



IFLA ANNUAL REPORT 2020



International
Federation of
Library
Associations and Institutions



WELCOME TO OUR ANNUAL REPORT 2020



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The global voice of the library and information profession.



IFLA puts libraries on the global stage and helps them develop. We are the global voice and represent the brightest minds of the library and information profession, with an active network of nearly 1500 Members – leading institutions and players in the library field – in over 140 countries around the world and well-established relations with the United Nations and other international organisations.

Together with our Members we work to set the professional agenda and develop standards for library services, to improve access to information and cultural heritage resources, and to advocate for the place of libraries at the heart of local and global policies.

AIMS.

Promote high standards of provision and delivery of library and information services.

Encourage widespread understanding of the value of good library and information services.

Represent the interests of our Members throughout the world.

IFLA is an independent, international, non-governmental, not-for-profit organisation.

VISION.

A strong and united library field powering literate, informed and participative societies.

MISSION.

To inspire, engage, enable and connect the global library field

CORE VALUES.

In pursuing these aims IFLA embraces the following four core values:

01

The endorsement of the principles of freedom of access to information, ideas and works of imagination and freedom of expression embodied in *Article 19 of the Universal Declaration of Human Rights*.

02

The belief that people, communities and organizations need universal and equitable access to information, ideas and works of imagination for their social, educational, cultural, democratic and economic well-being.

03

The conviction that delivery of high-quality library and information services helps guarantee that access.

04

The commitment to enable all Members of the Federation to engage in, and benefit from, its activities without regard to citizenship, disability, ethnic origin, gender, geographical location, language, political philosophy, race or religion.

FOREWORD BY THE IFLA PRESIDENT 2019-2021.



CHRISTINE MACKENZIE.

CHRISTINE MACKENZIE.

2020 was an exceptional year – not just for IFLA but for the whole world. We have all been impacted by the pandemic, as well as living with the manifestations of climate change and witnessing powerful demonstrations against inequality and injustice. The global library field has responded magnificently to the challenges and opportunities that have arisen.

During the year I have presented at numerous online conferences, webinars and other events in all regions of the world. Being able to engage with colleagues in so many countries in new ways has been a privilege and a delight. I am full of admiration for the way our profession has risen to the challenges and continues to share information and knowledge and strengthen the library field.

In my presentations I have highlighted my presidential theme of “Let’s work together” and engaged in many sessions that have been focussed on innovation and the future as well as our ongoing alignment with the

United Nations 2030 Agenda for Sustainable Development. Inequality in the world is increasing and achieving the Sustainable Development Goals is more important than ever.

Finally, I am proud to have been President as the Governing Board and IFLA HQ worked together with Members, volunteers and the global library field to deliver the Governance Review to make IFLA more participative and representative. This has been a collaborative and inclusive process and reflects the best of IFLA.

If we are ever going to challenge tradition and innovate, now is the time. Let’s continue to work together and use this opportunity to build a better future.

RELATIONS WITH OTHER BODIES

We have established good working relations with a variety of other bodies with similar interests, providing an opportunity for a regular exchange of information and views on issues of mutual concern. We have Formal Associate Relations with UNESCO, observer status with the United Nations, associate status with the International Council of Scientific Unions (ICSU) and observer status with the World Intellectual Property Organization (WIPO) and the International Organization for Standardization (ISO). We have observer status with the World Trade Organization (WTO).

In turn, we have offered consultative status to a number of non-governmental organisations operating in related fields, including the International Publishers Association (IPA). We are also members of Blue Shield International (BSI).

IFLA'S STRATEGIC PROGRAMMES

IFLA's Strategic Programmes enable the continuation of our advocacy and development goals in areas such as access to digital content, copyright limitations and exceptions, freedom of access to information, libraries and development, preservation and conservation, and library standards.

REGIONAL ACTIVITIES, LANGUAGE CENTRES AND HEADQUARTERS

Three Regional Offices in South Africa, Singapore, and Argentina work in coordination with regional sections representing Africa, Asia and Oceania, and Latin America and the Caribbean. IFLA has four Language Centres whose role is to contribute to more effective communication within the relevant language communities (Arabic, Chinese, French, Russian, and Spanish) and with the IFLA bodies involved. IFLA's Headquarters is located in The Hague, The Netherlands.

SECTIONS AND SPECIAL INTEREST GROUPS

Members and professionals work together through IFLA's 45 Sections and 12 Special Interest Groups to further the development of the profession. Sections specialise in a particular type of library and information service, an aspect of library and information science, or in a geographical region. Sections cover topics ranging from academic libraries to association management. Special Interest Groups enable discussions of professional issues that cut across library sectors, such as Big Data and national information policy.

Christine Mackenzie, Australia

(President)

Barbara Lison, Germany

(President-elect)

Antonia Arahova, Greece

(Treasurer)

Not pictured:

Torbjörn Nilsson, Sweden

(until November 2019)

Sanjay Kumar Bihani, India

(Chair, Division V)

Seated, left to right:

Vicki McDonald, Australia

(Chair, Professional Committee)

Christine Mackenzie, Australia

(President)

Gerald Leitner, IFLA Secretary General

(Secretary, non-member)

Barbara Lison, Germany

(President-elect)

Standing, left to right:

Huanwen Cheng, China

Michael Dowling, United States of

America

Catharina Isberg, Sweden

(Chair, Division IV)

Marwa El Sahn, Egypt

Minna von Zansen, Finland

Sonia Poulin, Canada (Chair, Division I)

Antonia Arahova, Greece (Treasurer)

Helen Vincent, United Kingdom

(Chair, Division II)

Knud Schulz, Denmark

Adjoa Boateng, United Kingdom

(Chair, Division III)

Jonathan Hernández Pérez, Mexico

Halo Locher, Switzerland (Chair, MLAS)

Ai Cheng Tay, Singapore

/December 2019 group photo/



Governing Board 2019-2021.

2020

at a glance - an introduction by the Secretary General

2020 will be remembered as one of the most demanding years in the history of IFLA and the global library field. But we are happy to say that it was also a year of success, despite the immense challenges we faced.

As the first full year of implementation of our Strategy, it was already to be a time of launching and consolidating workstreams, developing new ways of bringing the field together, and finding new alignments in initiatives at the international, regional, national, and local levels.

It was also the year where the bulk of the work on IFLA's Governance Review – the next key milestone in IFLA's Development Roadmap - would take place. Like the implementation of our Strategy, this process, designed to make for a more inclusive, effective, and transparent organisation, could not be delayed.

As the severity of the COVID-19 pandemic and the measures necessary to limit its spread became clear, it was, therefore, a case of adding new efforts on top of an already packed schedule.

With libraries and library associations globally facing significant challenges, IFLA had a duty to ensure that it was providing the best possible support to its members and the wider profession, even in uncertain times.

As for so many in our field, the pandemic forced hard decisions for IFLA – hardest of all the cancellation of our 2020 World Library and Information Congress (WLIC) – obliging innovations in the services we provide and how we offer them.

However, I am glad to say, I believe that we have ended the year stronger than when we started. Just as the library field globally has proven its resilience and inventiveness, so too has IFLA shown its ability to adapt, and to maintain and increase relevance.

A CONSTANT REFERENCE IN CHANGING TIMES: IMPLEMENTING THE IFLA STRATEGY

When IFLA's Strategy 2019-24 was launched at our 2019 WLIC in Athens, Greece, few would have imagined the circumstances in which we would mark its first anniversary.

At the beginning of the year, work was in full swing across IFLA to advance implementation.

IFLA's over 60 Sections, Special Interest Groups, Advisory Committees, and others prepared action plans, demonstrating new levels of energy and alignment with the Federation's overall goals. New or revised Standards and guidelines, training materials, webinars, and virtual events, alongside WLIC 2020 sessions were being prepared.

IFLA Headquarters provided new levels and types of support to volunteers, as well as extending contacts and seizing opportunities to speak up for libraries in global fora. We were also working closely with members at a national level to help them draw on the Strategy as a tool for their work.

When the Pandemic came it changed so much around us, yet IFLA maintained its focus on implementation.

This is because our Strategy has retained its relevance. Our vision – of a strong and united global library field powering literate, informed and participatory societies – is constant.

Our mission – to inspire, engage, enable, and connect the field – is perhaps even more important at a time that so many of us are facing uncertainty and the need

to show resilience and innovation. And our Strategic Directions, on which you can read more later in this Annual Report, continue to represent the key areas where we need to focus our efforts in order to succeed.

IFLA's President, Governing Board and Secretary General played a key role in maintaining the momentum. The usual busy programme of in-person events was replaced with an even busier programme of online meetings, allowing for a renewed energy.

Through virtual participation in conferences and meetings, many new possibilities for reaching and engaging beyond geographical borders were opened. Each such opportunity has been a chance to encourage engagement with the Strategy, underlining why it is so valuable to form part of a global field.

Read further in this Report to find out more about all that has been achieved by IFLA's volunteers and Headquarters team.



Gerald Leitner

2020 at a glance - an introduction by the Secretary General

NEW WAYS TO ACHIEVE OUR GOALS: RESPONDING TO COVID.

While our goals have remained constant, how we achieve them has inevitably had to change.

IFLA's role as a platform for exchange and learning about the pressing issues of the day meant that both our Professional Units and headquarters team undertook significant work to aid information-sharing about the library response to COVID-19.

Sections have held events and published research and newsletters, each from their own area of focus, offering examples that can inform and inspire colleagues elsewhere in the world.

Key to allowing this to happen has been our investment in building the ability to make the best use of digital tools. IFLA Headquarters made virtual platforms available to IFLA's volunteers and prepared extensive guidance on how to get the best out of them, seeing a significant rise in use in response.

IFLA's COVID-19 and libraries webpage brought together updates on rules around the opening of physical sites, as well as the ways libraries had found to serve their communities.

In parallel, careful preparation ensured that IFLA's Headquarters team could make the move to remote working smoothly, with little if any disruption in our ability to support Members. We have also been able to make the most of the possibilities offered by our website and social media presence to share information effectively.

With the pandemic stretching into 2021, IFLA has continued to evaluate and learn from experiences, and ensure regular contact with those involved in our work in order to maintain energy and focus.

HIGHLIGHTS

IFLA MEMBERSHIP

- 1477 Members*
- 143 Countries

*Includes national and international associations, institutions, organisations and individuals.

LIBRARY MAP OF THE WORLD (LMW)

- 171 countries engaged in the LMW project
- 133 countries with published data on the LMW website
- 2.6 million libraries counted

EVENTS

- Number of Units that hosted virtual events - 16
- Number of events - +75
- Number of registrants - 5087
- Number of live attendees - 2162

2020 at a glance - an introduction by the Secretary General

TOWARDS A MORE INCLUSIVE, EFFECTIVE AND TRANSPARENT ORGANISATION: IFLA'S GOVERNANCE REVIEW.

A key area of focus in 2020 was our Governance Review. This started at the close of our 2019 World Library and Information Congress, with important work already undertaken at the end of that year in order to build an understanding of the current situation and identify Members' priorities.

2020 was the year that we moved from setting overall parameters to defining the specific steps that we could take in order to respond, and so make IFLA into a more inclusive, effective and transparent organization.

At the heart of this work was IFLA's Governing Board, and in particular, a Steering Committee made up of IFLA President Christine Mackenzie, President-elect Barbara Lison, and Chair of the

Professional Committee Vicki McDonald, with the IFLA Parliamentarian Martyn Wade in an advisory capacity and with the support of IFLA Secretary General Gerald Leitner.

Over the first months of the year, the Governing Board drew on the input of Members and volunteers to develop proposals for change to each of our Governing Board, professional structures and advisory committees, as well as new ideas for regional structures.

A survey of Members and volunteers in June saw strong engagement and invaluable feedback, leading both to substantive changes, as well as a welcome reaffirmation of the need to promote diversity throughout IFLA's governance structures.



This was followed by a series of workshops in August, looking both at the professional and regional elements of IFLA's work, which again offered a chance to receive feedback, as well as build understanding of the proposed changes.

Thanks to this work, the Steering Committee was able to propose a new draft set of IFLA Statutes to the Governing Board for discussion and approval. At the end of October, IFLA was happy to submit this document to Members for an advisory ballot, ahead of an extraordinary General Assembly held in February 2021.

While the Statutes represent the most important document defining how IFLA works, it is not the only one. With the advisory ballot launched, work on defining a new set of Rules of Procedure continued, and the decision was taken to prepare a Handbook for the use of anyone working closely with IFLA, in order to provide guidance and good practices.

While 2021 will be the year that the results of all this work become clearer, I believe that we can already look back on 2020 as a success, both in terms of the proposals that we have been able to prepare together, but also because of the level of energy and engagement that was clear across the field.

As set out at the beginning, 2020 was always going to be an active year for IFLA. It has turned out to be extremely busy, but also successful. Even in the face of uncertainty and complexity, we have shown that both IFLA and the global library field that it serves are resilient, inventive and committed to the future.

This would not have been possible without the energy and commitment of the whole IFLA family – our members, our volunteers, our Governing Board and IFLA Headquarters.

We are IFLA!

Gerald Leitner, Secretary General

ACTION 2020.

IFLA IN ACTION 2020.

**Strategic Direction 1: Strengthen
the Global Voice of Libraries**



2020 was a year that underlined the importance of taking account of libraries, not just in immediate responses to the COVID-19 pandemic, but also in planning for the future. With traditional fora for advocacy disrupted, IFLA, like its Members, proved its resourcefulness and resilience in making the voice of libraries heard.

Our work around the United Nations' Sustainable Development Goals (SDGs) continued, with new efforts to support national engagement in Voluntary National Reviews of governments' implementation of the goals. As well as a successful side event at the African Regional Forum on Sustainable Development in February 2020, IFLA also took part in various sessions at the World Urban Forum, and secured reference to libraries as a core cultural service in the meeting's final declaration.

Working with partners in the Culture2030Goal campaign, IFLA spoke at an event during the July High-Level Political Forum alongside representatives of the President of the UN General Assembly, World Health Organisation and UNESCO, making the case for investing in libraries now, and integrating them into long-term policy making.

We continue to engage at the World Intellectual Property Organization, welcoming the new Director General Daren Tang who brings a strong record of library-friendly reform from Singapore. Through its work there, IFLA makes the case for international action to ensure that libraries everywhere enjoy a similar basic set of possibilities under law to complete their missions. In this context, our statement on the need for copyright reforms to allow preservation in the face of climate change received good support from across the field. Meanwhile, we maintain the pressure for favourable implementations of the Marrakesh Treaty by monitoring national legal reforms and providing input where possible.

2020 has also underlined the importance of having the possibility and skills to make use of the internet. IFLA worked to support national advocacy here, publishing new research into the inclusion of libraries into broadband and digital skills strategies as well as ensuring reference to libraries in the Alliance for Affordable Internet's influential definition of meaningful connectivity.

We maintained our focus on values, with statements on artificial intelligence, open government and archiving rights, as well as submissions to the Human Rights Council's Universal Periodic Reviews of Australia, Belgium, Georgia and Myanmar, and further thematic reviews. We also published research into the inclusion of libraries in national gender equality and open government plans, in order to provide references for use by IFLA Members.

Our relationship with UNESCO continues to strengthen, with close engagement around the response to the August Beirut explosion, a joint statement on the Memory of the World and COVID-19, and major roles in the Global Alliance for Literacy annual meeting and Media and Information Literacy Week 2020. Beyond this, IFLA also successfully delivered its part in a European Union project on promoting media literacy through libraries and has intensified its engagement in the Climate Heritage Network, ahead of COP26 in 2021.

With providing support for Members the key focus of IFLA's advocacy work, we have also offered advice and input on national reforms and processes and increased our emphasis on tools that can support national level advocacy, both through building skills and providing information in a form that can be easily used. This – together with continued work with international institutions – should allow us to make the case at all levels for meaningful support

Strategic Direction 2: Inspire and Enhance Professional Practice



ION 2020.

As a result of the pandemic and the measures taken to contain it, professional practice in the library field globally has changed radically. Library and information workers have needed to show resilience and creativity to continue to serve users in very different circumstances. Around the world, they have done just that, proving the ability of the field to respond to change and innovate.

A key part of IFLA's role in supporting this practice is through providing inspiration, drawing on the great work that is already happening in so many parts of the world.

The Library Map of the World is our primary platform for doing this, with data from 133 countries now featured – an increase of six from the previous year, as well as numerous updates.

This further strengthens the value of the Map as the key representative source of data on libraries around the world, giving library and information workers and decision-makers key insights into the state of their national library fields in comparison with others. It also supports analysis such as IFLA's Library Stat of the Week series and Development and Access to Information report Country Analyses.

Our collection of SDG Stories has grown as well, with a further 21 entries highlighting how libraries across the world are delivering on all of the UN's SDGs. We have also added nine more Country Profiles, which give IFLA Members a unique possibility to provide an overview of their situation and activity to peers around the world, as well as a tool to use in their own advocacy.

To help more associations and institutions to engage in this work, we have prepared and delivered virtual storytelling workshops to encourage SDG Stories, and made the submission of Country Profiles a key part of follow up to our regional workshops on the IFLA Strategy.

Beyond the Library Map of the World, IFLA's Sections and other committees have made good use of the year to advance work on the creation or revision of IFLA Standards. With these providing key reference points for institutions and professionals around the world, it is vital that they reflect current practice and circumstances.

In this context, work on the revision of the Public and School Library Manifestos is well advanced in the relevant Sections, with over 20 others also engaged in preparing new or updated texts. To support this work, IFLA has launched its Namespaces platform, which provides linked data access to various IFLA Standards and training on how to make full use of its potential.

Another key tool for libraries, our Risk Register, has been relaunched in 2020, with a new collection of key resources that collection managers can use in working to manage risk. This work has been well-received by UNESCO, which has invited IFLA to present on the topic. In parallel, a new edition of the Digital Content Selection Guidelines is also under preparation, working with the UNESCO PERSIST initiative.

A key resource for all of this work is IFLA's website. At a time of significantly increased demand, we have been able to maximise the possibilities of the current site, while also continuing work towards a new one, to be launched in 2021. Our presence on social media has gone from strength to strength, with IFLA's Instagram account a particular success.

Strategic Direction 3: Connect and Empower the Field



One of the most difficult moments of 2020 for IFLA was doubtless the necessary decision to cancel our World Library and Information Congress. As well as an opportunity for learning and sharing information, the Congress is a key moment for networking and building friendships and connections across the field.

However, in response, we have seen extraordinary growth in the use of online tools, not only maintaining momentum in our work, but also providing exciting opportunities for new engagement in IFLA's activities.

While webinars and teleconferences have been a part of working life for some years, 2020 saw them move centre-stage in IFLA's activities. With strong encouragement from Headquarters, IFLA's Professional Units seized the opportunities that technology offers to organise virtual events, business meetings, and webinars. To be able to participate without having to travel has opened up the possibility for a wider range of people than before to get involved.

Following the development of new tools and guidance for Professional Units, we have also seen steady growth in the numbers of webinars, providing new ways to learn. 75 were held in the final quarter of the year alone, benefitting from technical and communications support from IFLA Headquarters.

These have offered a great way to maintain connections across the field and share experiences that can help inform and inspire practice everywhere in difficult circumstances. They also demonstrate the power of IFLA as a learning organisation, providing a platform for all members of our field to exchange knowledge and lessons learned.

With the decision to hold WLIC 2021 virtually already taken in September 2020, the final months of the year provided a valuable opportunity to gather views from Members, volunteers, and previous Congress participants. Results from surveys and questionnaires provide a wealth of insights for IFLA's future planning; we are looking forward to seeing both familiar and new faces in our first virtual Congress.

IFLA's work to support Members at the national level also continues. Our IFLA From Home series has brought together exciting examples of how national associations, as well as IFLA Sections and Special Interest Groups are working with IFLA's Strategy 2019-24 in order to increase impact and reach. Through regular news stories on our website and emails, we have highlighted what is possible, even in difficult times, in order to give energy and ideas to others.

Closely linked to this is ongoing work to follow up on our regional strategy workshops, keeping regular contact with participants in order to help them make the most of the IFLA Strategy and belonging to a global library field. Key to this is work with our regional offices and language centres, which continue to play a vital role in helping build awareness of and engagement in IFLA and in providing support to members within their regions.

ACTION 2020.

Strategic Direction 4: Optimise our Organisation



While much of 2020 was focused on crisis management, IFLA made important steps throughout the year to create the conditions for a sustainable long-term future. With it clear that the library and information profession will face financial and practical challenges for some time to come, it is vital to have a strong international association ready to provide support and opportunities for learning.

IFLA's financial report is included later in this Annual Report, but in summary, our organisation continues to be well placed to support the work of the field, thanks to both to our Members and Affiliates, and the generosity of the Global Libraries programme of the Bill and Melinda Gates Foundation.

We have maintained our efforts to build our profile and reputation among external funders, notably through the successful completion of projects with the Wikimedia Foundation (focused on helping libraries use WikiData) and the European Union (focused on media literacy in libraries). These connections open new possibilities to cooperate in future and deliver new services and support to libraries worldwide.

Core to our future sustainability will be inclusive, effective and transparent governance. 2020 was a key year in this process, as set out in the introduction, with intensive consultations with Members and volunteers globally to develop, refine, and finalise proposals for IFLA's new Statutes. These were shared with Members, for an advisory ballot, on 31 October 2020, in order to inform a vote at the extraordinary General Assembly in February 2021.

The pandemic has had a significant human impact, both through the virus itself, and the restrictions so many of us face in our daily lives. Thanks to strong

planning, IFLA was able to make a smooth transition to working from home, providing support to staff so that we can maintain services to Members. With the hiring of a human resources officer, we are also in a strong position to provide the best possible remote workplace.

Similarly, we have increased our engagement with our volunteers, not only through new tools, guidance and opportunities to celebrate the good work mentioned above, but also through intensified contacts. It has been thrilling to see how so many Professional Units have, despite the circumstances, accelerated their work and collaboration.

Our network of Preservation and Conservation Centres has also maintained its activity, with a set of profiles and responses to frequently asked questions in their areas of specialisation published in 2020. They have also built new collaborations amongst themselves and other institutions in their regions, helping to improve preservation practice around the world.

IFLA's investment in communications has also paid off in 2020, with highly effective work around key moments, such as the announcement of the cancellation of WLIC in April and our first ever live-streamed General Assembly in November.

We have also shown our ability to run longer campaigns, for example, IFLA From Home, and work to build an understanding of and engagement in our Governance Review. In doing so, we have both made the most of our website's capabilities, and developed a presence on other digital platforms, in order better to reach out to the whole global library field and beyond.

PROFESSIONAL UNITS

PROFESSIONAL UNITS.

45 SECTIONS.

12 SPECIAL INTEREST
GROUPS.

1200+ EXPERTS.

In 2020, amidst the global pandemic, IFLA Professional Units worked tirelessly to deliver on the action plans developed in October 2019. This was a different time. Who would have predicted how rapidly the international teams of volunteers within the Units would accelerate their work, becoming even more global, activating their online presence, and supporting the field with a range of innovative offerings and virtual collaborations?

IFLA's highly experienced and engaged experts participate in 45 Sections, 12 Special Interest Groups and 4 Strategic Committees. They come from library associations and library institutions around the world and are committed to undertaking activities that advance libraries and enhance services provided to their communities.

Throughout 2020, Units sustained the IFLA Strategy 2019-2024, across every sector of the library field. 11 Units were recognised in the Units + IFLA Strategy showcase as part of the #IFLAfromHome initiative, featured for their activities and projects ranging from virtual coaching to digital infographics to online team-building and member engagement. While those recognised demonstrated exceptional alignment to the Strategy's strategic directions and key initiatives, all Units are to be commended for their outstanding work during this year.

Due to the cancellation of the 2020 World Library and Information Congress (WLIC), 14 Units delivered 36 virtual events using content that would have been featured as part of their WLIC sessions/meetings or satellite meeting. Thousands of people registered for these events, benefitting from Unit expertise, offered openly and freely to the field.

The Professional Committee presented the Document Delivery and Resource Sharing (DDRS) Section with the Dynamic Unit and Impact Award for their timely programming that supported libraries before and during the pandemic. The Unit, working with Open Access Button (OAB), developed the Resource-Sharing during COVID ("received") initiative, creating a global resource-sharing, emergency-response network, connecting libraries in need with partners that can help. Individuals from close to 100 institutions in 17 countries have volunteered to fill more than 9,000 requests. 55% of requests were filled via the volunteer corps with an additional 565 open access articles immediately delivered through OAB's InstantILL. The Document Delivery and Resource Sharing Section have recently been awarded an EU Erasmus grant opportunity in collaboration with the CNR Library of Bologna, Italy Research Area, to continue and expand the project.

Special mentions went to the Academic and Research Libraries (ARL) and Continuing Professional Development and Workplace Learning (CPDWL) Sections. The Academic and Research Libraries Section was recognised for its outreach and advocacy, with five popular webinars. Their active programme of events and sessions strengthens their sector and support access to knowledge and information across the globe.

CPDWL demonstrated its strength and vitality, continuing to show excellent planning, a clear and effective communication strategy, and dynamic virtual events. The Unit's focus on building a diverse membership and network of partnerships provides excellence in continuing professional development and workplace learning and offers an active international forum and network for the promotion of professional growth.

These examples offer just a small sample of all that has been achieved. Overall, IFLA's professional structure, led by a dynamic group of librarians, information specialists and experts, continues to influence the field at large and drive IFLA's Strategy forwards.

PUBLISHING. PUBLISHING.

Powered by continuing changes in library and information science, IFLA's publications bring an international perspective to issues affecting libraries.

IFLA JOURNAL

Gaining in strength each year, the IFLA Journal began 2020 with a special issue on the topic of *knowledge management and library innovation in a changing world*. It was followed by another focussing on *information literacy: from practice to research and back again*. These strong issues highlighted research and professional practice across the globe. The Journal was able to maintain its trajectory regarding increased submissions during the pandemic while continuing to develop new special issues with IFLA Professional Units. The 26 articles published in 2020 came from countries as diverse as Malta and China, Bangladesh and Switzerland, USA and India, and Iran and Germany.

A highlight for the IFLA Journal is its move into the top quartile of journals in the Library and Information Science division within the Scopus SCImago Journal Rankings. Citation patterns for 2020 indicate that the Journal will maintain its gains in the coming year and the pattern of two special issues per year is aiding in the increased citation rates. Its growing reputation reflects well on IFLA and the dedication of the Editorial Committee and demonstrates the increasing impact of the Journal in terms of metrics such as citations from other scholars within the field.



IFLA LIBRARY

Online since 2013, the IFLA Library is our repository of digital resources and currently includes WLIC papers, posters, and satellite meeting papers/presentations. Each year has shown continued growth across important indicators.

Statistics show impressive usage in 2020:

- 189,594 total downloads
- 1 paper and 9 posters from IFLA WLICs were added to the IFLA Library, bringing the total number of files in the repository at year's end to 2,231 items
- Peak downloads were recorded in January 2020 (19,977 downloads)
- The most downloaded paper in 2020 was downloaded 5,272 times
- 108,133 searches were directed from Google

IFLA STANDARDS

IFLA Standards and Guidelines continue to define a path for libraries seeking to improve services and operations. This is reflected in the high number of downloads annually and the requests received to translate a standard or guideline into another language.

One completely new IFLA Standard was published in 2020:

Competency Guidelines for Rare Books and Special Collections Professionals

by IFLA Rare Books and Special Collections Section



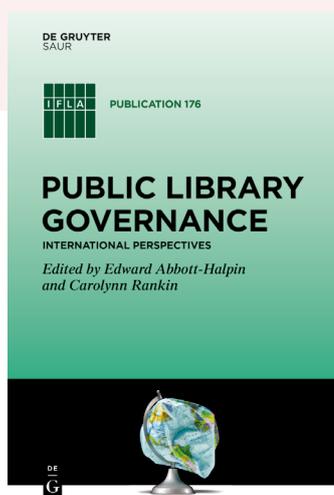
IFLA PUBLICATIONS SERIES

Along with publishing partner, De Gruyter, IFLA's publications series continues to provide a platform for sharing key ideas and research in order to enhance practice across our field.

Two titles were released in 2020:

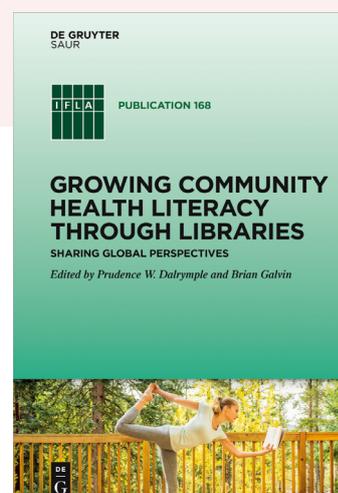
Public Library Governance: International Perspectives

Edited by Edward Abbott-Halpin and
Carolynn Rankin
ISBN 9783110530766



Growing Community Health Literacy through Libraries: Sharing Global Perspectives

Edited by Prudence W. Dalrymple
and Brian Galvin
ISBN 9783110362510



AWARDS.

HONOURS AND PREMIER AWARDS.

IFLA MEDAL

Guy Berthiaume

For his distinguished contribution to IFLA and his leadership as Chair of the National Libraries Section. The IFLA Medal particularly recognises his achievements for national libraries and his influence in advocating for partnerships with the broader documentary heritage community.

Inga Lundén

For her distinguished contribution to IFLA, its Governing Board and Professional Units. The IFLA Medal particularly recognises her enthusiastic support for the role of library associations and in challenging libraries and young professionals to think differently about the environments they work within.



IFLA DYNAMIC UNIT AND IMPACT AWARD

Document Delivery and Resource Sharing (DDRS) Section

(Winner)

Academic and Research Libraries (ARL) Section

(Special mention for its outreach and advocacy)

Continuing Professional Development and Workplace Learning (CPDWL) Section

(Special mention for its excellent planning and clear and effective communication strategy)

IFLA SCROLL OF APPRECIATION

Genevieve Clavel-Merrin

For her distinguished contribution to IFLA and the promotion of national libraries, particularly in support of the role of libraries in the information society.

Victoria Owen

For her distinguished contribution to IFLA, as a committed advocate for improved copyright provisions for libraries and for her role in the implementation of the Marrakesh Treaty and increasing access to information for people with a print disability around the world.

Winston Roberts

For his extensive contribution to IFLA and in fostering international cooperation among libraries, particularly in the Asia-Oceania region and on issues of internet governance and digital policy.

Mirna Willer

For her distinguished and extensive contribution to IFLA and global cataloguing standards, in particular for her work on the modernization of UNIMARC and innovation in technical standards.

Evelyn (Eve) Woodberry

For her distinguished contribution to IFLA and as an advocate for the rights of libraries and their users in the areas of copyright, intellectual property and e-lending.





MEMBERSHIP.

MEMBERSHIP.

“*Our membership of IFLA is highly valued because of the networking prospects, as well as the diverse opportunities that IFLA provides to actively participate in enriching activities with the global community.*”

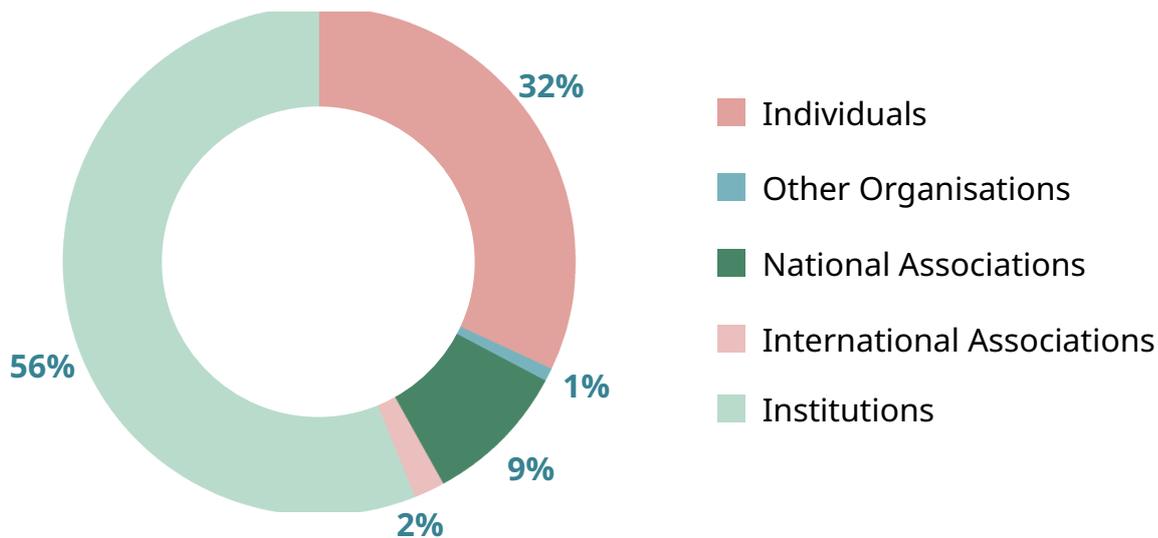
– (Association member)

2020 began with 1,477 members and in an unusual situation, ended with exactly the same number of members. However, this stability in overall numbers does include a small decline in numbers of IFLA's organisation members. Despite the consequences of the pandemic, many national and international associations continued their support and were extremely active in 2020. Small associations, in regions hit hardest by economic decline and the pandemic, found it most difficult to continue their membership along with some institutions.

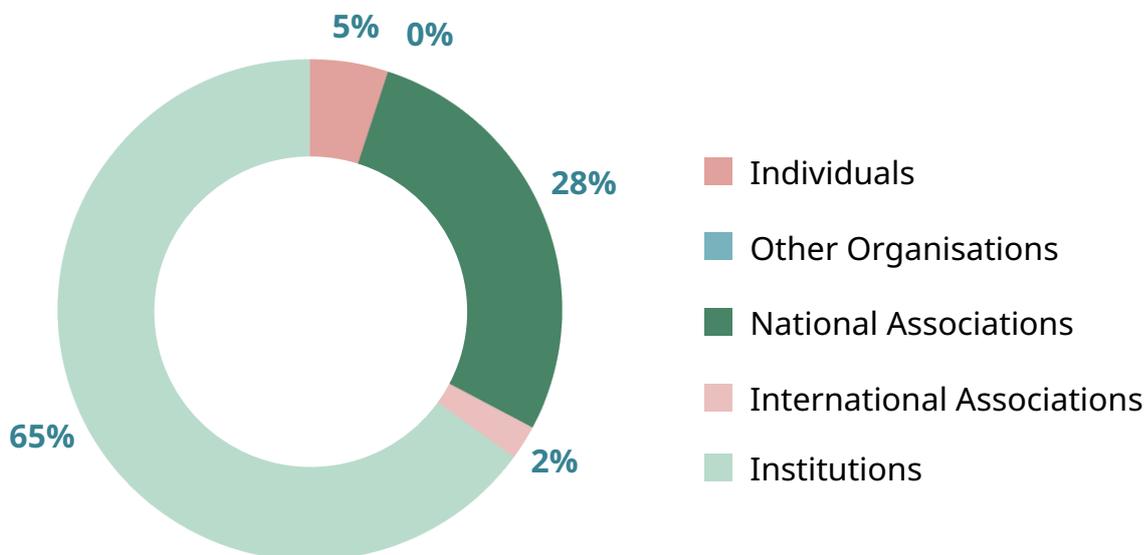
The Affiliate category comprising individuals was the largest growing group with a noted increase from North America and the Asia & Oceania regions. Expanding our reach, new personal affiliates also joined from North Macedonia, Morocco, and Uzbekistan.

IFLA membership spans 143 countries and members and all library types. New institutional members included the National Geological Library of China, the Finnish Environment Institute, and the Central Bank of Paraguay. Educational institutions joining IFLA included the Arab Academy of Science, Technology and Maritime Transport, the University of Sierra Leone, and the University of Sydney. In a year where public libraries had a special role and impact within their communities, IFLA welcomed public library members from the USA, Australia, and Sweden.

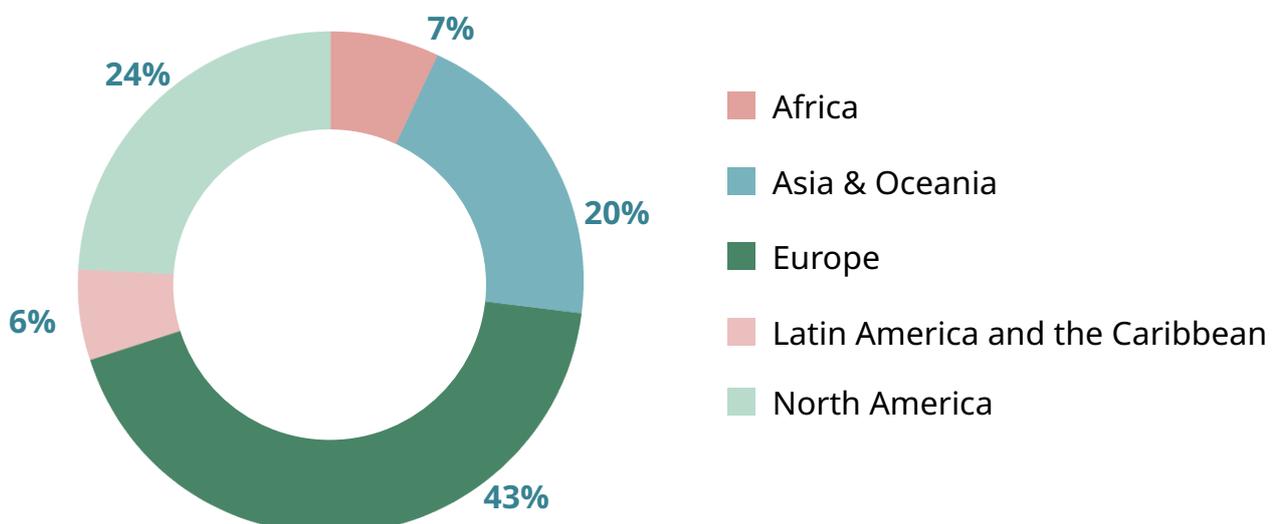
MEMBERSHIP CATEGORIES.



MEMBERSHIP INCOME.



MEMBERSHIP BY REGION.



MEMBERSHIP STATISTICS.

Number of Members per Category 2019-2020	AFRICA		ASIA & OCEANIA		EUROPE	
	2020	2019	2020	2019	2020	2019
Category	2020	2019	2020	2019	2020	2019
National Associations	11	16	34	36	63	62
International Associations	2	3	1	2	10	12
Institutions	64	76	170	190	456	458
Individuals	23	22	93	73	95	91
Other Organisations	1	2	4	7	6	10
Grand Total	101	119	302	308	630	633
2019 > 2020 %	-15%		-2%		0%	
Total Organisations	78	97	209	235	535	542
2019 > 2020 %	-20%		-11%		-1%	
Total Individuals	23	22	93	73	95	91
2019 > 2020 %	5%		27%		4%	

LATIN AMERICA & CARIBBEAN		NORTH AMERICA		TOTAL		%
2020	2019	2020	2019	'20	'19	2020 - 2019
19	15	12	11	139	140	-1%
2	3	7	6	22	26	-15%
40	49	101	104	831	877	-5%
21	20	241	199	473	405	17%
0	8	1	2	12	29	-59%
82	95	362	322	1,477	1,477	0%
-14%		12%		0%		
61	74	121	123	1,004	1,072	-6%
-19%		-2%		-6%		
21	20	241	199	473	405	17%
5%		21%		17%		

The financial result of the year 2020 shows a surplus of €293,495, compared to a surplus of €27,041 for 2019. The surplus for 2020 brings our general reserves to €1,831,861, and earmarked reserves to €70,217. These reserves are an important asset for IFLA to secure our work and sustainability into the future.

Financial year 2020 was a very special and challenging year on many levels. On a financial level, the impact of COVID-19 led to the following major deviations in comparison with financial year 2019:

- 01** The cancellation of IFLA's World Library Information Congress in Dublin led to a loss of approx. € 160,000 due to costs charged by external parties for work and services performed for the conference. Furthermore, IFLA was not able to charge the yearly management fees of € 212,000 to the conference to cover for IFLA staff performing work for the conference.
- 02** IFLA's consolidated income streams were approx. 60% lower, mainly due to 100% decrease of conference income because of the cancellation of the WLIC in Dublin in 2020 (WLIC 2019 approx. € 1,500,000 income for the conference). The Dutch Government recognized the need for financial aid which is based on the decrease in of group income and the amount of internal staff expenses, and this has led to financial aid to cover for staff expenses of approx. € 476,000. This amount has been recognised in the statement of income and expenditure of 2020. However, the Dutch Government still has to settle this aid and therefore caution is advised when considering the amount of financial aid that is included in the result.
- 03** Other operating expenses of IFLA were lower in 2020 than in 2019 due to the impact of Covid-19 (travel restrictions, working from home worldwide, etc.). These lower operating expenses helped IFLA to compensate for the decrease in membership income. Members all over the world experienced a very difficult year and this can be recognized in the decrease in membership income.
- 04** Thanks to long-term funding from the Bill and Melinda Gates Foundation, IFLA was able to cover the staff expenses involved the International Advocacy programme. Furthermore, IFLA works strongly together with Stichting IFLA Global Libraries (SIGL) on projects primarily funded by the Bill and Melinda Gates Foundation through its Legacy Grant and Data Grant. Therefore, IFLA's staff and overhead expenses are jointly carried between IFLA and SIGL.

STATEMENT.

STATEMENT FROM THE TREASURER.

Without the Dutch Government special Covid-19 related financial aid of approx. € 476,000, IFLA would have a major deficit in 2020. Furthermore, it is thanks to the continuous support of IFLA's member organisations and individuals who support us through donations and hosting activities, and to the organisations that support our initiatives and projects through grant funding, that IFLA was able to present this positive financial report for 2020.

It remains uncertain what financial impact the Covid-19 pandemic will have in the coming years for both IFLA and its members worldwide. It remains important for IFLA to explore additional funding opportunities to ensure our ongoing viability.

Antonia Arahova, Treasurer



BALANCE SHEET AS AT 31 DECEMBER 2020.

(after appropriation of result)

ASSETS	31 Dec 2020		31 Dec 2019	
	€	€	€	€
<i>Tangible Fixed Assets</i>		25,630		25,176
<i>Financial Fixed Assets</i>		282,576		442,054
<i>Current Assets</i>				
Receivables	415,444		193,011	
Cash at bank and in hand	5,042,988		5,121,761	
		<u>5,458,432</u>		<u>5,314,772</u>
		<u>5,766,638</u>		<u>5,782,002</u>

LIABILITIES	31 Dec 2020		31 Dec 2019	
	€	€	€	€
<i>Equity</i>				
Earmarked reserves	70,217		56,940	
General reserves	1,831,861		1,551,643	
		1,902,078		1,608,583
<i>Long-term liabilities</i>				
Bill & Melinda Gates outstanding		1,327,139		1,481,415
<i>Current liabilities</i>				
Deferred income	34,109		25,024	
Other liabilities	2,503,312		2,666,980	
		2,537,421		2,692,004
		5,766,638		5,782,002

	2020	2019
Income	€	€
Membership fees	728,122	775,537
Corporate Supporters	0	17,500
Dutch Government	16,000	16,000
Contributions Core Activities	62,926	44,794
Contributions Sage for Congress Grants	2,328	2,246
Contributions ARL for Congress Grants	0	1,500
Contributions ILN for Congress Grants	0	2,000
Sales of publications and royalties	32,018	33,014
Conference services fees	0	243,000
Management fees	13,000	13,000
Income vouchers scheme	20,999	43,274
Interest and other financial income	485	1,603
Result subsidiary IFLA Holding B.V.	0	0
Miscellaneous	7,382	11,671
Contributions Bill & Melinda Gates Foundation for Key Initiatives	273,205	463,573
Contributions Stichting IFLA Foundation for Key Initiatives	0	12,625
Wikicite Satellite Event Grant	8,270	0
Media Literacy Grant	14,285	0
Income Shawky Salem Training Fund	10,949	6
Income Margreet Wijnstroom Fund	0	680
	<u>1,189,959</u>	<u>1,682,023</u>

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR 2020.

	2020	2019
Expenditure	€	€
Conference costs	360	31,300
Meetings and office president costs	24,714	66,514
Regional Offices and Centres	-47	0
Professional Activities and Projects	36,242	52,384
Costs of publications (including free publications to members)	35,465	36,144
Staff expenses	288,758	870,006
Office expenses	18,119	20,655
Web and IT	30,142	29,904
Expenses voucher scheme	3,667	2,824
Result subsidiary IFLA Holding B.V.	159,478	46,152
Interest and other financial expenses	2,126	0
Miscellaneous	1,680	5,447
Expenses Congress Grants	0	4,205
Expenses Key Initiatives	273,205	476,198
Expenses Wikicite Satellite Event	8,270	0
Expenses Media Literacy	14,285	0
Expenses Shawky Salem Training Fund	0	1,742
Expenses Margreet Wijnstroom Fund	0	2,048
Expenses other IFLA Funds	0	9,459
	<hr/>	<hr/>
	896,464	1,654,982
	<hr/>	<hr/>
Results	293,495	27,041
	<hr/>	<hr/>

STAFF.

IFLA HEADQUARTERS

STAFF.

Gerald Leitner

Secretary General

Cristina Baró Miró

Communications Officer

María Violeta Bertolini

Communications Officer

Esther Doria

Project Coordination Assistant

Valensiya Dresvyannikova

Policy and Research Officer

Nealette Faurie

Human Resources Officer

Camille Françoise

Policy and Research Officer

Despina Gerasimidou

Strategic Development Officer

Anne Korhonen

Administrative Assistant

Helen Mandl

Director, Member Services /
Deputy Secretary General

Marie-Emmanuelle Marande

Conference Officer

Claire McGuire

Policy and Research Officer

Kristīne Pabērza Ramiresa

Member Engagement Officer

Megan Price

Professional Support Officer

Désirée Pronk

Accounting Assistant

Lidia Putziger

Administrative Officer /
Nominations Coordinator

Suzanne Reid

Membership Officer

Chris Ridings
Web and IT Officer

Julia Zvobgo-Rozenboom
Communications Officer

Renu Sardjoe Mishre
Finance Director

Louis Takács
Communications Officer

Vesselina Vassileva
Administrative Assistant,
Data Processing and Analysis

Justin van der Veeke
Web and IT Technician

Vesna Vuksan
Strategic Projects Manager

Leonie Woodfin
Communications Officer

Stephen Wyber
Manager, Policy and Advocacy

OFFICES.

LANGUAGE CENTRES AND REGIONAL OFFICES.

Four Language Centres contribute to more effective communication within the relevant language communities. These activities include the publication and/or translation of newsletters, key IFLA documents, guidelines, press releases, and Congress papers.

RUSSIAN.

Irina Gayshun

Head,
International Relations Department
Russian State Library, Moscow

ARABIC.

Dina Youssef

Director IFLA Centre for Arabic
Speaking Libraries (IFLA-CASL)
Bibliotheca Alexandrina, Egypt

Khaled Fouad

IFLA-CASL Coordinator
Bibliotheca Alexandrina, Egypt

CHINESE.

Zhang Xu

Director
International Cooperation Division,
National Library of China, Beijing

Hao Jinmin

Program Officer
International Cooperation Division,
National Library of China, Beijing

FRENCH. (IN AFRICA)

Papa Arona Ndiaye

Director, Language Centre for French
(in Africa) Central Library
Cheikh Anta Diop University, Senegal

Mandiaye Ndiaye

Assistant, Language Centre for
French (in Africa) Central Library
Cheikh Anta Diop University, Senegal



Three Regional Offices raise IFLA's profile internationally and assist in: membership recruitment, (co-) organising regional IFLA events, disseminating information, and contributing to effective communication within their regions and IFLA globally.

ASIA & OCEANIA.

Lin Li Soh
Regional Manager
National Library Board,
Singapore

AFRICA.

Lindy Nhlapo
Regional Manager
University of South Africa,
Pretoria

LATIN AMERICA & THE CARIBBEAN.

Isela María Mo Amavet
Regional Manager
Library of the National
Congress, Argentina

DONORS.

IFLA gratefully acknowledges the valuable contribution by these institutions and organisations that have enabled us to continue our strategic and regional activities and development projects in 2020.

Koninklijke Bibliotheek, The Netherlands

Host of IFLA HQ

University of South Africa, Pretoria

Host of IFLA Africa regional office

National Library Board, Singapore

Host of IFLA Asia and Oceania regional office

Biblioteca del Congreso de la Nación, Argentina

Host of IFLA Latin America and the Caribbean regional office

Bibliotheca Alexandrina, Egypt

Host of IFLA Language Centre for Arabic

National Library of China

Host of IFLA Language Centre for Chinese

Cheikh Anta Diop University, Senegal

Host of IFLA Language Centre for French in Africa

Russian State Library

Host of IFLA Language Centre for Russian

Bill & Melinda Gates Foundation

National Diet Library, Japan

National Library of Australia

Library and Archives Canada

National Library of Finland

National Library Service of Barbados

Bibliothèque Nationale Suisse

Bibliothèque Nationale du Grand-Duché de Luxembourg

Picture on page 20: Digital Service Assistants using the Bookeye Scanner at the Digital Services Centre " by National Library Board, Singapore is licensed under CC BY 4.0

Picture on page 22: Meeting at the Library and House of Manuscripts of Al-Abbas Holy Shrine in Iraq.

IFLA Annual Report 2020

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