



## The root of knowledge

Human beings gather knowledge for two purposes: survival and meaning, proclaimed Ole Henrik Magga in his speech at the conference on Monday. Magga is a professor in Sami linguistics. He spoke under the headline: 'Indigenous knowledge systems – the true roots of humanism'. The session was led by Alex Byrne, IFLA President-elect, who is also deeply involved in problems concerning the rights of indigenous people.

**Read more at page 2 and 3.**

## Did you know?

- By Sunday evening 2500 congress bags had been given out.
- The conference has participants from 117 countries.
- The conference is located in a area which is known for its pickpockets.
- You can bypass the queue at IFLA Nightspot, if you walk up all the stairs.

### Weather forecast

Oslo Tuesday  
22°C



## See you at the cultural evening at Bygdøy?

The cultural evening in the Norwegian Museum of Cultural History, is a highlight of the conference. The weather forecast could not be better! It will be a fantastic evening!

Buses will leave from SAS Radisson Plaza Hotel/ Oslo Spektrum and from the Town Hall from 18.00 til 18.45

## The Exhibition

At the Exhibition in Oslo Spektrum you can find over 120 booths of companies, libraries, governmental bodies and other organizations with products and services related to the library and information field. The exhibition is an excellent opportunity to get to know innovations and products as well as exchange ideas and experience with delegates, experts and library and information providers from all over the world. Have fun!

**Read more at page 16.**

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“We try to understand and come to grips with the environment in order to survive”, Magga continued, “and we try to find reasons for our survival that go beyond the intuitive reaction to physical threats. This is in short the basis for all kind of activities which aim at building up knowledge systems. Long before the development of modern science, which is quite young, indigenous peoples have developed their ways of knowing how to survive and also of ideas about meanings, purposes and values. My aim here is very modest. I want you to realise that we are dealing with different ways of generating knowledge and that indigenous knowledge systems, at least in some ways, are equal and some times even superior to western scientific ways of understanding the same realities. In our common endeavours aiming at finding out more about the universe we live in, we cannot afford to reject any possibilities of new insights about reality”.

Magga also pointed out that indigenous knowledge is oral, usually not written. Learning is to do things. While western science tries to understand a whole from the pieces, indigenous knowledge sees things as wholes. Western science believes itself to be objective, while indigenous knowledge is deliberately subjective and sees human beings as part of the whole. Indigenous classification systems can be very different from western ones. One example is the Inuit taxonomic classification of living organisms, which is based more on ecological thought than on genetic relatedness. We could go on with this list. Most western scientists reject indigenous knowledge as being non-methodical and non-scientific. And it is true that western science is sometimes superior in its ways of accumulating data and making predictions. On the other hand, it is selective and very dependent on the way data are selected. Still, indigenous knowledge systems are said to be ‘high context’ systems, which means that they are designed to incorporate very high level of contextual information specific to a given locale.



“Why care about indigenous knowledge?” Magga asked. A first argument in favour of indigenous knowledge is that many indigenous communities and cultures are dependent on this kind of knowledge, because it has not been superseded by other kinds. Magga mentioned some good examples, but claimed that they were still exceptions. For instance the nearly two decades of work of the Norwegian Saami Rights Commission has so far taken Saami oral testimony regarding land use, traditions, ecological knowledge and renewable resource management into account in a very limited way. The reindeer herders in Norway have been complaining that the Ministry of Food and Agriculture does not include their traditional knowledge in the management of reindeer herds, in spite of a direct request to do so from the Norwegian Parliament. Indigenous peoples are knocking on the doors everywhere with their knowl-

edge, but few doors open up. Indigenous knowledge is disappearing everywhere as a consequence of the many centuries-long cultural war against indigenous cultures and lack of recognition.

Magga's final question was: "Why is indigenous knowledge the true roots of humanism?" His answer was, because it has been obtained through generations of daily experience and testing over a very, very long time - much longer than any of the western ways of establishing and testing knowledge has existed. Historically, it is the root of all knowledge. The other reason is that it is truly human-oriented in a broad sense: it takes into consideration the role and position of human beings in a wider whole. What is

more humanistic - seeing the whole and not losing it out of scope, or going into details and risking to lose the whole?

### Alex Byrne

The Chair of the plenary session about indigenous knowledge systems was Alex Byrne. He was voted as President-elect inof IFLA in 2003 and started his two-year term of office during the IFLA conference in Berlin the same year. He will succeed Kay Rase-roka as President after this Conference in Oslo, again for a two-year term. Indigenous knowledge is one the main subjects of current interest for IFLA.

## Basic geographic information system for (GIS) for librarians

Wednesday, August 17, 2005  
16:00 – 18:00

This workshop will be held at the University of Oslo, Gaustad/Blindern Campus, Harriet Holter Hus, PC Lab.

Directions: Take the T-Bane (subway lines #3 or #5, heading west) from Jernbanetorget (Central Station), to the stop for **Blindern**. It is an 8 minute train ride. When you exit at Blindern, walk up the hill to the campus, cross the street, and walk towards the Humanities Library. Continue to the left, across a courtyard with fountain. Harriet Holters Hus is on the right, about 25 meters after the fountain. The PC Lab is in the basement (Room 035).

This workshop is limited to 36. Due to space limitations, 24 participants will have individual access and 6 will have to share a workstation.

There will be a talk by Karen O'Brien, GECHS Project, Department of Sociology and Human Geography, University of Oslo, followed by a "hands on" opportunity to use GIS data in a demonstration project.

## Information Coordinators

All Information Coordinators of the IFLA Sections are kindly advised to attend the meeting for Information Coordinators (today at 09.30 - 10.30 in Oslosal A, Christiania Hotel). Sophie Felföldi will explain the procedures regarding IFLANET policies and submitting information to IFLANET.

# Are the UN's richest members committed to access to knowledge for all?

## **International library organisations call for an end to deadlock in discussions for a Development Agenda for WIPO**

**PRESS RELEASE** IFLA World Library and Information Congress, Oslo 16th of August 2005

IFLA and eIFL welcome the broad agreement on the need for a 'Development Agenda' for WIPO following the third session of the specially convened Inter-Sessional Intergovernmental Meeting (IIM) in Geneva, July 20-22, 2005. Together with many public interest NGOs, IFLA and eIFL supported proposals by the Group of Friends of Development submitted to the 2004 General Assemblies and elaborated upon during the IIMs.

"We are deeply disappointed, however, that after nine days of discussion not only did the delegates fail to agree on any of the substantive issues, but due to resistance from the US and Japan a consensus on how to handle the discussions in the future was rendered impossible," says Mr. Winston Tabb, Chair of IFLA CLM.

"We share in the frustration of many government delegates from developing countries that the IIMs are thus unable to make recommendations and will instead leave it to the 2005 General Assemblies to decide on the future of this important process," echoed Ms. Rima Kupryte, Director eIFL.net.

A key component of the Development Agenda proposals is a call for a Treaty on Access to Knowledge. An 'A2K' treaty is important for libraries since our business is to enable people to find and use knowledge and information. This ability is essential to development and relies on exceptions and limitations to copyright. In the last decade international treaties, supranational directives from the European Union, national legislation and the terms of some Free Trade Agreements have created a trend towards the

monopolisation and privatisation of information by eroding the exceptions and limitations to copyright, especially in the digital environment.

Fair access to information for all is essential to nurture education and stimulate innovation. A treaty is necessary to redress the balance and establish an international framework setting out the norms by which copyright protects user rights while maintaining adequate protection for rightsholders.

"This is not an issue just for developing countries, but one also for developed countries since knowledge is a universal right, and equal access is an indispensable underpinning for an inclusive, democratic society," said Winston Tabb and Rima Kupryte today in a joint statement.

Further information:

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# Launch of the IFLA/FAIFE World Report 2005

IFLA/FAIFE are pleased to announce the launch of the IFLA/FAIFE World Report 2005 on Intellectual Freedom and Libraries titled 'Libraries, National Security, Freedom of Information Laws and Social Responsibilities'. The Report will be launched at the World Library and Information Congress press conferences on Tuesday 16th of August 2005 in Oslo.

The IFLA/FAIFE World Report series is unique. It is the only source based on a systematic data collection process that provides an overview of how libraries around the world are tackling barriers to freedom of access to information and freedom of expression. This year's edition includes 84 country reports submitted by IFLA members. The main findings of the 2005 World Report are that the state of intellectual freedom in many parts of the world remains fragile, and that libraries are striving to do their best to provide access to information to their users, even if this is extremely problematic in some countries. In particular, the 2005 World Report finds that:

While Internet access across the international library community is slowly increasing, many parts of the world, especially Africa and Asia are still struggling with the problems of the digital divide

The use and acceptance of Internet filtering software in libraries is increasing, fuelled by the problems of providing safe Internet access for children. Since the last World Report the use of filtering software has increased and more library associations are in favour of using it

Although anti-terror legislation is not currently a problem for libraries in the countries of many IFLA members, the consequences of the war against terror are affecting library users in places such as the USA, the Netherlands and Syria. Librarians in other countries around the world are concerned about the possible future effects of anti-terror legislation

Violations of intellectual freedom that affect library users continue to occur around the world. Censorship, restrictions of press freedom and governmental restriction and surveillance of Internet use were reported in many countries including China, Egypt, Italy, Nepal and Uzbekistan. In Turkmenistan it was reported that libraries have been closed under presidential order, on the grounds that 'no one reads'

Libraries are making laudable efforts to raise awareness of HIV and AIDS and women's access to information in many parts of the world, although in many countries the library service is yet to engage in these important areas

IFLA/FAIFE's World Report Series is an extremely important instrument that helps the international library community move towards providing more equitable access to information for our users. The World Report 2005 helps measure our progress in tackling barriers to accessing information and identifies the outstanding issues that must be confronted if libraries are to play a full part in the information society.

## Contacts:

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## Meet the IFLA Treasurer

Ingrid Parent, IFLA Treasurer for 2003-2005, invites interested members to come and learn more about IFLA's finances and future budget plans. The meeting will be held TODAY (Tuesday) from 16.00-17.00 in the Christiansal of the Christiania Hotel. This is your opportunity to ask questions of the IFLA Staff and Governing Board members with responsibilities for IFLA finances.



## A broken leg at the Opening Ceremony?

A delegate from Ohio, USA stumbled on the stairs outside the Oslo Spektrum after the Opening Ceremony. The First Aid team from the Norwegian People's Aid (the humanitarian arm of the Norwegian trade union movement) came quickly on the scene. The man was brought to hospital in an ambulance. So far in the conference this is the only incident of this type that has been reported.

## Wrong date on ticket

The library visit to the Norwegian Institute of Public Health has the wrong date printed on the ticket. Don't be confused: The date in the Program is correct: **Wednesday 17.**

## Ovid Technology

There will be a product demonstration by Ovid Technology in The Blue room in Spektrum **Tuesday 13.15-14.** Speakers will be Ruud Vermeulen and Geoff Moon.

# The Norwegian press writes

"Exhaust-orgy for bookworms" is the title of a double page in *Aftenposten* about the mobile libraries festival. " 'Vroooooom-vroooooom' is maybe not what you associate with librarians. But when 31 bookbuses from all over Northern Europe met in Holmenkollen, more than bookmarks and library cards were exchanged."

## "There shall be freedom of expression"

This was the message by key-note speaker Professor Francis Sejersted, chair of the Commission of Freedom of Expression and member of the Norwegian National Commission of Norway, at the opening ceremony of the IFLA conference. His speech was based on the report from the Commission of Freedom of Expression which was submitted to the Norwegian government and led to a new article in the Norwegian Constitution in 2004.

The Norwegian National Commission of UNESCO has just published a booklet with an excerpt from the report. It discusses various aspects of freedom of expression in a general way which is highly relevant also to international readers. Besides the excerpt, the publication includes an introduction by Francis Sejersted and a foreword by the Norwegian Minister of Justice.

The booklet is available at stand number 613 of ABM-utvikling (The Norwegian Archive, Library and Museum Authority).

## Study tour Wednesday 17. aug arranged by Genealogy and Local Historic Section

**Wednesday 17. august** there will be a visit to the Norwegian Museum of Cultural History, Museumsveien, Bygdoy, 9.30. Meeting point at the ferry to Bygdoy in front of the City Hall at 9.00. The ferry leaves at 9.15. Look for Genealogy and Local History sign at the ferry.

The purpose of the museum is to collect material about the history of Norway, and we will be visiting the archives and the library. In the presentation they will focus on the material of local and genealogical interest. You can read more on their website <http://www.norskfolke.museum.no/>

# Libraries – the Information Society in Action

[www.bibalex.org/wsisalex](http://www.bibalex.org/wsisalex)

This WSIS pre-conference of IFLA will be held in Bibliotheca Alexandrina in Alexandria, Egypt, on 10-11 November 2005, just before the final Summit in Tunis. It is intended for the participants of the Tunis Summit, for decision makers, librarians and anyone interested. The results of the pre-conference will be officially presented in the plenary of the Tunis Summit. The IFLA Alexandria Manifesto on the Information Society in Action for All will be adopted in the pre-conference.

The pre-conference will concentrate on the practical work the libraries are doing daily to make the Information Society reality. It will present some of the best practices from libraries around the world in the areas of health, education and training, media literacy, preserving of cultural heritage and disaster preparedness. We want to show how libraries extend the thinking and perspectives of their users by offering facts and fiction and helping to build up knowledge and understanding.

One of the key note speakers of the pre-summit will be Dr. Ismail Serageldin, Director of Bibliotheca Alexandrina and previous World Bank Vice President. The cases to be presented describe successful library work in nine countries, from Botswana to Chile, from Slovenia to Iraq; e.g. Ms. Alia Muhammad Bakir, the librarian of Basra, will tell how she protected her library collection during the Iraq war. Some international co-operation networks will be presented as well. There will also be a possibility to get acquainted with the magnificent Bibliotheca Alexandrina and its versatile activities.

The participant fee is 100 US\$ (ca. 80 €). Please look at the detailed program on the website [www.bibalex.org/wsisalex/](http://www.bibalex.org/wsisalex/), where participants can register.

## Contacts:

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<a href="http://www.itu.org/ws">www.itu.org/ws</a>	<a href="http://www.ifla.org/III/ws.html">www.ifla.org/III/ws.html</a>



## Emerald Management Xtra – put your library at the centre of your institution

Emerald have been working with the academic community to develop a new unique strategic tool for libraries – Emerald Management Xtra, comprising more than 100 primary journals in management, a full text archive of more than 45,000 papers and structured abstracts of the world's top 300 management journals, as well as collections and resources for librarians, teaching faculty, students, researchers, authors and alumni relations.

**Where?** Blue Room, Oslo Spektrum

### When?

Tuesday 16 August  
14.15 – 15.00 pm

Please join us for a preview of Emerald Management Xtra. Light refreshments will be available on your arrival for you to enjoy the presentation.

If you are unable to attend the presentation Emerald will be at booth 403 during the conference. Please visit us for further information and a personal demonstration.

Steve Smith, Business Manager of Western Europe and Eastern Europe. [www.emeraldinsight.com](http://www.emeraldinsight.com)

(The above item did not appear in the printed programme)

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# IFLA Journal

*Official Journal of the International  
Federation of Library Associations and  
Institutions*

Editor **J. Stephen Parker**

**IFLA Journal** covers news of current IFLA activities and articles, selected to reflect the variety of the international information profession, ranging from freedom of information, preservation, services to the visually impaired and intellectual property.

The **IFLA Journal** aims to promote and support the aims and core values of IFLA as the global voice of the library and information profession by providing authoritative coverage and analysis of a) the activities of IFLA and its various constituent bodies and members, and those of other bodies with similar aims and interests and b) completed, ongoing and proposed policies, plans and programmes related to the development of library and information services around the world.

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- Original articles and features.
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- Information about education and training opportunities, fellowships, honours and awards.
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- Obituaries.
- Letters to the Editor.

**Quarterly; March, June, October, December**  
**ISSN: 0340-0352**

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# Meet IFLA's Professional Groups!

IFLA's Exhibition Booth (207) is staffed by the IFLA HQ Staff and the organisers of the 2006 and 2007 World Library and Information Congress.

During the conference week, IFLA's officers will also be available at the booth to answer questions about their activities and to display results of some of their projects. To meet the officers and to get first-hand information, the schedule for the booth on **Tuesday, 16 August** is:

10.00-11.00

FAIFE  
Women's Issues  
Science & Technology

11.00-12.00

Management of Library Associations  
New Professionals DG

12.00-13.00

National Libraries  
Library & Research Services for Parliaments  
ICABS

13.00-14.00

ALP  
Africa  
Asia & Oceania  
Latin America & Caribbean

14.00-15.00

Government Libraries  
Government Information & Official Publications  
Children & Young Adults  
School Libraries

15.00-16.00

University Libraries  
Quality Issues DG  
Library History

16.00-17.00

Library Buildings & Equipment  
Management & Marketing  
Audiovisual & Multimedia

On Tuesday, Tuula Haavisto, WSIS coordinator of IFLA, will be on the IFLA booth between 10.00 and 12.00 discussions on WSIS topics.

## Wednesday 17 August

10.00-11.00

Art Libraries  
Genealogy & Local History  
Agriculture DG

11.00-12.00

Information Literacy  
Continuing Professional Development

12.00-13.00

Education & Training  
Library Theory & Research  
e-Learning DG

13.00-14.00


Document Delivery & Resource Sharing  
Reference & Information Services


14.00-15.00

Reading  
Library & Information Science Journals

15.00-16.00

Exhibition Closes



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## Remember to return evaluation schemes

All delegates got an evaluation scheme in their bags, as they registered at the conference. The National Organizing Committee will like to remind everybody to fill out the scheme and deliver it at the Information desk!

# "The book is dead!, long live the book!"

Jon Bing is indeed a versatile person. Besides being Chair of the National Organizing Committee, he is also a professor and doctor of law, a well known writer of fiction and a passionate collector of elephants.

In 1984 he wrote the essay "The book is dead! Long live the book". He hasn't changed his mind, but is still of the opinion that the printed book is dead. He publishes his books on the Internet for free download, and describes some librarians as old nostalgics who don't understand the value of their field in today's reality. Taking these views into consideration it might appear as some kind of a paradox that this man is the Chair of the NOC.

"It's not", he smiles behind his huge, friendly moustache; "It's all due to the fact that only 14 percent of all written material is on paper. The future library could fit in a sugar cube. All the text in the world would fit in a sugar cube. We have to think in new ways, see things in new perspectives. The future library is not situated in a house, maybe it is an easily, accessible....well, sugar cube."

But what about the eternal rows of unread books, the smell of dust and old paper? The feeling of a beautiful collection of words between worn covers? Heavy, resting histories yet to be discovered in your hands? Doesn't he even like the printed book, the concerned booklover asks?

Bing hesitates... "my relationship to the printed book is not of a sentimental character," he says in a sober voice. He seems to be searching his memory. "Well, I have a blue, leather bound book about the art of printing. That's a nice book."

Perhaps it would have been easier if the books were purple. Jon Bing love that color. He also is a big fan and collector of elephants. All kind of elephants. He has a collection of 350 ties with elephant motifs. He has all kinds of elephant ornaments, but is unfortunately almost out of table napkins with an elephant motif. So, when you see the visionary chair of NOC, the professor and doctor of law, take a look at his tie. He has promised to wear a different elephant tie every conference day.



## Living signs

Sunniva Jensen (left) and Ingrid Lund are two of about 200 volunteers working at the WLIC. They are both serving as 'living signs' outside Oslo Spektrum to guide people to the off site locations. In addition to this they also serve as headset distributors and Ingrid also as room attendee. Both Sunniva and Ingrid are library students at The Oslo University College. "It is nice to stand here and look at all the librarians," says Sunniva.

# Åse Kleve-land

**Plenary session, Raddison Sonia Hennie, Tuesday 12.45-13.45**

Former Norwegian Minister of Culture, media and sport Åse Kleveland was born in Sweden in 1949 and has lived in Norway since 1956. She studied law at the University of Oslo with particular emphasis on copyright and authors' rights from 1969.

In the 1980s she was President of the Norwegian Musicians and Artists Unions and member of numerous boards, councils and committees in the field of culture, sport and city planning. Between 1980 and 1990 she hosted numerous television programmes.

As Minister of Culture, Media and Sport from 1990-96, she took on the political responsibility for the Lillehammer Winter Olympic Games. Åse Kleveland has accepted major national awards in the fields of cinema, architecture and design for her political achievements.

Today she is CEO of the Swedish Film Institute and Chairman of the Board of Scandinavian Films, The Ingmar Bergman Foundation

## Nightspot a great success

Stratos was full of people at the first IFLA Nightspot Sunday evening. The author Jostein Gaarder was as difficult to understand in English language as he is when he is talking Norwegian. Professor Thomas Hylland Eriksen spoke as quickly in English as he ordinarily speaks in Norwegian. It was a warm and nice summer evening for Norwegian conditions, with loud speakers on the veranda and contemporary jazz music filling the lush summer evening. People started to queue up already at 19.30 and the place was full as soon as the doors were opened at 20.00.

### Nightspot Tuesday:

On Tuesday you can meet Åsne Seierstad and Thorvald Steen at the IFLA Nightspot at Stratos.

**Åsne Seierstad** (born 1970) is a



graduate in Russian, Spanish and philosophy from the University of Oslo. As a war correspondent she covered the conflicts in Kosovo in 1999,

Iraq (2001), Afghanistan (2001) – among other things. She is a journalistic superstar. Her book, 'The Bookseller of Kabul' is a runaway bestseller, and has been translated into many languages. Her latest book, 'A Hundred and One Days: A Baghdad Journal', has also been widely disseminated. Seierstad is a smart journalist with literary sensibility; both of these books are structured a little bit like novels. As she says in an interview, describing her method:

"I believe in literature. I wish I could have written a novel

about this, because again I think the more human stories you tell, the more you can put the reader inside someone else's head and be insightful. In order to achieve that, you can't just use the very straightforward language of the newspaper. You have to try to find other ways. I always try to describe the situation just as it is. I try to find sentences that I believe tell the story best. Even my articles are more literary than ordinary news stories."

'The Bookseller of Kabul' is about a real bookseller and his family. When Åsne Seierstad stayed in Kabul during part of the war, she lived with the family of the bookseller. The fact that the bookseller can be identified has raised a debate about the limits of a documentary book. Åsne Seierstad's book gives us an intimate picture of the family, not least the life of the women.

**Thorvald Steen** (born 1954) is



one of the most internationally-oriented Norwegian authors. His books have been translated into 17 languages. Last year his books

were published in the USA, Romania, the Faeroe Islands, Iceland, Germany, Sweden, Denmark, Bulgaria and Finland. From 1991 to 1997 he was Chair of the Norwegian Union for Authors. He is member of the board of the Norwegian Pen Club. He has been very concerned with such themes as freedom of expression and international solidarity among authors.

# What are your choices from the programme today (Tuesday 16 August)?



**Ann-Christin Magnusson**

Children's librarian at The Laholm Public Library in Laholm, Sweden:

My choice for today is the session Libraries Serving Disadvantaged Persons. The reason for my choice is that I work with children's libraries. I am also a member of The Nordic Networking group for Library services to Children, which was established after the IFLA Conference in Copenhagen 1997. I am preoccupied with children's availability to all library services whether they have dyslexia, are blind, have reading or writing difficulties or any other disability



**Nancy Achebe**

Teacher at The Library School at The University of Nigeria, Nsukka, Nigeria

As a member of IFLA/FAIFE Committee I will be busy with the Committee's programme. But in between I will try to attend at least parts of some other sessions: Genealogy and Local History with Geography and Map Libraries (08:30-12:45), Library and Information Science Journals (13:45-15:45) and School Libraries and Resource Centres (16:00-18:00). I organize library hours for children, so I want to know what programme The School Libraries and Resource Centres Section have so my country can benefit from it.



**Danielle Mincio**

Chief of Preservation at The University Library of Lausanne:

I will attend the session Preservation & Conservation, Asia & Oceania, PAC, Library Buildings and Equipment. I am head of the manuscript collection and I have to make a reflection about a new repository for the collection. Especially I look forward to the parts called "The first step in preservation: building the right building" and "Hypoxic air venting - fire protection for library collections". This is very important because it represents a new way of doing things concerning fire protection in the library. I will also attend the session Meet the IFLA Treasurer because I have interest in the future of IFLA.

**Patrick McGlamery (left)**



Director of Library Information Technology Services at The University of Connecticut:

Today I am going to attend the Poster Sessions. This is because I like to talk to people that are doing things. At this session you don't need to sit down and listen, you can just walk around. The nice thing about Poster Sessions is the synergy and the excitement of what you discover. I am interested in information technology and networking. So I suppose I will take a closer look at the projects that deal with this issue.

**Deborah Sunday (right)**

Director of Administrative Services at The University of Connecticut Libraries:

I am going to attend the session Education and Training with Library Theory and Research. In my work I do recruitment of librarians. So I want to get informed of what is happening in this area in what is overseas for me. Hopefully I then will get a better understanding of the education of librarians.



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**Product presentations will be  
held in the Blue Room at the  
Oslo Spektrum during IFLA**

**MONDAY 15TH AUGUST**

12.15pm-1pm

*Collaboration in Chadwyck-Healey*

*Humanities Publishing*

Presenter: Mary Sauer-Games, Vice  
President, Publishing

**TUESDAY 16TH AUGUST**

11.15am-12pm

*Complete Solutions for*

*Today's Electronic Collections*

Presenter: Cristina Blanca-Sancho,  
Strategic Marketing Manager

**WEDNESDAY 17TH AUGUST**

11.15pm-12pm

*Solutions for the Academic Library:*

*ProQuest content and*

*Platform Enhancements*

Presenter: Simon Alcock, Strategic  
Marketing Manager



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# Chat as reference service

More than 250 people were at the 'Virtual versus Face-2-Face' session organized by the Reference and Information Services Section.

The organizer Gitte Larsen stated that collaborative e-reference services between institutions are popping up all over the world. (More info at: [www.db.dk/kon/virref2005](http://www.db.dk/kon/virref2005).)

A VRD (virtual reference desk) is a personal service delivered to the invisible user via library portals. Virtual services have during recent years changed from e-mail and web-based forms of service to more network-based services involving several libraries that offer a variety of services, including online chat.

A Canadian study has shown that the rate of return by users to electronic reference service was about 60%, and 75% for chat in public

libraries. Swedish studies show that meeting the librarian through virtual services, has significantly lower costs compared to a manned reference desk. One collaborative desk is also breaking down borders between library sectors. In Florida a central chat service is offered 79 hours a week. The goal is that "the library is always there" by promoting the libraries through a 24/7 service. The National Library of Singapore has offered a central telephone enquiry service since 1996. The future may bring video conferencing service.

The discussion showed that virtual services provide a unique possibility to document the use of reference service. This can be used for training and improving the quality of the reference service as a whole.

# Catch a falling star



At the opening ceremony Øystein Wiik encouraged the delegates to go out and "catch a falling star". It seems like a lot of the delegates have taken this almost literally. Most people 'catch the falling stars' at the exhibition stands, and now you can see delegates walking around with a blinking star on their clothes—like Ludmila Kozlova from the Russian state library in Moscow.

## Free competition:

### Win an original management & Marketing Oslo 2005 IFLA T-shirt

The section Management & Marketing (M&M) of IFLA has produced a specially designed Oslo 2005 T-shirt. How can you obtain one of these high quality collectors t-shirts for free? You don't have to join the section (although it is not a bad idea), you just have to leave your business card (or address) at one of the following events:

Tuesday Aug. 16, 16.00 IFLA Booth, meet the officers of M&M Section

Or Wednesday Aug. 17 13.45-18.00 Joint Open session Management & Marketing/ Information Literacy Sections (session no 140/145).

Please participate in this free competition to get a great remembrance of the Oslo 2005 Conference. The winners will be announced on Thursday Aug. 18.

## Change in program Library of Talking Books and Braille

The time and date for the visit to the Norwegian Library for Talking Books and Braille have been changed, from Thursday to Wednesday, 09.00 to 12.00. This change in the program has been done in cooperation with the Libraries for the Blind Section.

# The Exhibition



At the Exhibition in Oslo Spektrum you can find over 120 booths of companies, libraries, governmental bodies and other organizations with products and services related to the library and information field. The exhibition is an excellent opportunity to get to know innovations and products as well as exchange ideas and experience with delegates, experts and library and information providers from all over the world. Have fun!

## **Opening hours:**

Tuesday August 16.... 09.30 – 17.00

Wednesday August 17.... 09.30 – 15.00

## **A cultural landmark in Saudi Arabia**

The King Abdulaziz Public Library in Saudi Arabia holds about half a million titles, and was opened for the public in 1987. The Library has a large collection of rare books and manuscripts in Arabic and other languages, and has established a Children's Book Club for entertainment, information and education. <http://www.kapl.org.sa/>

**Stand 513**

## **Online book databases**

Ebrary are hosting information delivery service that features a selection of more than 60,000 titles from more than 200 academic and professional publishers. Ebrary licenses authoritative content such as full-text books, reports, maps, and other authoritative documents under both a simultaneous, multi-user subscription and perpetual access model. <http://www.ebrary.com>

**Stand 601.**

## **How to start your family history**

The Family History Library in Salt Lake City is sponsored by The Church of Jesus Christ of Latter-day Saints, and has copies of records from many governments, churches and other organizations. Family history centers are located throughout the world to help people search the records of their ancestors. <http://www.familysearch.org/>

**Stand 119**

## **The melting pot in the Barents Region**

The County Library of Finnmark, Norway cooperates with Finnish, Swedish and Russian libraries and has special collections of Finnish, Sami and Russian literature. They take also part in the ECDL-project (European Computer Driving License). The Sami Special Library at the Sami Parliament in Finnmark, has one of the largest collections of Sami literature and other material in Sami, and on the Sami in different languages. On the stand you can see a traditional Sami costume, and find samples and sale of Northern Lights Food – a taste of arctic nature. You can also participate in an E-citizen Contest. <http://www.fm.fylkesbibl.no/>

**Stand 209**

## **Planning for next years WLIC?**

**At Stand 207 you can find information of IFLA Seoul 2006 and Durban 2007.**



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