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Editorial 83
Tackling CPD and Chartership from a Distance
Kelly Quaye 84
Tools for the 21st Century Librarian
Lanre Osaniyi 87
Challenges and Prospects of Keeping the Library Profession
Collence Takaingenhamo Chisita 91
Whose CILIP Anyway?
Alison Bond-McNally 95
3000 Librarians, 120 Countries
Doug Knock 97
The Joy of Giving Books
Hosea Tokwe 101
The Library as a Memory Institution
Johnson Paul 104
Applications for the 2013 Anthony Thompson Award 113
ILIG Business - Steaming to Success with Volunteers
Ian Stringer 115
ILIG Business - Reflections on 2012
Doug Knock 117
News around the World 118
Letters to the Editor 119

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Editorial

There is a strong emphasis on continuing professional development in this issue and this is very timely following the launch of CILIP’s Your Professional Knowledge and Skills Base issued in September 2012 and available at www.cilip.org.uk/pksb. This new strategy was featured at CILIP’s Big Day at Newcastle Central Library in September and there is a first-hand account of that from Alison Bond-McNally in this issue if you were not able to attend physically or virtually.

On the CPD theme, Lanre Osaniyi from Nigeria has written about his attendance of a conference in Illinois, USA which illustrates the challenges facing the profession around the world. Collence Takaingenhamo Chisita from Zimbabwe has provided a view of the tools required by the 21st Century Librarian and Kelly Quaye from Philadelphia, USA has given us a very useful idea of what it is like tackling CPD and Chartership from a distance. This article is also very timely in that it feeds the debate of what CILIP should be doing for its Overseas Members in the future. A survey of members will be sent out by ILIG on behalf of CILIP in late 2012 on this topic which I believe is of interest to many readers.

Looking at library content, the article from Johnson Paul in Singapore on the South East Asian Project, The Library as a Memory Institution provides much food for thought about the library role in the digitised society and we are reminded by Hosea Tokwe that books are still an essential ingredient in the basket of products which libraries provide by his touching article about book donation to a school in Zimbabwe.

Our Chair, Doug Knock has provided an interesting account of his attendance at the IFLA World Library and Information Congress in Helsinki in August along with an overview of ILIG in 2012. Amongst the other ILIG business covered in this issue, there is a report on the successful one day seminar on library volunteers which featured a steam train ride as part of the networking opportunities of the day! This course attracted a good deal of attention in the networks prior to it taking place and seems to have laid a few ghosts to rest in its positive approach to encouraging the appropriate use of volunteers in libraries. No pressure? Well yes, plenty of it and full steam ahead.

John Lake
Tackling CPD and Chartership from a Distance:
The Challenges of Being an Overseas Member

by Kelly Quaye*

Introduction

If I were to ask any newly qualified professional about the role Continuing Professional Development (CPD) plays in their professional lives, I’m sure their response would differ little from mine – it’s essential, particularly in the very early stages of your career as you attempt to prove yourself as a professional and apply what you’ve learnt in the classroom to a real life context. CPD may encompass presentations, professional networking, volunteering, webinars and workshops, but membership in a professional organisation is almost certainly encouraged in helping identify and engage in new opportunities.

I first became a member of CILIP in 2010 as a graduate student enrolled in Robert Gordon University’s MSc Information & Library Studies distance-learning degree programme. I’ve only ever been an Overseas Member of CILIP after moving to Philadelphia, USA in 2008. However, I relocated from the Isle of Man, so am all too familiar with the feeling of being overseas and therefore, somewhat isolated. There are obvious disadvantages to being an overseas member of any organisation, but perhaps more so as a new professional when you really depend upon the support and resources such a professional affiliation promises to provide. Though various advances in technology mean this doesn’t have to be quite the challenge it once was, there is of course always room for improvement.

I write from the perspective of an overseas CILIP member and Chartership candidate. Chartership is CILIP’s professional qualification – it is recognition of the highest standards of professional practice and a commitment to undertake continuing professional development, to quote the CILIP Chartership Handbook1. With the guidance of a CILIP mentor, candidates develop a personal professional development plan (PPDP), attend an approved advisory course organised by the Career Development Group (CDG) and create a portfolio to illustrate professional development achievements. Portfolios are assessed by the Chartership Board and successful candidates are awarded Chartered Membership. It was always my intention to enrol in Chartership so the fact that I relocated to the US after beginning my MSc degree has not changed this – I hope to submit my Chartership portfolio before February 2013. As an exercise in professional development, Chartership is certainly challenging but it has so far proven to be immensely worthwhile – it has prompted me to approach development activities with greater focus and to really think about where I want to take my career. Though overseas, I choose to be involved with CILIP as much as with the American Library Association (ALA) because I feel that engaging with both organisations offers me the opportunity to learn, to be involved, to volunteer, to advocate, and to network on both sides of the Atlantic.

CILIP’s Support for Chartership Candidates

So what has CILIP been able to offer me

* Kelly Quaye is a Library Service Assistant at the University of Pennsylvania, Philadelphia, USA and a 2012 ALA Emerging Leader. Follow her on Twitter at @kcquaye or contact her by email on kcquaye@gmail.com
by way of support for Chartership so far? Firstly and perhaps most importantly to me, mentorship – my mentor, Maria Coter, kindly agreed to take me on as an overseas candidate in March 2012. We ‘meet’ on Skype every 6 weeks and share documents via Dropbox. (I have little reason to believe this would be any different were I living on the Isle of Man.) This relationship is not only guiding my progress through the Chartership process, but is giving me further insight into CILIP and direct contact with someone experienced working with CILIP. Finding a good mentor isn’t easy and I feel lucky to have found a good fit in Maria.

Secondly, CILIP has demonstrated flexibility in accommodating my circumstances. Due to the prohibitive costs involved in international travel, I was unable to attend any of the approved Chartership & Certification courses Chartership candidates are required to attend. However, Maria worked with Career Development Group’s (CDG) West Midlands Candidate Support Officer (CSO), Sabelo Mapasure, and Sue Helm, CSO Support, to enable me to attend their session virtually. Approval was first sought from Karen Poole, CDG Learning Co-coordinator. I believe I was the first candidate to attend this course virtually and though there were some very minor technical issues, it was nothing that could not be easily eliminated for future sessions. This was an entirely collaborative effort and it worked with successful results. You can read more about my experience in Central Issues, co-written with Deepak Rana, who provided technical support on the day. Though this was a valuable opportunity to build my online network, I really missed the face-to-face networking this session would have offered were I able to attend in person.

CILIP’s Support for Overseas Members

Being based overseas, I really struggle with not being able to attend the many interesting CDG events, workshops and meet ups I so often read about. I was wondering whether CILIP had considered making more events available online and was really excited when I learned I would be able to follow CILIP’s Big Day, held on 13 September (see report elsewhere in this issue), via social media and live video stream. CILIP also made proxy voting available for those unable to attend this year’s AGM, also held on 13 September. These are important, and very welcome, steps in extending accessibility to all members. It seems as though ILIG has also been making progress in extending events and activities to members using Skype, e-forums and live video to stream events and deliver educational content. These are all great initiatives.

Alternative Chartership Support

I realise some of the challenges inherent in doing Chartership remotely are unavoidable, but I’m happy to have since discovered alternative routes of support. I have found the regular #chartership Twitter chats, organised by Jo Alcock and Tina Reynolds, to be invaluable in terms of the online network they’ve given me access to, the much needed motivational support they’ve offered and as a way to share ideas with people at all stages of the Chartership (and Certification and Revalidation) process. These chats have given me the confidence to reach out to others and the inspiration to establish a Chartership meet-up group on the East Coast of the USA with Emma Davidson, who recently moved to New York City. I’ve learnt that if something is missing there’s no reason why you can’t create that missing thing and fill the gap yourself. By the time this piece is published, Emma and
Tackling CPD and Chartership from a Distance

I will have met for the first time in person to talk about the trials and tribulations of Chartership, and the challenge of doing it all from a distance. It is our hope that there are others in the area who will join us, and that the meeting may evolve into a regular event. We are also considering establishing an online group to encourage others to connect more easily. In any case, we have already received much interest in the group, and support from the online community. Interested readers may get in touch or follow my blog\(^4\) to learn more about this group.

**Have your say**

This is a really important issue particularly given the focus ILIG has placed on how they can be more inclusive of overseas CILIP members in recent years. A 2011 electronic survey conducted by the ILIG committee revealed that ILIG members want ILIG to concentrate on:

1. Improving communication between librarians internationally
2. Build links with international organizations
3. Arrange information sharing networking events\(^5\)

I know of three other Chartership candidates in the US alone so I know my circumstances and needs are not unique. I am curious to know how others feel as overseas members and/or as Chartership candidates and encourage you to get in touch and share your views and experiences. Do you feel CILIP is accessible enough to you? Are there things CILIP could do to be more inclusive of overseas members? Do you feel you have access to the same resources and opportunities as UK-based members?

**References**

3. [http://twitter.com/search/%23chartership](http://twitter.com/search/%23chartership)

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**Interested in joining the ILIG committee?**

contact the ILIG Chairman, Doug Knock for a chat about what is involved and the benefits to your career of being on a CILIP special interest group committee

email: dougknock@aol.com
Introduction

The 2012 Summer Associates Program of the Mortenson Center for International Library Program at the University of Illinois, Champaign, Illinois, USA, held from May 24 – June 19, had as its theme: Tools for the 21st Century Librarian. This program offers unique, individualised training for librarians and information professionals from all over the globe. For the 2012 programme, 16 participants were selected from 10 countries including Barbados; Bulgaria; Egypt; Japan; Kazakhstan; Kenya; Kyrgyz Republic; Nigeria and South Africa. The objectives of the programme include the following:

- To gain better understanding of libraries in the United States of America
- To gain insight into leadership and communication styles
- To obtain knowledge about new library technologies
- To better understand advocacy and fundraising strategies
- To develop a professional network

Travel to USA

The travel arrangements for the training programme went outstandingly well and without complications. Travel visa to USA was issued without any delay. I left Lagos, Nigeria on Tuesday, 22nd May 2012 and arrived at Chicago, via Atlanta, the following day. I opted to travel from Chicago to Champaign by bus (REX Express – REX Express coincidentally was the Transport Company responsible for all our official tours during the programme).

Programme & Activities

The co-ordinators had designed a tentative programme schedule before our arrival. But the schedule was expanded later to incorporate new activities, individual objectives and other special needs during the programme. In general, Associates were engaged in seminar presentations on novel and innovative practices and services, workshops, and tours.

Seminar presentations included the following:

**Trends in US Academic Libraries.** In US academic libraries, users’ drive collection growth; mobile services are on the increase; delivery of services is driven by technology; Librarians are attempting to diversify skills; budget issues remain a concern as budgets remain flat in the face of increases in demand; budgets,
endowments, federal funds are going down, hence, there is a need to re-organise; increased demands for accountability; collaboration is now more critical to success; physical library spaces giving way to virtual spaces; there are now 3,689 academic libraries.

**Introduction to US Public Libraries.** US public libraries enrich lives; offer open and easy access; belong to local communities; welcome everyone. Top priorities include: ensuring adequate access to the Internet; demonstrating value for money; digital rights management. Americans check-out an average of 7 books a year; inter-library loans number 43 million per year; there are 16,604 public libraries in US. The performance of libraries affects funding. A high percentage of funding comes from local sources.

**Scientific Animations without Border (SAWBO).** SAWBO is a University of Illinois based project which creates and deploys educational animations using cell phones for people with little or no literacy. SAWBO is targeted to assist more than 700 million people to access simple solutions to problems that affect their daily lives. Examples of SAWBO content include: how to purify water; how to avoid malaria; how to grow better crops, etc. The system uses easy to understand animated cell phone videos to deliver solutions and improve lives.

**Overview of the OCLC** (Online Catalogue Library Center, Dublin, Ohio). The OCLC was established to find practical solution for sharing library records and reducing information costs. The institution has grown to become a collaborative revolution that now involves thousands of libraries across the globe. OCLC and its members co-operatively produce and maintain WorldCat (the world largest library catalogue). As at June 2012 the catalogue contains over 264 million records and over 1.8 billion holdings.

**Workshop topics include the following: Unleashing Personal Resources:** A Look at Personal Styles. The focus here is on understanding behaviour of personal styles, enhancing communication styles for collaboration, the importance of personal style in successful teamwork and collaboration. Applying the DISC model, four primary styles i.e. D - Dominance; I - Influence; S – Steadiness; and C – Conscientiousness, were identified. We studied the characteristics, strengths and limitations of the different styles, how the different styles think, work, behave, and organise the world; and flexing with one another. This understanding is aimed at reducing work stress and conflict, making individual styles ‘work’ at work, help to know what other styles expect, how to marry different styles to make it work, and how to value each other.

**Communicating for Impact.** The objective is to learn the importance of good communication in a work place, the barriers to effective workplace communication (including complacency, ego, avoidance, fear, environmental distracters, etc); common listening errors and the 10 commandments of effective communication.

**Coping with Workplace Change.** Here, we considered the concept of change and the goals of ‘change’. In the past, change was considered a disruption of work, but for the future, change must be seen as the focus of work. We considered the 7 most stressful changes and reactions of people to change; including: loss, separation, relocation, changes in relationships, changes of direction, changes in health, and changes in technology.
Digital Imaging, Metadata & Benchmarking. We considered the fundamentals of digitisation, including planning digitisation, what to digitise, copyright issues, advantages and disadvantages of in-house or out-sourcing digitisation projects and the basics of digital images. We also examined metadata description, and benchmarking for digital image quality; general equipment resources for digital imaging; and general software resources for digital imaging, at the Illinois Digitization Institute, Springfield. We had hands-on experience of digitisation.

Leadership Skills for Library Advocacy. Issues here centred on how to apply leadership skills such as communication, collaboration and planning to facilitate actions toward influencing decision making which help create a desired policy in support of the library.

Teams - Working Together. Focused on the philosophy of teamwork i.e. ‘Together everyone achieves more’. Learning from nature, we observed that the V-pattern geese formation increases flock efficiency, the effort is less and it is easier to reach goals. In the same way, sharing direction and working as a team gets projects/work done quicker and easier. Sharing leadership shares the hard and easy problems and tasks and combines abilities, talents and resources. Team environment is better for an organisation, customers, individual and the leader.

Library Instruction, Technology and Programmatic Initiatives. Focuses on the importance of information literacy in higher education. We looked at information literacy as a framework for orienting library services to user needs. It encompasses knowledge of one’s information concerns and needs, and the ability to identify, locate, evaluate, organise and effectively create, use and communicate information to address issues or problems at hand. This is a pre-requisite for participating in the information society.

Customer Service Philosophy We examined the concept of customer service, its elements; and identified ways to increase energy and morale in the work place. Customer Service as a philosophy energises the workplace, fosters teamwork, enhances productivity, boosts morale and creates positive, memorable experiences. For example, the application of FISH philosophy (a type of customer service) shows the workplace as fun, focusing on engaging others in ways that lift their spirit, and gives others full attention.

Thinking and Decision-Making in Library Administration. Introduced the decision making process and types of decisions, such as routine decisions, common decisions with minor risks, and uncommon decisions with major risks; applicability of behavioural economics to decision-making (effect of emotions on decision-making or making rational decisions), and the dual process theory of reasoning and thinking about decisions meta-cognitively. This topic is important because our decisions have consequences which affect other people and us. Thinking about decision-making helps to get feedback about our decisions and helps to avoid making the same procedural mistakes.

Fundraising for Libraries. Covers the procedure for grant-writing, grant-making trends in USA; grant-making worldwide; concerns of grant-makers, why do funders give? The Millennium Development Goals; grant seekers’ bill of rights; proposal guidelines; components of proposals; identification of funding sources; how to approach a foundation; and criteria used to evaluate proposals.
Tours

We visited the following libraries and locations: University of Illinois Libraries, Urbana-Champaign; The Farmers’ Market at Urbana; The Online Catalogue Library Centre (OCLC) WorldCat at Dublin, Ohio; Westerville Public Library at Ohio; Thompson Library, Ohio State University at Columbus, Ohio; Illinois State Library at Springfield, Illinois; Abraham Lincoln Presidential Library and Museum at Springfield; Booth Library at the Eastern Illinois University, Charleston; Center for Research Libraries, Chicago; Donors Forum, Chicago; Chicago Public Library, Chicago; American Library Association; Poetry Foundation, Chicago; Champaign Public Library; Arthur Public Library; and the Amish Country – a group of people (about 300 families) who are in the world but not of the world. It is amazing to find such traditional people located in the US in the 21st Century who still depend on bogies for transport; not open to the influence of technologies, and do things only in their own ways.

Notable Observations and Lessons Learnt During the Training

• Parallel development of public and academic libraries in the US. The development of public libraries in the US is remarkable. In particular, our visits to the Westerville Public Library, Ohio and the Chicago Public Library is worthy of note for innovativeness, and range of unique services. Public libraries are so developed to the point of participating and sharing resources in network with academic libraries. This is a far departure from the under-developed state of public libraries in Nigeria and most African countries

• Customer service as a core service philosophy. I observed that customer service is a highly valued service philosophy in the libraries we visited. It is believed that a library can only succeed by simply providing users with what they want. Today’s service expectations include: individualised service; portability and convenience; service must be anywhere anytime and in the device of users’ choosing – in other words: on customer terms. The success of this philosophy hinges on effective network access to the library’s information resources.

• Access to information is central in US libraries’ service effort, notwithstanding the source, location or the medium of information. Access to library resources anytime and anywhere is a key priority to library users today. Traditional boundaries which limit access to information are being eliminated.

• Library technology trends are customer-focussed and not library-focussed. Library resources are available more on iPhones, iPads, Blackberry and other emerging apps. Users, particularly students, depend increasingly on the use of these handheld devices to access information, as well as blogging and social networking.

• Academic libraries like their counterparts in the developing nation faces dwindling budget and funds.

Acknowledgement

I acknowledge and appreciate the generous support of the Management of Lead City University, Ibadan, Nigeria, for my participation at the associate training program. I also thank the staff and consultants at the Mortenson Center, University of Illinois for creating excellent atmosphere for successful training.
Challenges and Prospects of Keeping the Library Profession Effervescent in the first Decade of the New Millennium: Case of Zimbabwe
by Collence Takaingenhamo Chisita*

When I look back, I say, “Yes we did it! We have been through it! Yes we did it and we will continue to do it again”. I am neither afraid nor shy to say this, because the first decade of the new millennium has been critical in the development of the library and information science profession in Zimbabwe. It was a decade laden with socio-economic and political challenges, for example, economic meltdown, brain drain, dwindling budgets, apathy, fragmentation and globalisation amongst other issues. However, despite all odds, the profession emerged stronger at the beginning of the second decade of the new millennium. This was not a miracle but a phenomenon attributed to the dogged tenacity of those professionals who remained behind to shoulder the burden of sustaining the library and information profession. Among these unsung heroes and heroines are professionals working as individuals or group, institutions, professional associations and special interest groups among others, too many to mention. In the true spirit of ubuntu, I would not have achieved anything without the support or co-operation of fellow colleagues “one head cannot hold the roof”. To heap praise on myself would sound narcissistic, so I will vacillate between the individual and collective

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in my general narrative on LIS education and training in Zimbabwe.

I was one of those who persevered through a decade laden with challenges and prospects for the information profession. Even though I used to lecture part time at the Library School and other private colleges, it was only in 2001 that I packed my bags and left my humble job as a teacher/librarian at Mount Pleasant High School for a lecturing job at the Library School in Harare. Yes, I remember at Mount Pleasant High, I had become an elephant in a china shop; students would come and ask “Why are you still here? You do not deserve to be here!” I could not answer the question but just laugh and paralinguistically say “Ohhh yaa!” I would not have loved to leave the High School because I had developed a strong bond with both students and lecturers and felt a sense of belonging. However, when I told the Headmistress about new developments she urged me to go on and seize the novel opportunity. The time spent at Mount Pleasant was meaningful and sensible, revitalising the school library, creating and sustaining a reading culture, building networks through Book Councils, sourcing donations and supporting the school curriculum.
In the early part of the first decade of the new millennium, the Library School at Harare Polytechnic was full of students greatly enthusiastic about pursuing a career in the field. As economic problems began to take their toll, libraries were the first casualties, with ever decreasing budgets, high labour attrition and fewer opportunities for prospective professionals. Many information professionals left the country for other parts of the world within the region and the United Kingdom and other Western countries; others left the profession and went into business, while others did combine professionalism and “inforpreneurialism”. This trend intensified as the economic challenges coupled with political dichotomies weighed heavily on all aspects of life.

It is of great importance to note that in the midst of the first decade of the 21st millennium we lobbied for the professionalisation of Records Management and Information Science. In 2004, we enrolled our first full time class. I was Head of Department and together with other members we strategised on how to secure attachment places for students through Public and Private Sector Partnerships (PPP’s). We resolved to engage government institutions, Universities and Colleges and Non Governmental organisations to ensure students got an opportunity for on the job training.

Towards the end of the first decade of the 21st millennium things got worse as inflation rose to an astronomical point. This was the time when going to work meant sacrifice because you walked your way to and fro, and also you still needed the energy to run around sourcing for food, waiting patiently in long and winding queues in banks and supermarkets. Yes, we kept the training alive despite the rough economic times, while others left for greener pastures. This was a tough time for the profession since lecturing meant national service but we soldiered on. Time passed by as I continued to make contributions at the annual Zimbabwe International Book Fair and also School Library Day and orientation days at church libraries in Harare. I researched and wrote academic papers for presentation at such great events. Indeed, imbued with an Aristotelian philosophy, I strove for excellence and made it a habit.

I remember when I went out of the country and then came back someone said to me “Why did you come back? You should just have slipped way”. Still I just laughed and said “It’s not easy to live in a foreign land”. I left for IFLA in Durban in 2007 where I met Maria Cotera, Doloresa Veilande, Kingo Mchombu and other prominent information professionals including Zimbabwean librarians. Still I felt I had an obligation to go back home and would be confronted by “Why did you return?”. I realised that the only way to remain afloat was to intermittently attend seminars at home and abroad. These were helpful in providing
an overture to network and learn new ways of doing work. I travelled as far as Tanzania, South Africa, Ethiopia, Zambia, Italy and Germany. Throughout these trips I learnt new concepts relating to Information Science, for example, Knowledge Management, Database Analysis and Design, Social Advocacy, “Inforpreneurship”, ICT, Free Open Source Software and Social Media amongst others. I also realised that networking is critical to the realisation of Library and Information Science goals. Such matters enlighten you on the dynamic nature of the profession and you can cascade this information to colleagues and students, thus adding value to the profession.

In 2009, the economy began to stabilise, the college invested in enhanced internet connectivity and this gave me an opportunity to utilise social media to network LIS Professionals. I initiated the formation of Progressive Africa Library and Information Activists (PALIACT-Zim) as a special interest group aiming to promote the Library and Information Profession. Shiraz Durani, who was then lecturer at London Metropolitan University, was supportive of the idea. The main reason behind the formation of PALIACT was the need to bring fragmented and disjointed librarians together. The PALIACT Platform on Facebook has become popular with information professionals at home and abroad exchanging information, advertising jobs and conferences. It is in fact viewed as a virtual university considering the high volume of traffic relating to information exchanges between members. It has been useful for providing students with information on professional activities at home and abroad. The platform is also used by the Zimbabwe Library Association (ZIMLA) to communicate with members. I strongly believe that a strong and cohesive professional association can overcome redundancy, obsolescence and stimulate growth through utilising technology to share information amongst members.

It has not been easy bringing Library and Information Science Professionals together considering the acrimony between para-professionals and professionals, degree’d and non-degree’d, those educated at home and those educated abroad among other differences. Such issues have been a bone of contention between information professionals to the extent that it has threatened unity and progression. However, PALIACT-Zim’s argument is that such issues should not undermine the cohesion of the national association, hence the need for togetherness to promote professional interests. It is my strong belief that elitism, institutional insularity and high-mindedness will only retard progress towards creating a robust professional association. I strongly believe that the Library and Information Profession in Zimbabwe or anywhere desperately needs role models, an accumulation of intellectual artefacts, an organised and vibrant professional organisation imbued with a strong ideology or philosophy of continuous learning and research. PALIACT-Zim provides such a platform for members.
to shed parochial mentalities and enhance the status of the LIS profession.

Yes, when I look back; there is greater appreciation of the profession, thanks to the work of hardworking information professionals doing their best to leverage the profession into the 21st century. Never in the history of the country has the LIS profession been as highly recognised as it is now. To observe the maxims of politeness, this success that the LIS profession enjoys locally and internationally would not have been possible without the input of everyone in both libraries and library schools. PALIACT has built on a foundation created through the sweat of early LIS harbingers who paved the way for others through their commitment to provide quality LIS education and training. All I have done has been to carry on the torch to a higher level of collaboration, convergence and active engagement amongst LIS professionals and stakeholders. Karl Marx noted that “History does nothing; it does not possess immense riches, it does not fight battles. It is men, real, living, who do all this.”

ILIGlist and Facebook

ILIGlist is an e-mail discussion group run by, and primarily for, members of ILIG, but open to all librarians and information professionals involved in LIS activities across the globe.

To join the list, please send a brief message to <iliglist-owner@yahoogroups.com>. If you have already joined ILIGlist, please spread the word to colleagues.

If you’re on Facebook, why don’t you join us?
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If you’re not on Facebook, maybe it’s time you were!
Make contact with librarians around the world and start networking!
Casting a glance around the 07.11 Newcastle train at Manchester Piccadilly I wondered if any of the harried-looking commuters were also on their way to the CILIP Big Day (13 September 2012). Perhaps the slim chap in the brogues and tweedy cardi, or the woman juggling coffee, iPad and mobile shared my destination. Of course, you can't tell a librarian just from the cliché but, even though I knew that I was going to spend the day with fellow library and information professionals, I had no idea who those professionals were, or who for that matter, CILIP were.

Two years ago I was feeling fed-up with CILIP. I wasn't job hunting and I wasn't seeking Chartership, so why exactly was this money going out of my account every month? I work in a public library and both at work and at home resources were getting tighter, so there were fewer professionally qualified staff than ever before. I was feeling increasingly isolated, and it didn’t seem to me that CILIP was doing anything about it. I could have cancelled my membership, but having always been taught to “Be the change you want to see” I chose to become more involved and joined the North West Branch Committee. Since then I’ve taken on editing our newsletter and have discovered that you can find information professionals in a near-infinite number of settings. But in spite of increasing familiarity with CILIP at a local level, I still had limited contact with the national organisation and this was my first time attending an event outside the North West.

Usually at events such as this, public library staff are in the minority. Perhaps we feel that our sector won’t be reflected in proceedings, or perhaps we just struggle with time and money? I viewed the day as a worthwhile investment and it more than paid off. CILIP might have been accused of focussing more on Academic Libraries in the past, but today Public Libraries received the full force of CILIP’s spotlight.

I decided to tweet my responses to the day, feeling quite modern (and fearful that it looked as if I was merely texting). Well, 140 characters were barely enough to contain my ire when politician and fire-fighter Ged Bell compared volunteering for the Olympics to volunteering in a library. A one-off, high profile event is not the same thing as sustained, skilled library and information provision and, as a Guide Leader, I should know. Penny Wilkinson from the Northern Rock Foundation also ran with the volunteering theme, drawing on her experience of the charities sector. and asked us to reflect upon our profession asking, Who knows where you might end up or the difference you might make? I know the difference I make to my readers every day and I feel quite strongly that a volunteer, no matter how skilled or

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committed they might be, could not make the same difference.

Phil Bradley had the tough ‘post-lunch’ slot. He began by affirming what makes a library – it’s not the books and the building, it’s us… the people, with our ethics and our morals and our skills. When that received a resounding cheer he too grasped the thorny issue of volunteers, which incited myself and others to tweet ‘Replace Professional Staff with Volunteers? – I say NO, NO, NO, NO, NO!’ It is the single most re-tweeted tweet I have ever made.

He then continued to make the statement that effectively summed up the day for me. Talking about how, in the face of cuts to libraries and threats to the profession, people are saying to him “CILIP should do something” and he was wondering who CILIP was. Is it him, is it Annie (Mauger)? At that point, in a moment reminiscent of Spartacus, we were encouraged to declare “I am CILIP”, and we did.

On the train home I spotted quite a few of those itchy hemp bags with the hot pink logo, and I feel like I am part of a group after all. It turns out I am CILIP, as are you.

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**Notes for contributors to Focus**

Articles for publication in Focus are always welcome. Focus is not peer-reviewed, and articles are primarily intended to keep readers (who are professionals from a variety of different types of library and information services) informed about what is going on in the international library and information world, to introduce new ideas and programmes, report on activities and experiences, etc., rather than be ‘academic treatises’.

Articles are normally between 1,500 and 2,000 words, though can be a little longer if necessary. The inclusion of references and URLs/links to further information is valuable, as is a relevant photo or two (640 × 480 at good resolution), if appropriate.

Focus is published in March, July and November and copy deadline is normally the end of January, May and September, respectively.

Please e-mail material for consideration to the editor at <iligfocus@cilip.org.uk>. Articles should normally not have been previously published, or be under consideration elsewhere.
Apart from a brief visit to the IFLA conference held in Glasgow ten years ago, I had not had the opportunity to attend the annual World Library and Information Congress (WLIC). I had been unsuccessful with my application for CILIP funding to attend last year in Puerto Rico so committed myself to attending the 78th IFLA General Conference and Assembly in Helsinki through the submission and acceptance of a paper in the Health & Biosciences Section. I was seeking, as per the conference theme, a little inspiration, empowerment and even a surprise or two. It came as a relief, especially to the bank balance, when I was fortunate enough to be awarded the annual CILIP first-timer award which covered the cost of registration, accommodation and travel. I received two days study-leave from my employer, booked four days annual leave and a return flight to Helsinki.

For the uninitiated, the annual WLIC which took place between 11 and 17 August is organised by the International Federation of Library Associations and Institutions (IFLA), the leading international body representing the interests of library and information services and their users. IFLA is in many ways the global voice of the library and information profession. It is an independent, international, non-governmental, not-for-profit organisation which aims to:

- Promote high standards of provision and delivery of library and information services
- Encourage widespread understanding of the value of good library & information services
- Represent the interests of our members throughout the world.

As a long-standing member of CILIP’s International Library & Information Group (ILIG) and current Chair, I had a keen interest in attending what is in many ways the flagship international conference of the year. ILIG has, through its nature, always had close ties with IFLA. The Anthony Thompson Award, which ILIG manages on behalf of CILIP and will be awarding again in 2013, has its origins in a trust fund set up to commemorate the first full-time IFLA Secretary General, from 1962 to 1970. A number of current and past ILIG Committee members have played, and continue to play, prominent roles in some of IFLA’s numerous committees. Prominent amongst these are past-chair, Paul Sturges, chair of IFLA’s Freedom of Access to Information and Freedom of

* Doug Knock is Library & Knowledge Services Manager at South London Healthcare NHS Trust. He is also the current chair of ILIG. Doug spoke at the ILIG informal on 10th October along with CILIP Councillor, Maria Cotera. The informal will be recorded and should be made available through the ILIG YouTube Channel www.youtube.com/user/CILIPILIG.
Expression (FAIFE) committee between 2003 and 2009 and a recipient of the IFLA medal in 2011 and former Committee member, Maria Cotera, also a CILIP first-timer award recipient and Convenor of the Women, Information and Libraries Special Interest Group (WILSIG).

Arriving late on Thursday evening, my first taste of IFLA came the following day in the form of the Health and Biosciences Satellite Conference which took place at the Biomedicum Helsinki. A number of the 43 IFLA sections and 14 Special Interest Groups hold satellite conferences outside of the main WLIC programme. As a medical librarian, I found the theme of “the future of health information” to possibly be a little too broad. This was reflected in the presentations which covered topics as diverse as current trends in person specifications for medical librarian job adverts in the United States to the development of CIGNOweb.it, an Italian-language information portal for cancer patients and culminating with a humorous take on the potential of library branding. All papers and proceedings were conducted in English and I have nothing but respect for colleagues who were speaking, chairing and debating in a second language.

Our Finnish Colleagues were proud and welcoming hosts and after an eventful day and my first taste of Finnish cuisine, I found myself heading out for my first social dinner. The social aspect of IFLA is important and enables networking and experience-sharing outside of the conference in a more relaxed environment. During my stay in Helsinki, I had meals out with members of the Health and Biosciences and Management of Library Associations Sections, attended an Aberystwyth Alumni reception and the Finnish Cultural evening. I got to eat reindeer and chatted with, amongst others, IFLA President-elect Sinikka Sipilä and National Librarian of Scotland, Martyn Wade (who, along with CILIP CEO, Annie Mauger, is a fellow Aberystwyth Alumni). I collected business cards from colleagues across the world with my biggest regret being that I did not have my own to reciprocate with - I even picked up one from Börje the Reading Education Assistance Dog.12

Registration for the conference opened on the Saturday and I duly collected my bag, badge and Helsinki travel card before attending the Health and Biosciences Standing Committee as an observer. I confess to being a little underwhelmed by the Committee meeting, possibly due to the standards that my participation within ILIG and CILIP’s Health Libraries Group’s Continuing Professional Development panel had set. As there were representatives from across the globe the Committee has a lot of potential to build links and encourage collaborative working but it felt a little disjointed to me. I may be a little harsh in my judgement as any committee, especially
one where members are spread across four continents, will inevitably conduct much of its work by correspondence and I was not able to attend the second Committee meeting which may have been a little more focussed.

The UK Caucus was the next event on my agenda, scheduled for the Saturday evening before the official opening on Sunday morning. Chaired by CILIP President, Phil Bradley and inspired by the ongoing London Olympics, it was informal and friendly and liberally decorated with Olympian puns. In a relaxed atmosphere we heard briefly from Annie Mauger and were welcomed by IFLA President Edith Parent while I had the opportunity to say a few words along with Yulia Kashpruk, a new professional from the Ukraine and recipient of the 2012 CILIP/IFLA Aspire award which had been set up in memory of Bob McKee. I found the Caucus was a useful way to meet new people and catch up with old friends, committee members, colleagues and lecturers, before the conference proper started.

The following five days were action packed. Starting early on Sunday morning with a well-attended newcomer’s session, I then joined the rest of the delegates to experience a healthy taste of Finnish culture, music, humour and, on a slightly more sombre note, a keynote speech on cultural genocide by forensic dentist Helena Ranta. That afternoon, I presented my paper sharing the experiences on impact assessment within NHS libraries before visiting my first mobile library in the form of a truck parked outside the conference centre. Helsinki was certainly the place to be that Sunday with the World Design Capital for 2012 also hosting concerts by both Madonna and Bjork.

During the conference I attended additional sessions co-ordinated by WILSIG, LIS Education in Developing Countries Special Interest Group and FAIFE. I had an encouraging meeting with European colleagues looking to improve awareness and collaborative working between national library associations on the continent. I also met up with colleagues to discuss the delivery of the Public Access to Health Information (PAHI) workshop sponsored by Association for Health Information and Libraries in Africa (AHILA) and Partnerships in Health Information (Phi).

Two highlights stick out from the conference. The first was the plenary lecture by Siva Vaidhyanathan author of *The Googlization of Everything on The Human Knowledge Project*. His sceptical take on Google’s pretensions and ambitions, moving from ‘do no evil’ (but covertly taking people’s personal data) to a drive to ‘organize the world’s knowledge’ was insightful, entertaining and alarming. The second, which really epitomised my attendance, was my participation in a break-out discussion group as part of a session entitled “Strategies for library associations: include new professionals now!” co-ordinated by the New Professionals Special Interest Group and Management of Library Associations section. Our table included new professionals and seasoned veterans from Japan, Holland, Germany, Canada, Sweden,
Finland, Argentina, Latvia and the UK. As with any good break-out group, we could have gone on deliberating for much longer than the allotted time and I learnt more about the reality of librarianship within countries like Argentina and Latvia than I did in attending any other presentations during the conference.

So, in conclusion, was I inspired, empowered and surprised? I believe so. There is something inspiring about attending a conference with 3,000 librarians from over 120 countries in a country that is such a proud and welcoming host. I feel empowered by the contacts that I made and look forward to developing new networks over years to come both on a personal level and on behalf of ILIG. Finally, I can only say that I was pleasantly surprised by the scale of the conference and the passion and enthusiasm for libraries which seemed to transcend different cultures and languages. I would like to thank CILIP for its support and hope that it can continue to fund this highly important first-timer award as, from my perspective, it gives an unparalleled insight into international librarianship.

References
1Further details available online at www.cilip.org.uk/ilig
2For more about Börje, please see Paula Paukku’s article within Helsingin Sanomat. Available online at http://tinyurl.com/cx2mnwu
3Further details about the CILIP / IFLA Aspire award are available online through CILIP’s website. Please see http://tinyurl.com/crhrae
4Available online at http://tinyurl.com/cf7nfs6
5www.ahila.org
4www.partnershipsinhealthinformation.org.uk

Inspiring and empowering women through access to information. Session organised by WILSIG

ILIG has a twitter account:
@CILIP_ILIG.

Follow us to get the latest updates on ILIG news and events, tweets from Umbrella, news from CILIP and of international interest, and to communicate with us and let us know what you would like ILIG to do for you.
On a Thursday morning with dark clouds threatening, I arrived at Kudzanai Bus Terminus here in Gweru, Zimbabwe where I live. Typical of any other African country, the terminus was teeming with vendors, travellers and people of different social backgrounds, mixing and mingling and selling their wares. It is summer time in Zimbabwe and the rains are with us. There was a heavy downpour for an hour. At long last the Tauya Bus Service arrived that plies the route to Matenda School where I was destined. I quickly rushed to be first into the bus, as other passengers pushed, shoved and squeezed each other. I held my luggage firmly.

“Order, order, order everybody be in the queue” shouted the conductor through the window. The bus was soon filled up and vendors entered shouting their lungs out … “Bananas … e e e bread here… cabbages, cabbages … don’t forget your box of matches,” they shouted as they competed for customers. “Today, I think we will travel well and arrive safely, this bus looks in good condition.”, remarked a short, bulky man with puffy cheeks munching roasted mealies. True to his word the driver started the engine and we were now pulling out of the terminus on our way to Matenda School.

After two hours of traveling, we were now on the bumpy dust road, so treacherous and dangerous. With heavy rains currently pounding Zimbabwe countrywide the state of roads is so pathetic with potholes, gullies and overflowing bridges. Soon the bus was swinging sideways, shaking us as the driver struggled to keep it on track. It roared with such a deafening noise as it traversed the difficult terrain. I held on to my box of books with care fearing that the impact of the bumpy road would throw out all the contents. The elderly man seated beside me could see that I was not at ease but assured me that the bus would pull through.

At three thirty late in the afternoon I arrived at Matenda School. The School Development Committee (SDC) Chairman who was the first person to see me welcomed me. “Welcome!” he embraced me with delight. We walked into the school yard as five pupils came racing towards us … screaming with joy … “ah it’s him …. yes, yes .. I know him… me too!!”, they competed, shouting with excitement.

These are the pupils that had brought me this far in my efforts to reach out to poor rural children. Matenda School was built in 1927. It was sited at Danger, near the Chionekano range of mountains, through which the Lundi River passes. The school was under the Methodist Church in Zimbabwe like other schools in Zvishavane North, but has since been taken over by government through local government (Rural Councils). Matenda Primary School is a cluster resource centre where six schools meet to discuss academic and
sporting issues. It is also a ward centre where community leadership, including traditional ones, meet to discuss community problems and developmental strategies. Though old, the school has produced a number of notable personalities. However, the current economic, social and political conditions prevailing in Zimbabwe has not spared it. The buildings are in a bad state.

It took me time to plead for professional support to get books for the poor rural communities. What is more, the high price of books place them way beyond the reach of many, whose concern is only to bring food onto the table in these turbulent times. Having been privileged to get a credit line amounting to two hundred million Zimbabwe dollars (according to Zimbabwe’s inflationary currency at that time) from a kind donor in the UK to enable us to buy children’s books from Weaver Press, here in Harare, Zimbabwe in late November 2007 - the next task was to bring these books to the beneficiaries.

With Zimbabwe’s economy it takes great determination to plan, communicate and gather adequate resources to travel and mobilise people. I am reminded of Doris Lessing’s article that appeared in the Guardian newspaper on 8 December 2007 in which she talked about “A hunger for books in Zimbabwe”. This article has been a great inspiration to me - for who else will come to the rescue of the socially, economically, culturally marginalised rural schools and communities? After putting all my resources together (financial, material and the necessary paperwork for the book presentation programme) on 24 January 2008 my journey was on.

The following morning all was set for the book presentation, despite the bad weather. What a joy it was for us to have the local Chief with us, together with the SDC Chairman, the Deputy Head, school staff and pupils. First we were treated to some poems. Thereafter, I stood up to deliver my Book Presentation Speech. I gave a brief review of Chenjerai Hove, Shimmer Chinodya, Yvonne Vera and Chimamanda Ngozi Adichie’s novels, namely

Hosea Tokwe making his Book Presentation Speech

Hosea Tokwe sheltering from the rain in a bus stop
Chairman of Fools, Tale of Tamari, Strife, Stone Virgins and Purple Hibiscus. Chairman of Fools sent everybody into stitches, including the Chief, when I translated the title into our Shona vernacular language. The pupils enjoyed my review of Tale of Tamari written by Shimmer Chinodya, in which Tamari, a fourteen year old girl, loses both parents and lives with her brother Kuda. In their house most of the rooms are let out to three lodgers by their uncle Banda, just to keep an eye on them, but the uncle is not concerned with their welfare, only with how much money he can make from the rent he gets from tenants. According to Shimmer Chinodya, this tale gives a varied slice of life in Zimbabwe today as orphans make their way into the future. I could see that some pupils were so touched as they listened attentively. Shimmer Chinodya’s other book Strife that has won the Noma Award for 2007 was really captivating, so was Yvonne Vera’s Stone Virgins. Following the presentation of the books, everybody had a feel of the books. This gave me the opportunity to mingle with the teachers as they related to me their problems in ensuring that the pupils read fluently. One suggested that they would come up with a reading period whilst some lady teachers who co-ordinate the Girl Child Movement, told me that they would come up with a drama club to teach girls good survival skills. As we joked, laughed and exchanged greetings I could see that there was an air of love and harmony. Even the pupils were in a joyous mood. I took this opportunity to take photos. Such was the happy mood at this Book Presentation event.

To cap it all, the Chief then stood up to give a vote of thanks in appreciation of my work, saying to me .... “your kindness, love and concern for our school and our community is so great, but remember that at this school we also have orphans” ....he continued … “they need support with school materials like exercise books, ballpoints, pencils and rulers to write their school work, so I plead with you to remember them the next time you come.” This appeal touched me. Such is the plight of the poor rural child, but this will galvanise me to put more effort into my voluntary work as a librarian.

As I traveled back to Gweru, watching some of the poor maize crops in the fields, I wondered where the parents would get financial and other material resources to send these children to school. The kind donor from the UK has brought a new beginning to my voluntary work. I appeal to concerned individuals and organisations to extend your warm hand of love and friendship through material and financial support.

As I make this appeal, I realise that the need to play a fulfilling role in society takes into account passion and professional zeal as well as harmonious relationships for those with resources. As a librarian I have always loved to have that human touch - that is the desire to ensure that those who seek information get it and use it to fulfill their desire for new knowledge. I have now reached that stage when I feel proud of myself as I am now realising the early fruits of hard work. To you all out there, let’s work together to bring a beacon of hope to Matenda School.
Libraries as memory institutions are not a recent phenomenon. Libraries in South-east Asia have re-made themselves to better serve the needs of their societies by performing the role of a meme\(^1\) - transferring knowledge, beliefs and values. One significant dimension of this re-making exercise is the shift from public information services to public heritage services. An early effort at this was the Shared Knowledge, Shared Heritage project of the Association of South-East Asian Nations (ASEAN) and Congress of South-east Asian Librarians (CONSAL) in 2002 which was initiated by the author. The effort was targeted at stimulating the development of ASEAN cultural, scientific and heritage content to further the cause of ASEAN solidarity manifested in the Bangkok Declaration of 1967. The objective was to provide online access to the legal depository heritage collection of National Libraries in all 10 ASEAN countries. The libraries were equipped with a digitisation facility to enable them to digitise these collections. The ASEAN Infonet digital library had 2,900 deposited heritage e-books from the region with shared access to the collection across all libraries. In 2007 ASEAN Infonet was merged into the ASEAN Media Portal (www. aseanmedia.net) and was no longer managed by librarians.

The tsunami of change in libraries did not have to wait much longer. In 2007, Penny Carnaby, the National Librarian and Chief Executive Officer of the National Library of New Zealand (NLNZ) presented her strategic plan to regional librarians in the Singapore sponsored “Bridging Worlds” conference. She placed digital preservation at the core of her 2017 Strategic Plan. NLNZ repositioned itself to access New Zealand’s digital memory, share the nation’s stories; inspire knowledge creation and economic transformation; and enrich users’ experience.\(^2\) Subsequently Singapore and other larger South-east Asian countries followed suit by enhancing collaboration between libraries, archives and museums. In the case of Singapore it culminated in the merger of the National Library and the National Archives in 2012. This paper analyses representative initiatives undertaken in Vietnam, Singapore, Indonesia and Malaysia. The narrative explains the evolving landscape and associated issues.

**The General Sciences Library (GSL) Of Ho Chin Minh City**

The GSL is not only the largest public library of South Vietnam, but also the largest holding of rare materials published since the 17th Century. It has about 34,000 rare and precious books, periodicals and maps in Vietnamese, French, Sino-Nom and Chinese. GSL houses...
some 160 volumes of stories of the religious deities in 9,000 Vietnamese villages (about 230,000 handwritten pages) and 1,225 village conventions written in Sino-Nom scripts which used brushes written on “do” paper; over 5,000 handwritten village conventions in national official language; 3,000 statements in Sino-Nom scripts of village cultural identity forms as the gods, epitaphs, land registers, rules of fine etc., 1,900 maps printed or painted before 1954; and a photography collection of 40,000 images.

The Sino-Nam® or Chir Nom is the ancient ideographic vernacular script which became the national script after the Vietnamese secured their independence from China in 939 CE. The Sino-Nom playscript for example has been the focus of heritage conservation which began as early as 1971 with the British Library providing facsimile copies of 44 titles of the Sino-Nam script. The process of collection is supplemented by acquiring rare materials from pagodas and the private treasures of families like Hue, Phu Yen, Thanh Hoa, Ha Tinh. The public library of Thua Thien Hue Province has specifically been tasked to source for the Sino-Nam scripts from prominent families. The materials consist of literary scripts particularly Tuy Ly poetry, village documents such as administrative letters, official land registers, village conventions, family documents and imperial or royal edicts, royal physician publications and medicinal books of the famous Hai Thuong Lang Ong medical researcher. The risk of loss is the primary motivation for the exercise with natural disasters and adverse climatic conditions that exacerbate deterioration and damage to core cultural resources.

This is followed by a restoration programme which involves sorting and classifying collections and identifying items that require urgent conservation. There is a parallel process of creating a database to share catalogues and digitised versions of the collection to researchers. Greenstone and the Libol integrated library softwares are being used. A mobile digitisation unit has been established to enable on-site digitisation of collections from families in remote areas. Currently the effort is limited to North Vietnam and will eventually expand to the South. Searchable CD-ROM versions of all deposits are made to families that have given their collections. Families are also offered basic preservation knowledge to store and preserve rare documents. Some families do not allow for the digitisation of their collection to the public. They are, however, supported by GSL with expert advice. Important collections are then processed for exhibitions and research.

The second component of the project involves engaging experts on Sino-Nom to translate this collection. Thus far 26 titles from Sino Nom language have been translated into Vietnamese, supported by the Association of Science and Technical Agency. This has significantly benefited the performing arts communities who are sourcing for newly translated scripts to resurrect traditional art forms. These works are regularly displayed at the Hue Public Library which entices other families to loan their collections. This is usually held on November 23 which is celebrated as the Vietnamese Heritage day. After 3 years, GSL now has 55 donor families including 70,000 pages of ancient books, ancient text and royal decrees. A 130 square meters special reading room has been designated for Sino-Nom scripts. The room has 50 seats and over 2,000 copies of rare materials.
The Singapore Memory Project

The Singapore Memory.SG (www.singaporememory.sg) is the gateway portal for cultural artefacts that have been curated to provide an emotive set of showcases that will enliven history and create user stickiness. It is intended to stimulate user-generated content and that could only be done if the larger “netizenry” is actively engaged. The project is conceived as a “whole-of-nation” project with a bottom-up approach in collecting memories. It is facilitated by the National Library Board but steered by the Ministry of Communication and Information. It is an innovative attempt at capitalising on new and social media to build a cultural repository. The effort aims to capture personal and permanent memory accounts through user deposits of videos, audio and photos. Users add their memories or stories into the site. The repository is positioned as a service that hopes to invoke emotional responses and immediacy in terms of user actions in the form of interaction. The project is ambitious as it seeks to add a human face to “Memory.”

Digital artefacts are clustered into “showcase” exhibits and each cluster is thematically curated. The “We” showcase, for example, features neighbourhoods and users who can easily navigate to other clusters. There are also commissioned works from filmmakers and illustrators to add to the richness of the collection and to serve as a trigger to excite others to contribute. The content is proliferated through the www.iremember.sg blog. The blog provides the editorial layer and allows for a more intellectual discussion of heritage, nostalgia and conservation in Singapore. The role of the Librarian is in “digging deeper” to extract the jewels of knowledge to place the memories in their proper context. There is also an “Events” segment which provides useful information on latest heritage events which are largely campaigns to solicit more memories. The website is also mobile-enabled. Photo-capture applications such as Instagram on smartphones can be used to share pictures on the go and create “history” as it happens, so to speak. A memory “trigger” is initiated to the Facebook page sending real-time alerts to fans. To generate chatter, a “twitter” thread has been created as well. The social media platforms are meant to stimulate interest, awareness and willingness so that the target of 5 million contributions by 2015 could be speedily met. Thus far the contributions stand at 149,241.

Gedong Kirtya Library, Bali, Indonesia

The development of the memory programme in the Gedong Kirtya Library, Bali, Indonesia is built on the intellectual discourse of Hampden-Turner and his idea of preservation in three concentric circles. At the outer core is; artefacts and materials; followed by values, norms and beliefs in the centre; and value, assumptions and premises in the inner core. Hence the effort in Bali is focused beyond the physical preservation to the cultivation of beliefs and values in society.

Gedong Kirtya Library was established by colonial Dutch authorities on 2 June 1928 and located in Singaraja. Famous for its heritage and unique collections, Gedong Kirtya has about 1,750 lontars, 7,211 copies of lontars, and 8,490 books, all of which are classified as Weda, Wariga, Ithihasa, Babad, etc. Most of the collections reflect the Hindu tradition of the Balinese. The library serves as the documentation and preservation centre of Balinese culture attracting foreign tourists and researchers to visit and study the collections. In
In the 1990s, the Buleleng regency administration incorporated the function of the museum into the library. Exhibition spaces for artefacts and displays such as sarcophagi, *keris*, cloth, photo, etc. were appended to the library. Re-named as the Library and Museum Gedong Kirtya, the main attraction continues to be *lonlar* which accounts for 1,757 *cakep*, 7,211 copies of *lontars* (4,000 text copied to palm leaves, the rest are copied on paper) and 8,490 book titles.

Collections in the Library and Museum of Gedong Kirtya include the Veda, Agama, Wariga, Ithihasa, Babad, Tanlri and Lelampahan collections. The Veda collection comprises of Hindu religious scriptures, namely the Veda in Sanskrit, Old Javanese, and Balinese languages. In addition, a unique collection of Manfra consists of prayers addressed to God, Ida Hyang Widhi Wasa and a guide to various Hindu rituals called Kalpasasutra. The Agama collections are largely palm leaves of Palasasrla which consists of social regulations; Sesana which discusses issues of moral purity and Niti which are laws and legislation of the ancient kingdom of Bali. The Wariga collections deal with astronomy, astrology, language science, architecture and construction, mythology and traditional Balinese medicine. The Ithihasa collection contains stories of Hindu epics written in Sanskrit, old Javanese, and Balinese language. The Babad collection is a literary collection with memories of early settlers, family clans and their stories. The Tanlri collection is a collection of puppet stories, folklore, and records and legends of kings in Bali. The Lelampahan collection captures art performances in Bali such as gambuh, Oija puppetry and other art performances.

The memory development programme begins with procurement. The library either purchases from an individual, clan, community or loans from the public to make facsimile copies or digital surrogates from the original Latin or paper media. They are first restored. The entire collection is fumigated once a year to eliminate fungus and termites and placed in 'kropaks'. These encapsulations preserve *lontars* in ideal humidity and temperature and prevent fragmentation. Made of wood, they prevent the danger of spot. Replication or re-copying is a secondary strategy where surrogate copies are made to preserve the content of these rare collections. Digitisation for preservation has been adopted more recently. About 1000 lontars and 32 film manuscripts have been digitised since 2007 in collaboration with the National Library of Indonesia. In addition, these are stored on DVD's to ensure distributed access to the information.

Transcription and translation are also regarded as a preservation activity. The Aksarakannya script for example has been transcribed in Latin to enable access as most Balinese cannot read the ancient Bali and Java script. Translation into Indonesian is actively undertaken for researchers and individuals who seek to understand the information inscribed in *lontars* as they were originally written in Balinese, ancient Javanese or Sanskrit. At least 2 books are printed a year containing translated versions of the rare manuscripts.

The project faces severe constraints. Apart from the inadequate investment into the project the human capital and marketing dimensions further impede successful implementation. The Library and Museum’s role in preserving the Balinese culture which is reflected in *ajeg bali* can only be achieved with a private/public sector co-operation both in terms of execution.
and financial support. This conclusion also stems from the perception of the younger Indonesians that libraries do not have the capacity to market and promote the heritage function that they have newly acquired.\textsuperscript{10}

**University Of Malaysia Memory Project and Institutional Repository**

The University of Malaya (or UM), situated in Kuala Lumpur, is Malaysia’s oldest university. Established in Singapore on April 1949, it was a merger of King Edward VII College of Medicine (founded in 1905) and Rames College (founded in 1928). Given its heritage, UM Library has started to gather a large collection of valued photos of the University and make it accessible on the web. This is available at \url{http://ummemory.um.edu.my} with about 2734 items searchable online. This initiative coupled with the Institutional Repository development hopes to preserve and provide access to scholarly and historical heritage of the University of Malaya. The photos in UM Memory covers events since 1905; the period of its early establishment in Singapore to the point when it was taken over by the Malaysian government from 1959 onwards. UM has three digital repositories: Research Repository powered by eprints@UM; EJUM (Electronic Journal of University Malaya) and MyAIS. Preserving research records creates visibility and establishes intellectual origins of research outputs. ‘Research Repository’ (\url{http://eprints.um.edu.my/}) provides bibliographic information and abstracts about unpublished and published articles by local researchers in the University. ‘EJUM’ (\url{http://ejum.fsktm.um.edu.my/}) carries bibliographic data and article abstracts that are published in academic journals and conference proceedings. ‘MyAIS’ (\url{http://myais.fsktm.um.edu.my}) is an internet based journal management system which is a scholarly journal management system.

For the UM Memory project, selection is by far the most significant exercise. At the onset it was decided that black and white photos since the inception of the University until the year 2000, would be given the digitisation priority. The second phase would carry the colour photos from 1980 and 2000. After selection, a sorting exercise followed. They were sorted by different sizes ranging from passport size, 3R, 4R, 5R, 8R to customised sizes. The sorting would make digital scanning more productive as different scanners were utilised for digitisation. The EPSON OOOOXL A3 and ZEUTSCHEL OS 12000 C model scanners were used with scanning resolution of 24000 dpi in TIFF. The scanners allow for photographs to be scanned without being stripped from their frames. The digital scanners also removed the glass reflection of the frames. The archived resolution is at 600 dpi for both black/white and colour photos. A duplicate copy is saved in JPEG format. The colour management (ICC) profile is also embedded so that it serves pre-press printing requirements. The JPEG version is resized to 150dpi for batch processing. UM adopted the Omeka software package for its platform and Dublin core for metadata creation. Omeka is a free and open source platform for online collection and exhibition management. Dublin Core has 15 elements of which UM adopts only selective fields where information is available. Every item is assigned a unique alpha-numeric identification number. Rights and copyright management issues are then addressed as they would be made available in the open for public users. Since digitised images appearing in UM Memory can be downloaded from the web site, UM provides citation and acknowledgement guides for scholarly and public use of the
materials. The images are also watermarked.

The University of Malaya Research Repository conforms to Open Archives Initiative (OAI) standards as it sits on the eprint platform. UM has 1146 public records as at 27 September 2011. EJUM uses the Dspace platform to host 14 journals as at 27 September 2011. MyAIS is an open access system of article indexes and conference proceedings in refereed scholarly journals using the Greenstone platform. MyAIS relies on voluntary contribution from academics and houses some 9,794 records as at 27 September 2011. The open access nature of scholarly archiving paves the way for a federated national repository in the future. Digital storage management is a significant aspect of the preservation of scholarly heritage in the above efforts.

An Assessment

The snapshot narrative provides a couple of interesting insights. The Singapore model is largely a socio-technological approach that leverages on society’s preference for the digital and new media. Singapore has the highest frequency of internet access across the region; that amongst online Singaporeans, 80 percent is accessing the Internet on a daily basis. More importantly there is a social engagement process that would determine its success. One could argue that a document or artefact becomes significant through the subjective constituted practice of integrating a personal past into a collective communal remembering. The community based “memory” project reflects a society’s preference for an augmented representation of memory through the collection, aggregation and curation of personal and organisational deposits. But the strategic shift to a “memory” focus has trade-offs.

Inevitably the change in focus imposes new demands on librarians who were trained as information professionals rather than as custodians of heritage. One can argue that new talent acquisition is not an option for libraries that want to transit to heritage development. “Access” mindsets perform selection from the point of being comprehensive, whilst archivist and curators select based on representative evidence to corroborate new or existing facts. The need for subject specialists and curators in libraries becomes more significant. Librarians would need to learn how to evaluate the cultural artefacts that they procure or possess.

The UM example is instructive as it reflects the division of roles. The Memory Project and the Institutional Repository projects are managed separately. The former is designed based on archival principles whilst the latter adopts a purely open access approach. But where institutions have introduced mergers, the fusion of roles can be operationally disruptive. Another significant capacity gap is that of digital marketing. From Vietnam to Indonesia, the shift to digital preservation certainly requires a pool of talent that is familiar with social and new media. Singapore for instance has appointed digital entertainment executives to undertake digital marketing and to proliferate content online. Hence it is beyond curatorial expertise. It requires the professional to undertake online campaigns and competitions. The creation of user-generated content requires online champions and promoters to sustain the effort. Professionals must therefore be sufficiently knowledgeable about copyright regimes online, i.e., creative commons license, etc.
The professional competence framework in libraries must necessarily adapt to these new requirements.

As cultural content becomes more digitally accessible, a distinction between libraries will be their special collections, and the concentrations of archival material for which there is no digital surrogate. The challenge to maintain uniqueness is a stark departure from the traditional collection perspective of maintaining a universal set of collections. Each project has to invest in making its repository unique to itself.

Thirdly, identity creation is at the core of all of the above projects, but the ‘meme’ metaphor highlights an aspect of library phenomenon that I want to foreground. Memory is nothing more than ‘imagineering’. The latter refers to the mapping of signifieds onto signifiers. Hence memory is comprehension. History or identity is not “given-for-all-time” but made by those who create it. This is evident in the Indonesian and Vietnamese attempt where archiving artefacts naturally extend to transcription, translation, exhibitions and programmes targeted at a “cultural transfer.” Hence it is not limited to a visual experience but extends into cultivating beliefs and values. Librarians are “identity architects” in having embraced the heritage role. Digital archives and artefacts shape citizenry through their centrality to memory. Archives and special collections provide links to social ethos, or the creation of “mnemonic communities” The real question is whether the funders of these communities would choose to significantly influence memory construction and its evolution.

In most of the cases above, a “distributed” approach was evident either in collection, preservation or dissemination. For the GSL in Vietnam, the collection and digitisation were mobilised in a distributed fashion and uploaded from several remote quarters. For the Singapore Memory Project, individuals independently contribute to a central deposit in a distributed manner. As for the UM projects, the systems are distributed and independent of each other, only integrated with the common Internet platform and made searchable via Google. The Balinese project adopted a distributed system of disseminating their cultural artefacts and its values.

In conclusion, I would like to highlight the work of Piggott on memory as motive of archival collection. This corroborates Jimerson’s theory that we preserve documents to prevent forgetting which is precisely what libraries have purported to achieve. It is through the archives as surrogates for our own personal memory that their preservation becomes an evidential value to understand our past. But in doing so libraries need to be cognizant that documentation of memories adds value to the source, adding readers and observers to the artefact and thereby adding interpretations. One could argue about the ‘untranslatability’ of memories. As translations are impossible to be perfect, memories are therefore untranslatable and therefore subject to mutations. Consequently, librarians in propagating and spreading memories become agents of change, not a preserver of the past, neither the present. However, one should attempt to practice the principle of equivalence where possible. There must be some path dependency with a shared root of meaning even if memory evolves. It is not self-evident how the cited initiatives ensure a path dependence in their construction of libraries as memory institutions.
the past. The contextual frames of reference have to be built or embedded into the digital artefacts. Last but not least while digitising rare material enhances a library’s profile and improves access, it may not necessarily provide an entirely satisfactory alternative for the physical original.

Endnotes
7Refers to Palm Leaf Manuscripts
15Ibid.,

References


**ILIG Committee Meeting and AGM**

**Date: Wednesday 13 February 2013**

**Time: 13.30 – 17.00 Committee Meeting**

**18.00 AGM with CILIP’s Chief Executive Officer, Annie Mauger**

Come and listen to Annie Mauger talk about how she sees the role of CILIP in the international library and information world along with ample opportunity to ask questions and network with other internationally active/interested CILIP members.

Contact: Secretary Anna Jablkowska
email: ilig@cilip.org.uk
Applications for the 2013 Anthony Thompson Award are now open.

The Chartered Institute of Library and Information Professionals (CILIP) and its International Library and Information Group (ILIG) invite applicants from New Professionals working in South-East Asia to apply for a funded study tour to the United Kingdom in July 2013.

This award enables a qualified librarian from outside the United Kingdom (UK) to visit and study some aspects of UK library and information work. Anthony Thompson was the first full-time Secretary-General of the International Federation of Library Associations and Institutions, (IFLA), serving from 1962 to 1970. Following his death, in 1979, a trust fund was set up for the study of international and comparative librarianship.

Applicants should have a maximum of five years post-qualification experience and not have made a previous professional visit to the UK.

The selection panel encourages applications for the 2013 award from the South-East Asian sub-continent. Given the emergence and importance of new professionals within international librarianship, applications for 2013 will be considered from qualified librarians of any age with up to five years post-qualification experience.

Preference will be given to applicants working in least developed countries in the region, for example Cambodia, East Timor, Laos and Myanmar (Burma), as defined by the United Nations at www.unohrls.org/en/ldc/25/

A panel comprising members of CILIP and members of the committee of ILIG will consider applications. Their decision will be final and they will not enter into correspondence on it.

Normally visits last for up to three weeks in June or July and it is hoped that the scholarship visit will be planned to coincide with CILIP’s Umbrella Conference to be held in Manchester on 2nd and 3rd July 2013. The scholarship supports airfare to, and from, the UK, travel within the UK and a small daily maintenance allowance.

Applicants are required to write a reflective report of not more than 4,000 words within six months of their visit, and a version for publication in Focus on International Library and Information Work, the ILIG journal.

Applicants should submit a formal proposal in English of up to 500 words (equivalent to 1–2 pages of A4 paper) detailing how the visit will support their professional development within the context of their career to date and using the headings of:

- Visit objectives
- Planned approach and content
- Application of learning post-visit

You should attach a curriculum vitae of up to five pages in length, including the names of two referees in senior posts. Applicants are encouraged to seek the support of their line-manager or organisation, prior to submitting an application. The deadline for the receipt of proposals for the 2013 scholarship is 31 December 2012. The successful applicant will be notified by the end of February 2013.

The proposal should be sent: by e-mail to Anna Jablkowska, the ILIG Secretary, at ilig@cilip.org.uk or by post to the ILIG Secretary, Anna Jablkowska, 44 Hillcrest Road, London, W3 9RY, United Kingdom.
Save this Date 22 November 2012

Metamorphosis: Multi-purpose library

The seminar will explore how librarians and architects are developing new strategies over how library buildings are used, designed and occupied for multi-purpose activity. Sharing with partners, joint use buildings, flexible spaces, the integration of digital technology will all be topics in the arena for presentations and discussion by leading international speakers.

This one day seminar is organised by Eurolis, the consortium of librarians of European Cultural Institutes in London and with the assistance of International Library and Information Group of CILIP and the IFLA Buildings and Equipment Section. The speakers will come from library services in the main European countries - UK, Germany, France, Portugal and Spain.

Find out:

• How librarians and architects are developing new strategies for library buildings/spaces.
• The importance of using libraries for multi-purpose activity.
• About the integration of the digital technology and the effect on users and librarians.
• Best practice for the new space: what works and what doesn’t.

Venue: Instituto Cervantes, 102 Eaton Square - London SW1W 9AN
Date: Thursday, November 22st, 9.30am – 16:30
Fee: £60 (concessions £50) including lunch and drinks

More details from:
http://eurolis.wordpress.com
biblon@cervantes.es
Steaming to Success with Volunteers:  
A report on an ILIG course held on 25 September  
By Ian Stringer, Hon FCLIP*

The ILIG Committee, ever mindful of current topics, decided to do a course on the pros and cons of using volunteers in libraries. I was asked to co-ordinate this. My son is a volunteer on the Severn Valley Steam Railway and so he seemed a good person to approach. He is a professional railway engineer and also volunteers on a regular basis on the Severn Valley Line. Not only was he amenable, but immediately gave me two other speakers and the suggestion that we do the course on the Severn Valley Railway itself.

Holding a course on a steam railway at first seemed a bit improbable but in fact worked really well. The Severn Valley Railway has a brand new museum, complete with high quality lecture rooms and catering facilities. We started out at Kidderminster and we were able to have half an hour ride on a steam train to the museum, 5 hours for lectures and then catch the steam train back to Kidderminster for 17.00.

The topic of volunteers in libraries became a really hot topic during the lead up to the course. With the Government’s Big Society policy calling for volunteers, CILIP decided to re-write their policy on volunteering and then the Society of Chief Librarians did the same, but very differently.

We felt that so many librarians now had to use volunteers that it would be good to give them expert advice. The Severn Valley people certainly did that for us. They told us how volunteers took over a closed branch line and re-opened it to such good effect that they now have 1300 volunteers, but most interestingly that this process has created 140 full-time posts for railway staff.

They also said we should look at what is needed to run a library. We listed various jobs that needed doing. They then asked us which job was the most important to a branch library – the library staff, direct works, plumbers, builders, auditors, insurers, human resources, cleaners etc. The answer was the library staff, so why do we get volunteer librarians rather than volunteer plumbers, accountants etc. Using volunteers shouldn’t mean replacing librarians; it could mean replacing plumbers etc. This was real food for thought.

We heard of how to recruit volunteers and about volunteer profiles. We were told that most volunteers have other skills. They are not unskilled labour. The previous weekend The Severn Valley service had welcomed volunteers amongst whom were a high ranking clergyman, a millionaire, a racing motorcyclist, a high spec. engineer and a postman. These skills should be used to best effect.

We looked at the reason why people volunteer their time and skills. Using volunteers in libraries is not just for the library, it is of immense value to the volunteer also since they can learn so many skills especially if they are at college or unemployed. In the afternoon we had specific case histories of the value of volunteers to the library and also to people.

* Ian Stringer is a member of the ILIG Committee, with a strong record of international library work, much of which has been associated with mobile libraries. After a long career in public libraries he now gives presentations and workshops on mobile libraries and IT all over the world. He is an Honorary Fellow of CILIP, past chair of the IFLA Mobile Libraries Round Table and until recently, editor of the journal Service Point.
with English as a second (or third) language.

The Severn Valley Railway Museum provided a great venue that was warm, clean and inviting yet also very different and exciting from usual venues. I can really recommend it to other people seeking a venue with a difference and the whole package is cheaper than booking a hall in London.

Finally the feedback forms elicited many positive comments:

- Thanks for a lovely day
- Do it again in 2 years time
- Best venue ever for a course
- Train ride was excellent networking time
- Networking and chatting informally on train better than the usual icebreakers
- It was bit far from Cambridge!!
- Very useful, very friendly hosts
- Well structured course with excellent delivery
- Gave me many ideas
- My manager needs to come on the course
- It was good to listen to good practice that actually works and to get warnings of pitfalls
- My best speaker was Irina for her volunteering passion and ‘human’ presentation style

Speakers: I asked for who was most useful speaker. Most people answered ALL, but every single speaker was listed as someone’s favourite.

Every delegate bar one gave an “excellent” mark for the catering and every single delegate gave an “excellent” mark for the facilities.

That is the best feedback I have ever received from a course. The only slightly negative response was that it was a bit far from Cambridge! The Severn Valley staff said they are looking at extending their railway…. but not quite that far!

There were lots of verbal comments, but the best was being told it was more like a good family outing than a training course.
ILIG News – Reflections on 2012 from the Chair

This will be the final Focus of my first year as ILIG Chair and I thought it would be useful to reflect on a successful year now rather than to wait until the first issue of 2013. There have been a number of highlights since I took over at the beginning of the year. Foremost amongst these is the successful International Conference on Copyright in April which included speakers from across the globe and attracted over 40 delegates. I would like to express my thanks to Joan Dargan and Anna Jabalkowska for their support and commitment in ensuring this event was a success.

2012 will hopefully be recognised as the year that ILIG started to branch out further and include international colleagues within our activities. We now try to live-stream informals and have an ILIG YouTube stream which houses recordings of three of our most recent evening gatherings as well as a presentation by Masimba Muziringa, recipient of the first joint ILIG, Health Libraries Group (HLG) and Partnerships in Health Information (PHI) Bursary to attend the HLG Conference. I hope that we will be able to continue to run this groundbreaking collaborative bursary again in the future.

On the subject of collaboration, we are currently working closely with CILIP to survey the opinions of Overseas Members of CILIP on whether they would like to be involved in the establishment of an active International Branch. I would like to encourage all members of CILIP who are based overseas to actively engage with this survey as your input will help shape the future of international membership.

Unfortunately, some good things come to an end and we have recently lost a valued member of committee in the form of Roger Stringer who resigned at the end of September. Roger was editor of this journal for 5 years and, remotely separated from the rest of the committee, still managed to play an active role in many of our affairs which will leave us with a sizeable hole to fill. I would like to thank him for his commitment and input into ILIG affairs over the past 7 years.

I would like to record my thanks to all of the ILIG committee members for their contributions and commitment since January and, with their support, I am sure that ILIG will continue to progress and develop over 2013. Special thanks go to the office holders, ILIG Treasurer, Norman Briggs and Honorary Secretary, Anna Jablkowska as well as our highly experienced vice-chair and current editor, John Lake and returning committee member Kathleen Ladizesky who have all provided invaluable advice and opinion throughout the year. I must also mention ILIG Web Editor, Alice Tyler for her enthusiasm and support.

So what does 2013 hold? Having decided not to try and compete with the Olympics this year, we will be inviting applications for the Anthony Thompson Award again next year. I am keen to continue to develop our working collaboration with our European colleagues and to see the re-launch of the Hosts directory. Under the guidance of ILIG’s Umbrella representative, Ian Stringer, ILIG hopes to play an active role in CILIP’s Flagship Conference in the summer while, dependant on the results of the survey, we hope to assist CILIP in the formation of an active overseas branch. Our programme of informals will continue as will our efforts to extend the reach of our events by using electronic media – watch this space!

Doug Knock, Chair of ILIG
News from Around the World

Innovation Awards

Two public libraries have won the EIFL Public Library Innovation Programme (EIFL-PLIP) award for their contribution to community health. Congratulations, and a prize of US$1,500, go to public libraries in Africa and Europe:

**Hoima Public Library in Uganda**, whose *Improving Community Health* through ICT service provides free internet access and computer and online research training for health workers and other library users. The library also hosts public lectures and shows films on local health issues. In February 2012, just two years after the service was launched, a survey found a dramatic increase in health seeking behaviour among library users: over 38% more youth, 39% more men and 29% more women were using the library to seek health information. The survey also found that over 20% more mothers who use the library now had mosquito nets in their homes and over half were sleeping under the nets regularly.

**‘Gh. Asachi’ County Library Iaşi in Romania**. The library’s *First Aid Toolkit* service provides First Aid training to people across Romania through a network of 86 libraries. The service is staffed by volunteers and works in partnership with the Red Cross, hospitals and ambulance services. Over 90 librarians are now certified First Aid trainers and in just one year trained over 2,000 people to administer First Aid. The service also includes a website where people can learn First Aid skills online, keep up to date and download training materials.

The EIFL (Electronic Information for Libraries) PLIP Innovation Awards recognize public library services that use ICT to improve lives and livelihoods. The awards are open to all public and community libraries in developing and transition countries. The health award is the second in a series of four EIFL-PLIP Innovation Awards. To read more about the winners of this award and other awards visit [www.eifl.net/eifl-plip-innovation-awards](http://www.eifl.net/eifl-plip-innovation-awards).

EIFL’s Public Library Innovation Programme (EIFL-PLIP) is now inviting innovative libraries to apply for a new award - for services that promote social inclusion in the community.

The invitation is open to public and community libraries in developing and transition countries. The prize is US$1,500 and wide publicity for the service. The deadline is November 30 - so apply now!

Applications are being accepted in English, Russian, French and Spanish. Click here for further details of the award and how to apply: [http://www.eifl.net/eifl-plip-innovation-awards](http://www.eifl.net/eifl-plip-innovation-awards)

World Library & Information Congress

79th IFLA General Conference and Assembly

IFLA invites you to the 79th IFLA General Conference and Assembly which will take place from 17 - 23 August 2013 in Singapore.

The IFLA WLIC 2013 Final Announcement is now available to download from the website: [www.ifla.org](http://www.ifla.org). The Final Announcement contains valuable information pertaining to the upcoming IFLA General Conference and Assembly including details on the programme, satellite meetings, library visits, registration, accommodation, tours and social events and much more!
Letters to the Editor

Dear Editor,

I would like to join John Pateman in supporting all who struggle for freedom of thought and expression (Focus, Letters Vol 43 No. 2) but cannot allow his distortion of the facts in relation to Bosnia go unchallenged. Slovenia and Croatia declared independence from the Yugoslav Federation in June 1991 and fighting between the republics and various nationalist groupings within them began. I served in the newly-formed UK Defence Debriefing Team (DDT) from November 1992 to January 1994 and helped to record, through refugees, the destruction of life and property and atrocities committed by the various factions in Bosnia. Internal fighting continued until the UN authorised the NATO Peace Implementation Force – IFOR, to supervise the implementation of the Peace Agreement. IFOR deployed to Bosnia from December 1995 taking over from a UN monitoring force. I was mobilised as a Whitehall-based watch-keeper from December 1995 to January 1997 to monitor the situation on the ground. To claim that US and UK intervention led to the “destruction of much of the state infrastructure including health, education and library systems” is a travesty of the truth and reflects John’s own political beliefs rather than reality. IFOR included troops from 16 NATO countries and 19 non-NATO countries including Russia and Pakistan – hardly a UK/US monopoly. Information collected by the DDT about the destruction and atrocities committed by the various Yugoslav militias and individuals formed the basis for subsequent Bosnian War Crimes trials.

Norman Briggs
P & C Intelligence

Reply from John Pateman to Norman Briggs’ letter above

The main point I was trying to make was that as a profession we should oppose imperialist adventures because these inevitably lead to the destruction of library and cultural resources.

Regards

John Pateman
DATES FOR YOUR DIARY
ILIG INFORMALS AND MEETINGS

Metamorphosis: Multi-Purpose Library
Joint Seminar with Eurolis and IFLA Buildings & Equipment Section.

See Page 114 for full details
Date: Thursday 22 November
Time: 09.30 – 16.30
Fee: £60 (Concessions £50) including lunch and drinks
Place: Instituto Cervantes, 102 Eaton Square, London, SW1W 9AN

You are warmly invited to the next ILIG Informal
International Data Blitz – Engage, Observe, Participate, Network & Learn
Date: Wednesday 12 December 2012
Time: 18.00-19.45
Place: CILIP, 7 Ridgmount Street, London, WC1E 7AE
Fancy sharing your experiences, expressing your opinion or just broadening your knowledge and networking with colleagues?
ILIG invites participants and observers, members and non-members, to our inaugural ‘lightening’ Informal, with an essence of data blitz.

ILIG Committee Meeting and AGM
Date: Wednesday 13 February 2013
Time: 13.30 – 17.00 Committee Meeting
18.00 AGM with CILIP CEO Annie Mauger

ILIG Informals are not lectures; they are informal, but informative, early evening meetings with a short talk on a theme of international interest plus plenty of time for questions and networking. They are open to all and absolutely free. Light refreshments are served which is why we ask you to let ILIG know you are coming by emailing Alice Tyler: a.m.tyler@btinternet.com.
Thank you. We look forward to seeing you