problems. They got interested in these different questions within different structures of scientific research.

The Publications and Research Environment in Librarianship and Information Science

Arab Research and Teaching Establishments in Librarianship and Information Science

The start of university education in the field of documentary information was relatively late⁵. It dates from the middle of the 20th century – more precisely, to 1951, when the first archives and library department was born in the University

of Cairo. Some programmes of continuing education had been organized previously under the leadership of associations such as the Egyptian Libraries Association, founded in 1944, and of regional and international organizations like UNESCO, etc. Arab universities took some time before they recognized the interest of specialized teaching in this field. Some intellectuals and decision-makers, unaware of the role of librarians and documentalists thought that the profession could be practised by non-specialists or amateurs, without having to undergo any specialized training.

In the Maghrebian countries, the first school of documentation saw the light in Morocco – the Information Sciences School (École des sciences de l'information – ESI), established with the help of UNESCO in 1974. Next came the Department of Librarianship at al-Fateh University, Tripoli, Libya, in 1974, followed by the Library and Documentation Institute (Institut de bibliothéconomie et documentation) in Algiers in 1975 and then the Press and Information Sciences Institute (Institut de presse et des sciences de l'information – IPSI) in Tunisia in 1979, which later became the Higher Institute of Documentation (Institut supérieur de documentation – ISD) in 1981⁶. Mauritania has not yet created its own university institution for professional education.

Middle-level professional training programmes preceded the foundation of the Arab departments and schools of librarianship. They were organized by libraries and documentation centres such as the National Documentation Centre of Algiers in 1962, the National Library of Tunisia in 1965 and so on⁷.

There are now thirteen establishments conducting teaching and research in library and information science, unequally distributed among the North African countries. Algeria has three departments, Egypt five departments, Libya three departments, Morocco one school and Tunisia one school, as shown below.

Algeria

Département de bibliothéconomie, Faculté des sciences humaines et sociales, Université d'Alger.
http://www.univ-alger.dz/fshs_dep_biblio.html
Département de bibliothéconomie et de l'information, Faculté des sciences humaines

et sociales, Université Mentouri de Constantine.
<http://www.umc.edu.dz/VersionFrancais/menu%20vertical/presentation%20universite/Facultes/sc%20sociales.htm>

Département de bibliothéconomie, Faculté des sciences humaines et sociales, Université d'Oran es Sania. <http://www.univ-oran.dz/Contact.html>

Egypt

Librarianship, Archive and Information Department, Faculty of Arts, Cairo University. <http://www.calias.org/>

Librarianship and Archive Department, Faculty of Arts, Alexandria University. <http://www.alex.edu.eg/>

Library and Information Department, Faculty of Arts, Helwan University. <http://web.helwan.edu.eg/art/index.html>

Library Science Department, Faculty of Arts, Minufiya University. http://www.menofia.edu.eg/en/faculty_generalInfo.asp?id=3

Archives and Library Department, Faculty of Arts, Tanta University. http://www.tanta.edu.eg/ar1/Tanta/Arts_depart.htm#depart

Libya

Library and Information Department, Faculty of Education, al-Fateh University, Tripoli .

Library and Information Department, Faculty of Arts and Education, Garyounis University, Benghazi.

Library and Information Department, Faculty of Education, al-Jabal al Gharbi University.

Morocco

Ecole des Sciences de l'Information de Rabat, Ministère de la planification. <http://www.esi.ac.ma/>

Tunisia

Institut Supérieur de Documentation, Université de La Manouba, Tunis. www.isd.rnu.tn

Some countries have preferred to bring information studies under a single university institution, while others have opted for decentralization of teaching in order to respond to the needs of professionals within the regions.

Two elements related to the organization of research should be mentioned here:

1. the titles of these institutions
2. the affiliations of the departments

As far as the naming of these schools and departments is concerned, we can bring out these orientations:

- The use of the concept of 'information science' alone or jointly with librarianship (three departments). This is to recognize that the informational field is a scientific discipline, which is not fully the case for the majority of other departments.
- The use of the concept of information jointly with libraries (seven departments): it means in this case that the information domain 'has not reached the statute of a science'. It merely remains linked to the other concept of libraries and not to 'library science or librarianship'.
- The use of the concept of documentation: this concerns one school stressing, in appearance at least, the technical aspect of documentation at the expense of the scientific aspect (information science).
- The use of all these concepts indicates that the passage from the traditional naming 'library or documentation' to the new naming which is information science is not easy at all. This change of naming faces not only the refusal of administrative and university decision-takers (the teachers-researchers of the Higher Documentation Institute in Tunis have claimed in vain the change of naming for 10 years), but also the hesitation of information specialists themselves. These latter wonder about the informational field identity, and about the contents of the information programs provided.

The question of the affiliation of research and teaching institutions is linked to what has been said earlier because the identity of a department reflects the position of the information studies discipline on an epistemological level. Most of the institutions are affiliated to Human Sciences and Social Sciences universities (six departments), or to Arts (five departments). The two Schools are directly supervised, in the case of the Documentation Superior Institute of Tunis, by the University President, or, in the case of the Information Science School of Morocco, by the Planning Ministry. The location of the documentation-information

domain in the Social and Human Sciences is found in all North African universities.

Research Activities

There are presently, as far as we know, four research units and laboratories in the region conducting research in library and information science:

- The Research Centre on Information Systems and Services, Cairo University.
- The research laboratory on 'New Information Technologies and their Role in National Development', Constantine University, Algeria.
- The research laboratory in Technical and Scientific Information belonging to CERIST, Algiers (www.cerist.dz)
- The research unit 'Digital Library: for the development of inheritance' at the Higher Documentation Institute, University of Manouba in Tunis (www.isd.rnu.tn)

Apart from these laboratories, the other university institutions in the region have not yet structured their scientific activities, thus giving free rein to individual work and personal initiatives.

The absence of proper research structures could be explained by the nature of the statutes and careers of university academics, who are recruited essentially to teach and not to do research. The Arab university system, inundated with the flow of students and teaching problems, does not comply with the principle of 'publish or perish' as observed in American universities. Nevertheless, it is important to indicate that some departments organize postgraduate research, or a basic type of scientific research. Academic programmes at masters and doctoral levels for young researchers are provided in the universities of Cairo, Alexandria and Constantine.

Scientific Foundations and Associations

Some Arabic organizations and foundations offer a space for the exchange and diffusion of research work in library and information science by organizing colloquiums and seminars and by publishing the proceedings along with specialized periodicals. Among these institutions, we may cite:

- The Arab Federation of Libraries and Information (AFLI) in Tunis. This is a non-governmental Arab librarians 'association. Its head office has

been in Tunis since its creation in 1986. It has organized sixteen congresses and published their proceedings.(www.afli.info).

- The Arab League Educational, Cultural and Scientific Organization (ALECSO). This is an intergovernmental organization, based in Tunis since its transfer from Cairo in 1981. It has also organized several congresses and published specialized works (www.alecso.org.tn).
- The Temimi Foundation for Scientific and Information Research (FTERSI) in Tunis. This is a private scientific foundation created by a university teacher (www.refer.org/fondationtemimi).
- The Egyptian Librarians Association: the most dynamic of the Arab library associations.
- The Moroccan Informatists' Association.
- The Tunisian Documentalists' Association.

Other associations are less dynamic even on a professional level, and have little interest in scientific activities.

The modest contribution of associations does not apply only in the information sector; the whole associative fabric and civil society in the Arab world are not influential because of the political climate, which is not very favourable to the freedom of expression and freedom of assembly and exchange.

Publishing in Library and Information Science

In the absence of a solid commercial publishing branch, except in Egypt, universities and foundations are mainly responsible for publications in the domain of documentation and information. University press units do not communicate research results quickly enough. Consequently, there is an accumulation of manuscripts waiting to be published, slow publication of theses and proceedings, and irregular publication of some periodicals.

Specialized periodicals

There are eleven specialized periodicals published in the region :

- *Revue maghrébine de documentation et d'information*. (Arabic, French, English). Published by Higher Documentation Institute, University of Manouba in Tunis. (www.isd.rnu.tn/fr/article.asp?)

- *Madjallat el Maktabat wa el Maaloumat: Revue semestrielle des bibliothèques, de la documentation et NTIC*. (Arabic, French). Published by Constantine University, Algeria.
- *Revue de la science de l'information*. (Online: Arabic, French, English). Published by Information Science School of Morocco (<http://www.esi.ac.ma/>)
- *Arab Journal of Science and Information*. (Replacing *Arab Magazine for Information*). (Arabic only). Published by ALECSO, Tunis. (http://www.alecso.org.tn/biblio_alecso/detail_produit.php?G_ID_PRODUI=373&G_ACTION=detail)
- *Revue arabe des archives de documentation et d'information*. (Arabic, French, English). Published by fondation FTESI, Tunis. (www.refer.org/fondationtemimi)
- *Revue d'IST*. (Arabic, French, English). Published by CERIST, Algiers. (<http://rist.ceristy.dz/revue.asp>)
- *Rassid ATD* ['Library Collection'] (Arabic, French). Published by Association Tunisienne des Documentalistes (ATD), Tunisia.
- *Informatiste*. (Arabic, French). Published by Association Marocaine des Informatistes, Morocco.
- *New Information and Libraries Tendencies*. (Arabic only). Published by private publisher, Academic Library, Cairo.
- *Arabic Studies in Librarianship and Information Science*. (Arabic, English). Published by private publishers, Gharieb Press, Cairo.
- *Cybrarians Journal*. (Only online. Arabic, English abstracts). Published by university teachers. (www.cybrarians.info/journal/en/index.htm)

Common problems encountered with these periodicals include:

- No editorial policy, submission conditions or instructions to authors, as far as some titles are concerned.
- Lack of special issues on particular themes.
- Irregularity of some headings (book reviews, chronicles, theses and paper preservation).
- Lack of editorial experience for journals of professional societies (the editorial board or reviewing committee is often not mentioned).
- Excessive length of articles; some magazines accept articles exceeding 50 pages, to make up for the lack of articles in periods of shortage.
- The irregularity of publication illustrates the difficulties encountered by the editorial

committees (lack of editorial expertise, financial and technical problems).

- Abstracts and author biographies are not always present in all titles.

Below we examine the scientific contents of these publications.

Intellectual Production of North African Researchers in Library and Information Science

Research Characteristics

It is not easy to study the main research orientations in the field of information and documentation or to determine the theoretical and methodological contribution of Arab researchers. This is all the more difficult because such research is recent and works of synthesis, which might help, are missing. However, some limited bibliometric studies have been conducted that measure the scientific production in information science research in Egypt⁸ or research on a particular theme such as the Internet⁹ and bibliology (or the science of the written word)¹⁰.

The main source of information used in this connection is a bibliography in the field of librarianship and information by the Egyptian professor, Mohamed Fathi Abdelhadi,¹¹ which makes an inventory of the Arab studies and research works in the field. This source, which is the most important, nevertheless includes some gaps in respect of bibliographic description and subject classification. It does not claim exhaustivity since it does not include all works in different media (books, periodicals articles, theses, etc.) or in different regions.

Themes developed: empiricism and theory

The research carried out by Arab professionals and university teachers in the field of information is structured round seven axes:

1. Theory and methodology.
2. Conservation and documentary patrimony.
3. Technical treatment: content analysis, documentary languages,
4. New information technologies: digital bilingual information systems .
5. Knowledge management: quality.
6. Uses and users.

7. Miscellaneous (e-learning, information sociology, information training and jobs, etc.)

The number of works is unequally divided between these seven different themes. Arab researchers do not care much about epistemological and methodological questions. Only a few studies and researches deal with research methods, library and information science classification schemes, the history of the written word or epistemological positions. On the other hand, the other themes are very well developed.

Arab researchers are more interested in describing the information phenomenon than in explaining it. They are interested in the appropriate means to adapt information services to new technologies and want to work on tools which are constantly changing. This is happening in a period when the Arab information specialist should innovate, question concepts, analyze the information and communication phenomenon, develop models and take part with the rest of the international scientific community in the construction of a theoretical base for the information field. But Arab teachers and researchers continue to privilege practical and empirical aspects and act little on the methodological level. Despite this, a theoretical reflection has started to be developed during the last 10 years, and is examined in what follows.¹²

Theoretical reflection

What do North-African researchers propose in order to organize the information and documentation domain in terms of concepts, objects of study and models? How have they structured the disciplines and sections of the information field? Have they put forward a classification plan for information science?

It is not easy to find a clear position in a field which is not well defined and where the state of confusion is due to the lack of a theoretical effort concerning the inventory and classification of information science. In order to establish this inventory, we need to study the epistemological and the methodological aspects of science. A science is defined by its object of study, by the explanatory models proposed, or paradigms and by its methodology.

Let us first of all look at the object of study of the young science, which was born in 1958, and

discover whether this object is shared by all specialists. It is useful to recall the definition given by the Americans to the concept 'information science', which has been adopted by Arab specialists and which remains valid:

Information Science studies the properties and the behaviour of information, the forces that command the procedures of its transfer, and the technology necessary to treat it so as to optimize its access and use¹³.

As far as the object of study of the young information science is concerned, we notice that there are different points of view among specialists. Some think that its object is "the information recorded on a particular medium" (Heilprin, 1963); others speak about "the written document" (Welt, 1964) or "information system" (Hayes, 1964). An 'instrumental' approach is defended by other researchers, such as Robert Fairthorne, who thinks that "the science of information is nothing but a federation of technologies"¹⁴ or Weisman, who speaks about "a new branch of science which was born from the technology which generates data and from the tools of information treatment."¹⁵ These definitions are concerned with automated information processing activities and technological tools, which creates some confusion between information science and computer science, or between the science and the tools. Arab researchers are not looking into the question of the object of study; they only apply in a mechanical way the concepts developed by European and American researchers in their teaching curriculum and which stress this 'technological approach'.

Classification

Arab studies dealing with the classification of information science are extremely scarce. The bibliography by M.F. Abdelhadi¹⁶ does not give an inventory of writings on these disciplines; it includes only one alphabetical list of subject headings. Only the study by the Algerian M. Dahmane¹⁷ proposes a synthetic classification plan between an epistemological classification of information science and a documentary classification of bibliography (science of the written word). The scheme includes the following classes:

- 0 Study of information science; library science, archives and documentation

- 1 Documentary organisms
- 2 Documentary information sources
- 3 Information representation and analysis
- 4 Information storage and research
- 5 Information production, reproduction and circulation
- 6 Study of information use and users
- 7 Supporting techniques and services.

This plan remains, according to its author, continuously open to include new sub-classes.

Information paradigms

American and European researchers have proposed models to explain the information phenomenon, define its relations with information and communication sciences and its interdisciplinary nature. Among these models, we may cite the physical or mechanical paradigm of Ellis¹⁸, the model with three fundamental processes (construction, treatment and use of information), the model with four processes, the classical model of documentary activity¹⁹, the information retrieval model, the cognitive paradigm, etc.

In the North African context, the only model proposed, as far as we know, is that of two Tunisian researchers, A. Ben Cheikh and M. Hassen²⁰ who put forward a model of the mode of production which could constitute a theoretical framework for a critical reflection on written communication. The mode of production of communication has to do both with the infrastructure, that is to say, all instruments of production, methods of work and production relationships (ownership relations, broadcaster-receiver relationship, technical and social division of labour), and with the superstructure, namely, the concepts of representations and social practices, inter personal behaviour and relationships, readers and reading behaviour, radio listeners and TV viewers. The same authors insert in this theoretical plan two peripheral notions, which are 'space' and 'field'.

The Egyptian Saad al Hajrassy²¹ has taken up the notions of Externalised Memory of Ranganathan and speaks about "the theory of external memory". He deals with libraries as being "an extension of Inner Memory". However, this theory has not been shared by others.

Despite these contributions, Arab theoretical efforts remain too limited to be able to elucidate

concepts and participate in the development, at the international level, of this young science of information.

Synthesis

The other theoretical works published by Arab researchers are either syntheses of Anglo-Saxon works, or straight Arabic translations of English works. To illustrate the first case we can cite the synthesis by the Egyptian Ahmed Badr, 'Information and Library Science: Studies in Theory and Interdisciplinarity' (in Arabic)²². In this work, the author acknowledges the inadequacy of Arab theoretical thought to build models and theories in the discipline. In his 'Prolegomena to Library and Information Studies' (in Arabic),²³ Hishmet Kacem considers that information science has not yet reached maturity as far as the epistemological level is concerned and especially concerning the fundamental theoretical aspects. Nonetheless, he does not make a contribution to any theoretical and methodological questions. In the second case, that of translations, we find the example of the book, 'Information Science in Theory and Practice', by Brian and Lina Vickery, translated into Arabic by Hishmet Kacem²⁴.

The reading of these books reveals the deficiencies in the theoretical effort of construction of information science in the Arab world as a field of scientific investigation, and this despite the existence of researchers and academic institutions for over 50 years and the production of important empirical studies.

The debate over epistemological questions has not yet started among Arab specialists. These latter do not yet form a real scientific community able to think about the future of theoretical research in information science.

How to Promote Theoretical Research in Information Science

It is obvious that Arab theoretical research is not well developed. Even though we have defined the informational field, we have not strengthened it well. Consequently, we need to think about the appropriate modalities to develop the young information science in Arab countries.

Three fundamental lines seem to us to be essential to reinforce research on the theoretical

foundations and the methodological aspects of information science. They are:

1. scientific communication
2. reference works
3. some orientations of theoretical reflection.

Scientific communication

Theoretical thought in information science cannot be developed without providing researchers with appropriate working tools, encouraging group work and multiplying contacts and exchanges. Some ways of doing this are essential:

- The creation of a bibliographic database to locate and identify Arab works in information science; the specialized bibliography of Mohamed Fathi Abdelhadi will be the starting point for this.
- The production of an Arab citation index: it is difficult to know about the development of the discipline and to plan research works without a citation index. Citation analysis would help to measure scientific activities, to clarify research tendencies in information science and to establish a map of the links between different works. It is becoming essential to create a citation index in the Arab world under the management of an academic institution or a research laboratory.
- The posting online of Arabic periodicals specialized in information science: in addition to a bibliographic database, the digitization of the contents of Arab periodicals and putting them online in an open access mode will enhance the value of the Arab researchers' writings (with translations into foreign languages), will maintain a better visibility on the net, and will encourage regional and international debates.
- The creation of open archives in information science in order to include pre-publications and post-publications and gather public comments.
- Important participation in discussion forums, newsgroups, etc.

Reference works

- Publication of an Arabic terminology dictionary in information science: the debates and exchange of views will not be fruitful as long as researchers do not speak the same language. Researchers translate concepts differently according to whether they belong to the anglophone or francophone culture. It becomes

imperative to standardize terms in the information field and to publish a unified dictionary of Arabic terminology.

- Publication of an Arab encyclopaedia of information science: the aim being to measure information science and to present the system of knowledge organization in this field. The matter is not to translate into Arabic an already existing encyclopaedia, but rather to create a work which would reflect the idea that Arab specialists have about information science at a given moment, along with calling for contributions from the international scientific community.

Some Theoretical Thought Orientations

A scientific project in this direction could be defined and proposed only after long discussions between different research groups. It is a collective work under the responsibility of all Arab researchers and university teachers. We will content ourselves with putting forward some ideas in order to contribute to this idea.

Mohamed Fathi Abdelhadi said “we need an original Arab thought which assimilates the western thought and which explains the skill of the Arab researcher and scholar in the fields of creativity and scientific contribution, making thus reference to a big Arab Islamic heritage and to a specific reality despite the birth of world wide concepts”²⁵.

The questioning of concepts, the modelling of the information phenomenon, the proposing of a classification scheme and the rediscovery of the cultural origins of notions about the information field, are the grounds for this reflection. Information science research is not pure research, a stranger to the social context; on the contrary, it cannot but be embedded in history. The information phenomenon develops in the socio-cultural conditions peculiar to each society. “To implant concepts”²⁶ makes it necessary to become free from the theoretical models of western knowledge and then to produce learning adapted to the Arab reality and specificities.

Notes

1. Al-Kalkashandi. *Sobh al acha fi Sinât al incha ou le matin de l'hémérolope ou l'art de la rédaction*. See Gdoura Wahid. *La conception de la bibliologie chez Al-Kalkashandi*. In: *Bibliologie, communication et culture: Proceedings of the 9th International Colloquium*

on Bibliology, Tunis 21–24 March 1990. Tunis: IPSI, 1995. pp. 39–49.

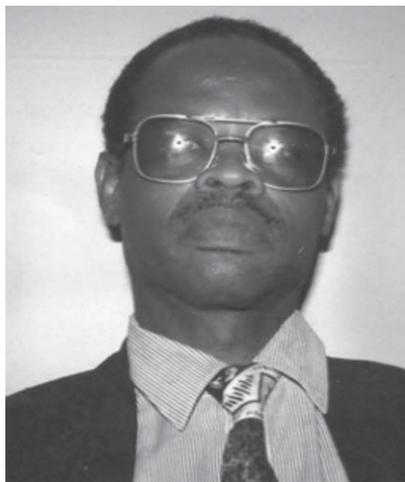
2. Ibn Khaldoun, Abderrahmen (1331–1405). *Al Mukaddima*. ‘Prolegomena’. (in Arabic). Tunis: SILDAR, 2006.
3. Gdoura, Wahid. *L'autre accès à l'information dans les sociétés en émergence: étude de cas du monde arabe*. *Revue maghrébine de documentation et d'information*. n° 13–14–15, 2005. 44–45.
4. Abdelhadi, Mohamed Fathi; Shahin, Shérif. *Les bibliothèques publiques et les bibliothèques nationales dans le monde arabe*. (in Arabic). Tunis: ALECSO, 2003.
5. The first school of librarianship was founded by Melvil Dewey in 1887 at the University of Columbia in New York. Other schools were created later in the United States and Great Britain and then in all Europe. Since 1900, the American Library Association has undertaken the evaluation of training programs and the elaboration of norms and standards in the teaching of library science. The University of Case Western Reserve in the United States was the first to start in 1950 a program in information science, thus getting away from other programs related to librarianship.
6. In Tunisia, the teaching of library science started within an institution training executives for the public sector, l'Ecole Nationale d'Administration (1969–1970), before it moved to the University of Tunis (1979).
7. L'Institut Ali Bach-Hamba of Tunis was the first institution to create in 1964 a short term of 6 months for professional recycling in Tunisia. This programme answered the most urgent needs of the Tunisian administration. A centre for bibliographic techniques was also created, a year later, within the National Library of Tunisia in order to train library technicians.
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11. Abdelhadi, Mohamed Fathi. *La production intellectuelle arabe en bibliothéconomie et information 1997–2000*. Riyadh: King Fahd National Library, 2003; *La production intellectuelle arabe en bibliothéconomie et information 2001–2004*. Riyadh: King Fahd National Library, 2007.
12. Fondin observes the same phenomenon, to a lesser degree in other places: “they (the professionals of information) want to experiment, manipulate and apply even before they have acquired the theoretical

- tools which would allow them to understand the functioning of different objects and mainly to integrate these objects in their environment.” Fondin, Hubert. *Ergonomie des systèmes d’information documentaire: les homes et leurs pratiques*. (Thèse de Doctorat d’état es lettres et sciences humaines) University Michel De montaigne Bordeaux III, 1991. p. 23.
13. Borko, H. Information science: what is it? *American Documentation*, January 1968, 3–5.
Another definition largely accepted by Americans is the one suggested by Neelameghan: “Information science is an interdisciplinary science which deals with the characteristics and behaviour of information, factors which influence the flow of information in order to make the access and the use of this information easier and in reasonable price.” In Mary Maack. *La formation professionnelle des bibliothécaires aux Etats-Unis*. *Bulletin des bibliothèques de France*, vol.29, n°1, 1984. p. 59.
 14. Cited in: Deschatelets, Gilles. L’enseignement des technologies de la DBA. *Revue maghrébine de documentation*, n°6–7. p.15.
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 16. Abdelhadi, Mohamed Fethi. *La production intellectuelle arabe...op.cit.*
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The Right of Access to Information: opportunities and challenges for civil society and good governance in South Africa

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Abstract

The right of access to information has been accepted by South Africa as a *sine qua non* for a democratic state pursuing the values of accountability, transparency, openness and responsiveness in the affairs of government institutions. The article seeks to articulate this view, pointing out that South Africa's recognition of this right was informed by the apartheid system of government that was buttressed by the institutionalized violence of state repression through certain obnoxious legislation like the Internal Security Act. Thus, post-apartheid South Africa, through the 1996 Constitution and other legislation like the Promotion of Access to Information Act, has empowered civil society to ensure government accountability. Despite the fact that the country's access to information legislation is fretted with shortcomings, which this paper expounds, it is acknowledged that a commendable landmark has been made in the political history of the country.

Keywords: information access; right of access to information; information legislation; apartheid era; civil society; governance; human rights; South Africa.

Introduction

The recognition of the right of access to information is a central pillar of South Africa's democracy, mainly due to the experience of the past. During the country's struggle for liberation, information became a crucial resource for the liberation forces and their allies, including international solidarity movements, in their efforts to expose the brutality of the apartheid regime and to hasten its demise. Media freedom during that time was regularly compromised, either through prior censorship of news coverage, or through the banning and confiscation of publications. As a result, post-apartheid South Africa has come to value unrestricted access to information as the cornerstone of open, transparent, participatory and accountable government, which was instilled in the country's new constitution.

Civil Society and Good Governance

Good governance may be described as a general array of practices that maximize the common good of a country. According to the United Nations Development Programme (UNDP) the major attributes of good governance include:

- participation of citizens in the decision-making process of the country
- respect for the rule of law, which is the extent to which legal frameworks are fair and impartially administered

- transparency, with the free flow of information as its linchpin
- accountability, where the government, the private sector and civil society organizations (CSOs) are accountable to the general public, as well as to institutional stakeholders (United Nations Development Programme, 1997: 5).

Government, as steward of the resources of the country and also the fountain of enormous patronage, is tempted into corruption and other forms of maladministration. Throughout the world, therefore, CSOs have seized the opportunity with the demise of communism and other forms of totalitarian rule, to demand more open, democratic, responsive and accountable governments. Through the concept, 'civil society', with its inherent ambiguities, both political theorists and practitioners are in agreement that it is not State institutions and policy that essentially ensure good governance, but the 'third realm' of civil society (Arko-Cobbah, 2006: 350). Apart from providing a vital link between citizens and the state, civil society also provides an environment necessary for enhancing community cohesion and decision-making, with free access to information being of paramount importance. Effective citizen action becomes possible when citizens develop the skills to gain access to information of all kinds and to put such information to effective use, suggests Kranich (2003: 3). Governments should, therefore, provide the necessary legislative framework and other forms of enabling acts to make this possible. Thus the enactment of formal statutes by governments guarantees their citizens' right of access to government information.

Conceptual Framework of Access to Information

Since openness and accessibility of the public to information about the functioning of government has become a vital component of democracy and also an aspect of good governance, South Africa's constitutional right to access of information should be discussed within the general framework of access to information as practised in other democracies. This becomes more important if one considers South Africa's Promotion of Access to Information Act, Act 2 of 2000 (PAIA), hailed as one of the most progressive pieces of legislation on public access to information in the world.

The Importance of Access to Information

Access to information is regarded as the ability of the citizen to obtain information in the possession of the state. That is *real* information, which is useful and practical, capable of helping the citizen to make an informed opinion on an issue and not simply be overwhelmed by unlimited amounts of government propaganda. Unhindered access to information, apart from being regarded as an essential ingredient in democratic governance, is also regarded as a fundamental right. Intellectual freedom is a fundamental human right, for without the freedom to think one's thoughts, conceive ideas, formulate views and express them freely there is no possibility of democratic governance (Byrne, 1999). Section 1 of Article 19 of the Universal Declaration of Human Rights, as adopted by the United Nations (1948), reflects this view in its affirmation that: "Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive, and impart information and ideas through any media regardless of frontiers".

Martin and Feldman (1998: 1) have summarized the importance of access to information as follows:

- to render the processes of government more open and make those in power accountable
- to give meaning to freedom of expression, since one can only express meaningful opinion on an issue when one is duly informed.

Emerson (1963: 880) elucidates the importance of information access by looking at it from the angle of freedom of expression, its concomitant, suggesting that it is mainly used:

- as an assurance of individual self-fulfilment
- as a means of attaining the truth
- as a method of securing the participation of members of society in social and political decision-making through a process of open discussion
- to maintain the balance between stability and change in society.

Basic Principles Underlying Access to State-Held Information

There is usually a tension between the right of access to information held by the state and simultaneously exempting certain records on the basis

of state interest. Martin and Feldman (1998: 2) have, therefore, suggested the following basic principles so as to prevent a possible deadlock:

- acknowledgement in law of the need for limitation of access on the basis of the overall state interests
- publication of guidelines by the agencies of the state appraising the public of details concerning the applicable rules as to how to access information from these bodies, including the official to be approached for the required information and the possible grounds for refusal
- respect of information with regard to individual privacy and data protection
- procedure defining review and appeal with regard to refusal of access.

The suggestions by Martin and Feldman, though appearing plausible, are fraught with problems. For instance, the definition of 'state interest' tends to be more subjective and often evokes emotive interests, easily exploited by public officials who regard free access to information as unnecessary interference in the orderly working of government. This is particularly so in South Africa where, due to its apartheid history, criticisms of government actions these days are sometimes looked upon as racial prejudice and one may easily be labelled as 'an enemy of the state'. For example, President Mbeki has pointed out that one of the critical issues the African National Congress (ANC) raised with the South African Human Rights Commission on the hearings conducted on 'Racism in the Media' was the "role of the intensely negative, highly offensive and deeply entrenched stereotype of Africans among some in our country, which makes it inevitable that much reporting in our country would be racist" (Mbeki, 2003: 1).

Antecedents of Free Access to Information

There are both social and infrastructural preconditions that are necessary for the successful implementation of free access to information for a country's people. The preconditions include:

- *political stability*: rulers of a stable state enjoy sufficient confidence that they are not averse to openness or citizen involvement in governmental decision-making
- *independent judiciary*: that is, a judiciary that is independent, impartial and informed is expected to ensure the realization of a just,

honest, open and accountable government and is more likely to make a ruling that may be contrary to the interests of the government

- *communications infrastructure*: does not only refer to physical needs to be established and maintained by the state for both the travel and telecommunications setup, but also for personal development that takes the form of information literacy
- *library and information services*: that encourage free access to information through their open-for-all policy and the organization of official documentation in a manner that enhances easy access to them.

Political stability and the independence of the judiciary, arguably, have a symbiotic effect on free access to information. A spin-off of open government is political stability, just as a judiciary that is independent encourages openness in governance and thus contributes to political stability. The role played by library and information services in promoting free access to information, though remarkable, is usually neglected, especially in developing countries, such as South Africa. As President Franklin D. Roosevelt once said "Libraries are ... essential to the functioning of a democratic society ... libraries are the great symbols of the freedom of the mind" (Quoted by American Library Association, 2002). Public libraries, as rightly pointed out by PubliCA (The Concerted Action for Public Libraries) in its Leuven Communiqué, have a strategic opportunity to increase the quality of life and democratic possibilities for citizens of the Information Societies by providing *free and equal access to high-quality information* (own emphasis) (Aslib, 1998: 1).

An Overview of the South African Apartheid Ideology

A culture of secrecy was the hallmark of the operations of government in South Africa under the apartheid regime. The operation of government in those days was characterized by the extensive use of repressive security legislation, as well as media censorship.

Policies and Legislation Aimed at Enforcing Apartheid

Bauer (1993: 3) categorizes the main structures of apartheid as the following:

- the restriction of the franchise and the virtual monopoly by Afrikaners of centralized state power, although certain commentators often forgot that the ruling class included those blacks who held important positions, such as chiefs or tribal heads, homeland leaders and their top public officials
- the forced settlement of large numbers of the black rural population into homelands, as well as residential, business and social segregation in terms of the Group Areas Act of 1950
- the enforced regulation of the supply of labour to the mines, factories, farms and white domestic households
- the government's capacity to enforce social control, especially in the urban areas.

Apartheid Era Legislation and Free Access to Information

South Africa had an abnormal load of security legislation deemed necessary for a so-called 'normal society' during the apartheid era. Bauer (1993: 27) describes it as "a profusion of security legislation which included a statutory invasion of human rights". After the Sharpeville shootings in 1960, the apartheid regime made use of repressive security legislation and extensive emergency powers to curb popular resistance to the apartheid rule.

The Suppression of Communism Act

The Suppression of Communism Act of 1950, though promulgated earlier, was invoked alongside the Public Safety Act of 1953 (South Africa, 1953) to declare a state of emergency. Measures taken under the legislation included declaring as an offence, the utterance, issuance or distribution of any subversive statement likely to undermine the authority of the Government. Powers were also granted to the Minister of the Interior to order any newspaper or periodical to cease publication if the Minister considered that there had been a systematic publication of matters of a subversive nature, which was effectively a siege on the free access to information (South Africa, 1950).

The Internal Security Act

The Internal Security Act of 1982 (South Africa, 1982a), which was a consolidation of a number of security legislations such as the Internal Security

Act of 1950, the Unlawful Organisations Act of 1960, the Terrorism Act of 1967 and the General Law Amendment Act of 1962 aimed, among other things, at the prohibition of certain publications and the quoting of banned persons. In terms of Section 15 of the Act, the Minister of Law and Order was authorized to make the registration of a newspaper conditional upon the payment of an amount up to ZAR 40,000 (about USD 7,000) as a kind of guarantee of good behaviour. If the publication was subsequently banned in terms of Section 5 of the Act, the amount was forfeited (Bauer, 1993: 20). A corollary of this provision was that a number of newspaper and other periodical proprietors, especially the black publishers who wanted to run publications, had to shelve their plans because the stakes were regarded as too high. The Act, therefore, provided a major assault on the freedom of information under the apartheid government.

The Publications Act

The Publications Act of 1974 (South Africa, 1974) became South Africa's main instrument for restricting access of information in the country. Its provisions paved the way for the development of a powerful and elaborate use of state mechanisms to control publications, films and entertainment. In terms of the Act, the distribution, publication or exhibition of publications, films or entertainment considered to be undesirable were prohibited. The question was: who defined an undesirable publication?

Despite the legislative onslaught on freedom of information provided by the above legislation, it was particularly the State of Emergency declared on 12 June 1986 and 11 December 1986 that provided a major curb on press freedom and thus severely restricted access to information in apartheid South Africa. For instance, under the State of Emergency, journalists, news reporters, film producers, etc. were prohibited at any unrest scene without first obtaining permission from a commissioned officer. Furthermore, the publication of any security action that took place in an unrest situation became prohibited and the Bureau for Information emerged as "the central broker of state information and interpreter of events" as it served as the sole source of news with regard to the unrest situation (Horwitz, 2001: 287).

**Access to Information in
Post-Apartheid South Africa**

The Presidency of F.W. de Klerk in 1989 saw some changes to the Internal Security Act, among which was the scrapping of the ban on publications and restrictions imposed on newspapers. The Constitution of the Republic of South Africa, Act 200 of 1993 (South Africa, 1993) (the interim constitution) and the subsequent 1996 Constitution of the Republic of South Africa, Act 108 of 1996, (South Africa, 1996a) provided the necessary legislative opportunity for South Africans to have unhindered access to information.

The Constitutional Right of Access to Information

In the interim constitution, the chapter containing the Bill of Rights provided that “Every person shall have the right of access to all information held by the state or any of its organs at any level of government in so far as such information is required for the exercise of protection of any of his or her rights” (Section 23 of Act 200 of 1993). Rather more profoundly, the Constitutional Principle IX in Schedule 4 required that “Provision shall be made for freedom of information so that there can be open and accountable administration at all levels of government”. The implication of this proviso, according to O’Reagan (2000: 12) was that the text of the final Constitution, the 1996 Constitution of the Republic of South Africa, Act 108 of 1996, had to provide for freedom of information, otherwise the text would not be certified by the Constitutional Court. The 1996 Constitution of South Africa in its Preamble “lays the foundations for a democratic and open society in which government is based on the will of the people and every citizen is equally protected by law” (South Africa, 1996a : 2). The Constitution therefore requires open, accountable and responsible government and this undoubtedly demands that the public have the right of access to government-held information. South Africa’s conception of democracy is, therefore, fundamental to the Constitution in two ways:

- by ensuring that citizens are informed of governmental activities to enable them to make informed choices in the course of exercising their democratic rights

- the right of access to information is central to the task of ensuring that public power is exercised legitimately and fairly.

Section 32 of the Constitution of 1996, therefore, states that “Everyone has the right of access to (a) any information held by the state, and (b) any information that is held by another person and that is required for the exercise or protection of any rights; (2) National legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the state” (South Africa, 1996a). This Section therefore affirms the fundamental right of access to information and seeks to promote a culture of transparency and accountability in both the public and private sectors.

The Promotion of Access to Information Act

The Promotion of Access to Information, Act 2 of 2000 (PAIA) (South Africa, 2000a) and the Promotion of Administrative Justice Act (PAJA) (South Africa, 2000b) are parts of the legislation passed in 2000 in order to comply with the obligations contained in Section 9 (4) and Section 32 (2) of the Constitution. The primary intention, ironically, is not to give the government more power, but rather to constrain and structure the manner in which government exercises the power that it already possesses.

The Aims and Objectives of the Promotion of Access to Information Act

PAIA aims at creating the framework and regulations that allow the public to access the records being held by government on their behalf, as well as the records of the private sector needed to exercise or protect any right. Section 9 of the Act, according to Dimba (2002: 3–4) clearly sets out the objectives of PAIA as follows:

- to give effect to the Constitutional Right to Access Information as set out in Section 32 of the Constitution
- to generally promote transparency, accountability and effective governance of public and private institutions
- to put in place voluntary and mandatory mechanisms or procedures aimed at enabling information requesters to obtain access to records held by both the State and private

- bodies as swiftly, inexpensively, and effortlessly as reasonably possible
- to regularize the need for certain justifiable limitations, such as privacy, commercial confidentiality and effective, efficient and good governance
 - to empower and educate the public to understand their right to access information, so as to exercise such rights in relation to public and private bodies, to understand the functions and operation of public institutions and to effectively scrutinize and participate in the decision-making process in the country.

General Provisions of the Promotion of Access to Information Act

The opening statement of the Promotion of Access to Information Act (PAIA) states, as its purpose “To give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and provide for matters connected therewith” (South Africa, 2000a: 2). PAIA is lauded as one of the few pieces of information access legislation the world over that is progressive enough to apply to both public and private sectors, as well as to records, irrespective of when the record came into existence. Its application also restricts “the exclusion of any provision of other legislation that prohibits or restricts the disclosure of a record ... and is materially inconsistent with an object, or a specific provision, of this Act” (Section 5).

The Act, furthermore, sets out a series of enabling provisions for information requesters, among which is that the requester’s right of access is not affected by “any reason the requester gives for requesting access” or by the relevant information officer’s “belief to what the requester’s reasons are for requesting access” (Section 11(3)).

Public and private organizations are requested by PAIA to publish manuals describing their structure, functions, contact information, access guide, services and description of the categories of records held by the organization. The manuals, to be submitted to the South African Human Rights Commission (SAHRC), are to be published in the *Government Gazette* by February 2003. The SAHRC is designated to see the functioning of the Act and it is required under law to issue a guide on the Act and submit reports to Parliament.

The Commission is also expected to promote the Act, make recommendations and monitor its implementation (Sections 83 and 84).

Legislative Challenges Facing the Promotion of Access to Information Act

The advent of PAIA, as stated elsewhere, is to counteract one of the main characteristics of the apartheid regime, that is, the state’s obsession with official secrecy. Governments usually feel uncomfortable with the notion of transparency and would rather, to a greater or lesser extent, prefer to operate beyond the glare of public scrutiny. The recent discovery of the secrecy surrounding the United States’ rendition of suspected terrorist prisoners is a case in point. Similarly, in apartheid South Africa, government secrecy virtually became a way of life. It is, therefore, of no surprise that a series of legislative measures existed both in the apartheid era (to a greater extent) and in the post-apartheid era (to a lesser extent) to protect official secrets. This section, therefore, aims at taking a cursory look at some of these laws, as pointed out by McKinley (2003: 5–8).

The Protection of Information Act

The Protection of Information Act of 1982 (PIA) (South Africa, 1982b) was due to the authoritarian and secretive apartheid state. It was aimed at dealing with classification and de-classification of government information. The Act is deemed contrary to the openness and transparency of information as required by PAIA. It needs to be noted that as long as PIA remains in the statute books, there will be constant conflict between its ‘regime’ of information protection and PAIA’s ‘regime’ for information disclosure and accessibility, despite the stated intention of the override clause in PAIA.

The National Archives of South Africa Act

An area of potential confusion between the National Archives of South Africa Act of 1996 (NASA) (South Africa, 1996b) and PAIA is the time periods prescribed for the automatic release of information. NASA provides that only archival information that is more than 20 years old should automatically be made available to the public. The National Archivist, however, has the power to identify records that might be made available sooner. PAIA, on the other hand, provides for no such time limitation. Sections 14 and 15 of PAIA

leave that to the public and private bodies that hold the information to decide and then to make publicly known through their respective information manuals the type of information that may automatically be made available. This apparent contradiction poses a problem of interpretation as to which access provision is to be followed by holders of information and the one ultimately in charge of making decisions about the availability of 'sensitive' information.

The Minimum Information Security Standards

The Minimum Information Security Standards of 1996 (MISS) (South Africa, 1996c) is an official government policy document that sets the standards for all government organizations that handle sensitive and/or classified information in order to ensure that the public interest is protected. MISS classifies information into Restricted, Confidential, Secret and Top Secret categories, that need to be followed by government agencies when handling 'sensitive' information. The classification, just like PIA as stated above, is at variance with the access and intent of PAIA.

The Legal Deposit Act

The Legal Deposit Act 54 of 1997 (LDA) (South Africa, 1997) requires all published materials in South Africa to be deposited with certain state institutions such as the national archives and libraries. It allows the head of a place of legal deposit to dispose of, omit from catalogues, inventories and a national bibliography or impose restrictions on access to certain categories of documents (Section 7)(3). The possibility of another form of censorship may thus not be ruled out under this Act.

The Protected Disclosures Act

The Protected Disclosures Act 26 of 2000 (PDA) (South Africa, 2000c) euphemistically labelled the 'Whistleblower Act', provides legal cover to employees who might disclose information with regard to unlawful conduct by their employers or agents. If the Act is related to PAIA, the following areas of concern are revealed:

- The grounds for disclosing information concerning "irregular conduct" depend on the official interpretation; thus, whereas a 'whistle blower' would be protected under PDA for internally disclosing such information, no

legal imperative is provided by PAIA for that information to be disclosed.

- PDA makes provision for an exception clause to protect disclosure by an employee with regard to a "breach of the duty of confidentiality of the employer towards any other person". In combination with the "commercial confidentiality" clause in PAIA, this exception, in the words of McKinley (2003: 8), "presents a double barrier restriction to the right of access to information".

The Promotion of Equality and Unfair Discrimination Act

The intention of the Promotion of Equality and Unfair Discrimination Act 4 of 2000 (PEUDA) (South Africa, 2000d) is to prevent and prohibit hate speech. Section 12 of the Act prohibits the dissemination or publication of any information that could reasonably be construed as, or understood to show the intention of, unfairly discriminating against any person. This provision contradicts the PAIA provisions if, for example, someone researching discrimination disseminates such information. In terms of PEUDA the person would be committing an offence, but should that person not disclose the information then PAIA is rendered powerless. Moreover, the general override clause in Section 5 of PAIA conflicts with the one contained in PEUDA (Section 5(2)) which states that "If any conflict relating to a matter dealt with in this Act arises between this Act and the provisions of any other law, other than the Constitution or an Act of Parliament expressly amending this Act, the provisions of this Act must prevail". The constitutional right of access is, therefore, set against the constitutional right of equality in specific relation to associated information.

The Promotion of Administrative Justice Act

Section 33 of the Constitution makes provision for a right of administrative action that is "lawful, reasonable and procedurally fair". The Promotion of Administrative Justice Act 3 of 2000 (PAJA) (South Africa, 2000b) and PAIA, therefore give effect to the above constitutional rights, thus promoting values of transparency and accountability, which are critical instruments for reducing mismanagement, waste and corruption (Langa, 2004: v). A decision to grant or refuse a request for information under PAIA is an administrative action and, therefore, subject to the

provision of PAJA. Despite this, Section 1 of PAJA provides for exceptions to certain administrative actions, thus allowing for exemption from the provisions of PAJA's administrative decisions to grant or not to grant a request for access to information under PAIA.

Information Management and the Promotion of Access to Information Act

One can readily discern the profound impact PAIA would have, in general, on the terrain of information management in South Africa. For the Act to succeed, a good information management system needs to be put in place. Not unexpectedly, PAIA appears to be a burden to both public and private organizations that do not have comprehensive and effective information management systems. In ideal terms, the ability to comply with the Act should rather have a positive side effect of good information management policies and systems. Unfortunately, this is not the case. Apart from improving records management, the steps that public and private organizations need to take to enable them to comply with the Act, including the drafting of manuals, as identified by Fanaroff and Marais (2002: v–vi) are the following:

- to map all records (at a high level)
- to categorize the types of records and the subjects covered
- to develop clear policies regarding what records will be automatically available to the public, what will be available on request and what will be refused (for logical and cogent reasons) so as to help organizations to understand what really needs to be confidential and what does not
- to develop procedures and standard forms to deal with requests
- to ensure that the people in the organization who have to deal with information and requests understand how to do so
- to develop clear policies for the ongoing categorization and storage of records
- to ensure that the people in the organization follow these procedures.

The above expectations enjoin the library profession to ensure the effective implementation of PAIA. Regrettably, such a challenge seems not to have been fully taken up by the profession. For example, the advocacy role of the Library and Information Association of South Africa (LIASA), the professional grouping of South African

librarians, if at all, has been minimal. Perhaps the association may wish to take a cue from its Jamaican counterpart, the Library and Information Association of Jamaica (LIAJA) which, in recognition of the gap between the providers and users of information, collaborated with public libraries and submitted a statement to the Joint Select Committee of Parliament for the Review of the Access of Information Act suggesting, among other things, that public libraries in Jamaica be incorporated into the framework for the dissemination of information by sensitizing the public to and creating an awareness of the existence of the Act. Furthermore, and more importantly, public libraries are to provide locations where the public may learn what the Act offers and serve as access points for receiving requests and the delivery of documents (Durrant, 2006: 6). One may even go further to suggest that the various library schools in South Africa may occasionally redeploy their students in the receipt and processing of information requests under PAIA as part of the field or practical work of their studies. Apart from strengthening the advocacy role of the library profession in respect of the effective implementation of the Act, the students would get first-hand information of some of the problems ordinary citizens face in exercising their rights under PAIA and would contribute to making information requests both cost- and time-effective.

Other Challenges Facing the Promotion of Access to Information Act

Arguably, free access to information is, fundamentally, a change process that needs to be managed in its social circumstances, rather than a simple legislative imperative.

Dick (2005) captures this assertion in his 'power is information', rather than the widely held view of 'information is power' analysis in response to the Ingwersen-Jarvelin-nested model as applied in context to PAIA. Darch and Underwood (2005: 78), similarly, identify capacity and willingness to comply, as two key components of organizational compliance to freedom of information and further suggest that demand for information is influenced by such imponderables as affordability, public awareness of civil and human rights, levels of information literacy, the coherence of national political discourse and the perceived chance of success. It is against such 'imponderables' that South Africa's PAIA may be measured to ascertain whether it

is achieving its intended objective, which is the promotion of unhindered access to information to its citizenry.

Recorded Information

PAIA is limited only to recorded information, leaving out *all* other types of information that are not contained in a record. This is in direct contradiction to Section 32 of the Constitution, which stipulates that “everyone has the right of access to *any* information” (own emphasis). Furthermore, the constitutional right and the title of the Act, despite the use of the word ‘information’, legislates only a right and the procedures to access ‘records’ in the Act. Thus, if information is not kept in a record, the Act cannot be used to obtain it (Freedom of Expression Institute, 2003: 14). One possible way of circumventing the creation of permanent, written records and thus defeating, to some extent, the objectives of PAIA, especially by public officials, is the tendency to make more use of oral presentations or to use e-mail (that may easily be deleted).

The Requesting Process

PAIA gives 30 days to organizations to respond to information requests and another 30 days extension, in case there is a need for more time to respond to complex information requests. Section 74 of the Act makes provision for an internal appeal within 60 days, the decision of which should be made known to the information requester within 30 days of the filing of the notice of internal appeal. It is only after exhausting this internal appeal facility that the information requester may take the appeal decision to a High Court. This two-tiered appeals process route is lengthy, expensive and certainly prohibitive to many South Africans. As pointed out by the Open Society Institute Justice Initiative (OSIJI) “if the PAIA is to work, and particularly in favour of vulnerable communities and groups, it is essential that its enforcement procedures are inexpensive, quick and easy to use” (Open Society Institute Justice Initiative, 2004).

It has, therefore, been suggested that the creation of an independent ombudsman or information commissioner, who makes a recommendation about disclosure, could facilitate the process of access to information, making it easier and inexpensive, in terms of both time and money (Roberts, 2002a: 12).

Lack of a Culture of Openness and Transparency

When Darch and Underwood (2005: 78) argue that, despite its global outlook, the promotion of access to information, on closer examination, is influenced by local values, they seem to be making a valid point. South Africa’s introduction of PAIA was influenced by a constitutional imperative rather than by popular pressure. Free access to information is fundamental to freedom and democracy because it promotes and stimulates good governance, which includes public participation in the political process. Adversarialism and malicious non-compliance with the Act may be rooted deeply in the country’s culture of secrecy and what Dick (2005: 6) describes as “bureaucratic arrogance and hostility”. A naturally secretive public servant may credibly claim a lack of resources or any other reason considered convenient, as a strategy for the effective denial of access to information. It is significant that despite the generous time frames provided by PAIA to officials to respond to information requests, mute refusals accounted for 63 percent of information requests made under the Act in 2004 (Open Society Institute Justice Initiative, 2004: 3). Much as one would like to agree with the observation that the local propensity to be secretive mars the efficacy of information access, it is important to note that South Africans have seen much repression, including organized misinformation such as the ‘Muldergate’ or the ‘Information Scandal’, that occurred during Prime Minister Vorster’s rule. Therefore, the culture of secrecy surrounding government operations should, in reality, have been regarded as something of the past and the opportunity seized to fully support the effective implementation of PAIA.

Mandatory and Discretionary Exemptions

According to PAIA, a request for access to records in both public and private bodies may be refused on the grounds of “mandatory protection of commercial information of third party” (Section 36 and 64). Giddens’ (2000: 55) so-called “structural pluralism” and its threat to free access to information have also been articulated by Roberts (2002b). The provision of the mandatory protection of commercial information of a third party has the potential of preventing access to information on the nebulous grounds of “commercial confidentiality”, even though the requested information may emanate from governmental initiatives such as privatization and/or outsourcing,

which fundamentally affect the realization of certain socio-economic rights (Roberts, 2000b: 2). Apart from the grounds for information refusal specified above, no specific guidelines are provided by PAIA to enable an information officer to make a distinction between that which is mandatory and that which is optional, thus leaving the field of interpretation wide open for refusing access to centrally important spheres of information, including information that involves human rights violations (McKinley, 2003: 5).

Exemption of Certain Official Records

Section 12 of PAIA grants exemption to the records of certain state organs such as “the Cabinet and its committees”, the judiciary and a Special Tribunal and “an individual member of Parliament or of a Provincial legislature in that capacity”. Much as maintenance of secrecy of information with regard to internal deliberations about policy or the management of public institutions is necessary so as to encourage open and frank discussions on policy issues, there is the need for the records to be released expeditiously, after some time, especially not long after the policy has been finalized. The reason is that this is necessary for the purposes of accountability. The recent rumpus over the former Deputy President Jacob Zuma’s court case, particularly with regard to the letter purported to have been written by President Mbeki and signed by Zuma urging the National Assembly not to entertain any request to probe into the arms procurement deal (Ellis, 2004: 1; Mde and Brown, 2006: 1) could have quickly been revealed if cabinet deliberations had not been granted an exemption under PAIA. In any case, to deny right of access to Cabinet records, in particular, makes it difficult for the general public to follow the process used by a very powerful public institution that is privileged to make decisions that affect their lives. It is also a strong indictment of the lack of public participation in policy making and thus, good governance, and totally inconsistent with the constitutional right of access to “any information” held by a public body.

Information Literacy and Awareness

Free access to information needs to be part of the democratic culture of a country and this demands an information-literate society. An information literate culture is built up over a number of years through citizenship education and various forms of awareness campaigns. South Africa’s democratic

culture is just over a decade old and one would expect more intensification of democratic teachings and awareness to offset the decades of apartheid rule and totalitarianism. Unfortunately, not much emphasis is placed on citizenship education and allied teachings in democratic governance, including the promulgation of PAIA. Although public servants and information officers are being trained on the Act, the bulk of the population remains unskilled in carrying out this exercise. As observed by Open Society Institute Justice Initiative (2004: 9) “training, education and awareness will therefore ensure that there is a supply and demand, which will hopefully instil a new culture of transparency and open government”. Moreover, constant newspaper reporting of issues surrounding the Act will help in enlightening the general public about the efficacy of the law.

Lack of Organizational Capacity and Resources

The South African Human Rights Commission (SAHRC), the organization charged with overseeing the implementation of PAIA, admits that though the obligation to implement the Act is laid on both public and private organizations, many of these “do not have the capacity and the resources to carry out most of their obligations” (South African Human Rights Commission, 2003: 63). These resources range from human to telecommunications infrastructure development, especially information and communications technology.

Conclusion

South Africa’s right of access to information was informed by the apartheid system of government that was buttressed upon the institutionalized violence of state repression. The Internal Security Act and other legislation, which, among others, gave the State wide powers of detention without trial, the banning of persons, organizations, gatherings and publications and of imprisonment for various political actions and other racially discriminatory laws and practices, influenced the drafting of the post-apartheid constitution. Therefore, the 1996 Constitution and the Promotion of Access to Information Act, Act 2 of 2000, in spite of various shortcomings, represent both an opportunity and a challenge in the consolidation and extension of the democratization process in the country. It should be borne in mind that

to make the law work in practice is a two-way responsibility. Access legislation will be ineffective if civil society does not have the capacity to exercise its right of access. The government should therefore deploy resources to create an enabling environment that will facilitate a proficient response to information requests. Elements of civil society should also generate requests and actually use the law. In other words, South Africa's information access legislation, lofty as it appears to be, is unlikely to have any real impact unless more steps are taken to build capacity within civil society, to train public officials to comply with the legislation even when it tests the limits of the law and encourage a broader participation of people in the processes of government that affect their lives.

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The DISA Project. Packaging South African heritage as a continuing resource: content, access, ownership and ideology

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Abstract

The intention of the DISA (Digital Innovation South Africa) Project is to build a continual digital resource through content based on the initiative of local scholars and dovetailing with the discussion of what it means to constitute a serialized archive of the liberation struggle. The user demand for materials selected is secondary. It is the larger questions which frame this project, such as national policies and processes around heritage, political identities, contested archives, the commodification of the Archive and intellectual property rights. In the South African context the digitization of heritage material for publication via the World Wide Web is a site of struggle and the real challenges are not technological or technical but social and political. Digitizing archives is more than merely collecting and aggregating documents in cyberspace. What is at stake is the politics of memory in digital form and how *what* is selected for digitization projects frames research agendas and plays a role in curriculum strategies. The development dimension is also paramount, how these projects enhance the public interest, service researchers in the South and promote South-South dialogue. This paper gives a brief overview of the DISA Project, to examine notions of partnership that cut across international boundaries, interrogate the ideological and intellectual ramifications including issues of content selection and access, and review South African policy framework discussions and recommendations.

Keywords: Digital Innovation South Africa Project; heritage; archives; digitization; intellectual property; South Africa

Setting the Scene

Digital Innovation South Africa (DISA) is a national, not-for-profit collaborative initiative funded by the Andrew W. Mellon Foundation that has drawn in a number of heritage and research stakeholders from government, tertiary institutions, libraries and archives. These include: the National Archives, the National Library, the Department of Science and Technology, the Ifalethu Foundation and the universities of KwaZulu-Natal, Witwatersrand, Fort Hare and Cape Town. The Project is managed by a committee composed of these collaborating institutions and stakeholders and is physically hosted at the University of KwaZulu-Natal.

DISA grew out of a workshop on digital imaging sponsored by the Andrew W. Mellon Foundation and held in Johannesburg, South Africa, in September 1997. The first phase of the DISA project was entitled *South Africa's Struggle for Democracy 1960–1994* and began in 1999. It has made accessible, via the World Wide Web, South African material of socio-political interest. It focused on runs of serials (in some cases short-lived and of poor typographical quality) spread within library and archive collections around the country. The three decades covered by the serial literature selected

by DISA related to local resistance movements to apartheid and covered approximately 40 titles which covered a varied spectrum of political organizations, including the African National Congress, the Black Consciousness Movement, the Azanian Peoples Organisation, the Pan Africanist Congress and the United Democratic Front.

In 2002 DISA sought to complement this first phase of digitizing journals of the liberation struggles. The original intention of this second phase (DISA 2) was to build on the serialized digital resource through archival content about the liberation struggle. The identification and selection of content was to be centered round the efforts of local scholars. This second phase began in 2003 and is entitled *Southern African Freedom Struggles, c.1950–1994*.

DISA is firm in its insistence on the use of open source software and platform independence so as to provide a model that is appropriate to the African context. In addition to developing content, DISA has contributed to the enhancement of local knowledge in digital imaging and is also playing an advisory, advocacy, training, and research and development role.

Notions of Partnerships: Small Carrot, Big Stick

The DISA project cannot be interrogated without an examination of the concept of partnerships. Digital technology can be a mechanism of domination, particularly by countries in the North, at the expense of local interests. Consequently, projects such as DISA provoke a complex set of challenges and are chartering new and uncertain ground. And this has been further complicated by its affiliation with ALUKA¹, which in turn has influenced, and in some cases confused, public and stakeholder perceptions of DISA.

As soon as DISA had sent in its funding proposal to the Mellon Foundation for Phase 2, in October 2002, it was informed by the Foundation that ‘NewOrg’ (subsequently ‘ITHAKA’²) was going to be set up and that, because of possible future links, DISA should revise its funding proposal so that a relationship with ‘NewOrg’ could be included. The Foundation also advised DISA to alter its proposed focus with less emphasis on capacity building and research and development, and

more on building content “efficiently”. At the time DISA felt, possibly naively, that this new proposed relationship with ITHAKA would benefit DISA in terms of expert advice and sustainability. The revised proposal was submitted to the Foundation in late October 2002 and an interim grant was awarded for the first stage of DISA 2.

It was agreed between DISA and the Foundation that during this interim phase DISA would remain receptive to suggestions from the Foundation regarding strategy and content. Later in the year DISA was told that ITHAKA had launched its first initiative to create a network of international digital resources, to be known as ALUKA. In the second half of 2003 the DISA Committee focused on the DISA 2 proposal. Final adjustments were made in November in accordance with the desire of the Foundation to have DISA relate more closely to ALUKA’s needs.³

Thus, in many ways DISA and ALUKA occupy the same space, carry out parallel operations and share a core mission of creating a digital resource of materials related to the Struggles for Freedom in Southern Africa. But the relationship is about much more than just sharing information. Moreover, related issues have also impacted on DISA, including the lack of a national policy and confusion about ‘ownership’ in a digital environment. The relationship is consequently under strain. And it is this subtext which has not only led to uncertainty by stakeholders in DISA but, I would argue, stagnation of the resource, the loss of DISA’s independent identity and to some extent its purpose and direction.

The Ideological and Intellectual Milieu

In the globalized world, knowledge and information have been commodified and are seen as strategic resources and tools. It cannot be disputed that more and more types of information are being digitized. If we are to believe David Bearman⁴, over the next 25 years we can expect to take part in a worldwide effort to represent the entire bulk of human memory in digital form. How does one begin to make sense of the implications of total digitization? Inextricably linked to this notion is the Internet, the vehicle for what Marshall McLuhan referred to as the ‘global village’.⁵ It was developed by the United States military and is now growing like a vast amoeba and giving birth to a new world culture. The widespread view is

that technology generally, and digital technology specifically, is useful and has led to what Postman calls the “the deification of technology”.⁶

At a first uncritical glance the notion of so-called ‘global’ access to information is appealing and positive and also seems to imply societal advancement; a panacea for society’s ills, where access to information will create a better society, will empower people and will provide for their participation in an emerging and unstoppable ‘digital democracy’. But those of us from the global South know too well that the digital frontier is not value free; it reflects power relations and it creates an information aristocracy. Access to the global information economy means access to wealth and there is therefore little doubt that the question of access to information has acquired pivotal social, political and economic importance. The Internet relies on technology that is much less accessible and much more expensive in the South than in the North. In terms of pure volume of information produced and consumed, developing nations lag far behind. The manner in which information is used and who has control therefore become pivotal issues. Structural changes that are taking place in knowledge production and dissemination in the digital age are not only perpetuating an uneven South-North information flow, but are also ensuring hegemony by the North in the South.

Digital technology does not merely add something, it changes everything; it brings social, political, cultural, environmental and economic changes and it accelerates the globalization process. As Douglas Coupland points out, it is seen as a construct where “a set of individuals with access to a large database dominates another set with less access”.⁷ For emerging democracies it is vital that nation-states and their citizens can access information about their own heritage so that they can interpret the past in order to understand the present and shape the future. In this branded world the digitization of knowledge and legacy materials is not a depoliticized space and access to knowledge is also a political question – particularly to knowledge produced in or emanating from the global South. DISA has thus been thrust headlong into the highly politically and ideologically charged, and fraught, nexus of constructing culture and knowledge through digitizing heritage from the global South within the existing frustration with the current South-North flow of information.

Sherwood has cautioned that, “given the complexity of content issues in an environment where not only the titles but the means of production and delivery are matters for decision and where policy choices have important implications for public access to a nation’s patrimony, governments will find it difficult to act quickly without significant input from the stakeholders. It is not too soon for the heritage community to begin to equip itself to participate in the debates.”⁸ In the South African context the process of rigorous reflection, evaluation and of trying to unpack what is at stake both intellectually, technically and in terms of policy formulation has not been adequate. As a country we are only now beginning to explore what the implications are of the digitization of our intellectual and cultural heritage resources. As stakeholders, as copyright owners, as custodians, as institutions, as government, South Africans are trying to understand this landscape so that they can vigorously engage with it and formulate informed responses.

Custodians of South African heritage are facing a new battle – this time on the digital front, and what is plainly surfacing is wide-ranging apprehension around the ownership and hegemony of these newly aggregated and continually morphing digital assets. Some archivists and historians are arguing that many of these projects are fundamentally located in uneven power relations and perspectives which compromise national heritage, do not represent the views and interests of the developing nations, bolster inequities in globalization, and exacerbate historic North/South imbalances. Increasingly the digitization of South African heritage material for publication on the WWW is becoming a site of struggle and the real challenges are not technological or technical but social and political. As Shuler has noted, “the Internet ... is very much a part of the physical and material world and is thus subject to the limits and regulations of that world. If we only conceive of the Internet as existing in some virtual reality or cyberspace, we will lose sight of the fact that it is inextricably linked to material conceptions of space, place, and, consequently, ownership of that space.”⁹

Digitizing archives is more than merely collecting and aggregating documents in cyberspace. At stake are the political economy of digitization and the politics of memory in digital form, and how *what* is selected for digitization projects frames research agendas and plays a role in curriculum

strategies. The development dimension is also paramount – how these projects enhance the public interest, benefit researchers in the South and promote South-South dialogue. These projects also need to be aligned to local and regional discussions and debates about the archive. It is also important that the resource should be free to Africa and be sustainable over time. Ultimately, it is these larger political, technical and intellectual challenges – of national policies and processes around heritage, political identities, contested archives and the commodification of the Archive – which frame projects such as DISA and that DISA tackles on a daily basis.

Content Selection

The DISA Project provides the opportunity to open up to scrutiny and criticism the mediations of technology in knowledge production and intellectual production. However, an additional layer of complexity is that the sources of the materials for digital projects – archives – are social constructs and contested locales of power, ideology, identity and memory, where specific narratives are privileged and others marginalized and silenced. So the compilation of new archives through digitization speaks directly to the politics of collecting, representation of History and the privileging of certain ‘knowledge’.

How digital resources are assembled and shaped means that definite choices have been made around selection – what to digitize, who decides, how decisions are made and what influences those choices. Selecting material for digitization is an onerous undertaking as it speaks directly to factors such as public ownership and responsibility to the Archive. These decisions intellectually frame, mediate and control a digital project such as DISA and in many ways become the overt evidence of the politics of archives in general. The questions of what intellectual product is being created, how that information is packaged, how history is being rewritten and how this speaks to and shapes post-colonial and post-apartheid research agendas and debates about the Archive is therefore intricately bound into this construct and in creating new monopolies.

In DISA 2, content selection has been largely influenced by production targets set by ALUKA and an intellectual architecture which is declining into an awkward and patchy one-dimensional

repression/resistance narrative mainly aimed at an undergraduate studies audience in the USA. This reductionist and unbalanced structure and content is consequently – consciously or unconsciously – assembling and manufacturing identities and narratives, promoting one version of history over another, actively advancing myth making and precluding alternative and competing discourses. In addition, in the North this linear meta-narrative, because of its digital nature, is much more accessible. This has obvious implications, not only for the form this knowledge resource is taking or the form of the archive that is being constructed, but also in terms of its usefulness for South African researchers and public intellectuals and its probable inability to contribute towards critical citizenship in South Africa.¹⁰

Moreover, there is the danger that everything that is not digital will not only become unimportant but will also, to all intents and purposes, cease to exist, so that whatever is available on the Internet becomes THE history – all there is. This is very powerful because the information we can access structures our view of the world. Furthermore, it then becomes all about form and quantity and not about context or content. Concern has also been expressed that these kinds of projects will mean that researchers from the North will use only these online resources and this will ultimately diminish the sustainability of physical repositories in the South. What is more, as Lalu has asserted, “globalization reinforces the old pattern of the intellectual division of labour: the Western producers vs. the African consumers of knowledge. Combined with the legacies of the Cold War, this makes for particular conditions for the writing of Southern African history.”¹¹

Access Barriers

Public access issues, particularly within the framework of the global socio-economic environment and the so-called ‘digital divide’, are of concern to all the stakeholders in DISA. The ALUKA subscription model places conditions on access to its digital resource – even if it is supposed to be ‘free’ to “appropriate” educational and cultural institutions pending the signing of a licensing agreement. For example:

- Paying users who would ordinarily have been able to access libraries do not usually have access to digital/electronic resources.

- If copyright owners and creators, particularly organizations (as would be the case in South Africa), are given 'free' access, the question is, who gets access? The National Executive Committee members? Some leaders? All the members?
- How long will it be made available 'freely'? For 5 years? For 10 years? Forever?
- The use of proprietary software and technology platforms by ALUKA also automatically limits access to people in the South, where bandwidth is a real issue.

Sustainability issues could also negatively impact on access over time in the country where the documents originate. This is because overseas or external funding for digitization projects is usually directed at production and so is inevitably short-term, transient and has strings attached. DISA continues to grapple with, and work towards, finding solutions to issues of who controls and who has access to the technological infrastructure and how long-term migration and refreshing of data can be ensured and funded so that the image collection it has created will not only be freely available to all Africans but will endure over time. Long-term preservation is a very time consuming, energy intense, technical and expensive process, and the financial temptation to hand over control of completed digital projects initiated in the South to eager, well-resourced institutions in the North is ever-present. In this way, vital information relating to developing countries can be concentrated in cities in the North. Cultural heritage from the South can be further exploited by reformatting it in digital form largely for consumptive use by people in the North. In a real way this practice represents a new form of cultural theft.

National Policy Framework

The South African Department of Arts and Culture's National Heritage Council (NHC), in an attempt to try and address the lack of national strategy, legislation and policy on digitization of heritage resources, convened a consultative workshop of South Africa stakeholders in May 2007, entitled Archives, Digitization and Ownership. The aim of the workshop was to share information on how to promote and protect national heritage in South Africa, within the sub-region and beyond, and to discuss the challenges brought about by the introduction of digitization of information, heritage and archives. For the NHC the key issues

were: how digitized information will be used, accessed and interpreted; what public national interest will be served; that hegemonic control by the North and politicization pose challenges for the management of digital resources in the South; and the need to build solid partnerships in Africa.

The notion of 'partnerships' was discussed at length at the workshop. The following issues were specifically underscored: partnerships with entities from countries in the North should address and not reinforce the digital divide or reformulate issues of heritage plundering and cultural asset stripping; transparency and equity in partnerships is pivotal and seeking funding should be a joint initiative with a joint mandate.

The key recommendations flowing from the workshop emphasized that digitization projects should first and foremost be located in the countries of provenance, locally controlled and defined and should serve local interests and beneficiaries. The need for a framework on capacity building and local resource mobilization for digitization of national heritage was also stressed, as was the need in South Africa to support mechanisms to ensure long-term sustainability of the final digitized resource as well as the master digital materials. At the end of the workshop a Task Team was formed to take all of the above issues forward, including legislative and policy formulation and issues of ownership, accessibility and intellectual property. Optimistically, the ongoing national consultative process currently taking place in South Africa will determine a way forward and build national capacity.

Conclusion

Notwithstanding attempts to merely evaluate the usefulness of the DISA Project as an electronic library resource, it is the deeper set of moral and ethical questions that relate to the digitization, harvesting and extraction of heritage information about and from the South which make the DISA endeavour worth analyzing and interrogating. And it is the content component of the DISA Project which elicits the most interest and demands resolution.

The distributed model employed by DISA also needs further scrutiny. Extensive knowledge transfer and advanced capacity and skills have

not been developed in most of the participating institutions. In addition, most of these institutions have not yet developed their own digitization policies, let alone prioritized digitization endeavours which directly engage and support their own priorities, strategic plans or teaching and learning activities. They may have naively participated in such a project because they had the inducement of receiving a digital or scanned copy of bits and pieces of the material they hold, not fully comprehending that there are enormous costs involved in using (and sustaining over the long term) these images in an interactive, accessible and meaningful way within their own institutions.

What is sorely needed is more public discussion and debate locally, regionally and with other countries in the global South about the more substantive questions, including: the political economy of projects like DISA; how these projects relate to nation building and the construction of democratic public spheres; and what tools and policies need to be in place so that valuable and meaningful digital resources can be developed for and engage with scholars, researchers, educationists, archivists, librarians and public intellectuals.

Notes

1. ALUKA is an online digital library of scholarly African resources. These resources include African Cultural Heritage Sites and Landscapes, African Plants and Struggles for Freedom in Southern Africa. URL: www.aluka.org
2. ITHAKA is the 'incubator' to projects such as JSTOR, ARTSTOR, NITLEY, ALUKA and PORTICO which provide strategic technology-based services to higher education institutions in the USA. URL: www.ithaka.org
3. DISA Annual Report, 2003.
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5. McLuhan, Marshall. *Understanding media: The extensions of man*, p. 93.
6. Postman, Neil. *Technopoly*, p. 71.
7. Coupland, Douglas. *Microserfs*, pp. 252–253.
8. Sherwood, Lyn Elliot. Cultural heritage information, p. 123.
9. Shuler, Jack. Ever onward. <http://www.fastcapitalism.com/>
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11. Lalu, Premesh. The virtual stampede for Africa, n.p.

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Evaluation Study of the 2007 IFLA Congress in Durban

Sofia Kapnisi, IFLA Headquarters

During the four weeks following the IFLA World Library and Information Congress in Durban in August 2007, an online survey was held to record reactions and comments of the congress participants. The objective of the survey was to evaluate several aspects of the congress structures, procedures and services through the level of contentment of the delegates and with the goal to improve the future IFLA congresses. It was developed by the Dutch management and consultancy company Pleiade led by senior researcher Maurits van der Graaf. The questionnaire – a result of a team brainstorming – was set up based on four topics: the evaluation of the congress, the factors that influence the attendance, questions profiling the replier, and concluding questions concerning mainly the future IFLA congresses.

One third of the total number of registered delegates responded to the survey; in numbers, 809 of the 2,476 congress delegates. With the exception of the delegates from the Republic of Korea, Indonesia and the Russian Federation, the survey seems to have attracted a fair representation of countries. The reasons for failing to achieve a more global representation must be searched for in language barriers and limited personal access to the Internet. Because of the latter the net number of invitations to take part in the survey distributed was 1,929, which raises the response rate to 42 percent. Regarding the language barrier, in addition to translation to French and Spanish, IFLA will have to consider offering the survey in all its official languages. That extra effort will eliminate much of the inaccessibility and result in a more accurate overview.

Reading and analyzing the present results, however, we get a good impression of the congress dynamic. The questionnaire was extensive enough to cover all important points. Starting from the content, the programme items were mentioned in a

list, asking the respondents to check the ones they attended. The exhibition, the social events and the parallel sessions attracted 85 percent of the respondents and the plenary sessions 70 percent. The number of exhibition visitors combined with the buying power of the delegates, estimated at USD 1.8 billion, is one of the most positive outcomes of the survey, as it shows the marketing power of the congress and consequently works as encouraging factor for potential exhibitors and sponsors for the future.

The parallel sessions were amongst the most attended programme items and also positioned first regarding importance. It seems that they are seen as the core of the IFLA congress. The results showed that 60 percent of the respondents attended six or more parallel sessions and found the topics very satisfactory. However, there are also critical comments from the respondents regarding time management within the sessions – most proposed that it should be stricter – and the varying quality of speakers and presentations. There also seems to be a desire for more interactive sessions such as workshops and roundtable discussions. The general time management was also criticized, pointing to the fact that the programming should take into account similar topics and schedule them accordingly.

Standing Committee meetings were attended by nearly 40 percent of the respondents, the library visits by 36 percent, and the sightseeing tours by 31 percent. The pre-conference satellite meetings were attended by 23.5 percent of the respondents, while the pre- and post-conference attracted nearly 10 percent. Looking at the results, it seems that the Durban congress was very successful in satisfying the needs of the delegates. There is, however, room for improvement and that is what this survey is aiming to reveal.

Regarding the factors for attending the congress it seems that networking opportunities are ranking

first, followed by the professional development of the participants and the goal of furthering international standards. For delegates with an active role within IFLA these activities were also an important reason for attending the congress. As opposed to the positive factors, inhibiting factors for attending the congress were the cost of participation being noted by 79 percent of respondents and traveling distance and time away from work by 55 percent. Safety and security issues were also considered negative factors for intention to attend, an issue that comes back in the survey in the general comments, characteristically expressed as “conference good, streets too dangerous”.

The attractiveness of the congress seems to rest on the worldwide character of the programme and the delegates as well as the annually changing venue. The 5 days time span of the congress and the time of the year that it is held scored lower in terms of attractiveness (see Table 1).

With regard to information provided about the congress before it started, the congress website was ranked as the most valuable, but all information appeared to be useful. It seems that potential delegates seek information in all possible IFLA channels and a good percentage find what they need. Apart from the congress website, such information carriers are the pre-conference issues of the newsletter *IFLA Express*, the delegate newsletters, the IFLA sections and divisions and the printed announcements. However, though information seems to be in place, the actual pre-conference services failed to satisfy the delegates. There were complaints about online registration and registration payment, hotel bookings and confirmation and the response to letters or emails. With regard to onsite services, the ‘good’ or ‘somewhat good’ reactions ranged from 58 percent to 89 percent, with the registration desk scoring the highest percentage and food services the lowest.

A number of questions about the respondents revealed that most of them have a library related position, with more than half of them having budgetary responsibilities within their organization; 41 percent are active in IFLA. About half of the respondents were attending an IFLA congress for the first time. The same proportion had attended other library related conferences, with that of the American Library Association being the most popular. Regarding the buying power of the delegates, the outcome shows that nearly 40 percent of the respondents – those from South Africa excluded – extended their visit to South Africa for tourism purposes. About half of them extended their visit for more than 3 days. The total expenditure of the delegates from outside South Africa can be estimated at USD 3.2 million, ranging from USD 1,000 to 5,000 per person.

The overall judgment on the congress was rather positive, with 85 percent of the respondents rating it ‘good’ or ‘somewhat good’. Seven percent judged it ‘poor’ or ‘somewhat poor’. The active members of IFLA were more strict in their judgment than other delegates; 10.5 percent of respondents with an active role in IFLA thought that the congress was ‘poor’ or ‘somewhat poor’, in contrast to only 4.6 percent of non-active respondents. However, most delegates with an active role in IFLA had attended earlier IFLA congresses and a high percentage expected to visit the next congress in Québec City in 2008. By contrast, less than half the delegates with no active role in IFLA expressed the intention to attend the congress in Québec see Table 2.

As an indication of the generally positive judgment on the Durban congress, 90 percent of the respondents stated that they would recommend the IFLA congress to a colleague, whereas only 2.5 percent would not.

Aspect	(Somewhat) Unattractive %	(Somewhat) Attractive %
The worldwide aspects of the programme and attendees	0.8	95.3
The changing venue of the Congress each year	1.7	89.6
The time span of the congress (5 days)	14.2	69.0
The time of the year that the Congress is held	14.6	64.5

Table 1. Attractiveness of various aspects of the IFLA Congress.

Category	First time in Congress (%)	Expect to visit next Congress (%)
Active in IFLA (41%)	16.0	87.0
Not active in IFLA (59%)	71.0	44.0

Table 2. Participation in Congress and expectations for next Congress.

The evaluation study concludes with comments, recommendations and suggestions for the future congresses. Maybe the most important is the comment referring to the promotion of the congress, as it seems that each year the organizers have to attract many librarians new to the congress. That

means that there is a potential audience that must be convinced of the importance of the IFLA congress, a task that IFLA must undertake a new every year together with the National Committee of the host country.

From Beer Halls and Maternity Wards to Public Library: the story of Naivasha and Karatina

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Introduction

Kenya National Library Service (KNLS) was established in 1965 by an Act of Parliament (Cap 225 Laws of Kenya). According to the Act, the functions of the Board are “to promote, establish, equip, manage, and maintain and develop” libraries in Kenya as a National Library Service. The first Board of Directors commenced its work in April 1967. The Kenya National Library Service acts both as a National and a Public library. Some of the services offered by the Board include:

- Adult and junior lending services
- Reference and referral services
- Mobile service – motorized
- Non-motorized mobile service: camel and donkey mobile library services
- Library user education
- Advisory and consultancy services
- Community information services
- In-house trainings through internships from various institutions
- Services to the visually impaired persons
- HIV/Aids information services
- Gender related information

During its first decade of existence, the Board was able, through funding from the Kenya Government and from such donor agencies like the British Council, NORAD and UNESCO to set up libraries in all Provincial Headquarters. The second phase of development focused on district libraries.

At the beginning of the 1990s, however, funding started dwindling and the Board was forced to rethink its development strategies. The Community Library Development (CLD) policy is an initiative of the KNLS Board, which was adopted by the Board in 1990 as a result of these financial constraints. The overall purpose of the CLD policy is to validate and secure community interests and ownership of CLD projects. It is meant to ensure equitable distribution and provision of innovative

library services to develop a reading culture in communities.

Community Library Development Policy (CLD)

Since the inception of the Community Library Development strategy in 1991, the Board has established 31 community libraries countrywide. The demands for these services have been overwhelming. This has exerted a lot of pressure on the Board’s resources, making it difficult for the Board to meet the demand for community libraries.

It is evident that the development pattern of community libraries over the years has been characterized by geographical (regional) imbalance. This was due to the socio-economic disparities and uneven level of awareness of the end beneficiaries. The Community Library Development policy operates on the premise that the community realizes the need for a library and initiates the establishment of the facility in their midst. It emphasizes that:

- Community libraries shall be developed, adapted and constructed as indicated under the appropriate section of the policy.
- The stocking and service provisions of community libraries shall conform to the standards applicable in all KNLS Network.
- The staffing levels in the community libraries shall also conform to the approved establishment for community libraries by the Board.
- The financial management by the community libraries shall be bound by the Board’s existing financial regulations.

Karatina

Under the programme the first community library was established at Karatina, Nyeri district in 1990 on a pilot basis. Karatina is set at the foot of Mount Kenya near Nyeri town. The library serves the population through other means such as a book box service, which is operated by a motorcycle that takes the books round to schools every two weeks.



Figure 1. Karatina: exterior.



Figure 2. Karatina: interior.

This program is very popular and has had the support of local schools that donated a specified amount of money to start the project. The library is also involved in teacher librarian training. This has especially helped since the introduction of the free primary education program where the government now buys books for schools.

Naivasha

The same information wave hit Naivasha when the KNLS Board visited the area and mooted the idea of a Community Library to the Council. Back in the late 1970s and early 1980s, the government of Kenya sanctioned the sale of traditionally brewed beers. As this was legal, provision was made for it and most trading centres had designated beer halls where this brew was sold openly. One such hall was to be found in Naivasha, a town that lies at the foot of the Great Rift Valley. There was even provision for meat roasting. Here, the locals congregated daily to partake of their favourite homemade brew.



Figure 3. Navaisha library building.

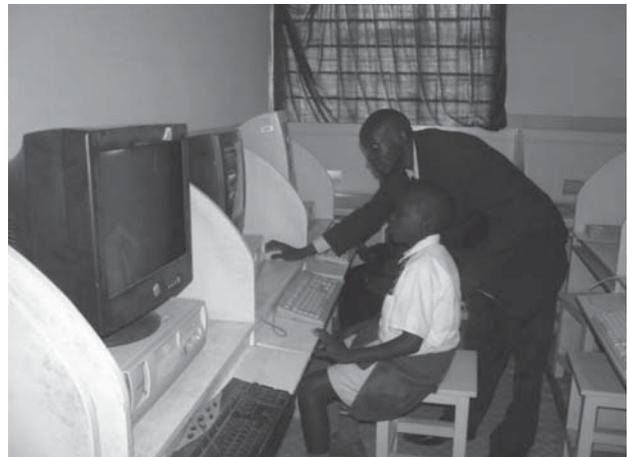


Figure 4. The Navaisha Cybercafé.

The Naivasha Council donated the land and the building and began refurbishment of the building in 1993 from a beer hall to a library. By 3 April 1996 the library was officially opened to the public and the locals changed from drinking beer to reading. The facility has been very well received and currently boasts a clientele of 15,000 on a monthly basis. The local schools and the flower farms in the area are institutional members. They borrow books and use the library. This demonstrates how the thirst for a drink was quickly translated into thirst for knowledge. The people who used to drink beer here are very happy that the facility is now used by their children to gain knowledge.

In response to the communities' information needs, the library has established partnerships with various persons and institutions in the area. These include:

- The local council who donated the land. They have recently waived approval fee for the

- architectural plans for the proposed extension of the library.
- Friends of the Library. These are mostly white settlers in the area who have donated books and magazines over the years. Key among them are Sara Higgins and the late B. Stevenson. Ms Stevenson was a writer on herbal remedies. She donated books on the same to the library.
 - The Naivasha Maximum Prison. The library has greatly supplemented the reading programs of this institution.
 - Rotary Club of Naivasha and the Rotaract Club of Naivasha, who are currently funding the extension of the library
 - The Medical Department gives talks on HIV/AIDS; Naivasha being a conglomerate town has many people and the infection rate is very high.
 - Partnered with Computer for Schools – Kenya and Computer Aid International to set up an Internet outlet, which helps in teaching IT skills, e-resources and offers e-mail services at very subsidized costs.

Problems

The problems mainly experienced in both these libraries are:

- Both are in dire need of expansion.
- Karatina – tents are used as reading rooms for school going students in the evenings.
- Construction stalled but to be revived this year if funds are availed.

- Book boxes – outreach using motorcycle is not adequate.
- Very congested.
- Children especially are very enthusiastic.
- In search of partnership with large flower growers whose workers and children use the library to help expand.

Conclusion

Many agencies of intervention in Kenya seem to prioritize on urgent services such as health and education, famine relief, water and sanitation. The Community Library initiative is in line with the Board's long-term strategy to entrench partnerships in the development of library projects, programmes and service delivery. Community libraries and information centres have made a meaningful impact on the rural people as they are developed through community participation and not based on an outsider's opinion. These information centres have enhanced communities' accessibility to information and reading materials. This, we believe, is a step towards realizing a positive reading culture in this country and achieve the social goal of Kenya Vision 2030 and the Millennium Development Goals numbers 1, 2, and 3. Libraries go beyond formal education and they are indeed at the heart of personal and community development.

Paper presented at the World Library and Information Congress: 73rd IFLA General Conference and Council, 19–23 August 2007, Durban, South Africa, in session 73 National Libraries

Policies and Plans

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The IFLA Multicultural Library Manifesto

The Multicultural Library – a gateway to a cultural diverse society in dialogue

All people live in an increasingly heterogeneous society. There are more than 6,000 different languages in the world. The international migration rate is growing every year resulting in an increasing number of people with complex identities. Globalization, increased migration, faster communication, ease of transportation and other 21st century forces have increased cultural diversity in many nations where it might not have previously existed or has augmented the existing multicultural makeup.

“Cultural Diversity” or “Multiculturalism” refers to the harmonious co-existence and interaction of different cultures, where “culture should be regarded as the set of distinctive spiritual, material, intellectual and emotional features of society or a social group, and that it encompasses, in addition to art and literature; lifestyles, ways of living together, value systems, traditions and beliefs”.¹ Cultural diversity or multiculturalism is the foundation of our collective strength in our

local communities and in our global society.

Cultural and linguistic diversity is the common heritage of humankind and should be cherished and preserved for the benefit of all. It is a source for the exchange, innovation, creativity, and peaceful coexistence among peoples. “Respect for the diversity of cultures, tolerance, dialogue and cooperation, in a climate of mutual trust and understanding are among the best guarantees of international peace and security”.² Therefore, libraries of all types should reflect, support and promote cultural and linguistic diversity at the international, national, and local levels, and thus work for cross-cultural dialogue and active citizenship.

As libraries serve diverse interests and communities, they function as learning, cultural, and information centres. In addressing cultural and linguistic diversity, library services are driven by their commitment to the principles of fundamental freedoms and equity of access to information and knowledge for all, in the respect of cultural identity and values.

Principles

Each individual in our global society has the right to a full range of library and information services. In addressing cultural and linguistic diversity, libraries should:

- serve all members of the community without discrimination based on cultural and linguistic heritage;
- provide information in appropriate languages and scripts;
- give access to a broad range of materials and services reflecting all communities and needs;

- employ staff to reflect the diversity of the community, who are trained to work with and serve diverse communities.

Library and information services in a culturally and linguistically diverse context include both the provision of services to all types of library users and the provision of library services specifically targeted to underserved cultural and linguistic groups. Special attention should be paid to groups which are often marginalized in culturally diverse societies: minorities, asylum seekers and refugees, residents with a temporary residence permit, migrant workers, and indigenous communities.

Missions of multicultural library services

In a culturally diverse society focus should be on the following key missions, which relate to information, literacy, education and culture:

- promoting awareness of the positive value of cultural diversity and fostering cultural dialogue;
- encouraging linguistic diversity and respect for the mother tongue;
- facilitating the harmonious co-existence of several languages, including learning of several languages from an early age;
- safeguarding linguistic and cultural heritage and giving support to expression, creation and dissemination in all relevant languages;
- supporting the preservation of oral tradition and intangible cultural heritage;
- supporting inclusion and participation of persons and groups from all diverse cultural backgrounds;
- encouraging information literacy in the digital age, and the

- mastering of information and communication technologies;
- promoting linguistic diversity in cyberspace;
- encouraging universal access to cyberspace;
- supporting the exchange of knowledge and best practices with regard to cultural pluralism.

Management and operation

The multicultural library expects all types of libraries to adopt an integrated service approach. The core activities of library and information services for culturally and linguistically diverse communities are central, not “separate” or “additional”, and should always be designed to meet local or specific needs.

The library should have a policy and a strategic plan, defining its mission, objectives, priorities and services related to cultural diversity. The plan should be based on a comprehensive user needs analysis and adequate resources.

The library activities should not be developed in isolation. Cooperation with relevant user groups and professionals at local, national or international level should be encouraged.

Core actions

The multicultural library should:

- develop culturally diverse and multilingual collections and services, including digital and multimedia resources;
- allocate resources for the preservation of cultural expression

- and heritage, paying particular attention to oral, indigenous and intangible cultural heritage;
- include programmes supporting user education, information literacy skills, newcomer resources, cultural heritage and cross-cultural dialogue as integral parts of the services;
- provide access to library resources in appropriate languages through information organization and access systems;
- develop marketing and outreach materials in appropriate media and languages to attract different groups to the library.

Staff

The library staff is the active intermediary between users and resources. Professional education and continuing training focused on services to multicultural communities, crosscultural communication and sensitivity, anti-discrimination, cultures and languages should be provided.

The staff of a multicultural library should reflect the cultural and linguistic characteristic of the community to ensure cultural awareness, reflect the community the library serves, and encourage communication.

Funding, legislation and networks

Governments and other relevant decision-making bodies are urged to establish and adequately fund libraries and library systems to offer free library and information services to culturally diverse communities.

Multicultural library services are in essence global. All libraries involved in activities in this field must participate in relevant local, national or international networks in policy development. Research is needed to obtain the data necessary to make informed service decisions and secure appropriate funding. Research findings and best practices should be widely disseminated in order to guide effective multicultural library services.

Implementing the Manifesto

The international community must recognize and support libraries and information services in their role of promoting and preserving cultural and linguistic diversity. Decision makers at all levels and the library community around the world are hereby requested to disseminate this Manifesto and to carry out the principles and actions expressed herein.

This Manifesto complements the IFLA/UNESCO Public Library Manifesto, the IFLA/UNESCO School Library Manifesto and the IFLA Internet Manifesto.

Submitted by: Kirsten Leth Nielsen, IFLA Library Services to Multicultural Populations Section.

10 January 2008

1. UNESCO Universal Declaration on Cultural Diversity, 2001.
2. Ibid.

From the Governing Board

Governing Board Meeting, December 2007

Introduction

This report on matters discussed by the Governing Board at its twenty-third meeting, held in The Hague on

5th and 6th December 2007, is based on the minutes of that meeting and a selection of the papers and reports which were discussed. It is not intended to replace the minutes of the meeting as an official record of the proceedings, but simply to help keep members informed of some of the key issues currently receiving

the attention of the Governing Board.

ALP and FAIFE

It was noted that the funds provided by Sida would run out after 2009 and that something needed to be done about funding after that year.

The Governing Board received a report from the ALP/FAIFE Sida Grant Steering Group, which had met during the Durban Congress on 18 August 2007. One of the matters discussed was the future funding of ALP and FAIFE in the light of policy changes taking place at the Swedish aid agency, Sida. These changes may make it more difficult to secure funding for ALP and FAIFE projects after the current grant ends in 2009.

The Governing Board also received a report on a meeting of the ALP Advisory Board, held on 4 December 2007, which had discussed and largely approved ALP's evaluation reports that had been submitted during 2007. Other sources of funding had also been discussed, as well as the visibility of ALP within IFLA. The biggest challenge was to measure ALP's impact.

ICABS

It was reported that ICABS was going to focus on digital issues rather than on bibliographic standards as formerly and would be given a slot at our congresses in cooperation with relevant sections. It was recognized to be extremely important that IFLA be seen as paying attention to standards for digital resources; this could be accomplished in part through ICABS, although other IFLA Sections also have great interest.

The Governing Board received a draft report on a proposed framework for ICABS, based on discussions at the ICABS Advisory Board in Durban in August 2007. The proposed new framework was intended to be wide ranging and to offer a more comprehensive view on digital library issues than the former ICABS framework on bibliographic standards. It was also intended to be flexible in scope so that new topics and themes can be added as our expertise and knowledge about how to build and manage digital collections and libraries develops.

It was envisaged that the new ICABS would work in two main ways:

1. Through a coordinated web presence which would provide the international library community with current information, documentation and links to a wide range of relevant documents from key libraries. This would provide 'state of the art' content on digital library strategy, policies, standards and practical 'how to' information, as well as links to key contacts and experts on relevant topics.
2. Through an annual programme of events at the IFLA conference, in conjunction with other IFLA sections, as appropriate.

The proposed new framework is based on a number of main topics, as follows:

Creating and Building Digital Collections

Digitization

Policies and administration of funding models (public, philanthropic, commercial).

Web archiving

Methodologies and technical solutions for selective or domain level crawling

Digital archiving – legal deposit, collaborative and commercial models

Management issues of running cooperative or commercial archiving services (where services are not 'commercial in confidence')

Managing Digital Collections

Digital ingest and storage

Scalability of digital storage solutions

Digital preservation

Delivering Digital Library Services

Digital resource discovery

Digital rights management

For each topic, the partner libraries will add information on any projects they feel are relevant, links to key contacts and documentation, such as strategy papers, discussion papers, technical specifications, publicly available contracts, project

reports etc. There is no fixed list – whatever each library has produced for its own purposes which can be shared publicly. The focus however will be on information that reflects the state-of-the-art or the latest innovative developments.

PAC

Christiane Baryla, Director of the IFLA/PAC Core Activity, hosted by the Bibliothèque nationale de France (BnF), presented an introduction to the Programme and drew the attention of Board members to four areas of current concern: Networking; Cooperation; Training; and IFLANET. It was suggested that PAC should be present at the exhibition at IFLA Milan 2009, that a PAC speaker should be allowed to attend the congress at a reduced fee, and that disaster training with representatives of the army and fire brigade would be organized.

Financial Matters

The Treasurer stated that IFLA was now in a solid financial situation. The management of the budget had improved and has worked well in collaboration with the Core Activities and Regional Offices. The results for the 3rd quarter of 2007 showed that the financial situation had improved since the August meeting in Durban. The share of conference income, income from membership, income from Core Activities, and income from publications were all better than budgeted. The income from the Bill & Melinda Gates Foundation was a new feature; as part of IFLA's commitment to the Foundation's aim "to highlight the importance of providing public access to technology and the Internet through libraries to improve lives", this money would be used to appoint a Senior Advocacy Policy Advisor and for the improvement and upgrading of the IFLA website. Current problems included the Headquarters IT systems (integration of membership database and financial system, as well as the website), the costs related to recruitment of a new Secretary General, FAIFE's reporting to Sida,

and the low interest rate from IFLA's bank (ABN/AMRO).

Professional Committee

The Professional Committee reported that the Agricultural Librarians Discussion Group and the New Professional Discussion Group were granted slots at the Québec congress, after which they may be continued as Special Interest Groups (SIGs). A new Libraries and Web 2.0 Discussion Group was approved, and the Reading Section was renamed Literacy and Reading Section. Among several project proposals reviewed, one concerned an award to be given by the Education and Training Section for the best student paper, which would then be presented in Milan 2009. The Governing Board agreed to recommend this proposal to the Trustees of the Stichting IFLA Foundation.

Digital Library Manifesto

In this current draft the many remarks had been taken into account that were made during an email discussion of GB members, after a previous version had been distributed at the meeting in Durban (August 2007). The GB approved the

current text without dissent; it will be sent to UNESCO for approval by the International Council of the Information For All Programme – IFAP (April 2008) and thereafter will be published on IFLANET.

World Library and Information Congress

Ms Caroline McKenzie, Managing Director of the professional conference organizers, Concorde Services, attended and stated that she was pleased about the good outcome of the Durban congress (August 2007) and surprised by the good results.

An evaluation report on the Durban congress by Maurits van der Graaf, and comments on the evaluation by IFLA Headquarters, were well received. *[A brief report by Sofia Kapnisi on the major outcomes of the survey is published in this issue. – Ed.]*

On the question of onsite payment of congress fees, it was pointed out that many people can only pay onsite, due to failing banking structures or other causes; they thus cannot register in advance and will always be charged the highest

fees. Ms Mackenzie was asked if it would be possible to establish a sort of preliminary registration. She replied that the challenge was that all registrations incur costs. The requested procedure would be possible, but only if IFLA were prepared to accept the financial risk.

The next IFLA World Library and Information Congresses will be held in Québec City (August 2008), Milan (August 2009) and Brisbane (August 2010). The theme for the Brisbane congress will be 'Engaging, Embracing, Empowering' – also the logo for this event was approved.

The region selected by the Governing Board for the 2011 congress was Continental Central America.

Revision of IFLA Statutes

The Governing Board discussed a draft of the current text of the Statutes along with proposed rewording, and decided that a small group would be commissioned to elaborate a draft text with the authority to take decisions on the proposed revisions, taking into account the concerns that were highlighted during the meeting.

New Members

We bid a warm welcome to the following 32 members who have joined the Federation between 15 December 2007 and 20 March 2008:

Institutions

Afghanistan National Assembly Library, Library of National Assembly, Afghanistan
State Library of Western Australia, Australia
National Library of Belarus, Belarus
Luisterpuntbibliotheek (Flemish Library for Audiobooks and braille), Belgium
Vancouver Island Regional Library, Canada
Manitoba Legislative Library, Canada

Bibliothèque de l'Assemblée Nationale, France
Ferdowsi University, Information Center & Central Library, Islamic Republic of Iran
National Assembly Research Service (NARS), Republic of Korea
Belgrade City Library, Republic of Serbia
International Institute for Democracy and Electoral Assistance (IDEA), Sweden
Bank of Uganda Library, Uganda
Library and Museum Archives, Museum of Modern Art, United States
Walden University Library, United States
Temple University Libraries, United States

One Person Library Centre

European Centre for Minority Issues, Germany

Institutional Sub-unit

Indiana University School of Law Library, United States

National Association

Associations of Montenegrin Librarians, Montenegro
Bibliotekarsko drusivo Srbije/ Library Association of Serbia, Republic of Serbia

Personal Affiliates

Edmund Balnaves, Australia
John Slater, Canada
Ms Francesca Gualtieri, Italy
Shakeela Khusro, Pakistan
Ms Farzana Qureshi, United Kingdom

Ms Margaret King-Sloan, United States
Ms Marian Bolsius Locascio, United States
Ms Jennifer Selby, United States

Student Affiliates

Ms Dominique Gazo, Canada
Ms Fabienne Kneifel, Germany
Carlos Alberto Acuña Ramos, Peru
Ms Alice Campbell, United States
Ms Michele Gibney, United States

Grants and Awards

Ulverscroft Foundation 2008 Awards

The Ulverscroft Foundation and the IFLA Libraries for the Blind Section are pleased to announce the outcome of their 2008 Awards Programme. The Foundation and IFLA LBS have cooperated since 2003 in making a series of annual individual and organizational awards to promote the enhancement of library services for visually impaired people worldwide.

The 2008 Awards Programme attracted seven bids for an individual award and seven bids for an organizational award. The judging panel, which comprised Allan Leach, Chair of the Ulverscroft Foundation, Dick Tucker, formerly Deputy Director of the Force Foundation, and David Owen, formerly Director of Share The Vision and a trustee of the Ulverscroft Foundation and Force Foundation, UK, met on 20 February 2008 and decided to make the following awards:

Individual Awards

Helene Kudzia of the Médiathèque de l'Association Valentin Haüy [AVH], Paris: GBP 1500 to spend 20 days at the Library of the Deutsche Blindenstudienanstalt, Marburg, Germany.

Hosein Rohani Sadr of the National Library and Archives of Iran: GBP 2000 to study DAISY technology at the Swedish Library of Talking Books and Braille [tpb].

Organizational Awards

Integrated Documentation System of the Cuyo National University, Mendoza, Argentina [SID; UNCYO]: GBP 6,250 for the updating and enhancement of their Services for Visually Impaired Persons.

Centro para la Integración y el Desarrollo del Invidente, Lima, Peru [CIDESI]: GBP 10,000 for their Assistive Bibliography: Document Accessibility for Blind Students project.

Allan Leach states

We were delighted to receive so many good bids for this awards programme even if it did make it the most difficult year so far for us to come to our decisions. We are confident that the chosen recipients will make good use of their funding to improve library services for visually impaired people in Europe, Asia and South America. I am particularly pleased to add that, thanks to the generosity of my fellow Ulverscroft Foundation

trustees, we have been able to exceed our allocated budget of £20,000 and offer an additional award of £5,000 to the Adaptive Technology Center for the Blind, Addis Ababa, Ethiopia to purchase ICT and Braille paper so that they can access, download and produce Braille versions of copyright free books available via the internet.

This year the Ulverscroft Foundation has committed GBP 24,750 to the 2008 awards. The IFLA LBS would like to thank them for their continued support in helping to realize the shared objective of enhancing access to library and information services for visually impaired people worldwide, which is not a peripheral issue but a fundamental part of the universal ethic of librarians.

Further information:

Joyce Sumner, Secretary, Ulverscroft Foundation. E-mail: j.sumner@ulverscroft.co.uk
Jenny Craven/Minna von Zansen, Information Coordinators, Libraries for the Blind Section. E-mails: j.craven@mmu.ac.uk / minna.vonzansen@celialib.fi

Future IFLA Conferences and Meetings

IFLA WLIC Quebec, 2008

World Library and Information Congress: 74th IFLA General

Conference and Council, Québec, Canada, 10–15 August 2008. Theme: Libraries without borders: navigating towards global understanding.

74e Congrès mondial des Bibliothèques et de l'Information, Ville de Québec, Québec, Canada, 10–14 août 2008. Thème: Bibliothèques sans frontières:

naviguer vers une compréhension globale

Sessions and Satellite Meetings

Further details of pre- and post-conference satellite meetings are available at: <http://www.ifla.org/IV/ifla74/satellite-en.htm>

Academic and Research Libraries Section. Consortia and cooperative programmes. Preconference satellite meeting, Québec City, 7 August 2008.

Academic and Research Libraries Section and Management & Marketing Section. Public and private partnerships

Acquisition and Collection Development Section. In and out (of copyright): contrasting perspectives on digitization of library collections

Africa Section. Globalization: challenges and opportunities for African libraries

Agricultural Libraries Discussion Group in association with IAALD (International Association of Agricultural Information Specialists). Agricultural information transfer systems worldwide

ALP program in conjunction with the Association internationale Francophone des Bibliothécaires et Documentalistes (AIFBD) first congress/À l'occasion du premier congrès de l'AIFBD. Francophonies et bibliothèques: innovations, changements et réseautage/Libraries and the French-speaking communities of the world: innovation, change and networking. Montréal, 3–6 August 2008

Audiovisual and Multimedia Section, with the Committee on Copyright and Other Legal Matters, the National Libraries Section, and the Section on Bibliography. The legal deposit of audiovisual and multimedia materials: practice around the world

Bibliography Section. National bibliography agencies without borders? Experiences on collaboration with other producers of bibliographic data

Cataloguing Section. RDA: Resource Description and Access: foundations, changes and implementation. Preconference satellite meeting, Québec City, 8 August 2008

Cataloguing Section. Sharing standards: cooperation with other actors

Continuing Professional Development & Workplace Learning Section. Emerging technologies in libraries – continuing professional development & workplace learning implications and applications.

Division for Regional Activities. Indigenous knowledge: language, culture and information technology

Document Delivery and Resource Sharing Section, Acquisition and Collection Development Section and Reference and Information Services Section. Rethinking access to information: evolving perspectives on information content and delivery. Preconference satellite meeting, Boston, MA, USA, August 6–7, 2008

Document Delivery and Resource Sharing Section. Global resource sharing across borders: crossing geographical, language and conceptual boundaries in interlibrary loan and document delivery services

Education and Training Section. LIS support staff education: library technicians & library assistants?

Education and Training Section. Recruiting students into LIS programmes: navigating towards global understanding

Genealogy and Local History Section with the Reference and Information Services Section. Genealogy and local history for all – focus on family and local history collection and reference services for multi-cultural communities. Preconference satellite meeting, Ottawa, 6–7 August 2008

Geography and Map Libraries Section. Mapping North America: a graphic journey through history
Government Information and Official Publications Section.

Globalization of government information: creating digital archives for increased access

Government Libraries Section. Conquering barriers: the politics of information: communication, collaboration, and content

Health and Biosciences Section. The role of evidence-based research in medical libraries. Preconference satellite meeting, Québec City, 9 August 2008

Health and Biosciences Libraries Section. The role of humanities in medical education and patient care

Information Literacy Section and Academic and Research Libraries Section. Retour sur investissement: évaluer l'enseignement de la maîtrise de l'information. Qu'apprennent-ils vraiment et à quel prix?

Information Technology Section. Enabling access to the global library – small is beautiful: distributed deployment of library services for small and special libraries

Knowledge Management Section. Knowledge management – best practices and lessons learned in Web 2.0 environment. Preconference satellite meeting, Montréal, 8 August 2008

Latin America and the Caribbean Section. Cultural identity and technology in Latin American and Caribbean libraries/Identidad cultural y tecnología en las bibliotecas de América Latina y el Caribe

Libraries for Children and Young Adults Section. Setting sails for new horizons: what tools do we need and do we want?

Library and Research Services for Parliaments Section. Legislative libraries: partners in democracy. Preconference satellite meeting, Ottawa, 6–8 August 2008

Library Buildings and Equipment Section in conjunction with the Metropolitan Libraries Section. Renovating and renewing libraries: the wow factor

Library Services to Multicultural Populations Section. Multi-cultural to Intercultural: Libraries Connecting Communities.

- Preconference satellite meeting, Vancouver, August 5–7, 2008
- Library Services to Multicultural Populations Section. Multicultural library services: success stories from Canada and around the world
- Library Services to Multicultural Populations Section. Library services without cultural borders: navigating through demographic realities and best practices in multicultural library services
- Library Theory and Research Section. Theoretical approaches to research on libraries as space and place
- Management and Marketing Section; Statistics and Evaluation Section; and Library Theory and Research Section. Managing libraries in a changing environment – legal, technical, and organizational aspects
- Management of Library Associations Section with Continuing Professional Development and Workplace Learning Section and Action for Development through Libraries Programme. Leadership skills and advocacy for libraries : best practices in library association management
- National Libraries Section and Statistics and Evaluation Section. Ensuring quality in national libraries: performance measures and quality evaluation supporting cultural heritage and research
- Preservation and Conservation Section with the National Libraries Section and possibly the IFLA Preservation and Conservation Core Activity. Preserving cultural heritage: the Canadian view. Preconference satellite meeting, Ottawa, 6–8 August 2008
- Preservation and Conservation Section, IFLA CDNL Alliance on Bibliographic Standards (ICABS), IFLA Information Technology Section, IFLA Core Activity on Preservation and Conservation (PAC) and IFLA Law Libraries Section: Session 1: Digital objects on physical carriers; Session 2: Preservation infrastructures
- Public Libraries Section with the Libraries for Children and Young Adults Section and Association Les bibliothèques publiques du Québec. In these days of technology, how can public libraries attract and keep youth patrons? Preconference satellite meeting, Montreal, 5–7 August 2008
- Rare Books and Manuscripts Section with the Geography and Map Libraries Section. Map as page, map as print: How maps intersect with books and prints. Preconference satellite meeting, Washington DC, USA, 6–7 August 2008
- Rare Books and Manuscripts Section with the Geography and Map Libraries Section. Rare maps of North America: their cultural significance, their research value, and their security
- Rare Books and Manuscripts Section. Expanding frontiers of knowledge: documents of exploration, discovery, and travel
- Reading Section. Global Village: beyond bricks and bookshelves. Innovation in the development of community and school libraries
- Reading Section in co-operation with the Public Libraries and Multicultural Sections. The Global Literacy and Reading Fair: sharing good library practices in support of the United Nations Literacy Decade 2003–2012
- Reference and Information Services Section. Have we have blown up the reference desk? Reference services in virtual worlds
- School Libraries and Resource Centres Section. Boys and reading; Web 2.0 and maximizing the presence of the school librarians and libraries; Getting school libraries on the political agenda at the regional or local level; School librarians training: international issues in relation to training; Evidence based practice
- Science and Technology Libraries Section with the Government Information and Official Publications Section. National science policies and science portals. Preconference satellite meeting, Montreal, 8 August 2008
- Science and Technology Libraries Section. Science across libraries: provision of science and technology information resources and services in diverse settings
- Serials and Other Continuing Resources Section. Navigating the world of serials: new initiatives in management and cataloguing
- Social Science Libraries Section. Disappearing disciplinary borders in the social science library – global studies or sea change? Preconference satellite meeting, Toronto, 6–7 August 2008
- Statistics and Evaluation Section. Library statistics for the 21st-century world. Post-conference satellite meeting, Montréal, 18–19 August 2008

More information about the location and the data for these meetings is available from the conference website.

Contact Details

IFLA/WLIC Conference Secretariat, Concorde Services Ltd., 4B, 50 Speirs Wharf, Port Dundas, Glasgow, G4 9TH, Scotland. Tel: +(44)(141) 331 0123. Fax: +(44)(141) 331 0234. E-mail: Wlic2008@congrex.com. Web: www.concorde-uk.com

IFLA Headquarters, PO Box 95312, 2509 CH The Hague, The Netherlands. Phone: +31 70 314 0884. Fax: +31 70 383 4827. E-mail: ifla@ifla.org. Website: www.ifla.org

Quebec City National Committee, WLIC 2008 Québec, Canada, Association pour l'avancement des sciences et des techniques de la documentation (ASTED), 3414, avenue du Parc, bureau 202, Montréal, Québec, Canada, H2X 2H5. Tel: (514) 281-5012 Fax: (514) 281-8219 get. E-mail: info@asted.org Website: www.asted.org

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Comité d'organisation – Québec, WLIC 2008 Québec, Canada, Association pour l'avancement des sciences et des techniques de la documentation (ASTED), 3414, avenue du Parc, bureau 202, Montréal, Québec, Canada, H2X 2H5. Tél. +1 (514) 281-5012. Fax: (514) 281-8219. Courriel: info@asted.org. Site Web: www.asted.org

Further information:

English: <http://www.ifla.org/IV/ifla74/finalann2008en.pdf>

French: <http://www.ifla.org/IV/ifla74/finalann2008fr.pdf>

IFLA WLIC 2009 in Italy

The IFLA World Library and Information Congress: 75th IFLA General Conference and Council will be held from 23–27 August 2009 in Milan, Italy, on the theme: Libraries create futures: building on digital heritage.

Further information: IFLA 2009 Secretariat, 4B, 50 Speirs Wharf, Port Dundas, Glasgow G4 9TH, Scotland, UK. Tel: +44(0)141 331 0123. Fax: +44(0)207 117 4561. E-mail: ifla2009@congrex.com. Conference website: <http://www.ifla.org/IV/ifla75/1st-ann2009-en.pdf>

or

Milan City National Committee, IFLA2009 Milan, Italy, Associazione Italiana Biblioteche. E-mail: ifla2009-pres@aib.it Website: www.aib.it

IFLA WLIC 2010 in Australia

The Australian Library and Information Association and the city of Brisbane have been selected to host the International Federation of Library Associations and Institutions (IFLA) World Library and Information Congress in 2010. The theme of the Congress will be: 'Engaging, Embracing, Empowering'.

Further information from: IFLA Headquarters, PO Box 95312, 2509 CH The Hague, The Netherlands. Phone: +31 70 314 0884. Fax: +31 70 383 4827. IFLA Headquarters, PO Box 95312, 2509 CH The Hague, The Netherlands. Phone: +31 70 314 0884. Fax: +31 70 383 4827. E-mail: ifla@ifla.org. Website: www.ifla.org

IFLA Publications

International Genealogy and Local History: Papers presented by the Genealogy and Local History Section. Edited by Ruth Hedegaard and Elizabeth Anne Melrose. Munich: K.G. Saur, 2008 (IFLA Publications; 130). ISBN 978-3-598-22036-4. Price: EUR 78.00 (EUR 58.00 for IFLA Members)

This book contains the papers delivered at sessions organized by the Genealogy and Local History Section at the annual conferences of the International Federation of Library Associations and Institutions (IFLA) between

2001 and 2005; many of these are updated versions of the original presentations.

A wide range of significant issues and trends in historical and family research is covered. The authors, all experts in their own fields, address those engaged in delivering genealogy and local history services in libraries, archives and museums across the world. Moreover they focus on the growing army of enthusiasts directly engaged in tracing their own ancestral and local history.

Several papers give useful hints on how various resources can be used to further personal research. These include the exciting opportunities offered by the digitization of primary resources and by the impact of the powerful new technology, among other things now on offer through DNA profiling.

Published by: K.G. Saur Verlag, PO Box 701620, 81316 Munich, Germany. Tel: +49-89-76902-300. Fax: +49-89-76902-150/250. E-mail: info@saur.de. Website: www.saur.de

From Other Organizations

New Centre of Excellence for Libraries in Alberta, Canada

The Alberta Library (TAL), the University of Alberta Libraries (UAL) and Sun Microsystems of Canada Inc. have announced the creation of a new Sun Centre of Excellence for Libraries (COE). The initiative will enhance and support existing projects and establish an extensive, province-wide, multi-faceted digital library including both current and historic items ranging from general interest to academic research. As part of the COE the participants intend to **provide a seamless search and retrieval experience resulting in unprecedented access to information for students, faculty and the public, as well as creating an enduring preservation environment for historic records.**

Using a range of Sun systems, software and thin client technologies, The Alberta Library (TAL)

will integrate current digital collections and electronic information resources from the Lois Hole Campus Alberta Digital Library, an Alberta Government initiative that is providing post-secondary students, faculty and researchers in every corner of the province with access to vast holdings of digital resources. The digital library currently contains more than 4.5 million licensed items, including academic journals, encyclopedias, magazine and newspaper articles, literary criticisms and video clips from 35 post-secondary institutions. The COE will also help TAL improve province-wide access to library catalogues and secure information-sharing.

The COE will support distance learning and research within e-learning environments by providing access to digital collections preserved by Alberta university libraries, archives and museums. It will also yield solutions for long-term archiving of digital resources, and digital rights management. The support and technology provided

by Sun will ensure the infrastructure can evolve to meet future needs and continue to support research, collaborative learning and general discovery.

The Centre of Excellence for Libraries is expected to be operational by summer 2008.

For more information, please contact:

Ernie Ingles, Vice Provost & Chief Librarian, University of Alberta. Tel. +1 780-492-5170. E-mail: ernie.ingles@ualberta.ca

Lucy Pana, Chief Executive Officer, The Alberta Library. Tel. +1 780-414-0805 ext. 224. E-mail: lpana@thealbertalibrary.ab.ca

Geoffrey Morgan, Sun Microsystems of Canada Inc. TEL. +1 416-640-5525 ext. 228. E-mail: geoffrey@maverickpr.com

INTERNATIONAL CALENDAR

2008

July 1–5, 2008. Istanbul, Turkey.

**LIBER Annual Conference:
37th LIBER Annual Conference.**

Theme: Bridging the Digital Divide: Effective Library Partnerships in the Digital Age.

Further information: Didar Bayır, Director, Koç University Suna Kıraç Library. E-mail: dbayir@ku.edu.tr *Conference website:* <http://liber2008.ku.edu.tr>

July 14–17, 2008. Las Vegas, USA.

WORLDCOMP'08: World Congress in Computer Science, Computer Engineering, and Applied Computing. (Composed of 25 International Conferences on various aspects of computing.)

Further information: General Chair and Coordinator, H.R. Arabnia, PhD, Professor, Computer Science, Editor-in-Chief, The Journal of Supercomputing (Springer), University of Georgia, Department of Computer Science, 415 Graduate Studies Research Center, Athens, Georgia 30602-7404, USA. Tel: (706) 542-3480. Fax: (706) 542-2966. E-mail: hra@cs.uga.edu

July 15–18, 2008. Lusaka, Zambia.

XVIII Standing Conference of Eastern, Central and Southern Africa Library and Information Associations (SCECSAL).

Theme: Libraries and information services towards the attainment of the Millennium Development Goals (MDGs).

Further information: Mr Benson Njobvu, Chairman, SCECSAL XVIII Organizing Committee, Zambia Library Association, The University of Zambia Library, Great East Road Campus, PO Box 32379, Lusaka, Zambia. Tel +260 966729464. E-mail: benson.njobvu@gmail.com OR

bnjobvu@edu.unza.zm OR Mrs Mutinta Mweemba Nabuyanda, Secretary, National Institute of Public Administration, Lusaka, Zambia. Tel +260 966438396. E-mail: bgptinta@yahoo.com *Conference website:* <http://www.scecsal.org/zcall.html>

July 24–25, 2008. Boston, MA, USA.

A Race Against Time: Preserving Our Audiovisual Media. Presented by the Conservation Center for Art and Historic Artifacts.

For more information, visit: www.ccaha.org, call +1 215-545-0613 or email ps@ccaah.org

August 4–15, 2008. Hamburg, Germany.

5th International Workshop on Constraints and Language Processing (CSLP2008).

Organized as part of the European Summer School on Logic, Language and Information ESSLLI 2008 (<http://www.illc.uva.nl/ESSLLI2008/>).

Further information: About the workshop: <http://control.ruc.dk/CSLP2008/>; About ESSLLI: <http://www.illc.uva.nl/ESSLLI2008/>

August 10–15, 2008. Québec, Canada.

IFLA World Library and Information Congress: 74th IFLA General Conference and Council. *Theme:* Libraries without borders: navigating towards global understanding.

Contact Details

IFLA/WLIC Conference Secretariat, Concorde Services Ltd., 4B, 50 Speirs Wharf, Port Dundas, Glasgow, G4 9TH, Scotland. Tel: +(44)(141) 331 0123. Fax: +(44)(141) 331 0234. E-mail: Wlic2008@congrex.com. Web: www.concorde-uk.com IFLA Headquarters, PO Box 95312, 2509 CH The Hague,

The Netherlands. Phone: +31 70 314 0884. Fax: +31 70 383 4827. E-mail: ifla@ifla.org. Website: www.ifla.org

Québec City National Committee, WLIC 2008 Québec, Canada, Association pour l'avancement des sciences et des techniques de la documentation (ASTED), 3414, avenue du Parc, bureau 202, Montréal, Québec, Canada, H2X 2H5. Tel: (514) 281-5012 Fax: (514) 281-8219 get. E-mail: info@asted.org Website: www.asted.org

Secrétariat de l'IFLA: Casier postal 95312, 2509 CH La Haye, Pays-Bas. Tél. : +31 70 314 0884. Fax: + 31 70 383 4827. Courriel: ifla@ifla.org. Site Web: www.ifla.org

Secrétariat du Congrès IFLA/WLIC, Concorde Services Ltd., 4B, 50 Speirs Wharf, Port Dundas, Glasgow, G4 9TH, Scotland. Tel: +(44)(141) 331 0123. Fax: +(44)(141) 331 0234. E-mail: wlic2007@congrex.com. Wlic2008@congrex.com. Web: www.concorde-uk.com

Comité d'organisation – Québec, WLIC 2008 Québec, Canada, Association pour l'avancement des sciences et des techniques de la documentation (ASTED), 3414, avenue du Parc, bureau 202, Montréal, Québec, Canada, H2X 2H5. Tél. +1 (514) 281-5012. Fax: (514) 281-8219. Courriel: info@asted.org. Site Web: www.asted.org

Further information:

English: <http://www.ifla.org/IV/ifla74/finalann2008en.pdf>

French: <http://www.ifla.org/IV/ifla74/finalann2008fr.pdf>

August 24–27, 2008. Tokyo, Japan.

World Conference on Agricultural Information 2008.

Theme: The agricultural information community of the future: progress, development, partnerships.



More details on the programme and logistics will follow: <http://iaald.blogspot.com/2007/05/iaald-world-congress-2008.html>

September 8–10, 2008. Geneva, Switzerland.

3rd Access to Knowledge Conference (A2K3).

The A2K3 conference is free and open to the public. Advance registration is required and will be available at <http://isp.law.yale.edu/>. For further information email a2k3@pantheon.yale.edu or visit: <http://www.law.yale.edu/news/6191.htm>

September 16–19, 2008. Sydney, Australia.

KR 2008: 11th International Conference on Principles of Knowledge Representation and Reasoning.

Further information: Thomas Meyer, Knowledge Systems Group, Meraka Institute: <http://www.meraka.org.za/~tmeyer> Conference website: <http://www.kr.org/KR2008/>

September 29 – October 3, 2008. Acitrezza, Catania, Italy.

EKAU 2008: 16th International Conference on Knowledge Engineering and Knowledge Management. Theme: Knowledge patterns.

Further information: Aldo Gangemi, Senior Researcher, Laboratory for Applied Ontology, Institute for Cognitive Sciences and Technology, National Research Council (ISTC-CNR), Via Nomentana 56, 00161, Roma, Italy. Tel: +390644161535. Fax: +390644161513. E-mail: aldo.gangemi@istc.cnr.it. Website: <http://www.loa-cnr.it/gangemi.html>. icq# 108370336. Skype: [aldogangemi](https://www.skype.com/user/aldogangemi) Conference website: <http://ekaw2008.inrialpes.fr>

October 1–December 19, 2008. Brussels, Belgium.

STIMULATE: Scientific and Technological Information Management in Universities and Libraries: an Active Training Environment. (Edition 8).

Further information: E-mail (Internet): stimulate@vub.ac.be or Paul.Nieuwenhuysen@vub.ac.be Fax: +32 2 629 2693 (or 2282). Tel. +32 2 629 2629 or +32 2 629 2429 or +32 2 629 2609. Telex 61051 vubco-b. Classical mail: STIMULATE-ITP (or Paul NIEUWENHUYSEN), University Library, Vrije Universiteit Brussel, Pleinlaan 2, B-1050 Brussels, BELGIUM. Website: <http://www.vub.ac.be/BIBLIO/itp/>

October 9–11, 2008. Izmir, Turkey.

UNAK'08: Information = Diversity and Awareness.

Further information: Conference website: <http://www.unak.org.tr/unak08eng/>

October 14–16, 2008. Beijing, China.

International Conference on the Development of Subject Librarianship and Personal Librarianship. Themes: Development of subject librarianship and personal librarianship.

Further information: Michael Bailou Huang, LAc, MAc, MLS, MEd, Associate Librarian, Stony Brook University, Health Sciences Library, HSC Level 3, Rm 136, Stony Brook, NY 11794-8034, USA. Tel.: +1 631-444-3794, Cell: +1 631-786-7023, Fax: +1 631-444-6649. E-mail: michael.b.huang@stonybrook.edu

October 16–17, 2008. London, UK.

Internet Librarian International.

Theme: Translating 2.0 technologies for tangible benefits & transparency.

Further information: www.internet-librarian.com

October 20–22, 2008. Shanghai, China.

4th Shanghai International Library Forum (SILF). Theme: Intelligence, Innovation and Library Services.

Contact: International Cooperation Division or Institute of Library Science & Information Science, Shanghai Library, 1555 Huai Hai Zhong Lu, Shanghai 200031, China. E-mail:

silf2008@libnet.sh.cn. Fax: 86-21-64455006. Website: <http://www.libnet.sh.cn/silf2008>

October 26–30, 2008. Karlsruhe, Germany.

ISWC 2008: 7th International Semantic Web Conference.

Further information: <http://iswc2008.semanticweb.org/>

October 30–31, 2008. Orlando, Florida, USA.

RuleML-2008: 2008 International RuleML Symposium on Rule Interchange and Applications.

Co-located with The 11th International Business Rules Forum.

Further information: <http://2008.ruleml.org>; <http://www.businessrulesforum.com>

November 12–14, 2008. Sofia, Bulgaria.

Sofia 2008: Globalization and the Management of Information Resources.

Further information: <http://slim.emporia.edu/globenet/Sofia2008/index.htm>.

You may also direct questions to: Rebecca Miller Banner, conference organizer, at sofia2008@emporia.edu

18–21 de noviembre del 2008. Ciudad de México, D.F., México.

I Seminario Iberoamericano Sobre Potencialidades en Investigación y Docencia en Ciencias Bibliotecológica y de la Información.

Informes e inscripciones: Lic. Juan Manuel Robles Correa, Depto. de Difusion y Educacion Continua del CUIB. Torre II de Humanidades, Piso 13, C.U.. Ciudad de México, D.F., México. Tels.: (52-55) 5623 0376, 0352. Fax: (52-55) 5623-0375. E-mail: jmrobles@cuib.unam.mx Website: <http://cuib.unam.mx>

November 25–27, 2008. Lyon, France.

ICT 2008: "I"ts to the Future. Invention; innovation; impact.

Further details: <http://ec.europa>

eu/information_society/events/
ict/2008/index_en.htm

2009

January 20–22, 2009. Sydney
Australia.

Information Online 2009.

Further information: Conference
website: www.information-online.com.au

March 11–13, 2009. Valencia,
Spain

**9th Conference of the ISKO
(International Society of Know-
ledge Organization) Spanish
Chapter.** *Theme:* New perspectives
for the organization and dis-
semination of knowledge.

Further information: Secretaría
del Congreso, Grupo de Investi-
gación CALSI, Instituto de Diseño
y Fabricación, Universidad
Politécnica de Valencia, Camino
de Vera s/n C.P. 46022, Valencia.
Phone: 963877000 Ext. 88924.
Website: www.iskoIX.org

July 27–31, 2009. Bento Gonçalves,
RS – Brazil. **[NOTE CHANGE
OF VENUE]**

WCCE 2009: 9th IFIP World Conference on Computers in Education.

Further information: Prof. Rosa
Vicari, Instituto de Informática,
Universidade Federal do Rio
Grande do Sul, Campus do Vale
– Instituto de Informática –
Bloco IV, Av. Bento Gonçalves,
9500 - Bairro Agronomia, Caixa
Postal 15064, 91501-970 Porto
Alegre, RS, Brazil. Telephone:
+55 (0xx)51 3316 6801. Fax:
+55 (0xx)51 3316 7308. E-mail:
rosa@inf.ufrgs.br *Conference
website:* <http://www.wcce2009.org/>

August 23–27, 2009. Milan, Italy.

**IFLA World Library and
Information Congress: 75th
IFLA General Conference
and Council.** *Theme:* Libraries
create futures: building on digital
heritage.

Further information: IFLA 2009
Secretariat, 4B, 50 Speirs Wharf,
Port Dundas, Glasgow G4 9TH,
Scotland, UK. Tel: +44(0)141 331
0123. Fax: +44(0)207 117 4561.
E-mail: ifla2009@congreg.com
Conference website: <http://www.ifla.org/IV/ifla75/1st-ann2009-en.pdf>

or

Milan City National Committee,
IFLA 2009 Milan, Italy, Asso-
ciazione Italiana Biblioteche.
E-mail: ifla2009-pres@aib.it
Website: www.aib.it

2010

August, 2010. Brisbane, Australia.
**IFLA World Library and
Information Congress: 76th
IFLA General Conference and
Council.** *Theme:* Engaging,
Embracing, Empowering.

Information regarding the 76th
IFLA General Conference and
Council will be available on the
IFLANET website at a later date:
[http://www.ifla.org/IV/ifla76/
index.htm](http://www.ifla.org/IV/ifla76/index.htm)

Further information: IFLA
Headquarters, PO Box 95312,
2509 CH The Hague, The
Netherlands. Phone: +31 70
314 0884. Fax: +31 70 383 4827.
E-mail: ifla@ifla.org.

SOMMAIRES

Gwynneth Evans and Réjean Savard. **Canadian Libraries on the Agenda: their accomplishments and directions. [Les bibliothèques canadiennes à l'ordre du jour : leurs réalisations et leurs orientations.]**

IFLA Journal 34 (2008) No. 2. pp. 127-159

Les auteurs présentent une analyse des bibliothèques canadiennes à la lueur du thème choisi par l'actuelle présidente : les bibliothèques à l'ordre du jour. Claudia Lux a choisi ce thème avec ses collègues pour souligner le rôle des bibliothèques dans la société de l'information et pour les encourager à contribuer à tous les secteurs de la société et au développement national. L'article examine un certain nombre d'études et des rapports et recherches en relation plus ou moins étroite avec la littérature sur les bibliothèques. Le Canada est un très grand pays ayant une société très composite. Cet article rend compte des principales tendances auxquelles toutes les bibliothèques canadiennes sont confrontées: financement, numérisation des collections, regroupements pour constituer des collections électroniques et à des fins d'enseignement, etc. Les auteurs examinent ensuite la situation dans les différents types de bibliothèques: nationale, universitaires, publiques, scolaires et spécialisées. Ils concluent leur exposé avec une réflexion sur le leadership et en remarquant que les bibliothèques canadiennes sont dynamiques et à l'ordre du jour.

Soledad Ferreiro and José Miguel Muga. **Understanding Cybersocial Network Trends for Innovation in Libraries. [Comprendre les tendances au sein du réseau socio-virtuel pour innover dans les bibliothèques.]**

IFLA Journal 34 (2008) No. 2. pp. 160-168

Ce document montre l'intérêt que nous devons accorder à la façon dont les bibliothèques peuvent

participer à l'univers en pleine expansion des réseaux virtuels et de la citoyenneté virtuelle. La Bibliothèque du Congrès du Chili explore ces possibilités et fait partager comment cette expérience ayant consisté à ajouter de la valeur au Parlement et au rôle des parlementaires peut être étendue à d'autres bibliothèques. Nous avons identifié trois façons permettant à une bibliothèque d'établir des contacts avec les réseaux virtuels. En premier lieu, en tant que sponsor et co-créateur fournissant des plateformes technologiques et une capacité humaine, de façon à ce que les citoyens puissent apprendre à participer aux réseaux virtuels. En second lieu, en tant qu'observateur citoyen des tendances identifiant les débats sociaux, en particulier les débats nouveaux qui n'ont pas encore fait l'objet d'une publication dans des articles ou des livres. Enfin, en tant que promoteur des collectifs émergents qui donnent forme à la communauté nationale autour de thèmes parlementaires d'intérêt politique et social. En s'engageant fortement à promouvoir la culture numérique, le réseau de la bibliothèque dynamise tous nos services numériques, suscitant une réaction très importante du public. Nous partageons la voie suivie, les moyens mis en oeuvre et les étapes franchies au cours de cette exploration.

Wahid Gdoura. **North African Research Tendencies in Library and Information Science: the theoretical and the empirical. [Les tendances de la recherche nord-africaine en matière de bibliothèque et de science de l'information : le théorique et l'empirique.]**

IFLA Journal 34 (2008) No. 2. pp. 169-179

Ce travail a pour objet d'étudier l'évolution des activités de recherche dans le domaine des bibliothèques et des sciences de l'information en Afrique du Nord en

rapport avec l'évolution du secteur de l'information, et d'analyser les caractéristiques fondamentales de la production scientifique en matière d'information. Une brève lecture de la littérature arabe consacrée au domaine bibliothécaire montre que le volume de cette littérature demeure modeste et que son contenu est principalement caractérisé par la prédominance des études empiriques et l'absence quasi totale d'études théoriques et méthodologiques. La nécessité d'une pensée théorique est encore négligée, en dépit de son importance pour le développement de la nouvelle science de l'information. L'intérêt porte plus sur la façon de résoudre des problèmes techniques que sur des questions méthodologiques et théoriques en rapport avec le domaine de l'information. C'est pourquoi il reste des ambiguïtés à propos de certains concepts fondamentaux, sujets de recherche et termes en langue arabe. Il semble que certaines études par des chercheurs arabes consistent à 'transplanter' des concepts de façon mécanique sans prendre en compte leurs racines et leur contexte culturels et historiques.

Albert Arko-Cobbah. **The Right of Access to Information: opportunities and challenges for civil society and good governance in South Africa. [Le droit d'accès à l'information: chances et défis pour la société civile et pour une bonne gouvernance en Afrique du Sud.]**

IFLA Journal 34 (2008) No. 2. pp. 180-191

Le droit d'accès à l'information a été accepté par l'Afrique du Sud comme une condition *sine qua non* pour qu'un état démocratique respecte les valeurs de responsabilité, de transparence, d'ouverture et de réaction dans les affaires portant sur les institutions gouvernementales. L'article vise à formuler cette opinion, indiquant que la reconnaissance de ce droit

par l'Afrique du Sud a été suscitée par le système gouvernemental de l'apartheid, étayé par la violence institutionnalisée de la répression d'état par l'intermédiaire de diverses lois odieuses telles que la Loi sur la sécurité intérieure (Internal Security Act). Par conséquent, l'Afrique du Sud après l'apartheid, par le biais de la Constitution de 1996 et des autres législations telles que la Loi sur la promotion de l'accès à l'information (Promotion of Access to Information Act), a permis à la société civile de garantir la responsabilité du gouvernement. En dépit du fait que l'accès du pays à la législation sur l'information est entaché d'imperfections, ce qu'explique cet article, on admet qu'une étape méritoire a été franchie dans l'histoire politique du pays.

Michele Pickover. **The DISA Project. Packaging South African heritage as a continuing resource: content, access, ownership and ideology.** [Le projet DISA. Faire du patrimoine sud-africain une

ressource permanente : contenu, accès, propriété et idéologie.] IFLA Journal 34 (2008) No. 2. pp. 192–197

L'intention du projet DISA (Digital Innovation South Africa ou Innovation numérique en Afrique du Sud) est d'élaborer une ressource numérique permanente par l'intermédiaire d'un contenu basé sur l'initiative d'érudits locaux et se rapportant à la discussion portant sur ce que signifie la mise en place d'archives sérialisées sur la lutte pour la libération. La demande de l'utilisateur de documents sélectionnés est secondaire. Ce sont les thèmes plus importants qui structurent ce projet, notamment la politique et les procédures nationales concernant le patrimoine, les identités politiques, les archives contestées, la marchandisation des archives et des droits de propriété intellectuelle. Dans le contexte sud-africain, la numérisation du patrimoine en vue d'une publication sur Internet est l'objet d'une lutte

et les vrais défis ne sont ni technologiques, ni techniques, mais sociaux et politiques. La numérisation des archives est plus qu'un simple rassemblement et regroupement de documents dans l'espace virtuel. L'enjeu détermine la politique de la mémoire sous forme numérique et comment ce qui est sélectionné pour les projets de numérisation influe sur les thèmes de recherche et joue un rôle dans les stratégies des programmes d'enseignement. La dimension de développement est également essentielle : comment ces projets renforcent-ils l'intérêt public, aident-ils les chercheurs dans le Sud et promeuvent-ils un dialogue Sud-Sud. Cet article donne un bref aperçu du projet DISA, examine les notions de partenariat transfrontalier, s'interroge sur les ramifications idéologiques et intellectuelles, y compris les questions de la sélection du contenu et de l'accès à ce contenu, et examine les discussions et les recommandations portant sur la structure politique en Afrique du Sud.

ZUSAMMENFASSUNGEN

Gwynneth Evans and Réjean Savard. **Canadian Libraries on the Agenda: their accomplishments and directions.** [Kanadische Bibliotheken auf die Tagesordnung: Ihre Erfolge und Orientierungen für die Zukunft.]

IFLA Journal 34 (2008) No. 2., pp. 127–159

Die Autoren präsentieren eine Analyse der kanadischen Bibliotheken im Licht des aktuellen Präsidentschaftsthemas "Bibliotheken auf die Tagesordnung". Claudia Lux hat sich gemeinsam mit Kollegen für dieses Thema entschieden, um die Rolle der Bibliotheken in der heutigen Informationsgesellschaft herauszustreichen und sie zu ermutigen, ihren Beitrag in allen gesellschaftlichen Bereichen und in der nationalen Entwicklung zu liefern. Dieser Artikel stützt sich auf eine Reihe von Studien sowie einschlägige Berichte und Forschungsergebnisse

aus der Bibliothekenliteratur und auch darüber hinaus. Kanada ist ein Flächenstaat mit einer Vielfalt unterschiedlicher Bevölkerungsgruppen. Dieser Artikel erläutert die wichtigsten Trends, die alle Bibliotheken in Kanada betreffen: Finanzierung, Digitalisierung der Sammlungen, gemeinsame Arrangements für elektronische Sammlungen, Bildung usw. In der Folge gehen die Autoren dann auf die Situationen der verschiedenen Bibliotheken – Nationalbibliotheken, Unibibliotheken, öffentliche Bibliotheken, Schul- und Spezialbibliotheken – ein. Der Artikel schließt mit einer Analyse der Führungsqualitäten im Bibliothekswesen und der Beobachtung, dass die kanadischen Bibliotheken durchaus aktiv im Blickpunkt der Öffentlichkeit stehen.

Soledad Ferreiro and José Miguel Muga. **Understanding Cybersocial**

Network Trends for Innovation in Libraries. [Innovation im Bibliothekswesen durch das Verständnis der sozialen Netzwerkrends im Cyberspace.]

IFLA Journal 34 (2008) No. 2., pp. 160–168

Die Autoren befassen sich mit der Frage, in welcher Weise die Bibliotheken in der auf dem Vormarsch befindlichen Welt der Netzwerke und des Cyberspace weiterhin mithalten und ihren Beitrag liefern können. Die chilenische Kongressbibliothek zeigt entsprechende Möglichkeiten auf und erläutert, wie diese Erfahrung einer Wertschöpfung für den Kongress und die Rollen der Kongressteilnehmer auch auf andere Bibliotheken ausgeweitet werden können. Wir haben drei verschiedene Wege für Bibliotheken gefunden, um sich in die sozialen Netzwerke im Cyberspace einzubinden.

Erstens könnten die Bibliotheken als Sponsor und Mitgründer agieren, wobei technologische Plattformen und menschliche Fähigkeiten bereitgestellt werden, so dass Interessierte lernen können, wie man an den Netzwerken im Cyberspace teilnimmt. Zweitens bietet sich die Möglichkeit, die Rolle eines Trendwatchers für die Menschen zu übernehmen. Dabei werden wichtige soziale Gesprächsthemen identifiziert, insbesondere solche, die sich gerade neu herauskristalisieren, noch bevor sie in entsprechenden Veröffentlichungen oder Büchern zur Sprache kommen. Drittens könnten die Bibliotheken als Promoter neuer, für die Staatsgemeinschaft entscheidender Sammlungen auftreten, die sich mit Themen des sozialpolitischen Interesses im Kongress befassen, wobei ein starkes Engagement für die Förderung der digitalen Kultur vorhanden sein sollte. Das Bibliotheken-Web katalysiert unseren gesamten digitalen Service und stößt auf eine starke positive Resonanz in der Öffentlichkeit. Wir werden an der eingeschlagenen Entwicklung teilnehmen, so wie es in diesem Beitrag skizziert wird.

Wahid Gdoura. **North African Research Tendencies in Library and Information Science: the theoretical and the empirical. [Forschungstendenzen in den Bibliotheks- und Informationswissenschaften Nordafrikas: theoretische und empirische Ansätze.]** IFLA Journal 34 (2008) No. 2., pp. 169–179

Dieser Beitrag soll die Entwicklung der Forschungstätigkeiten im Bereich der Bibliotheks- und Informationswissenschaften in Nordafrika in Bezug auf die Veränderungen im Informationssektor untersuchen und die grundlegenden Eigenschaften der wissenschaftlichen Projekte und Veröffentlichungen in der Informatik analysieren. Eine kurze Sichtung der arabischen Literatur im Bibliothekswesen zeigt, dass der Umfang dieser Literatur noch

recht bescheiden ist; inhaltlich handelt es sich dabei in erster Linie um empirische Untersuchungen, wobei fast keine theoretischen und methodologischen Verfahren vorkommen. Theoretische Denkansätze werden trotz ihrer grundlegenden Bedeutung für die Entwicklung der neuen Informationswissenschaft in den Hintergrund gedrängt. Das Interesse verlagert sich vielmehr auf die Behebung technischer Probleme; diese verdrängen die methodologischen und theoretischen Fragen im Zusammenhang mit der Informationswissenschaft. Diese Ambiguität bleibt auch in Bezug auf gewisse grundlegende Konzepte, Forschungsthemen und Begriffe in der arabischen Sprache bestehen. Es scheint, dass in einigen von arabischen Forschern durchgeführten Untersuchungen typischerweise eine rein mechanische "Transplantation" von Konzepten erfolgt, wobei weder der jeweilige kulturelle Hintergrund noch der historische Kontext und Ursprung berücksichtigt werden.

Albert Arko-Cobbah. **The Right of Access to Information: opportunities and challenges for civil society and good governance in South Africa. [Das Recht auf Informationszugang: Chancen und Herausforderungen für eine bürgerliche Gesellschaft und eine gute Staatsführung in Südafrika.]** IFLA Journal 34 (2008) No. 2., pp. 180–191

In Südafrika wird das Recht auf Informationszugang gemeinhin als unabdingbare Voraussetzung für eine Demokratie betrachtet, in der die Werte der Verantwortlichkeit, Transparenz, Aufgeschlossenheit und Ansprechbarkeit in den staatlichen Institutionen angestrebt werden. Der vorliegende Artikel versucht, diese Betrachtungsweise in Worte zu fassen, wobei darauf hingewiesen wird, dass die Anerkennung dieser Rechte in Südafrika ursprünglich aus der Apartheid-Politik der Regierung erwachsen ist, die von der institutionalisierten Gewalt der staatlichen Repressionspolitik durch

gewisse anstößige Gesetze wie beispielsweise den Internal Security Act [die Verordnung zum Schutz der inneren Sicherheit] unterstützt wurde. Daher haben die Konstitution des Jahres 1996 sowie weitere Gesetze im Südafrika der Post-Apartheid, wie beispielsweise die „Promotion of Access to Information Act“ [die Verordnung bezüglich des Informationszugangs] die bürgerliche Gesellschaft befähigt, die Regierung im Bedarfsfall zur Rechenschaft zu ziehen. Trotz der Tatsache, dass die nationale Gesetzgebung bezüglich des Informationszugangs bisher recht unzulänglich ist – wobei die entsprechenden Lücken in diesem Beitrag auch erwähnt werden – geht man allgemein davon aus, dass in der politischen Geschichte des Landes ein löblicher Wendepunkt erreicht worden ist.

Michele Pickover. **The DISA Project. Packaging South African heritage as a continuing resource: content, access, ownership and ideology. [Das DISA-Projekt: Die Verpackung des südafrikanischen (Kultur-)Erbes in ein fortlaufendes Sammelwerk: Inhalt, Zugang, Eigentum und Ideologie.]** IFLA Journal 34 (2008) No. 2., pp. 192–197

Das DISA-Projekt (Digital Imaging South Africa) zielt darauf ab, eine dauerhafte digitale Quelle aufzubauen, deren Inhalt auf der Initiative lokal ansässiger Wissenschaftler beruht und an die Diskussion der Frage anknüpft, was es bedeutet, ein serielles Archiv des Freiheitskampfes zu errichten. Der Wunsch des Nutzers nach den ausgewählten Materialien ist hierbei zweitrangig. Vielmehr orientiert sich dieses Projekt an den übergreifenden Fragen, wie beispielsweise denen der nationalen politischen Linie und der Prozesse im Zusammenhang mit dem Kulturerbe, der politischen Identität, der umstrittenen Archive, der Umwandlung der Archive sowie der geistigen Eigentumsrechte.

Im südafrikanischen Kontext ist die Digitalisierung des Kulturerbes zur

Veröffentlichung über das Internet ein Streitpunkt; die wirklichen Herausforderungen sind nicht technologischer oder technischer, sondern vielmehr sozialer und politischer Art. Die Digitalisierung der Archive ist mehr als ein bloßes Zusammentragen und Anhäufen von Dokumenten im virtuellen Raum. Was hier wirklich zur Debatte steht, ist die Politik der Datenspeicherung in digitaler Form

und die Art und Weise, in der die für die Digitalisierungsprojekte ausgesuchten Themen die Forschungsaufträge beeinflussen und sich auf die Lehrplanstrategien auswirken. Auch der Entwicklungsfaktor spielt hierbei eine wichtige Rolle – in welcher Weise diese Projekte das öffentliche Interesse verstärken, Forscher im Süden unterstützen und den Süd-Süd-Dialog fördern.

Dieser Beitrag bietet einen kurzen Überblick über das DISA-Projekt, er untersucht die Auffassungen von der Partnerschaft über internationale Grenzen hinweg, hinterfragt die ideologischen und intellektuellen Rahmenbedingungen – auch im Hinblick auf die Content-Wahl und den Zugang – und bespricht die Diskussionen und Empfehlungen im Zusammenhang mit den politischen Rahmenbedingungen in Südafrika.

RESÚMENES

Gwynneth Evans and Réjean Savard. **Canadian Libraries on the Agenda: their accomplishments and directions. [Bibliotecas canadienses en el orden del día Sus logros y perspectivas.]**

IFLA Journal 34 (2008) No. 2, pp. 127–159

Los autores presentan un análisis de las bibliotecas canadienses a la luz del tema elegido por el Presidente: Bibliotecas en el orden del día. Claudia lux eligió este tema con sus colegas, para subrayar el papel de las bibliotecas en la sociedad de la información y para animar a que contribuyan al desarrollo nacional en todos los sectores de la sociedad. El artículo se basa en la revisión de diferentes estudios y en informes e investigaciones de bibliografía relativa a bibliotecas y otras materias. Canadá es un país muy grande y su sociedad es muy plural. Este artículo explica las principales tendencias que afectan a todas las bibliotecas de Canadá: Financiación, digitalización de los fondos, acuerdos de colaboración para fondos electrónicos, educación, etc. Los autores revisan también la situación en los distintos tipos de bibliotecas, ya sean nacionales, de instituciones académicas, públicas, escolares o especiales. Concluyen el artículo con una reflexión sobre el liderazgo y la observación de que las bibliotecas canadienses están muy presentes en el orden del día y continúan activas.

Soledad Ferreiro and José Miguel Muga. **Understanding Cybersocial Network Trends for Innovation in Libraries. [Comprender las tendencias de redes ciberales para la innovación en las bibliotecas.]**

IFLA Journal 34 (2008) No. 2, pp. 160–168

Este documento muestra nuestra preocupación por cómo pueden participar las bibliotecas en el creciente mundo de las redes y de la ciber-ciudadanía. La Biblioteca del Congreso de Chile está explorando estas posibilidades y comparte en este artículo cómo trasladar a otras bibliotecas su experiencia de ofrecer valor añadido al Congreso y a las tareas de los congresistas. Hemos identificado tres formas en las que una biblioteca puede enfocar el tema de las redes ciber-sociales. En primer lugar, como patrocinador y co-creador, proporcionando plataformas y capacidades humanas para que los ciudadanos puedan aprender a participar en ciber-redes. En segundo lugar, como analista de las tendencias de los ciudadanos, que identifica las realidades sociales, en particular las emergentes y que aún no han sido publicadas en artículos ni libros. Finalmente, como impulsor de colectivos emergentes que conforman la comunidad nacional, en torno a temas de interés sociopolítico en el Congreso. Con un fuerte compromiso de promover la cultura digital, la página web de

la Biblioteca cataliza todos nuestros servicios digitales, consiguiendo un alto grado de respuesta del público. Compartimos el camino tomado, el impulso y los pasos dados en esta exploración.

Wahid Gdoura. **North African Research Tendencies in Library and Information Science: the theoretical and the empirical. [Tendencias de investigación norteafricanas sobre Biblioteconomía y Ciencias de la Información: teoría y datos empíricos.]**

IFLA Journal 34 (2008) No. 2, pp. 169–179

La finalidad de este trabajo consiste en estudiar la evolución de las actividades de investigación en el campo de la Biblioteconomía y las Ciencias de la Información en el Norte de África en relación con los cambios en el sector de la información y en analizar las características básicas de la producción científica en el ámbito de la información. Una lectura a grandes rasgos de la bibliografía árabe en el ámbito de la biblioteconomía muestra que el volumen de esta bibliografía sigue siendo modesto y que sus contenidos se caracterizan por la predominancia de estudios empíricos y la ausencia casi total de estudios teóricos y metodológicos. El esfuerzo de pensamiento teórico se sigue dejando de lado a pesar de su importancia para el desarrollo de las nuevas ciencias de la información. Se presta

мáс interés a cómo resolver problemas técnicos que a cuestiones metodológicas relacionadas con el campo de la información. Debido a esto, sigue existiendo ambigüedad sobre algunos términos árabícos, líneas de investigación y conceptos fundamentales. Parece que algunos estudios de investigadores árabes están marcados por el “transplante” mecánico de conceptos, sin considerar su contexto y sus raíces culturales e históricas.

Albert Arko-Cobbah. The Right of Access to Information: opportunities and challenges for civil society and good governance in South Africa. [El derecho de acceso a la información: Oportunidades y desafíos para la sociedad civil y el buen gobierno en Sudáfrica.]

IFLA Journal 34 (2008) No. 2, pp. 180–191

El derecho de acceso a la información ha sido aceptado por Sudáfrica como una condición necesaria para que un Estado democrático intente alcanzar los valores de responsabilidad, transparencia, apertura y accesibilidad en lo referente a las instituciones gubernamentales. El artículo intenta articular esta visión, señalando que el reconocimiento de este derecho por parte de Sudáfrica recibió su forma del sistema de discriminación racial sostenido por la violencia institucionalizada de

las represiones estatales, a través de ciertas normas legales odiosas, como la Ley de Seguridad Interna. La Sudáfrica post-apartheid, a través de la Constitución de 1996 y otras normas legales, como la Ley de Promoción del Acceso a la Información, ha facultado a la sociedad civil para que exija las responsabilidades gubernamentales. A pesar de que, en la práctica, la legislación sobre el acceso a la información del país está cuajada de carencias, que son señaladas por este artículo, se reconoce que se ha alcanzado un valioso hito en la historia política del país.

Michele Pickover. The DISA Project. Packaging South African heritage as a continuing resource: content, access, ownership und ideology. [EL proyecto DISA. Empaquetando la herencia cultural sudafricana como un recurso permanente: contenidos, acceso, propiedad e ideología.]

IFLA Journal 34 (2008) No. 2, pp. 192–197

El Proyecto de Innovación Digital en Sudáfrica o DISA intenta crear unos recursos digitales permanentes, mediante contenidos basados en la iniciativa de estudiosos locales e integrando la discusión de lo que significa crear un archivo extenso relativo a la lucha por la liberación. La demanda de los usuarios con respecto a los materiales seleccionados es secundaria. Son las

grandes cuestiones las que constituyen la estructura de este proyecto, como los procesos y políticas nacionales en relación con la herencia cultural, las identidades políticas, los archivos en disputa, la comercialización del Archivo y de los derechos de propiedad intelectual. En el contexto sudafricano, la digitalización del material de la herencia cultural para su publicación a través de Internet es un punto polémico y los verdaderos desafíos no son tecnológicos ni técnicos, sino sociales y políticos. Digitalizar archivos es más que simplemente reunir e introducir documentos en el ciberespacio. Lo que está en juego es la política de la memoria en formato digital y cómo todo aquello que se selecciona para su digitalización predetermina las actividades de investigación y desempeña un papel en las estrategias curriculares. La dimensión del desarrollo también es esencial: cómo estos proyectos promueven el interés público, ayudan a los investigadores del Sur y favorecen el diálogo Sur-Sur. Este artículo ofrece una breve visión general del Proyecto DISA, examina las nociones de colaboración que trascienden las fronteras internacionales, cuestiona las ramificaciones ideológicas e intelectuales, incluyendo el tema de la selección y acceso a contenidos, y revisa las discusiones y recomendaciones relativas a las estructuras políticas sudafricanas.

Рефераты статей

Гвиннет Эванс и Режан Савар. Canadian Libraries on the Agenda: their accomplishments and directions. [На повестке дня – канадские библиотеки: их достижения и направления развития.]

IFLA Journal 34 (2008) No. 2, pp. 127–159

Авторы анализируют состояние дел в канадских библиотеках в свете темы действующего президентства: на

повестке дня – библиотеки. Клаудиа Лакс вместе с коллегами выбрала эту тему для того, чтобы подчеркнуть роль библиотек в информационном обществе и поощрить их к содействию всем секторам общества и развитию нации в целом. В основе данной статьи – обзор ряда исследований и докладов, обнаруженных в библиотечной литературе и других источниках. Канада – очень большая страна с весьма многообразным обществом.

В этой статье разъясняются наиболее распространенные тенденции, оказывающие влияние на все библиотеки в Канаде, в таких областях, как: финансирование, оцифровывание коллекций, систематизация различных электронных коллекций, образование и т.д. Далее авторы рассматривают положение дел в различных типах библиотек: национальной, академической, публичной, школьной и специальной. Статья завершается

размышлениями о лидерстве и констатацией того, что канадские библиотеки находятся в центре внимания и активно работают.

Соледад Феррейро и Хосе Мигель Муга. **Understanding Cybersocial Network Trends for Innovation in Libraries. [Осмысление тенденции создания виртуально-социальной сети для инноваций в библиотеках.]** IFLA Journal 34 (2008) No. 2. pp. 160–168

В данном документе показано наше отношение и интерес к тому, каким образом библиотеки могут участвовать во все усложняющемся сетевом пространстве и в т.н. виртуальном гражданстве. Библиотека Конгресса Чили занимается исследованием этих возможностей и делится своим опытом в том, как привнести добавленную стоимость в работу Конгресса и как распространить роль конгрессменов на другие библиотеки. Мы идентифицировали три способа, какими библиотека может приблизиться к созданию виртуально-социальных сетей. Во-первых, как спонсор или соавтор, предлагающий технологические платформы и человеческие ресурсы для того, чтобы граждане смогли научиться участвовать в работе виртуальных сетей. Во-вторых, в качестве механизма отслеживания общественных тенденций, который идентифицирует социальные веяния, особенно уже зародившиеся, но еще не нашедшие отражения в документах или книгах. И, в-третьих, в качестве промодера возникающих коллективов, который формирует национальную общность вокруг вопросов социально-политических интересов в Конгрессе. Последовательно предаваясь идее продвижения цифровой культуры, сетевые ресурсы данной библиотеки катализируют все наши цифровые услуги, вызывая весьма интенсивную ответную реакцию общества. Мы делимся опытом пройденного пути, рассказывая о движущих силах и этапах этого исследования.

Вахид Гдоура. **North African Research Tendencies in Library and Information Science: the theoretical and**

the empirical. [Исследовательские тенденции в библиотечной и информационной науке на примере Северной Африки: теория и практика.] IFLA Journal 34 (2008) No. 2. pp. 169–179

Цель данной работы – изучить эволюцию исследовательской деятельности в области библиотечной и информационной науки в Северной Африке на фоне изменений в секторе информатики, а также проанализировать основные характеристики научного производства в области информатики. Беглое ознакомление с арабской литературой в области библиотечного дела показывает, что объем такой литературы остается весьма скромным, а ее содержание характеризуется, в основном, преобладанием эмпирических исследований и почти полным отсутствием теоретических и методологических исследований. Усилия по теоретическому осмыслению по-прежнему остаются малозаметными, несмотря на их значимость в деле разработки новой информационной науки. Интерес больше проявляется к тому, как решить технические проблемы, а не к вопросам методологии и теории, относящимся к области информатики. Именно из-за этого сохраняется определенная двусмысленность в трактовке некоторых фундаментальных концепций, в темах для исследования и терминах арабского языка. Кажется, что некоторые исследования арабских ученых отмечены некой механической «трансплантацией» концепций без оценки их культурного и исторического контекста и корней.

Альберт Арко-Коббах. **The Right of Access to Information: opportunities and challenges for civil society and good governance in South Africa. [Право доступа к информации: возможности и вызовы для гражданского общества и надлежащего управления в Южной Африке.]** IFLA Journal 34 (2008) No. 2. pp. 180–191

Право доступа к информации воспринимается в Южной

Африке как обязательное условие функционирования демократического государства, исповедующего ценности подотчетности, прозрачности, открытости и оперативности реагирования правительственных учреждений. Авторы статьи, задавшись целью четко изложить эту точку зрения, указывают на то, что признание Южной Африкой этого права вызревало на фоне правящей системы апартеида, подкрепленной насилием государственной репрессивной машины, действующей на основе таких предосудительных законодательных актов, как, например, Акт о внутренней безопасности. Таким образом, Южная Африка времен после апартеида посредством принятия Конституции 1996 года и других законодательных актов, таких как Акт о содействии доступу к информации, наделила свое гражданское общество механизмом обеспечения подотчетности правительства. Несмотря на то, что законодательство страны о доступе к информации изобилует различными недостатками, которые разъясняются в данном документе, признается, что в политической истории страны достигнута веха, достойная уважения.

Мишель Пиквер. **The DISA Project. Packaging South African heritage as a continuing resource: content, access, ownership and ideology. [Проект DISA. Компоновка южно-африканского наследия в виде возобновляемого ресурса: контент, доступ, права собственности и идеология.]**

IFLA Journal 34 (2008) No. 2. pp. 192–197

Целью проекта DISA (Цифровые Инновации в Южной Африке) является формирование по инициативе местных ученых непрерывного цифрового ресурса на основе контента и увязывание этого процесса с дискуссией о значении формирования последовательного архива по истории борьбы за освобождение. Спрос пользователя на систематизированные материалы является вторичным аспектом. Существуют более крупные вопросы, определяющие рамки этого проекта,

такие как национальная политика и процессы в области наследия, политическая идентификация, оспариваемые архивы, превращение архивных материалов в товар, права интеллектуальной собственности. В контексте Южной Африки оцифровывание материалов по наследию для их публикации во «всемирной паутине» является настоящей ареной борьбы, а реальные вызовы лежат не в технико-технологической, а в социальной и политической плоскостях.

Оцифровывание архивов – это не просто сбор и аккумуляция документов в киберпространстве. Что действительно поставлено на карту, так это политика по оцифровыванию памяти и как те материалы, которые отбираются для проектов по оцифровыванию, определяют повестку дня исследований и играют роль в выборе стратегий составления учебных программ. Эволюционный аспект также является очень важным: каким образом эти проекты усиливают общественный

интерес, дают работу исследователям на юге и продвигают диалог по линии Юг-Юг. В данной работе дается краткий обзор проекта DISA, исследуется явление партнерства, не имеющего национальных границ, рассматриваются идеологические и интеллектуальные последствия, включая вопросы выбора контента и доступа к нему, анализируются рамочные дискуссии и рекомендации по политике Южной Африки.

IFLA JOURNAL – NOTES FOR CONTRIBUTORS

Aims and Scope

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

Writing for the IFLA Journal

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

Articles and features

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

Articles and features should normally be between 2000 and 7000 words in length. Longer contributions may be accepted occasionally and, if necessary, published in two or more parts in successive issues.

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

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

Other contributions

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

Illustrative material

Contributors are encouraged to submit photographs and other illustrations to accompany their contributions. They should be submitted either in TIF format (300 dpi minimum) or in hard copy as positive prints or transparencies and be clearly captioned and credited to the originator. Other illustrations should be suitable for publication without further treatment. Statistical data should, if possible, be presented in the form of charts or diagrams, rather than tables.

Bibliographical references

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

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Format

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

Publication

All unsolicited articles are refereed anonymously by members of the Editorial Committee, whose decision with regard to the publication of any article or feature is final. Other contributions are published at the discretion of the Editor, if necessary after consultation with the Editorial Committee.

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

Submission

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

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