

**IFLA Public Libraries Standing
Committee**

Meeting Agenda

Kuala Lumpur

2018



**International
Federation of Library
Associations and
Institutions**

Public Libraries Section

Program Highlights:

Thursday 23 August 2018

Section dinner

7 pm-8.30 pm at Restoran Oversea Restaurant, 84-88 Jalan Imbi, Bukit Bintang,
Wilayah Persekutuan, KL.

Friday 24 August 2018 Public Libraries Standing Committee Business Meeting I

Session 010, 11.15 am- 13.00 am

Room 407

Monday 27 August 2018 Public Libraries Standing Committee Business Meeting I

Session 303, 13.30 pm -16.00 pm

Room 303

Tuesday 28 August 2018 Public Libraries of the Year Award

Session 184, 9.30 am- 11.30 am

Plenary theatre

See attached program for more sessions in which the Public Libraries Section are involved.

Members

Margret Allen,Lo Claesson, Jos Debeij, Annie Dourlent, Montserrat Espuga , Jakob Guillos Laerkes,
Corinne Hill, Leikny H Indergaard, Pirkko Lindberg, Ismena Meic,Anette Mjoberg,Lenka Prucková,
Jan Richards, Raymond Santiago,Spaska Tarandova, Hitomi Takeuchi, Jane Wee,

Corresponding members:

Sarah Dudek,Shaddy Shadrach,Fatemeh Pazooki,Rusuda Asatiani,Mark Freeman

Guests:

1. **Welcome** (Jan)
2. **Apologies:**
3. **Approval of the Agenda** (Jan)
4. **Approval of the [Minutes of the Meeting](#) held in Den Haag**(Jan)
5. **Business Arising from the minutes of the previous meeting** (Jan)

6. **Announcements and report form the Professional Committee** (Jan)
7. **Review of Action Plan 2017-2018** (as below) Attached
8. **OBJECTIVE 1: Support the sector through the sharing of best practice**
 - a. Undertake a review of IFLA *Public Library Service Guidelines* (draft scoping document attached).
 - b. Undertake a review [IFLA/UNESCO Public Library Manifesto](#) 1994 for relevance
 - c. Deliver the annual Public Library of the Year Award in partnership with the sponsor (Systematic) and other IFLA Professional Groups
 - d. Public Library Response to FAIFE Guidelines for Public Internet Access
9. **OBJECTIVE 2 Monitor, record and share initiatives that support equitable access to information and knowledge**
 - a. Best Practice Examples – Workshop with SC Members and Guests
 - b. Literacy and Reading Key Initiative
10. **OBJECTIVE 3: Build capacity for public libraries and public librarians internationally through an agile and engaged section**
 - a. **Ensure the delivery of strong and relevant conference programs**
 - i. **Kuala Lumpur 2018 WLIC Program** Attached (Jan)
 - ii. **Athens 2019**
 1. Satellite. Joint program including: Academic & Research Libraries, Library Buildings & Equipment, Public Libraries, Metropolitan Libraries The evolving concept of "library" and its impact on building design 21 & 22 August 2019 Rome, Italy (Jan)
 2. Program (for discussion)
 - iii. **Mid-term meetings**
 1. Mid-term meeting 2019 (in Helsinki/ Tampere Finland .(Pirkko)
 2. Mid-term meeting 2020 (for discussion)
 - b. **Promotion and Sharing of information**
 - i. Encourage **active participation** in the Section – *Global Vision Report* attached (Jan)
11. **Development of Action Plan 2018/2019** (Jan)
12. **Round Table** What is happening in your Country - What are the main issues for public libraries?
13. **Other Business**

PRESENTATIONS:

Meeting 1

- Margaret Allen – [Better Beginnings](#)
- Pirkko Lindberg – Customer Poll Finland

Meeting 2

- Emily Plagman, Manager Impact and Advocacy, PLA will join us at our second meeting to discuss Project Outcome. PLSC members are also encouraged to attend Session 073 *From Data to Advocacy: Using Digital Tools Like the IFLA Library Map of the World to Communicate Your Library Stories - Statistics and Evaluation* on Saturday 25 13:45 – 15:45 when Emily will talk about the initiative.
<http://www.ala.org/pla/initiatives/performance measurement>



Public Libraries Section

Public Libraries Section Action Plan 2017-2018

Public Libraries Section

Objectives of the Public Libraries Section Standing Committee 2017 -2018:

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

Objectives <i>What do you want to achieve? Use your list above</i>	Project or activity <i>What project or activity are you going to do?</i>	Main tasks <i>What are the specific things you need to do?</i>	Responsibilities and timeline <i>Who will do them and by when?</i>	Communications <i>How will you communicate your achievements? To whom? By when?</i>	Measures of success <i>How will you show the impact of your work?</i>	Progress <i>Report here the progress of your work, at least every month</i>
1. Support the sector through the sharing of best practice	Undertake a review of IFLA <i>Public Library Service Guidelines</i> .	Engage consultant to work with industry stakeholders to review and update	Corinne, Raymond, Jakob, Jane, Hitomi, Adriana, Jan	<p>Report back to Standing Committee at mid-term (March 2018) and annual (August 2018) meetings</p> <p>Report on agreed milestones to GB through Committee on Standards Communicate progress and engage with Public Library sector internationally.</p>	Funding obtained and process commenced. Broad consultation and input	Corinne developed scoping document, which was sent to working party for comment. To be discussed at WLIC 2018.
	Undertake a review of IFLA/UNESCO Public Library Manifesto 1994 for relevance	Review Manifesto	Jan	Report back to Standing Committee at mid-term (March 2018) and annual	Broad consultation and input	25-year anniversary of Manifesto on 29 November 2018. Opportunity to develop a communication strategy.

				(August 2018) meetings		Development of a relevant and useable document.
				Consult with Public Library sector.		
				Report to GB through PC		
Deliver the annual Public Library of the Year Award in partnership with the sponsor (Systematic) and other IFLA Professional Groups.	Review process in partnership with Systematic Establish partnership with IFLA Buildings and Equipment and MetLib sections. Explore Award becoming and official IFLA Award Expand reach for application Determine format for 2018 awards	Jakob, Leikny, Jan, Corinne August 2017 ongoing		IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number of entries Number of participants in related program	35 libraries from 19 countries applied for the awards. The shortlisted libraries are: <ul style="list-style-type: none"> • Austin Central Library (USA) • Villa-Lobos Park Library (Brasil) • KopGroep Biblioteken (Netherlands) • Deichman Biblio Toyen (Norway) • Tampines Regional Library (Singapore) The Award will be announced and presented on Tuesday 28 at Session 184, 9.30 am- 11.30 am In the Plenary Theatre.
2. Advocate for equitable access to information and knowledge	Monitor, record and share initiatives that support equitable	Continue to collect and share examples of best practice examples	SC members	IFLA PLS website PLS blog and Facebook Page	Number and geographical spread of stories	Use of social media/Blog Establishment of PLS e list PUBLIB

for communities world-wide that supports the democratic process, shared understanding and community well-being	access to information and knowledge	Participate in Literacy and Reading Key Initiative	Lo, Leikny, Jane, Margaret, Spaska, Susan	National library associations and other information providers - ongoing	Number of participants	Report to be provided at WLIC
3. Build capacity for public libraries and public librarians internationally through an agile and engaged Section	Ensure the delivery of strong and relevant conference programs	WLIC 2018 Joint session with Library Services to People with Special Needs	Lo, Pirkko, and Hitomi	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number and geographical spread of participants	<i>What is Universal Design for Libraries? Library Services to People with Special Needs</i> Public Libraries and Library Services to Persons with Print Disabilities 26 August Session 094
		WLIC 2018 Joint Session with IFLA Young professionals	Corinne and Montse			<i>Librarian Fashion: What does the way we dress say about us?</i> - New Professionals, Management of Library Associations and Public Libraries 27 August Session 142
		WLIC 2018 Joint Session with e-lending working Group	Margaret			<i>What's Up with eLending?</i> eLending Working Party with Public Libraries 29 August Session 217

	WLIC 2018 Joint Session with Literacy and Reading	TBC			<i>Literacy in the workplace</i> 28 August Session 209
	WLIC 2018 Public Library of the Year	Jakob, Leikny, Jan, Corinne			<i>Public Library of the Year</i> 28 August Session 184
Encourage public librarians to participate in IFLA conferences through the presentation of innovative papers or posters	Promote IFLA Conferences, Satellites and other professional development opportunities through local networks and social media Mentor PLS Section members and other colleagues and identify opportunities	All PLS Standing Committee members	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number and geographical spread of participants	
Provide mid-term meetings which include a professional development	2018 Mid-term meeting 19 – 23 March (TBC)	Jos		2018 Mid-term Satellite programme delivered	Program in Netherlands delivered

opportunity for local and regional public library colleagues	2019 Tampere	Pirkko		Professional Development opportunity delivered	
				2019 Mid-term Satellite programme delivered	
				Professional Development opportunity delivered	
Participate in the promoting and sharing information using PLS Social media platforms, web and national networks	Guest Blogger Facebook Local networks PLS Website and other channels	All PLS Standing Committee Members Information Co-ordinator	IFLA PLS website PLS blog and Facebook Page National library associations and other information providers - ongoing	Number of hits Number of stories published.	Marketing Communication Plan updated
Encourage active participation in the Section	Develop an e newsletter that can be distributed to Section members and beyond	Annie and Jane	Website, Social media	Members of the public library community are engaged with IFLA PLS	
	Establish mentor system for new SC members	Lo, Jakob	Email	Members of the SC feel confidence in working within IFLAs structure	

	Ensure that Corresponding members are recruited to represent those geographic areas/language groups not covered by the SC	Jan	Established networks	SC is has diverse representation.	The EOI process for new corresponding members had been very successful and the maximum five members had been appointed: Mark Freeman (UK),:Sarah Dudek (Germany); Fatemeh Pazooki (Iran), Shaddy Shadrach (India); Rusudan Asatiani (Georgia)
	Participate in IFLA's Global Vision discussion	Be involved in formal and informal discussions around the Global Vison process	All SC members	Website, PLS blog and Facebook Page National library associations and other information providers	Members of the public library community are engaged in the Global Vision process. PLS Global Vision discussion undertaken and submitted.

WLIC Program Kuala Lumpur

Date	Session	Time	Room	Event
Friday 24 August	010	11.15-13.15	407	PLSC Business Meeting I
Monday 27	156	13.30 – 16.00	303	PLSC Business Meeting II

Saturday 25 August	073	13:45 – 15:45	Plenary Hall	From Data to Advocacy: Using Digital Tools Like the IFLA Library Map of the World to Communicate Your Library Stories - Statistics and Evaluation
Sunday 26 August	094	9.30-11.30	Ballroom 2	What is Universal Design for Libraries? Library Services to People with Special Needs Public Libraries and Library Services to Persons with Print Disabilities
	114	13.45-15.45	Plenary Theatre	Sanctuaries in the city: the public library as a safe space - Metropolitan Libraries
	126	16.00-18.00	Ballroom 2	Social networks - Joint Division I and Division IV session
Monday 27 August	142	9.30-11.30	Conference Hall 1/2	Librarian Fashion: What does the way we dress say about us? - New Professionals, Management of Library Associations and Public Libraries
Tuesday 28 August	184	9.30-11.30	Plenary Theatre	Public Library of the Year
	209	13.45-15.54	Conference Hall 3	Literacy in the Workplace
Wednesday 29 August	217	8.30-10.30	Plenary Hall	What's Up with eLending? - eLending Working Party with Public Libraries (SI)
	232	10.45-11.45	Ballroom 2	Legal Capability – Law Libraries with Public Libraries Ballroom 2



GLOBAL VISION DISCUSSION

Report of the Public Libraries Standing
Committee meeting

How a united library field can tackle the
challenges of the future – Ideas for actions

31 May – 11 July 2018



**International
Federation of Library
Associations and
Institutions**

Public Libraries Section

Contributors

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Introduction

Between 31 May and 11 July 2018, 19 members from the Public Libraries Standing Committee (PLSC) participated in an online conversation about how a united library field can tackle the challenges of the future. Together all participants represent 382 years of library experience. We built on the results from phase 1 of the conversation to gather ideas for actions for IFLA that help a united field tackle the challenges of the future. This is our contribution to **the largest ideas store of actions**.

The discussion was undertaken using a combination of Survey Monkey and Basecamp. Those ideas that did not make it into the final document will be used by the PLSC in refining and further developing their *Action Plan*.

About the participants

The participants in the workshop are divided by experience in the field in the following way:

Years of experience in libraries	Number of participants
1-10 years of experience	1
11-20 years of experience	2
21-30 years of experience	3
31+ years of experience	13

Each participant shared in which type of library they have most experience:

Years of experience in libraries	Number of participants
National Libraries	1
Academic and Research Libraries	
Public Libraries	18
School Libraries	
Special Libraries	
Other Types of Libraries	
Not a librarian	

Opportunities for the Professional Unit or Committee

In phase 1 of IFLA's global vision discussion, ten opportunities have been discovered for the library field. Given the work and expertise of our Professional Unit or Committee, the following opportunities are most relevant to us:

● Opportunity:2	We must update our traditional roles in the digital age
● Opportunity: 3	We need to understand community needs better and design services for impact
● Opportunity: 6	We need to ensure stakeholders understand our value and impact

Comments:

Discussion ranged freely across the 3 chosen opportunities, advocacy and collaboration. The geographic spread of our participants ensured that there were many perspectives and these have been melded into a more streamlined narrative for the purpose of this report.

Ideas for action

To realise the opportunities identified in the first phase of the Global Vision discussion, we focused on creating ideas for actions. These ideas will be entered into the ideas store for action of IFLA. Our recommended actions for each of the top-3 opportunities and the specially highlighted opportunities 5 (advocacy) and 7 (collaboration) are:

Ideas for action for opportunity 2: We must update our traditional roles in the digital age

The top-5 ideas for action our Professional Unit/Committee could consider to realise the opportunity:

1. Develop an information portal to share expertise and experience in partnership with national associations.
2. Identify core services that need to be considered as we move forward August 2019
3. Work with educational partners to ensure that curriculum reflect these needs.
4. Collaborate with other partners including other IFLA Professional Units to offer programs that address this issue August 2019.
5. Include new and emerging issues and 'unconventional topics' in our meeting agendas August 2018 ongoing

Comments:

Participants encouraged us to think positively about the future and to be provocative in doing so. It was also agreed that it was important that we clarify to the profession that we are not relinquishing our basic mission to provide free and open access to information by moving our delivery methods to 21st century tools. It was also suggested that we consider the '10 things you should not do or invest time in the digital age'. 'There is a lot of talk about the digital age, and few are actually appropriating it and speaking the same language communities need. I think we need simple and direct messages that can make us reflect and prepare the environment for real change'.

Ideas for action for opportunity 3: We need to understand community needs and design services for better impact

The top-5 ideas for action our Professional Unit/Committee could consider to realise the opportunity:

1. Include the imperative for community consultation in the revised IFLA Public Library Manifesto by August 2019
2. Develop a toolkit for community consultation and engagement in all IFLA official languages (minimum) by August 2019
3. Develop a short-term course that could be offered world- wide, possibly online, available in all official IFLA languages (minimum) by 2020.
4. Gather, and make available on the IFLA website international examples of best practice methodologies by March 2019.
5. Incorporate guiding principles on this topic into the revised *Public Library Standards and Guidelines* (August 2020)

Comments:

In addition to these bold ideas participants recognised the importance of incorporating discussion on community needs in designing services into PLSC Agendas, conference and mid-term programs and communication channels.

Ideas for action for opportunity 6: We need to ensure stakeholders understand our value and impact

The top-5 ideas for action our Professional Unit/Committee could consider to realise the opportunity:

1. Gather, and make available on the IFLA website international examples of best practice methodologies by March 2019.
2. Investigate the type of statistics collected and review their appropriateness for demonstrating relevance by August 2019
3. Incorporate guiding principles on this topic into the revised Public Library Standards and Guidelines (August 2020)
4. Encourage PLSC members to write on their experiences on this topic on the PLS Blog (August 2018 – ongoing)
5. Use social media as a visual way to show the impact that public libraries have on their communities.

Comments:

Participants stressed the need to share best practice examples and agreed that while numbers and data analytics are important; there is a need to move away from collecting and analysing the 'busyness data' to what matters to public library programming on a daily basis. Comments were also made that this is an area that no country does particularly well.

Ideas for action for opportunity 5: advocacy

Five bold actions our Professional Unit /Committee could undertake to advocate for libraries:

1. The more effective use of social media.
2. Introduce a twinning scheme for public libraries worldwide.
3. Support IFLA's advocacy role by development of case studies and best practice examples and dissemination of information in our own countries.
4. Offer advocacy workshops/skills as part of WLIC including recognition that libraries exist in a political environment.
5. Support the application of campaigns that have real outcomes and have a consistent message.

Comments:

1. 'I've always wondered what would happen if we, as an organization, simply hired a PR firm (a really good one) to help us with this. A firm that manages international companies (Apple, Nike, etc.)'
2. Identifying those strong voices within IFLA and offer them the platform to hone their skills to develop partnerships, external engagement and global collaboration. This

would require some introspection of the status quo and come up with radical approaches to lifting up of those torch-bearers

3. Get Hollywood actors; sports personalities and great role models to be of support to public library initiatives; have their ambassadorial role would turn around the way PLs are looked at and supported
 4. Identify HNW individuals and challenge them to leave their legacy behind in the form of establishing world class public libraries - it is like Madonna adopting the Malawian child. While child adoption is important, it is possible for us to impress upon HNW individuals to adopt PLs in important cities around the world
-

Ideas for action for opportunity 7: collaboration

Five bold actions could your Professional Unit/Committee undertake to improve collaboration within IFLA and with external people and partners:

1. Help facilitate a workshop at IFLA2019 for IFLA members and sections on 'Collaborate' to effective support shared initiatives between IFLA professional units
 2. Identify projects on which IFLA professional units could work together August 2019 ongoing.
 3. Partner with national library associations and other relevant partners (including non-library) to position public libraries as key players. Ongoing.
 4. Ensure IFLA is relevant to all libraries as a potential partner by having a clear message of who we are and what we can do. Ongoing
 5. Demonstrate the power of collaboration by supporting a worldwide reading hour (similar to the earth hour project)
-

Comments:

1. 'Collaboration seems to be ingrained in the DNA of staff working in public libraries!'
 2. It was generally agreed that IFLA is a large, bureaucratic organization with too many sections. There are many opportunities within IFLA for collaboration, but for this to be effective we believe that it would be helpful to rationalize and reduce the number of professional units. The PLSC supports IFLA in the work that they are doing in this regard.
 3. Reading hour program would help each and every individual to pick up a book and read during that hour. Seven billion people reading at the same time each month (or each quarter) would transform the world. One can imagine many outcomes, but more than all, it is the idea of unification. The idea of equality. Everyone in the world have the same opportunity to read during that hour. There is no one bigger or smaller; no rich or poor; no young or old; no sick or healthy; but, everyone is equal during that hour in their ability to utilise the time to READ something they love.
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A global conversation

This report was created in an interactive process online between 31 May and 11 July 2018. It is part of a global conversation initiated by IFLA on how a united library field can tackle the challenges of the future, currently in phase 2.

Over the course of two years (2017-2018), IFLA will involve as many librarians and others as possible in this global conversation. Participants are encouraged to continue the conversation in their own networks and organization and share the results with IFLA. In the beginning of 2019, the results of all the workshops and online discussions will be presented to IFLA's GB, which in turn will use the ideas for actions to create concrete strategies, processes and work programmes for the future.

To learn more about the global conversation, and download supporting materials to support your own activities, visit <https://www.ifla.org/globalvision>.

Stay tuned for news about the IFLA Global Vision discussion following [#iflaGlobalVision](https://twitter.com/iflaGlobalVision) and make sure to cast your vote in August when the online voting platform is available on <https://www.ifla.org/globalvision>.