

WORLD LIBRARY  
AND INFORMATION  
CONGRESS:  
78<sup>TH</sup> IFLA GENERAL  
CONFERENCE  
AND ASSEMBLY



IFLA  
2012 Helsinki

11–17 August

[www.ifla.org](http://www.ifla.org)

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# FINAL ANNOUNCEMENT

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**Please visit us at IFLA 2012 in Helsinki.**  
Learn more about OCLC at [www.oclc.org](http://www.oclc.org).



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# Greeting from the Mayor of Helsinki

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Dear Delegate,

The City of Helsinki is honoured to host the World Library and Information Congress. We are looking forward to welcoming information specialists from all over the world in 2012, which is a true jubilee year for Helsinki, celebrating its 200th anniversary as capital of Finland and designation as World Design Capital.

It is impossible to overestimate the significance of the library system in the Nordic welfare model. Libraries reflect many of the most fundamental values of our society, such as openness and equality, and confirm our appreciation for learning and for knowledge. Furthermore, libraries play a critical role in achieving the aims of the information society. Not only do they ensure access to lifelong learning and electronic services for all citizens, but also offer opportunities for gaining new international perspectives and support for developing civic skills and media literacy.

In 2010 the Helsinki City Library celebrated its 150th anniversary. Its continuing vitality is the result of continuous renewal and successful adaptation to the expectations of the surrounding society. I feel that libraries are the hallmark of a highly educated nation with a will to embrace a wide and far-reaching future. Helsinki is currently preparing the foundation of a new Central Library. The concept of a library of the 21st century must go beyond traditional models. We see it as a social hub and a multi-media node for accessing skills, knowledge and stories.

Collaboration between academic and public libraries is lively in Finland. A brand new university library will be opened in 2012 in the heart of Helsinki City Campus. The library of the future is a living haven of culture, a hub of knowledge and inspiration that one can visit physically or virtually according to one's needs.

During the month of August, summer and Helsinki will be at their best, offering Congress delegates opportunities for a multitude of social and cultural activities. You will have a chance to discover our unique archipelago, as well as a chance to see and enjoy Finnish art, music, design and architecture.

I warmly welcome the World Library and Information Congress to Helsinki. We will do our utmost to make your stay successful and enjoyable.



A handwritten signature in black ink, which appears to read 'J. Pajunen'. The signature is written in a cursive style and is positioned above a horizontal line.

Jussi Pajunen  
Mayor of Helsinki

# Official Invitation

Dear Colleagues,

On behalf of the National Committee for IFLA WLIC 2012 Helsinki and the entire Finnish library community, we are honoured and happy to welcome you to IFLA's 78th Congress. We are enthusiastic and proud that Finland is serving as the host country for the annual Congress.

Our goal is to provide a fertile environment for new ideas and enlightened conversation. We aim to create an atmosphere in which the programme organised by different IFLA sections will flourish and have added value. We hope that our theme "Libraries now – inspiring, surprising and empowering" encourages you as much as we feel that libraries inspire their users.

In Finland, libraries are an essential part of society and its public infrastructure. Libraries are heavily used and held in high value. The main challenge for us librarians is to develop innovative services that inspire, surprise and empower new generations of library users. The Congress is strongly supported by all the Finnish library associations, Helsinki City Council, The Ministry of Education and Culture and all libraries in Finland.

During your visits to various libraries, you can evaluate the level of Finnish libraries and how well we have succeeded so far. Together with the congress bureau and the convention centre, our goal is to host the Congress in the spirit of sustainable development, using new technologies in innovative ways. Enthusiastic volunteers will provide the local personal touch and ensure that you find your way around and that your questions receive informative answers.

Helsinki is a pocket-sized metropolis where it is easy to move around even on foot. However, we will make it even easier for you by offering a free pass to use the metropolitan area's public transportation network (buses, metro, trains and trams).

You perhaps know Nokia, Marimekko, Moomins and Sibelius. Nevertheless, Finland is much more. It is also about egalitarian values, love of nature, and a pragmatic attitude. We invite and encourage you to scratch the surface and learn about the surprises and mysteries that Finland and the Finns can offer.

And if your appetite to see more is still strong, then Helsinki offers you the possibility to reach St Petersburg by train and Tallinn by boat - both in under four hours.

You are warmly welcomed to Helsinki – to the city which has been ranked by *The Economist* as one of the best cities in the world to live in!

On behalf of the 2012 WLIC National Committee



**Maija Berndtson**

Chair of the 2012 WLIC National Committee



**Sinikka Sipilä**

Co-Chair of the 2012 WLIC National Committee



**Kimmo Tuominen**

Co-Chair of the 2012 WLIC National Committee

# Important Information

## Congress Organiser

IFLA  
PO Box 95312  
NL- 2509 CH The Hague  
Netherlands  
Tel.: +31 70 31 40884  
Fax: +31 70 38 34827  
Email: ifla@ifla.org



## National Committee

Kristina Virtanen, Project Manager  
Email: kristina.Virtanen@hel.fi

## Congress Venue

Helsinki Exhibition & Convention Centre (HECC)  
Messuaukio PO Box 21  
FI- 00521 Helsinki  
Finland  
Tel.: +358 9 150 91  
Fax: +358 9 142 358  
Email: info@finnexpo.fi

## Congress Secretariat

WLIC 2012  
c/o K.I.T. Group GmbH –  
Association & Conference Management  
Kurfürstendamm 71  
DE- 10709 Berlin  
Germany  
Tel.: +49 30 24 60 3-329  
Fax: +49 30 24 60 3-200  
Email: wlic2012@kit-group.org



## Registration

c/o K.I.T. Group GmbH  
Tel.: +49 30 24 60 3-380  
Fax: +49 30 24 60 3-200  
Email: wlic2012-registration@kit-group.org

## Accommodation

c/o K.I.T. Group GmbH  
Tel.: +49 30 24 60 3-384  
Fax: +49 30 24 60 3-200  
Email: wlic2012-hotel@kit-group.org

## Exhibition / Sponsoring

c/o K.I.T. Group GmbH  
Tahir Ali  
Tel.: +49 30 24 60 3-242  
Fax: +49 30 24 60 3-200  
Email: wlic2012-sponsorship@kit-group.org

## IMPORTANT DATES TO REMEMBER

Start of Online Registration	4 October, 2011
Start of Accommodation Booking	4 October, 2011
Early Registration Fees Deadline	15 May, 2012
Standard Registration Fees Deadline	9 August, 2012
Onsite Registration	from 10 August, 2012
Congress Dates	11–17 August, 2012

# Congress Information

## Congress Venue

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The Helsinki Exhibition & Convention Centre is one of the leading congress centres in Northern Europe and the largest in its field in Finland. It is only four kilometres from the centre of Helsinki and has excellent transport connections. The Helsinki-Vantaa airport is within a 20-minute drive. The Helsinki Exhibition & Convention Centre hosts more than 1,500 meetings every year. All major international congresses held in Finland have been staged at the centre and the largest congress so far was attended by up to 10,000 participants. Over one million people visit the Helsinki Exhibition & Convention Centre every year.

All the premises of the Helsinki Exhibition & Convention Centre are equipped with the latest technology. Wireless internet is accessible for free for the delegates within the Convention Centre. Multipurpose premises, world-class meeting equipment and their experienced meeting professionals are at your service.

## Core Congress Dates

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11-17 August, 2012

The Opening Ceremony and the Exhibition Reception will take place at the Helsinki Exhibition and Convention Centre on Sunday, 12 August, 2012.

## Exhibition

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IFLA will also hold a trade exhibition at the Helsinki Exhibition and Convention Centre in conjunction with the World Library and Information Congress. Attendees are invited to visit the exhibition which will be open from the afternoon of Sunday, 12 August until Wednesday, 15 August. Final opening hours will be included in the Congress Programme.

## Sponsorship

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IFLA offers a range of commercial sponsorship opportunities for IFLA WLIC 2012. These can be booked online via the Exhibition and Sponsorship Ordering System (ESOS®). For further information regarding sponsorship and exhibition opportunities please contact the Congress Secretariat:  
[wlic2012-sponsorship@kit-group.org](mailto:wlic2012-sponsorship@kit-group.org) .

## Congress Material

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Congress material will be available for collection onsite at the registration desk. Congress materials will include the Congress Programme, a CD-ROM with the Congress Papers, the Participants List and the Exhibition Catalogue as well as other relevant materials.

## IFLA Congress Communication

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IFLA will communicate news items through several channels before and during the Congress. The IFLA language teams will ensure that most items such as the IFLA Mailing List, a Pre-Congress Newsletter, social media and a special Congress website will be made available in all IFLA Working Languages; English, French, Chinese, German, Russian, Arabic and Spanish.

## IFLA WLIC 2012 Website

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Information regarding the Congress will be frequently updated on the IFLA website. We recommend visiting the IFLA website regularly to keep up-to-date with the latest news and information regarding IFLA WLIC 2012. [www.ifla.org](http://www.ifla.org)

## Congress Secretariat

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K.I.T. Group GmbH Association & Conference Management has been appointed as the Congress Secretariat for the IFLA World Library and Information Congress 2012.

# Congress Schedule

Saturday, 11 August	Sunday, 12 August	Monday, 13 August	
Leadership Brief 08.00-09.00	Leadership Forums 08.30-10.00	Plenary Session 08.30-09.15	Exhibition 09.30-17.30 Poster Session 09.30-17.30
SC Meetings 09.15-11.45	Newcomers Session 08.30-10.00	Sessions 09.30-11.30	
SC Meetings 12.00-14.30	Opening Ceremony 10.30-12.00	Sessions 11.45-12.45	
SC Meetings 14.45-17.15	President's Lunch (invited) 12.15-14.00  IFLA Market 12.15-13.30	Lunch Break & Exhibition Visits 12.45-13.45	
Africa Caucus Canada Caucus 17.00-18.00	Sessions 13.45-15.45	Sessions 13.45-15.45	
Caucus Meetings 18.00-19.00	Exhibition & Opening Party 16.00-18.00	Sessions 16.00-18.00	
Officers Reception (by invitation only)			

Tuesday, 14 August	Wednesday, 15 August	Thursday, 16 August	Friday, 17 August
Plenary Session 08.30-09.15	Plenary Session 08.30-09.15	Sessions 08.30-10.30	Library Visits Full day & Half day
Sessions 09.30-11.30	Sessions 09.30-11.30	Sessions 10.45-12.45	
Sessions 11.45-12.45	Sessions 11.45-12.45		
Lunch Break & Exhibition Visits 12.45-13.45	Lunch Break & Exhibition Visits 12.45-13.45	Lunch Break 12.45-13.45	
Sessions 13.45-15.45	Sessions 13.45-15.45	Sessions 13.45-15.45	
Sessions 16.00-18.00	General Assembly 16.15-18.00	Closing Session 16.15-17.30	
Cultural/Social Event			



# IFLA WLIC National Committee

## National Committee (NC)

**Ms Maija Berndtson**, Chair, Library Director, Helsinki City Library - Central Library for Public Libraries

**Ms Sinikka Sipilä**, Co-Chair, Secretary General, Finnish Library Association

**Mr Kimmo Tuominen**, Co-Chair, President, Chief Librarian of Jyväskylä University Library, The Finnish Research Library Association

**Ms Sirkku Blinnikka**, Director of Information and Library Services, Lahti University of Applied Sciences, AMKIT Consortium

**Ms Leena Toivonen**, Deputy Director, Tampere University Library, Bibliothecarii Medicinæ Fenniae BMF

**Ms Sari Pajula**, Director of the Library, Library of Parliament

**Ms Cecilia af Forselles**, Chief Librarian, Library of the Finnish Literature Society, SKS, The Council for the Special Libraries

**Ms Barbro Nygård**, Library Director, The Kauniainen City Library, Finland's Swedish Library Association

**Ms Merja Pihlajamäki**, Regional Chief Librarian, Espoo City Library, Helsinki Metropolitan Libraries (HelMet)

**Ms Kristina Virtanen**, Project Manager – International Tasks, Helsinki City Library - Central Library for Public Libraries

**Ms Tuula Ruhanen**, Project Planner, Helsinki University Library

**Mr Kai Ekholm**, Professor, Director, National Library of Finland

**Mr Ari Haasio**, Principal Lecturer, Seinäjoki University of Applied Sciences, Applied Sciences Level Education in Librarianship

**Ms Päivi Kuitunen**, Teacher, Vocational Adult Education Sedu Seinäjoki, Vocational Education Level in Librarianship

**Mr Ilkka Mäkinen**, Lecturer in Information Studies and Interactive Media, Docent in Library History, School of Information Sciences, University of Tampere, Higher Education in Librarianship

**Ms Päivi Litmanen-Peitsala**, Communication Planner, Libraries.fi

**Mr Matti Sarmela**, Editor-in-Chief, Libraries.fi

**Ms Maria Bang**, Student, University of Tampere, Student Organisations

**Ms Pirjo Sinko**, Counsellor of Education, Finnish National Board of Education

**Ms Barbro Wigell-Ryynänen**, Counsellor for Cultural Affairs, Ministry of Education and Culture

**Mr Jukka Relander**, President, Finnish Library Association

**Ms Seija Salmien**, Education Planner S.S., Education and Cultural Services Espoo City, Finnish School Library Association

**Ms Maisa Lovio**, Senior Adviser, Association of Finnish Local and Regional Authorities

**Mr Jaakko Tuohiniemi** Library Secretary, Helsinki University Library, IAML Finland - The Finnish Music Library Association

**Ms Marjut Kokko**, Chief of Information Services at the Finnish Supreme Court, Society for Finnish Information Specialists

**Mr Pentti Vattulainen**, Director, National Respository Library

**Ms Tuula Haavisto**, Director of Libraries, Tampere City Library, Council for Public Libraries

**Mr Ari Muhonen**, University Librarian, Aalto University Library, Council for Finnish University Libraries

**Ms Eila Rämö**, Head of the Information Services, Aalto University Library, Arabia, Finnish Research Library Association, Art Libraries

**Ms Leena Uhlenius**, Librarian, Mariehamn City Library, Åland Library Association

## Advisory Board (AB)

**Ms Irina Lynden**, Deputy Director General for International Activities (Dr.), National Library of Russia, St. Petersburg

**Ms Jolita Steponaitiene**, Head, Rare Book and Manuscript Department Martynas Mazvydas National Library of Lithuania, Lithuanian Librarians' Association

**Ms Dzidra Šmita**, MS, Education, Culture and Sports Department of Riga City Council, Head of Culture Board, Latvian Library Council

**Ms Liisa Hallikainen**, Information Specialist, Lapland University Consortium Library, Arctic Centre Library

**Mr Kalju Tammaru**, Collection Management Officer, Repository Library of Estonia, Estonian Librarians Association

**Ms Olga Ustinova**, Director, St.Peterburg State Library for the Blind, Russian Library Association

# Satellite Meetings

- 1** **Libraries in Networks: Creating, Participating and Co-operating**  
*Dates:* 2 days prior to Congress, TBA  
*Location:* Klaipeda, Lithuania  
*Sponsor:* IFLA Public Library Section  
*Contact:* Dzeinara Kaunaite: [dzeinara.kaunaite@cb.ku.lt](mailto:dzeinara.kaunaite@cb.ku.lt)
- 
- 2** **The Future of Health Information**  
*Date:* 10 August, 2012  
*Location:* University of Helsinki, Finland  
*Sponsor:* IFLA Health and Biosciences Section  
*Contact:* Terhi Sandgren: [terhi.sandgren@helsinki.fi](mailto:terhi.sandgren@helsinki.fi)
- 
- 3** **Art now! Contemporary Art Resources in Library Context**  
*Dates:* 9-11 August, 2012  
*Location:* Helsinki, Finland  
*Sponsor:* IFLA Art Libraries Section  
*Contact:* Jan Simane: [simane@khi.fi](mailto:simane@khi.fi)
- 
- 4** **Let's Read - Reading and Print Disabilities in Young People**  
*Dates:* 2 days prior to Congress, TBA  
*Location:* Tallinn, Estonia  
*Sponsor:* IFLA Libraries Serving Persons with Print Disabilities Section  
*Contact:* Minna von Zansen: [minna.vonzansen@celia.fi](mailto:minna.vonzansen@celia.fi)
- 
- 5** **Keeping the Tail Long and Letting the Birds Fly - Global Policies, Imperatives and Solutions for the Efficient Print Resources Management and Access to Less-used Documents**  
*Dates:* 9-10 August, 2012  
*Location:* Kuopio, Finland  
*Sponsor:* IFLA Acquisition and Collection Development Section  
*Contact:* Judy Mansfield: [judymansfield@msn.com](mailto:judymansfield@msn.com)
- 
- 6** **The Electronic Re-evolution: - Its Impact on the Newspaper Field at Large Including E-delivery, Crowd Sourcing, Digital Environment and Copyright Issues. - Its Impact on Preservation Solutions, Collection Management, Performance**  
*Dates:* 7-9 August, 2012  
*Location:* Mikkeli, Finland  
*Sponsor:* IFLA Newspapers Section  
*Contact:* Frederick Zarndt: [frederick@zarndt.net](mailto:frederick@zarndt.net)
- 
- 7** **Libraries for Children and Young Adults: Breaking Through Boundaries**  
*Dates:* 7-8 August, 2012  
*Location:* Joensuu, Finland  
*Sponsor:* IFLA Libraries for Children and Young Adults Section  
*Contact:* Ingrid Bon: [ingrid.bon@biblioservice.nl](mailto:ingrid.bon@biblioservice.nl)
- 
- 8** **Beyond Libraries – Subject Metadata in the Digital Environment and Semantic Web**  
*Dates:* 17-18 August, 2012  
*Location:* National Library of Estonia, Tallinn  
*Sponsor:* IFLA Classification and Indexing Section  
*Contact:* Jo-Anne Belair: [jo-anne.belair@bibl.ulaval.ca](mailto:jo-anne.belair@bibl.ulaval.ca)
- 
- 9** **Applied Knowledge Management: What is it, How do you Manage it and Success Stories with Lessons Learned**  
*Date:* 10 August, 2012  
*Location:* Helsinki, Finland  
*Sponsor:* IFLA Knowledge Management Section  
*Contact:* Sally McCallum: [smcc@loc.gov](mailto:smcc@loc.gov)
- 
- 10** **Bibliography in the Digital Age**  
*Date:* 10 August, 2012  
*Location:* Warsaw, Poland  
*Sponsors:* IFLA Bibliography Section and IFLA Cataloguing Section  
*Contact:* Carsten Andersen: [cha@dbc.dk](mailto:cha@dbc.dk)
- 
- 11** **The Homeless and the Libraries - the Right to Information and Knowledge for All**  
*Dates:* 1 or 2 days prior to the Congress, TBA  
*Location:* Ferry or cruise ship Stockholm-Helsinki  
*Sponsor:* IFLA Library Services for People with Special Needs Section  
*Contact:* Tone Moseid: [toneem@online.no](mailto:toneem@online.no)
- 
- 12** **The Road to Information Literacy: Librarians as Facilitators of Learning**  
*Dates:* 8-10 August, 2012  
*Location:* Tampere, Finland  
*Sponsors:* IFLA Continuing Professional Development and Workplace Learning Section and IFLA Information Literacy Section  
*Contacts:* Susan Schnuer: [schnuer@illinois.edu](mailto:schnuer@illinois.edu)  
 Leena Toivonen: [leena.t.toivonen@uta.fi](mailto:leena.t.toivonen@uta.fi)

# Satellite Meetings

**13** Library's Efficiency, Impact and Outcomes: Statistical Evaluation and Other Methods as Tools for Management and Decision-making

*Dates:* 8-9 August, 2012  
*Location:* University of Turku, Finland  
*Sponsor:* IFLA Statistics and Evaluation Section  
*Contact:* Markku Laitinen: markku.laitinen@helsinki.fi

**14** IFLAcamp

*Dates:* 8-9 August, 2012  
*Location:* Hameenlinna, Finland  
*Sponsor:* IFLA New Professionals Special Interest Group  
*Contact:* Sebastian Wilke: sebastian.wilke@ibi.hu-berlin.de  
*Website:* <http://npsig.wordpress.com/iflacamp>

**15** How can Libraries and Information Centres Improve the Accessibility and Visibility of Women's Information and Contribute to Preserve Women's Cultural Heritage?

*Dates:* 8-10 August, 2012  
*Location:* University of Tampere, Finland  
*Sponsor:* IFLA Women, Information and Libraries Special Interest Group  
*Co-sponsor:* Women Information Network Europe (WINE)  
*Contact:* Maria Cotera: wilsig@googlemail.com

**16** Building Strong Library Associations

*Dates:* 2 days prior to Congress, TBA  
*Location:* Helsinki, Finland  
*Sponsor:* IFLA Action for Development through Libraries Programme (ALP)  
*Contact:* Fiona Bradley: fiona.bradley@ifla.org

**17** Information for Civic Literacy

*Dates:* 8-10 August, 2012  
*Location:* Riga, Latvia  
*Sponsors:* IFLA Access to Information Network – Africa (ATINA) Special Interest Group  
*Contact:* Frank Kirkwood: kirkwood.professional@sympatico.ca

<http://conference.ifla.org/ifla78>

Registration  
 Information  
 Programme  
 Tours  
 Accommodation  
 Library Visits  
 Exhibition  
 News

Social Events



# Registration Information

## Congress Attendance Grants

The National Committee and IFLA hope once again to secure funds for Conference Attendance Grants. Further information will be available at the beginning of 2012 on the IFLA website.

Please visit [www.ifla.org](http://www.ifla.org) for the most up-to-date information.

## Congress Registration

The registration deadlines are as follows:

Early Registration deadline:.....	15 May, 2012, 24.00 CET
Standard Registration deadline:.....	9 August, 2012, 24.00 CET
Onsite Registration:.....	from 10 August, 2012

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the registration form and the payment in full in accordance with the deadlines mentioned above. Should one deadline be missed, the next applicable fee will be charged automatically. The registration will only be confirmed upon receipt of payment in full.

If the maximum attendee capacity is reached, the organisers reserve the right to refuse any registration.

To be eligible to register for the Congress, attendees must be at least 18 years old. Attendees may be asked to present an official identity card stating their age.

## Registration Fees

The registration fee for regular delegates includes entry to all sessions, the exhibition area, the poster area, the Opening Ceremony, the Closing Session, the Exhibition Opening Party, the Cultural Evening and one library visit (based on availability).

The registration fee for one day registrations includes entry to all sessions on the day of registration, the exhibition area on the day of registration (if applicable), the poster area on the day of registration (if applicable) and to the official Congress Reception on the day of registration (if applicable).

All IFLA members are entitled to register at the member rates published. If you are not an IFLA Personal Affiliate or Institutional Member, but are a member of your national association which is a member of IFLA, please contact your national association or IFLA Headquarters for the correct membership number. This number should be entered on the registration form.

To be able to register as a student, you must present proof of fulltime enrolment at a recognised university or college for both the time of registration and during the Congress. Students must present their original student identification card onsite in order to receive their name badge. New Graduate Student IFLA Members are also eligible to register in this category. They must provide a copy of their diploma to receive their name badge.

The registration fee for accompanying persons includes entry to the exhibition area, the Opening Ceremony, the Closing Session, the Exhibition Opening Party and the Cultural Evening as well as one library visit (based on availability) and one half-day sightseeing tour. A maximum of one accompanying person can be registered per delegate.

To register as a media representative, please contact the Congress Secretariat at [wlic2012-registration@kit-group.org](mailto:wlic2012-registration@kit-group.org) in order to receive a media registration form. There is no registration fee for accredited media representatives. However, to register as a media representative, you must submit a copy of your official press card.

Registrations for more than ten persons will be handled separately as a group booking. Please contact the Congress Secretariat Registration Department, [wlic2012-registration@kit-group.org](mailto:wlic2012-registration@kit-group.org).

Early Registration Fees (deadline 15 May, 2012)	EUR
Full Delegate – IFLA Member	435
Full Delegate – Non Member	585
Student	215
Accompanying Person	285
Day Delegate	150

Standard Registration Fees (deadline 9 August, 2012)	EUR
Full Delegate – IFLA Member	520
Full Delegate – Non Member	695
Student	250
Accompanying Person	345
Day Delegate	175

Onsite Registration Fees (from 10 August, 2012)	EUR
Full Delegate – IFLA Member	615
Full Delegate – Non Member	810
Student	275
Accompanying Person	410
Day Delegate	205

\*Registration Fees are inclusive of 19% Dutch VAT

# Registration Information

## Congress Material

If the registration form and full payment are received no later than the early registration deadline (15 May, 2012), a Congress bag is included in the registration fee for delegates, students, speakers and media representatives. If the registration form and/or full payment are received after the early registration deadline, the Congress Secretariat cannot guarantee that a Congress bag will be available. All Congress materials will be handed out onsite at the registration counter.

## Methods of Payment

Payment is required at the time of registration. It should be made in EUR only, using one of the following methods:

1. Credit card (Visa, Master/Eurocard, AMEX): Attendees should complete the relevant section of the registration form.
2. Bank transfer: Payment should be made in EUR to:

K.I.T. Group GmbH Association & Congress Management  
Commerzbank AG, Kurfürstendamm 237, DE-10719 Berlin

Bank Sorting Code:.....100 800 00  
K.I.T. Group Account Number:.....05 140 018 00  
SWIFT-CODE:.....COBADEFFXX  
IBAN:.....DE77 1008 0000 0514 0018 00  
Reference:.....Participant number, name, code (e.g. WLIC 2012)

Please note that all transfer costs must be prepaid by the transmitter. Cheques will not be accepted.

## Letter of Confirmation/Payment Receipt

A letter of confirmation/payment receipt will be sent by email once the Congress Secretariat has received the fully completed registration form and the related payment. Attendees must present this confirmation/payment receipt at the registration counter as proof of their registration and payment.

## General Information

In addition to the payment receipt, general city/Congress information will be sent to all delegates by email approximately six weeks prior to the Congress in addition to being available on the Congress website. This will provide information and advice helping you to prepare for your visit in Helsinki and attendance at IFLA WLIC 2012. Please be certain to submit your email address when registering.

## Letter of Invitation

Individuals requiring an official Letter of Invitation can request one through the Congress website.

The Letter of Invitation does not financially obligate the Congress organisers in any way. All expenses incurred in relation to the Congress are the sole responsibility of the attendee.

## Visa Requirements

It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications. It is recommended to apply for a visa at least 3 months in advance of the Congress.

When the registration has already been paid, the registration fee minus a handling fee of 50 EUR will be refunded after the Congress if the visa was applied for in time, and proof of this, together with an official notice from the embassy confirming that a visa could not be granted, is forwarded to the Congress Secretariat.

## Certificate of Attendance

A Certificate of Attendance for regular delegates and students can only be acquired in the designated areas in the congress centre. It cannot be issued after the Congress.

## Registration Name Change

A handling fee of 50 EUR will be charged for every name change to an existing Congress registration. A new registration form for the substitute attendee should be submitted, as well as a proof for the reduced fee if applicable. Name changes will only be accepted until the standard registration deadline indicating clearly the new and old name. After the standard registration deadline (09 August, 2012), all name changes must be carried out onsite.

## Lost Name Badge

The name badge must be worn at all times during the Congress. Access to the Congress facilities will not be granted without a proper name badge. If an attendee loses, misplaces or forgets the name badge, a handling fee of 50 EUR will be charged for a new name badge. Upon handing out a new name badge, the lost badge will become invalid.

# Registration Information

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## Registration Cancellation Policy

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Notification of cancellation must be made in writing and sent to the Congress Secretariat Registration Department by email or fax. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

If the written notification of cancellation is received before the early registration deadline, the paid registration fee less an administration fee of 50 EUR will be refunded. No refunds will be made for cancellations received after this date.

Credit will not be given for unattended events or early termination of attendance.

## Modification of the Congress Programme

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The Congress Secretariat and the Congress Organiser reserve the right to modify the programme, which is published as an indication only.

## Cancellation of the Congress

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In the event that the Congress cannot be held or is postponed due to events beyond the control of the Congress Organisers (Force Majeure) or due to events which are not attributable to wrongful intent or gross negligence of the Congress Organisers, the Congress Organisers cannot be held liable by attendees for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, financial losses, etc.

Under these circumstances, the Congress Organisers reserve the right to either retain the entire registration fee and to use it for a future congress, or to reimburse the attendee after deducting costs already incurred for the organisation of the Congress and which could not be recovered from third parties.

## General Terms and Conditions for Library Visits

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### Full-day Library Visits, Regional Areas

All Full-day Library Visits to regional areas are based on a minimum number of 15 attendees. These visits will take place on a coach with an English speaking volunteer. Should the minimum number attendees not be reached, the Congress Secretariat reserves the right to cancel the tour and refund the amount paid. Prices may be subject to change for exceptional reasons beyond the control of the Congress Secretariat.

### Cancellations

Notification of cancellation must be made in writing and sent to the Congress Secretariat Registration Department by email or fax. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

If the written notification of cancellation is received before the early registration deadline (15 May, 2012) the paid fee will be refunded. No refunds will be made for cancellations received after this date.

Credit will not be given for unattended library visits.

All buses for Full-day Library Visits, Regional Areas, start and end at the entrance to the HECC.

# Hotel Reservation

## Reservations

Please note that demand for hotel rooms in Helsinki is always very high. In order to avoid disappointment, early bookings are recommended. Telephone reservations will not be accepted.

Hotel accommodation is subject to availability and will be allocated on a first come, first served basis. All rates include breakfast, VAT and service.

All reservations must be made using the official booking form and submitted with full credit card details, without which the booking cannot be processed.

Should the selected hotels be sold out, the Congress Secretariat Accommodation Department reserves the right to book a hotel in a similar category and price range. Should you plan to arrive at your hotel after 18.00, please inform the Congress Secretariat Accommodation Department, [wlic2012-hotel@kit-group.org](mailto:wlic2012-hotel@kit-group.org).

## Payment

Upon receipt of the hotel booking the Congress Secretariat Accommodation Department will charge a deposit of 35 EUR.

The remaining amount due for the entire accommodation costs will be charged on 10 June, 2012 and the Congress Secretariat will send out an accommodation invoice. Alternatively a bank transfer for the entire accommodation amount can be made by this date. Please indicate "free of charge for the receiver account".

From 10 June, 2012, only payment made by credit card will be accepted, which will be debited upon receipt of the booking.

No invoice will be sent until the Congress Secretariat has received the full payment.

Should the Congress Secretariat not receive the payment on time or not be able to debit the provided credit card on 10 June, 2012, the hotel reservation will be cancelled corresponding to the cancellation conditions.

Please indicate the participant's name, number and "WLIC 2012 Hotel" on all payments.

Payments should be made in EUR only, using one of the following methods:

1. Credit card (Visa, Master/Eurocard, AMEX)
2. Bank transfer: Payment should be made in EUR to:

K.I.T. Group GmbH Association & Congress Management  
Commerzbank AG, Kurfürstendamm 237, DE-10719 Berlin  
Bank Sorting Code:.....100 800 00  
K.I.T. Group Account Number:.....05 140 018 00  
SWIFT-CODE:.....COBADEFFXXX  
IBAN:.....DE77 1008 0000 0514 0018 00  
Reference:.....Participant number, name, code (e.g. WLIC 2012 Hotel)

Please note that all transfer costs must be prepaid by the transmitter. Cheques will not be accepted.

## Confirmation & Invoice

Confirmation of the hotel booking will be sent out upon receipt of the housing request and full credit card details. The invoice will follow after the payment has been made after 10 June, 2012.

## Changes and Cancellations

All changes and cancellations must be sent in writing, (fax, letter or email), to the Congress Secretariat Accommodation Department. Please note that hotels will not accept any changes or cancellations directly.

The Congress Secretariat will retain the deposit of 35 EUR for cancellations received before 10 June, 2012. For cancellations received between 10 June, 2012 and 10 July, 2012 one full nights accommodation cost will be charged by the Congress Secretariat. For cancellations after 10 July, 2012 no refunds will be possible. After this date, the full value of the reservation indicated on the hotel reservation form will be charged under all circumstances. For a reduction in the length of stay or in the case of a no-show, no refunds will be made. The entire number of nights booked on the hotel booking form and confirmed by the Congress Secretariat Accommodation Department will be charged. No-shows will be released at 09.00 the following day, and the accommodation will not be refunded. If the hotel room can be resold, any resulting refunds will be made after the Congress.

## Alternative Accommodation

Delegates are welcome to book their own accommodation other than the accommodation service offered by the Congress Secretariat.

# Hotel Reservation



No.	Hotel	Stars	Single Use *	Double Use *	Distance to Congress Venue**
1	Hilton Helsinki Strand	5	159 EUR	194 EUR	4.3km / 20min
2	Crowne Plaza Helsinki	4	160 EUR	185 EUR	4.0km / 16min
3	Holiday Inn Helsinki City Centre	4	160 EUR	185 EUR	4.2km / 14min
4	Holiday Inn Helsinki (Messukeskus)	4	170 EUR	195 EUR	Hotel adjacent to the Congress Venue
5	Hotelli Seurahuone Helsinki	4	145 EUR	165 EUR	4.0km / 16min
6	Scandic Simonkenttää	4	149 EUR	159 EUR	4.3km / 20min
7	Scandic Marski	4	135 EUR	145 EUR	4.3km / 19min
8	Sokos Hotel Vaakuna	4	135 EUR	155 EUR	4.1km / 17min
9	Sokos Hotel Helsinki	4	130 EUR	150 EUR	4.2km / 18min
10	Sokos Hotel Tornii	4	145 EUR	165 EUR	4.3km / 21min
11	Cumulus Hakaniemi	3	129 EUR	149 EUR	4.1km / 17min
12	Cumulus Olympia	3	110 EUR	135 EUR	2.9km / 15min
13	Hellsten Espoo	3	123 EUR	133 EUR	9.4km / 29min
14	Scandic Continental	3	125 EUR	135 EUR	3.9km / 18min
15	Sokos Hotel Pasila	3	120 EUR	140 EUR	1.6km / 10min
16	Sokos Hotel Presidentti	3	115 EUR	135 EUR	4.4km / 21min
17	Hotel Finn	2	80 EUR		4.3km / 20min
18	Omena Hotel Eerikinkatu	2	90 EUR		6.6km / 31min
19	Omena Hotel Lönnrotinkatu	2	80 EUR		4.6km / 25min

\* All rates are per room and night including VAT and breakfast and are subject to change. Please see final rates when booking online.

\*\* Distances and times indicate travel via public transportation. Delegates can use the free HSL travel ticket on most public transportation to travel to the Congress venue. Travel times may vary.



# Map of Helsinki



# Accompanying Persons Tours

A half-day sightseeing tour is included in the Accompanying Persons registration package. IFLA and the National Committee are delighted to offer two options for the Accompanying Persons Programme. Tickets for one half-day guided bus tour can be reserved during the online registration process or when registering onsite at the Congress. Please note these tours are subject to availability.

## Accompanying Persons Tour 1

### Helsinki Sightseeing Tour

Date: 13 August, 2012

Time: 10.00

This guided Helsinki city tour by coach will present you with the highlights of the city of Helsinki. An inside visit (if possible depending on services) is made to Temppeliaukio, the famous "Rock Church". The church is built into solid rock, with the inner wall left raw and unfinished, and is crowned with a solid copper dome. In Sibelius Park leave the coach to view the Sibelius Monument before moving on past the Olympic Stadium, built for the 1952 Olympic Games. Next is the city's main street Mannerheimintie, along which there are many fine buildings such as the modern Opera House, the Alvar Aalto designed Finlandia Hall, the National Museum, and the Kiasma Modern Art Museum. Nearby is the main Railway Station, an architectural show piece in its own right. Next is Esplanade, an elegant boulevard with exclusive shops and a leafy parkland in the centre. It is a popular sitting area with occasional live concerts and buskers. At the base of Esplanade is the bustling Market Square and harbour, overlooked by the imposing red brick onion-domed Uspenski Russian Orthodox cathedral. Rounding off the tour there will be time to walk around Senate Square and the green-domed Lutheran Cathedral the symbol of the city.

#### What's included:

- Guided coach tour of Helsinki metropolitan area for 3 hours

## Accompanying Persons Tour 2

### Helsinki Design Tour

Date: 14 August, 2012

Time: 10.00

This private guided tour by coach will present you with the highlights of Helsinki, the World Design Capital for the year 2012. Design is manifested in the everyday lives of Helsinki citizens in many ways, ranging from home furniture and items that represent old Finnish design traditions to modern urban solutions and contemporary interior design. Depart from the Congress venue for a city tour focusing on the design highlights of Helsinki and find out how design is part of the Finnish people's daily life. The tour includes a stop at the Design District Helsinki. There will be an opportunity to visit shops such as Iittala, Marimekko and Artek for shopping. The tour also includes a visit to the Helsinki Design Museum. Founded in 1873, the Design Museum is a specialist museum which selects and maintains a design collection. The museum is responsible for research and documentation in its field, and for holding exhibitions on design history and contemporary products. Exhibitions vary over time, but there are always temporary exhibitions which feature alongside the permanent exhibitions. The Design Museum's comprehensive and varied collections tell the history and development of Finnish design.

#### What's included:

- Guided coach tour for 3 hours
- Entrance into the Design Museum
- Stop at various shops for shopping

# Library Visits

## Library Visits Programme

The Library Visits will take place on Friday 17 August, 2012.

The assembly place for all Library Visits will be outside the main entrance of the Helsinki Exhibition and Convention Centre (please note this is subject to change). Each group will be met by a volunteer bearing a sign with the name of the library visit in question. Half-day Library Visits to the Helsinki Metropolitan Area can be reached by public transport. Full-day Library Visits to Regional Areas require chartered buses for which participants must pay a small fee. Full-day Library Visits to Outside Finland can be booked onsite; however delegates must arrange their own transportation and visas. Full library descriptions will be available on the Congress website, along with further information.

## Half-day Library Visits: Helsinki Metropolitan Area

Half-day Library Visits can be booked onsite only and these visits are subject to availability. Helsinki Metropolitan Area Library Visits can be reached by public transport and delegates can use their free HSL travel ticket to travel to the library locations. The only exception is Helsinki 13 to Sipoo which must be reached via a regional bus with a fare. (Morning visit: 09.00-13.00 approx. Afternoon visit: 13.00-16.00 approx.)

Location	Library Names	Time
Helsinki 1	Aralis Library and Information Centre: Aalto University Arabia Campus Library Helsinki Metropolia University of Applied Sciences Resource Library for Arts and Culture Helsinki Pop & Jazz Conservatory Library Helsinki City Library/Arabianranta Library  <a href="http://www.aralis.fi/en">http://www.aralis.fi/en</a>   <a href="http://lib.aalto.fi/en/">http://lib.aalto.fi/en/</a>	Morning
Helsinki 2	Celia Library  <a href="http://www.celia.fi">www.celia.fi</a> Helsinki City Library · Myllypuro Reading Room	Afternoon
Helsinki 3	Helsinki City Library · Kallio Library  <a href="http://www.lib.hel.fi/fi-FI/kallio">www.lib.hel.fi/fi-FI/kallio</a> Helsinki City Library · Vallila Library  <a href="http://www.lib.hel.fi/fi-FI/vallila">www.lib.hel.fi/fi-FI/vallila</a>	Morning
Helsinki 4	Helsinki City Library · Oulunkylä Library  <a href="http://www.lib.hel.fi/fi-FI/oulunkyla">www.lib.hel.fi/fi-FI/oulunkyla</a> Helsinki City Library · Vuosaari Library  <a href="http://www.lib.hel.fi/fi-FI/vuosaari">www.lib.hel.fi/fi-FI/vuosaari</a>	Afternoon
Helsinki 5	Helsinki City Library · Library 10  <a href="http://www.lib.hel.fi/fi-FI/kirjasto10">www.lib.hel.fi/fi-FI/kirjasto10</a> Helsinki City Library · Meetingpoint  <a href="http://www.lib.hel.fi/fi-FI/kohtaamisaikka">www.lib.hel.fi/fi-FI/kohtaamisaikka</a>	Morning

# Library Visits

Location	Library Names	Time
Helsinki 6	Helsinki City Library · Library 10   <a href="http://www.lib.hel.fi/fi-FI/kirjasto10">www.lib.hel.fi/fi-FI/kirjasto10</a>	Afternoon
	Helsinki City Library · Meetingpoint   <a href="http://www.lib.hel.fi/fi-FI/kohtaamispaikka">www.lib.hel.fi/fi-FI/kohtaamispaikka</a>	
	Helsinki City Library · Rikhardinkatu Library   <a href="http://www.lib.hel.fi/fi-FI/rikhardinkatu/">http://www.lib.hel.fi/fi-FI/rikhardinkatu/</a>	
Helsinki 7	Helsinki City Library · Pohjois-Haaga Library <a href="http://www.lib.hel.fi/fi-FI/pohjois-haaga">www.lib.hel.fi/fi-FI/pohjois-haaga</a>	Morning
	Helsinki City Library · Käpylä Library <a href="http://www.lib.hel.fi/kapyla">www.lib.hel.fi/kapyla</a>	
Helsinki 8	Helsinki University Library · Kumpula Campus Library   <a href="http://www.helsinki.fi/kirjasto/viikki/">http://www.helsinki.fi/kirjasto/viikki/</a>	Afternoon
	Helsinki University Library · Viikki Campus Library   <a href="http://www.helsinki.fi/kirjasto/kumpula/">http://www.helsinki.fi/kirjasto/kumpula/</a>	
	Helsinki City Library · Viikki Library   <a href="http://www.lib.hel.fi/viikki">http://www.lib.hel.fi/viikki</a>	
Helsinki 9	Helsinki University Library · City Centre Campus Library · Behavioural Sciences – Minerva <a href="http://www.helsinki.fi/library/citycentre/about/libraries.html#minerva">http://www.helsinki.fi/library/citycentre/about/libraries.html#minerva</a>	Morning
	Helsinki University Library · Learning Centre at Swedish School of Social Science	
Helsinki 10	Helsinki University Library · Meilahti Campus Library <a href="http://www.helsinki.fi/kirjasto/terkko/">http://www.helsinki.fi/kirjasto/terkko/</a>	Afternoon
Helsinki 11	The National Library <a href="http://www.kansalliskirjasto.fi">www.kansalliskirjasto.fi</a>	Morning
Helsinki 12	The National Library <a href="http://www.kansalliskirjasto.fi">www.kansalliskirjasto.fi</a>	Afternoon
Helsinki 13 The HSL travel ticket is not applicable to the bus for Sipoo	Sipoo Municipal Library · Söderkulla Library <a href="http://www.sipoo.fi/fi/palvelut/kirjasto/soderkulla">www.sipoo.fi/fi/palvelut/kirjasto/soderkulla</a>	Afternoon
Helsinki 14	The Library of the Finnish Literature Society <a href="http://www.finlit.fi">www.finlit.fi</a>	Morning
	The Society of Swedish Literature in Finland <a href="http://www.sls.fi">www.sls.fi</a>	
Helsinki 15	Art Libraries Walk through Sörnäinen · Theatre Academy (Teak) · Finnish Academy of Fine Arts (Kuva) · National Audiovisual Archive (KAVA) <a href="http://www.teak.fi">www.teak.fi</a>   <a href="http://www.kuva.fi">www.kuva.fi</a>   <a href="http://www.kava.fi">www.kava.fi</a>	Morning

# Library Visits

Location	Library Names	Time
Helsinki 16	Aalto University Library, Töölö <a href="http://lib.hse.fi/EN/">http://lib.hse.fi/EN/</a>	Morning
	Hanken School of Economics Library <a href="http://www.hanken.fi/library/en">www.hanken.fi/library/en</a>	
Helsinki 17	Helsinki University Library · Kaisa House	Morning
Espoo & Kauniainen	Espoo City Library · Omena Library <a href="http://www.espoo.fi/default.asp?path=1;28;11866;17273;17362;17422">http://www.espoo.fi/default.asp?path=1;28;11866;17273;17362;17422</a>	Morning
	Espoo City · Ymmersta School Library <a href="http://www.ymmerstankoulu.fi">www.ymmerstankoulu.fi</a>	
	Kauniainen City Library <a href="http://www.kauniainen.fi/kirjasto/">http://www.kauniainen.fi/kirjasto/</a>	
Espoo 1	Aalto University Library <a href="http://otalib.aalto.fi/fi/">http://otalib.aalto.fi/fi/</a>	Afternoon
	Espoo City Library · Tapiola Library <a href="http://www.espoo.fi/default.asp?path=1;28;11866;17273;17362;17435">http://www.espoo.fi/default.asp?path=1;28;11866;17273;17362;17435</a>	
Espoo 2	Espoo City Library - Entresse Library <a href="http://www.espoo.fi/default.asp?path=1;28;11866;17273;17362;104382">http://www.espoo.fi/default.asp?path=1;28;11866;17273;17362;104382</a>	Morning
	Espoo City Library - Sello Library <a href="http://www.espoo.fi/default.asp?path=1;28;11866;17273;17362;17370">http://www.espoo.fi/default.asp?path=1;28;11866;17273;17362;17370</a>	
Helsinki & Vantaa	Vantaa City Library · Point Library <a href="http://www.vantaa.fi/point">www.vantaa.fi/point</a>	Afternoon
	Helsinki French-Finnish School <a href="http://www.hrsk.fi">www.hrsk.fi</a>	
Vantaa	Vantaa City Library · Lumo Library <a href="http://www.vantaa.fi/kirjasto/Lumo">www.vantaa.fi/kirjasto/Lumo</a>	Morning
	Vantaa City Library · Myyrmäki Library <a href="http://www.vantaa.fi/kirjasto/myyrmaki">www.vantaa.fi/kirjasto/myyrmaki</a>	

# Library Visits

## Full-day Library Visits: Regional Areas

IFLA and the National Committee are delighted to offer delegates Library Visits to regional areas. It is essential that delegates book these visits prior to the Congress on the IFLA website. Please note delegates are required to pay small fee for a bus to the destination. There may be a possibility for delegates to book these visits onsite, however, this is subject to availability.

Location	Library Names	Description
Jyväskylä 25 EUR	The Library of JAMK University of Applied Sciences <a href="http://www.jamk.fi/english/library">www.jamk.fi/english/library</a>	The Library of JAMK University of Applied Sciences houses the most significant collection of field-specific information in the region. The library's information seeking guidance is integrated into Bachelor's degree programmes. The JAMK Library co-operates strongly with other regional libraries and information services.
	Jyväskylä University Library <a href="https://kirjasto.jyu.fi/homepage?set_language=en">https://kirjasto.jyu.fi/homepage?set_language=en</a>	Jyväskylä University Library is a public scientific library that supports and promotes research and education at the University and offers quality library and information services available to anyone. The library promotes the University's academic profile and areas of research expertise. As the leading scientific library in Central Finland, the University Library is recognized both nationally and internationally as a leading expert in its field. In addition, the library has a significant regional cultural influence.
Lahti 20 EUR	Lahti City Library · Main Library · Mukkula Library  <a href="http://kaupunginkirjasto.lahti.fi/english.htm">http://kaupunginkirjasto.lahti.fi/english.htm</a>	The Lahti City Library Regional Library produces library and information services for about 100,000 citizens and promotes regional library cooperation for 200,000 citizens. The Main Library is supplied with RFID-system, self-return, self-lending machines of which one is for children. The Mukkula Library is situated in a school building and was renovated in 2008 from the classrooms to a comfortable library space. The Mukkula library is supplied with self-lending and self-return machines.
	Fellmannia – from Learning Centre to Learning Landscape  <a href="http://www.fellmannia.fi">www.fellmannia.fi</a>	Along with versatile higher education library services, Fellmannia produces a wealth of other services for learning and R&D. It devotes itself to cost-effective development and the nurturing of innovative ideas in the areas of learning facilities and services, regional synergy, and sustainable development.
Porvoo 15 EUR	Porvoo City Library  <a href="http://www.porvoo.fi/en">www.porvoo.fi/en</a>	Porvoo City Library was founded in 1861. It has functioned as the Regional Library of Eastern Uusimaa from the year 2000 onward when the library was housed in a new building. The library also has a mobile library and two branch libraries.
	Porvoo Gymnasium Library	Borgå Gymnasium Library was founded in 1728. During the 18th century it developed into the second most significant public, scientific library in Finland, only exceeded by the Åbo Akademi Library. It is still the most notable library in Finland for its age and collections after the University libraries. The majority of the books are from the 17th and the 18th century.
	Porvoo Campus Library  <a href="http://www.porvoocampus.fi/en">www.porvoocampus.fi/en</a> <a href="http://www.haaga-helia.fi/en/library">www.haaga-helia.fi/en/library</a>	HAAGA-HELIA University of Applied Sciences and Laurea University of Applied Sciences have a new library. Porvoo Campus is a new kind of learning and competencies centre, and the campus building is designed for the future needs of learning. In Porvoo Campus two universities share the same facilities and the same library. The education fields are tourism, international business and health care.

# Library Visits

Location	Library Names	Description
<b>Seinäjoki</b> *IMPORTANT INFORMATION* Delegates must arrange their own transportation for the Seinäjoki library visit. Travel by train is recommended.	<b>Seinäjoki Public Library – Provincial Library</b> <hr/> <a href="http://www.seinajoki.fi/kirjasto">www.seinajoki.fi/kirjasto</a>	Seinäjoki Public Library is composed of two buildings. The new library, designed by Finnish JKMM Architects, was opened to the public spring 2012 and it is at the moment the newest library building in Finland. The old building was opened in 1965 and it is a part of the Administrative and Cultural centre of Seinäjoki; one of the most important creations of architect Alvar Aalto. In the building there is among other things a café, reading staircase, exhibition space, a quiet study room, adult department, music and youth department and space for cultural events.
	<b>Seinäjoki Academic Library, Health Library</b> <hr/> <a href="http://kirjasto.seamk.fi">http://kirjasto.seamk.fi</a>	Seinäjoki Academic Library, established in 1996, is the library of Seinäjoki University of Applied Sciences (UAS). The library consists of seven unit libraries. The Health Library is located nearby Seinäjoki Central Hospital and School of Health Care and Social Work of Seinäjoki UAS. It serves students, teachers and researchers of Seinäjoki UAS as well as the staff of Seinäjoki Central Hospital.
<b>Tampere</b> <b>20 EUR</b>	<b>Tampere City Library</b> · Main Library Metso · Hervanta · Sampola · Nekala · Netti-Nysse <hr/> <a href="http://kirjasto.tampere.fi">http://kirjasto.tampere.fi</a>	Main library Metso - architecturally remarkable. Hervanta branch library by Reima and Raili Pietilä is part of a larger community centre. Sampola branch library with the Netsquare is a concrete example of building library space for teaching media literacy to citizens. Nekala branch library is an example of an ordinary small library located in connection with a school, renovated in 2008. Also included on the visit is the internet bus Netti-Nysse.
	<b>Tampere University Library</b> <hr/> <a href="http://www.uta.fi">www.uta.fi</a>	Tampere University Library is one of the largest university libraries in Finland and it consists of three research libraries: Main Library, Library of Health Sciences and Library of Humanities and Education. All the libraries have new premises and they are frequently visited research libraries.
<b>Turku &amp; Salo</b> <b>20 EUR</b>	<b>Turku City Library</b> <hr/> <a href="http://www.turku.fi/kirjasto">www.turku.fi/kirjasto</a>	The Turku Main Library is one of the new big library buildings in Finland. The architecture manifests the aim of the library: to be a common living room and the emporium of information and culture. Besides the new building, it comprises the old main library from 1903 and the former governor's office from 1818. It houses traditional library services with books and other media, both virtual and physical services in various fields of information and culture, and numerous events, exhibitions, and programs. The library cooperates systematically with many actors: universities, schools, associations, amateur groups etc.
	<b>Turku University Library</b> <hr/> <a href="http://kirjasto.utu.fi/en/">http://kirjasto.utu.fi/en/</a>	Turku University Library (f. 1921) is located on the Southwest coast of Finland and is one of the oldest and biggest Finnish university libraries. Our three discipline-specific libraries extend over the whole campus area serving six faculties and the School of Economics whereas the University Main Library in the heart of the Turku University serves a wider audience with its extensive legal deposit collections. Turku University Library is one of the most significant and interesting scientific libraries in Finland with its extensive traditional collection of printed materials and up-to-date and forward-looking electronic online resources.
	<b>Åbo Akademi University Library</b> <hr/> <a href="http://www.abo.fi/student/en/library">www.abo.fi/student/en/library</a>	Åbo Akademi University was founded in 1918 to meet the needs for higher education and research of the Swedish-speaking population in Finland. The library started operating in 1919 and in addition to giving service to the students, teachers, scholars and scientists of the university it aimed from the beginning to build important heritage collections of Finland-Swedish culture.
	<b>Salo Library</b> <hr/> <a href="http://www.salo.fi/en/">http://www.salo.fi/en/</a>	There is a superb opportunity to see a traditional and very popular Finnish public library in Salo. In 2008, each Salo resident averaged 40 loans from Salo Public Library. After a municipal merger in the beginning of 2009 Salo Public Library expanded to include a main library, nine branch libraries, two mobile libraries and two hospital libraries.

# Library Visits

## Full-day Library Visits: Outside Finland

Delegates can book these Library Visits onsite only. Delegates must arrange their own transportation and must ensure they arrange all visa and other formalities for travel in advance of the tour. A visa is required for St. Petersburg, Russia.

Location	Library Names	Description	Recommended Transportation
Tallinn 1, Estonia	<a href="http://www.keskraamatukogu.ee/index.php?id=1761">Nurmennuku Raamatukogu</a> <a href="http://www.keskraamatukogu.ee/index.php?id=1761">www.keskraamatukogu.ee/index.php?id=1761</a>	It is the newest branch library of the 17 branches of Tallinn Central Library. The library, established in 2007, is in Õismäe residential area and is situated in the same building with the leisure centre. As in all the Tallinn branches it has an automated library system and common library card. Internet workstations and Office software are also available as is WIFI connection.	Boat and Bus
	<a href="http://www.ttu.ee/library">Library of Tallinn University of Technology</a> <a href="http://www.ttu.ee/library">www.ttu.ee/library</a>	A brief stop along with refreshments in the newest library building in Estonia: Library of Tallinn University of Technology	
	<a href="http://www.jyri.lib.ee/raamatukogust">Jüri Raamatukogu</a> <a href="http://www.jyri.lib.ee/raamatukogust">www.jyri.lib.ee/raamatukogust</a>	It is one of the libraries for the general public in Harju County. The public library in Jüri has a long history. In 2006 the library got new premises in the same building together with the local school and sports centre. The library has more than 2000 registered users and a stock of about 40,000 items. The electronic library system is in use, and users have the possibility to use computers, etc.	
Tallinn 2, Estonia	<a href="http://www.ekm.ee/eng/ekm.php?id=7">KUMU Art Museum and its library</a> <a href="http://www.ekm.ee/eng/ekm.php?id=7">www.ekm.ee/eng/ekm.php?id=7</a>	For the first time during its nearly 100-year-old history, the Art Museum of Estonia has a building that both meets the museum's requirements and is worthy of Estonian art in its collections. Kumu Art Museum is a multifunctional art museum that includes exhibition halls, an auditorium that offers diverse possibilities, and an education centre for children and art lovers of all ages. The museum has an art-library.	Boat
	<a href="http://www.nlib.ee/fine-arts-reading-room/">National Library of Estonia and Centre for Arts</a> <a href="http://www.nlib.ee/fine-arts-reading-room/">http://www.nlib.ee/fine-arts-reading-room/</a>		
	<a href="http://www.arhitektuurimuseum.ee">The Museum of Estonian Architecture and its library in the Rotermann Quarter</a> <a href="http://www.arhitektuurimuseum.ee">www.arhitektuurimuseum.ee</a>		
	<a href="#">Library of Estonian Academy of Arts</a>		



# Library Visits

Location	Library Names	Description	Recommended Transportation
St. Petersburg, Russia	The Imperial Public Library (now the National Library of Russia in St. Petersburg)	The Imperial Public Library (now the National Library of Russia in St. Petersburg) was founded by Catherine the Great on the 27th of May 1725. It became the first publicly accessible library with all functions of a national repository. It holds the most complete collection of books published in the Russian language and on the territory of Russia, 34.5 million items in total. Included in its main treasures are the collection of incunabula and manuscripts, the Rossica Collection (books about Russia published abroad), and Voltaire's Private Library which was purchased by Catherine the Great after the death of the philosopher. The foreign book collection includes more than 6,000 volumes published by the Elsevier family in the 17th century. Among the manuscripts are the first Russian dated book Ostromir Gospel , 1056-1057; the St. Petersburg Codex of the Bible, the earliest Old Testament in Hebrew, 1008-1010, and the largest collection of Greek manuscripts outside Greece.	Train with one overnight stay
	St. Petersburg State Theatre Library	The St. Petersburg State Theatre Library, one of the oldest libraries in Russia, was founded in accordance with a special decree issued by the Empress Elizabeth in 1756. It was then located in the Alexandrinky Theatre built by architect C. Rossi. In 1889 it moved to a special hall (now ulitsa Zodchego Rossi, 2). By the turn of the 19th and 20th century it became a theatrical archive, collecting the scripts of all the plays performed on the stages of St. Petersburg. Since 1917 the library became more democratic and survived in the difficult post revolutionary years of civil war. At present readers are served in the main reading hall, in the rare books reading hall, through the individual and inter-library loans. The library introduces modern computer and information technologies.	

# Congress Tours

## Tours During Congress

Should your schedule allow, there are many sights to see in Helsinki and the surrounding area. A number of tours are on offer during and after the Congress. Tours can be booked directly with the tour operator via a link on the Congress website or at the tour desk in the Congress venue.

- \* Prices are per person. Full booking details will be available via the Congress website at the beginning of October.
- \* Please note all tours and prices are subject to change.

### Helsinki Sightseeing Tour

*Price per Person: 32 EUR*

This private guided Helsinki city tour by coach will present you with the highlights of the city of Helsinki. An inside visit (if possible depending on services) is made to Temppeliaukio, the famous "Rock Church". The church is built into solid rock, with the inner wall left raw and unfinished, and is crowned with a solid copper dome. In Sibelius Park leave the coach to view the Sibelius Monument before moving on past the Olympic Stadium, built for the 1952 Olympic Games. Next is the city's main street Mannerheimintie, along which there are many fine buildings such as the modern Opera House, the Alvar Aalto designed Finlandia Hall, the National Museum, and the Kiasma Modern Art Museum. Nearby is the main Railway Station, an architectural showpiece in its own right. Next is Esplanade, an elegant boulevard with exclusive shops and a leafy parkland in the centre. It is a popular sitting area with occasional live concerts and buskers. At the base of Esplanade is the bustling Market Square and harbour, overlooked by the imposing red brick onion-domed Uspenski Russian Orthodox cathedral. Rounding off the tour there will be time to walk around Senate Square and the green-domed Lutheran Cathedral the symbol of the city.

#### What's included:

- Guided coach tour of Helsinki metropolitan area for 3 hours

### Suomenlinna Excursion

*Price per Person: 73 EUR*

Depart by private coach for transfer to the Market Square & Harbour with a local guide. Board a ferry for a 20 minute crossing of Helsinki Bay, with fine views of the city skyline, to the archipelago fortress island of Suomenlinna. Start the walking tour around the island.

In 1747 a fortress was built as the main base for the armed forces stationed in Finland. A group of islands close to Helsinki were chosen to be the site of the fortress, which was to be called Sveaborg, "the fortress of Sweden". Soon after Finland gained independence from

Russia in 1917, the Swedish name of the fortress was officially changed to the Finnish Suomenlinna, "castle of Finland". In 1991, Suomenlinna was designated as a UNESCO World Heritage Site.

Visit Suomenlinna Museum which includes the Suomenlinna Experience multi-visual show. The Suomenlinna Museum, which is in the main Visitor Centre, gives visitors a glimpse of the life of officers and soldiers during the periods of Swedish and Russian rule in the 18th and 19th centuries. There are also pictures of the period since Finnish independence, when there was a prison for communist detainees on Suomenlinna, a Finnish garrison, a submarine base and the Valmet shipyard, which made ships for the Soviet Union. The entrance fee also includes admission to the prize-winning Suomenlinna Experience, a half-hour widescreen show covering the construction of the maritime fortress, the sea battles for the fortification and life and sounds in the garrison town.

Return by ferry, and then coach transfer.

#### What's included:

- Helsinki city transfer: coach and ferry
- 4 hour guided tour
- Walking tour in Suomenlinna

### Hvitträsk Excursion

*Price per Person: 54 EUR*

Hvitträsk, located about a 45 minute drive from Helsinki city centre is an architectural sight and a museum. Designed in National Romantic style and built of logs and natural stone, it was both a common studio and a home for famous Finnish architects Eliel Saarinen and Armas Lindgren. The Saarinen home is a museum today, and within the courtyard building is a restaurant and a café. Hvitträsk and its lovely English style garden are surrounded by beautiful nature near the shore of Lake Viträsk. In the Little Villa at the Hvitträsk estate there is a café with a beautiful and calm atmosphere. On the second floor of the villa there is a first class restaurant and terrace. In the museum shop you can buy handicrafts made by The Friends of Finnish Handicrafts, Hvitträsk souvenirs as well as Kalevala and Kaunis koru jewellery.

Hvitträsk Manor House, beautifully situated by the side of a lake, was built in the early 20th century by leading architects Gesellius, Lindgren and Saarinen. During the early decades, the main building served as both an architectural office and as a cultural home. It was visited by such esteemed figures as Jean Sibelius, Axeli Gallen-Kallela and Maksim Gorki. The office's staff also lived at Hvitträsk, and this is where the plans were drawn up for the Helsinki Railway Station, the National Museum of Finland and the monumental Munkkiniemi-Haaga project, among other grand works.

# Congress Tours

Hvitträsk is also the boyhood home for world famous architect Eero Saarinen, who made his reputation primarily in the United States designing buildings and monuments such as the Gateway Arch in St. Louis, Missouri.

## What's included:

- Coach: Helsinki-Hvitträsk-Helsinki
- 4 hour guided tour
- Entrance to Hvitträsk and guided tour in Hvitträsk

## Porvoo Excursion

*Price per Person: 65 EUR*

A 50 minute drive to the east of Helsinki lies Porvoo, Finland's 2nd oldest town. Stroll through the medieval old quarter along old cobbled streets of historic painted wooden houses, cafes, and antique stores. The town is famous for its ochre painted shore houses along the riverside. The 13th century cathedral is the town's major historic landmark. Enjoy coffee and cake in one of the atmospheric cafés of Old Town.

## What's included:

- Coach: Helsinki-Porvoo-Helsinki, 5 hours excursion (50 seater)
- 5 hour guided tour
- Coffee and cake

## Day Trip to Turku

*Price per Person: 154 EUR*

Depart by coach for a whole day trip to Turku, the oldest town in Finland. The journey takes about 2 hours one way. Turku is a bustling summer town, on the south-west coast of Finland, with the River Aura cutting right through the heart of the town. The tour includes a walking tour around the market square, an inside visit at the medieval castle and Turku Cathedral, as well as a panoramic drive around the city. Lunch in Restaurant Herman which is known for quality Scandinavian style food, is also included.

The Turku Castle is a culturally historical tourism attraction that is over 700 years old. The Castle has a museum, which demonstrates the history of the Turku region from prehistory to present day with its frequent exhibitions, events and furnished style rooms.

## What's included:

- Coach: Helsinki-Turku excursion
- Guided service for 10 hours, 3 hour guided tour of Turku
- Entrance to Turku castle
- 3 course lunch no coffee/tea at Restaurant Herman

## Helsinki Sightseeing Cruise

*Price per Person: 156 EUR*

Transfer from Congress centre to harbour. Board the water bus from Market Square harbour. During the cruise through the beautiful archipelago of Helsinki you will see many islands, the charming shores of old city districts, famous historical buildings, icebreakers, villas, and many sea shore saunas. After the two hour sea journey you return back to the harbour.

## What's included:

- Local coach transfers, return transportation
- 3 hour guided tour
- 2 hour private Helsinki sightseeing cruise

## Tuusula Excursion

*Price per Person: 108 EUR*

This cultural tour takes you to the area of Lake Tuusula where a large number of Finnish artists settled at the turn of the 19th and 20th century. Our first stop is Halosenniemi, the idyllic home and studio of the Finnish painter Pekka Halonen. You will also visit Ainola, the former home and now a home museum of the Finnish composer Jean Sibelius. Ainola is preserved as it was during Sibelius' time. After the visit at Ainola, you will enjoy a Finnish buffet lunch at a local restaurant, Krapa Manor. The tour ends at Helsinki city centre.

## Ainola

Ainola stands on the scenic shores of Lake Tuusula in Järvenpää, about 30 minutes drive from the Finnish capital, Helsinki. It was the home of Jean Sibelius and his family from 1904. This timber-built villa was designed by the famous Finnish architect Lars Sonck. Its distance from the hustle and bustle of the nation's capital gave the composer the peace that he needed for his creative endeavours, while other artistic families living in the neighbourhood provided a lively social circle.

## Krapihovi

Restaurant Krapihovi both cherishes and creates Finnish food tradition in an idyllic villa environment. The pearl-grey main building with its green touches was built in 1883 by the Councillor of State Sourander for his summer residence and for the main building of the Krapa estate. The handsome villa-style building amid the old park is a fine specimen of the wooden architecture of its time. The old building's chambers and halls in two stories have a special atmosphere and are a great venue for functions for up to 190 people.

# Congress Tours

## Halosenniemi

Halosenniemi is a home museum of artist Pekka Halonen. This log cabin style house was his home in the Tuusula artist community. This museum is interesting to visit not only for the art but also for the national romantic wood building.

### What's included:

- Coach: Helsinki-Tuusula-Helsinki, 5 hour excursion
- 5 hour guided tour
- Entrance to Ainola
- Lunch
- Entrance to Halosenniemi

## Post Congress Tours

Post Congress tours can be booked directly with the tour operator via the link on the Congress website or at the tour desk in the Congress venue.

### Day Tour to Tallinn

*Date:* 18 August, 2012

*Time:* 09.00

*Price per Person:* 172 EUR

Located just 2 hours across the Baltic Sea from Helsinki by boat is Tallinn, the medieval capital of Estonia. This makes for an easy day excursion. Depart by coach for a short transfer to the pier. Board the fast boat to Tallinn, a journey time of 2 hours. At Tallinn pier, meet a local guide and coach for a short panoramic tour around Tallinn city. Pass by the Kadriorg Palace and the Song Festival Grounds, and learn a little about modern life in Tallinn. Disembark the coach for a walking tour of the Old Town. Experience the history as you walk through the narrow and winding medieval streets up to the top of Toompea Hill which offers fine views across the red roofs of the old buildings to the sea beyond. The walking tour also passes the Parliament Building, Alexander Nevsky Cathedral, the Dome Church and ends at the Town Hall Square.

Enjoy lunch in a local restaurant. Following lunch there will be free time to shop or relax in a street side café after which the tour continues back to the port by coach with the guide.

Return ferry to Helsinki, followed by coach transfer.

### What's included:

- Helsinki city transfer
- Tour escort throughout the day
- Return ferry crossing (same day) Helsinki/Tallinn
- 5 hour English-speaking guided tour with lunch

## St. Petersburg Sightseeing Tour

*Date:* 18 – 19 August, 2012

*Time:* 06.00

*Price per Person:* 610 EUR (81 EUR Single Supplement)

\* Please note a visa is required for travel to Russia

Meet a local guide and board the coach for a sightseeing tour of St. Petersburg. Drive along the broad main street, Nevsky Prospect. Stop at Vassilevsky Island to enjoy the superb views of the Peter and Paul Fortress, the oldest building in the city. Pass the multi-coloured spires of the Church of the Spilled Blood, before continuing on by St. Isaac's Cathedral, the former principal cathedral of Russia, and the famous statue of Peter the Great on horseback. Arriving at Peter and Paul Fortress, which was seen from afar earlier in the tour, exit the coach and visit the Cathedral which is located in the heart of the fortress and was built in 1712. All Russian tsars from Peter the Great to Nicolas II were buried in the cathedral grounds, as well as many members of the Russian royal family. The cathedral, 122.5 metres high (with a 40 metre spire) was for a long time the tallest structure in the city.

### What's included:

- Train between Helsinki and St. Petersburg, 2nd class
- 1 night hotel accommodation
- Two 6 hour guided coach tours of St. Petersburg
- 3-course lunch at local restaurant in St. Petersburg
- Entrance to Peter & Paul Fortress
- Entrance to Church on the Spilled Blood
- Late afternoon Helsinki St. Petersburg Train
- Tour ends at Helsinki railway station

# General Information A-Z

## Banks and Exchange Offices

Banks are usually open Monday-Friday 09.15-16.15 and at the airport every day 06.00-19.30 (until 23.00 in the transit area). For an ATM machine, look for the sign "OTTO". OTTO accepts the following international ATM and credit cards: Visa, Visa Electron, EuroCard, MasterCard, Maestro, Cirrus, EC and plus.

## Climate

Helsinki has a humid continental climate. In August, the average temperature is 16 °C (60 °F).

## Culture and Entertainment

Helsinki, the capital of the Republic of Finland, is a modern city with over half a million residents and is situated on the Baltic Sea. Helsinki has a well founded reputation for design and innovation and it has been nominated World Design Capital for 2012 – the same year as the 200th anniversary of Helsinki being the capital of Finland. Helsinki is unique among Northern European cities. The lifestyle in the second-most northern capital city in the world is full of contrasts and activities in the form of hundreds of events and friendly people. Helsinki's identity has been formed by cultural influences from both the East and West.

## Currency

The Euro is the official currency of Finland.

## Electricity

The electric current in Finland is 220 V (230 V), 50 Hz. A two-pin plug system, familiar throughout Europe, is used. Adapters are available in airport shops.

## Emergency Numbers

<i>General Emergencies:</i> .....	112
<i>Police:</i> .....	112
<i>Ambulance and Fire:</i> .....	112

## Food and Drink

Finnish cuisine is based on fresh and natural ingredients that vary according to the season. Typical Finnish food includes vegetables, mushrooms, berries, fish and meat. Helsinki's own cuisine also features influences from both the East and the West. Restaurants featuring cuisine from around the world, including a handful of Michelin star restaurants can be found in Helsinki. Foods for many dietary requirements are available. Tap water in Finland is normally safe to drink.

## Health and Medicare

There are a number of pharmacies around the city. Look for the sign "Apteekki", which means pharmacy in Finnish. Yliopiston Apteekki at Mannerheimintie 96 is open 24 hours a day.

## Insurance

Attendees are advised to arrange their own adequate travel and medical insurance against medical treatment, accidents, cancellation of bookings, etc. No responsibility will be accepted by the Congress Organisers.

## Language

Finland is officially bilingual: Finnish is the first language of 92% and Swedish of 5.5% of the population. About 1,700 people in Lapland speak Sami (Lapp) languages. Finnish is the mother tongue of only about five million people in the world, so being able to speak foreign languages is essential for Finns. This is an advantage for foreign visitors, because many Finns speak English, German or some other European language.

## Lunches and Refreshments

Lunches and refreshments are not included in the registration fees. However, attendees can purchase a variety of food and beverages in the various food courts at the Congress venue.

# General Information A-Z

## Passports, Visas and Letters of Invitation

Citizens of Nordic countries (Denmark, Iceland, Sweden and Norway) do not need a passport for entering Finland. EU-nationals, and citizens of Liechtenstein, Monaco, San Marino, Switzerland and Schengen Agreement countries can enter Finland with a valid passport or a valid identity card. All other nationalities require a valid passport.

It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications. It is recommended to apply for a visa at least 3 months in advance of the congress.

Attendees requiring a Letter of Invitation in order to attend the Congress are asked to visit the Congress website for an online personalised Letter of Invitation. This must be submitted to the relevant embassy together with a copy of your registration confirmation.

### Public Transport – Free Travel Ticket for WLIC 2012 Delegates

#### Free ticket information



#### Moves us all

#### One ticket for all modes of transport

Helsinki region has an integrated public transport ticket system. Tickets are valid on public transport services in Helsinki, Espoo, Kauniainen, Vantaa, Kerava and Kirkkonummi. The same ticket can be used for traveling on buses, trams, the metro, commuter trains and the ferry to Suomenlinna. You can also transfer from one vehicle to another with the same ticket.

As a Congress delegate you have been provided with a free 7 day regional ticket in Helsinki region public transport. The 7 day ticket on the single-charge card is valid from 11 August to 17 August, 2012. Your ticket is valid in Helsinki, Espoo, Kauniainen and Vantaa. Tickets can be collected at the Registration Desk onsite at the Congress venue.

#### Easy to use

Show the single-charge card to the card reader when boarding a vehicle or entering the metro. You only need to show the card to the reader without pressing any of the buttons.

## Shopping and Opening Hours

Numerous Finnish products such as food, hides, skins, leather, undressed and dressed fur, yarns, fabrics, footwear, furniture, toys, sports goods and drinks, are exported and are recognised for their consistently high quality. Helsinki offers the best and widest range of shopping opportunities in Finland, including top fashion, large department stores, shopping malls, small boutiques, inexpensive flea markets, and everything in between. The shops in the city centre are all located within easy walking distance of each other. The Design District in Punavuori is a must for visitors interested in fashion, design and decorating.

Opening hours below are a general guide, and there may be local and seasonal variations.

*Weekdays:* from 07.00-09.00 to 20.00-21.00

*Saturdays:* from 09.00 to 15.00-18.00

*Sundays:* closed, (some shops): 12.00-21.00 throughout the year

## Simultaneous Interpretation

Simultaneous interpretation services will be available in seven languages: English, French, German, Russian, Spanish, Chinese (Mandarin) and Arabic. This service will be available for the Opening Ceremony and the Closing Session and other selected sessions. Please look for the SI mark in the Congress Programme.

## Smoking

In Helsinki, smoking is prohibited where notified on public transport and in some public buildings. Smoking is not allowed inside restaurants. It is always advisable to take your cue from those around.

## Taxes and Tipping

Anyone permanently residing outside the EU and Norway can shop tax free in Finland. Stores with the Tax Free Shopping sign will provide customers with a cheque covering the VAT refund; this can be cashed on departure from the last EU country visited.

Tips are welcome when you are satisfied and happy with the service, but are not obligatory.

# General Information A-Z

## Taxis

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Taxis are easy to hail in the city centre except during the busiest periods. Taxi stands are conveniently located throughout the centre. Taxis can be ordered by phone, from taxi stands (located throughout the city centre, including outside the Central Railway Station, around Senate Square, along Esplanade Park and at ferry terminals) or hailed from the street. Taxis are available whenever the yellow light on the roof is on. Taxis have fixed prices that are shown on the meter. Credit cards can be used as payment, as well as cash.

## Telephone and Postal Services

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Post offices are open 09.00–18.00 (some offices even until 20.00) from Monday to Friday. Yellow mail boxes are available for collections on weekdays. Stamps are available at post offices, bookshops and newsagents, kiosks and hotels. [www.posti.fi](http://www.posti.fi)

To call Finland from abroad, dial the country code +358.  
For information on mobile phones while in Finland dial 9800-7000.

## Time Zone

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Local Time in Finland is in the Eastern European Time Zone:  
GMT +2 hours.

## Tourist Information

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Pohjoisesplanadi 19,  
Helsinki Monday - Friday 09.00-20.00  
Saturday - Sunday 09.00-18.00  
*Tel.:* +358 (0)9 310 13300  
*Fax:* +358 (0)9 310 13301  
*Email:* [tourist.info@hel.fi](mailto:tourist.info@hel.fi)  
*Website:* [www.visithelsinki.fi](http://www.visithelsinki.fi)

## Traffic

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### Air Traffic

Helsinki-Vantaa/Finavia airport is situated 19 kilometres (25 minutes) from the city centre and 13 kilometres (15 minutes) from the Congress venue. A regular bus connection between the city and the airport operates from the Central Railway Station.

*Tel.:* +358 (0)9 82 771  
*Website:* [www.finavia.fi](http://www.finavia.fi)

## Coach Traffic

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The Central Coach Station is located in the city centre at Narinkka 3. The coach station also serves Express Buses and other regular services from Helsinki to destinations all over the country.

Matkahuolto Travel Service

*Tel.:* +358 (0)200 4000

*Website:* [www.matkahuolto.fi](http://www.matkahuolto.fi)  
[www.expressbus.com](http://www.expressbus.com)

## Rail Traffic

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Helsinki has three daily international train connections: The Russian Tolstoi between Helsinki and Moscow with a night service in both directions. The Russian Repin and the Finnish Sibelius trains operate daily between Helsinki and St. Petersburg. The domestic traffic serves all major towns in the country, and reaches even the far north of Lapland.

VR Ltd, Finnish Railways

*Website:* [www.vr.fi](http://www.vr.fi)

## Sea Traffic

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The port of Helsinki is situated in the heart of the city. There are boat traffic services to Estonia, Sweden, Germany and Poland.

The Port of Helsinki

*Tel.:* +358 (0)9 310 1621

*Website:* [www.portofhelsinki.fi](http://www.portofhelsinki.fi)

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Registered participants plus one accompanying person travelling internationally to the event can be granted a discount of up to 20%, depending on the fare and class of travel.

**The participating airlines for this event are:**

Adria Airways, Aegean Airlines, Air Canada, Air China, ANA, Asiana Airlines, Austrian Airlines, Blue1, bmi, Brussels Airlines, Continental Airlines, Croatia Airlines, EgyptAir, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Singapore Airlines, South African Airways, Spanair, SWISS International Air Lines, TAM Airlines, TAP Portugal, THAI, Turkish Airlines, United

Discounts are offered on international flights on most published business and economy class fares, excluding website/internet fares, senior and youth fares, group fares and Round the World fares.

**Please note:** For travel from Japan and New Zealand, special fares or discounts are offered by the participating airlines on their own network.




































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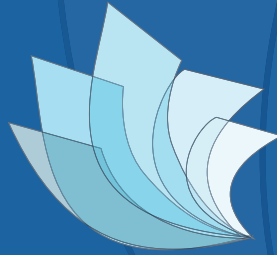
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[www.staralliance.com](http://www.staralliance.com)

Information correct as at 09/2010

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WORLD LIBRARY  
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