



Academic and Research Libraries Section

DECEMBER 2011

NEWSLETTER NUMBER 48

Did Puerto Rico do it better?

Some reflections from the Chair

During the relatively modest opening ceremony at the 2011 World Library and Information Congress, a number of speakers proudly proclaimed 'Puerto Rico does it better'. Well the 77th IFLA General Conference and Assembly, 'Libraries beyond Libraries: Integration, Innovation and Information for all', was a big success and a rewarding professional experience.

The annual conference remains a popular and truly international event, attracting over 2,200 delegates from some 150 different countries. Indeed there were a staggering 219 sessions with more than 400 speakers and 160 poster sessions. That having been said the overall number of delegates was considerably down on last year, in fact some 30% fewer, due in part to the absence of a large number of professional librarians in the region.

Social networking has also had an effect, complimenting and extending the reach of our 'face-to-face' conference rather than replacing it altogether. A challenge for IFLA is exploiting the considerable power of twitters, blogs and so forth, not least for communication, evaluation and feedback purposes, as it continues to develop its 'business model'.

As chair of the Academic and Research Libraries (ARL) Section, I concentrated on a number of priorities at the conference. As well as chairing our lively Section Committee meetings, I chaired and assisted with our ARL conference sessions. Taking part in IFLA officers' training, euphemistically called leadership training, is an important part of improving communication with the 'centre'. The conference is also a splendid opportunity for networking on an international scale, always with an eye on our developing our activities in the coming years.

Our two conference sessions at Puerto Rico were great successes, each attracting over 300 delegates: indeed some feedback indicated these were amongst the best sessions at the conference.

Once again we joined with the Management & Marketing Section to organise a main session. Our theme was 'Vision 2020 – a forward look at library services in 2020'. This focused on the radical policies, innovative strategies and new advocacy tools required for a new and challenging age. We were treated to six outstanding high-profile speakers from Australia, Germany, Singapore, the United Kingdom and the USA. They considered the importance of leadership and the internet for enabling future development,

and covered ubiquitous library services, user needs, mobile applications, effective marketing and demonstrating value. Combining the expertise of two Sections to create a session with broader appeal is one of IFLA's real strengths.

Our 'Hot Topics in Academic and Research Libraries' session continues to be a winning formula: four short presentations from international experts followed by interactive table discussions. Our theme was 'Conquering the economic downturn – managing transformational change in our libraries', continuing some of the ideas emerging from our joint session with Management & Marketing. We usefully covered personnel management, the mobile internet, access to digital content and adventures with publicity. Again our speakers were from around the globe - Australia, Finland, Germany and Singapore. Feedback confirms how much delegates enjoy a session where they can contribute and explore issues together.

It was a particular pleasure to announce the winners of our essay competition during the session. Our competition continues to attract a great deal of interest with 25 high-quality applications indicating their particular interest in attending

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This Newsletter is published bi-annually. Submissions should be forwarded to [Vicki McDonald](mailto:Vicki.McDonald@ifla.org)



IFLA often for the first time. As a result we supported the attendance of three young professionals from Cuba, Singapore and Uganda.

Two things caught my eye at the 164-strong exhibition. The first was the innovative leadership provided by OCLC who reported considerable interest in their 'cooperative cloud' and integrated reference service (QuestionPoint). The other was the smart shelf and 24-hour self-service reading room offered by a rather newer company called Shenzhen Seaverit Intelligent Technology Co., who are leaders in RFID systems in the Far East.

One challenge for our ARL Section Committee is to embrace and reflect change within IFLA itself.

There is a welcome thrust from IFLA to be more strategic and break away from what might be called a procedural approach. It wants to improve the connectivity between, on the one hand, its Governing Board and Professional Committee and, on the other, with its sections. Key priorities for 2011/12, which would benefit from much greater exposure, include:

- digital content programme to drive access for users
- international librarianship leadership development – capacity building to raise the voice of the profession globally

- outreach programme for advocacy and advancement of the profession – through strategic collaboration and connections
- cultural heritage disaster reconstruction programme - driving lifeblood culture through heritage
- multilingualism programme to open windows to the world

The newly appointed Professional Committee has all sorts of challenges, not least getting the professional units more involved in IFLA advocacy and programmes. One welcome idea is setting up an open access repository of all IFLA conference papers and publications to improve access to these often defining and much sought after resources. Our President Elect, Ingrid Parent, has an interesting theme for the coming year: 'Libraries - a force for change'. She points to four key aspects: inclusion (access for all), transformation (changing lives), innovation and convergence (with collaborative partner associations).

Our committee is an inventive and active group of 20 or so library directors and senior managers from all over the world. This year we welcomed new members from Makerere University Library, University of Rochester in New York, Brandenburg Technical University, National Taiwan Normal University and Stanford University. Let me share some of their thinking

about our programme for Helsinki in 2012.

We are planning a joint session with Management & Marketing on 'Creating a culture for innovation and change'. Internationally-known speakers will reflect on leading a whole range of important developments, including globalisation, shared services, outsourcing, new partnerships, value and impact, user satisfaction and the cloud. Our Hot Topics session will focus on innovation in supporting research in the global environment, with four or so short presentations from high-profile experts followed by group discussions. ARL is also a partner with the Statistics and Evaluation Section organising a pre conference Satellite Meeting in Turku, Finland on 'Library's efficiency, impact and outcomes: statistical evaluation and other methods as tools for management and decision-making'.

So Puerto Rico did indeed do it pretty well, and as you can see we have lots of exciting sessions planned for Helsinki in August 2012. I look forward to seeing you there.

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IFLA Journal, Volume 37, No. 3 (October 2011)

Each issue 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.

Editor: J. Stephen Parker - Frequency: Quarterly



IFLA Grantee, First Timer's

Report



Tamara Brathwaite with a subsection of IFLA 2011 grant awardees.

Having been awarded an attendance grant to attend my first ever IFLA conference, was the beginning of a very rewarding, enriching and empowering experience. At IFLA, I took the opportunity to attend sessions of professional interest. Additionally, this is the largest conference that I have ever attended, with an international participation of over 2300 international librarians and information professionals - the networking opportunities were palpable!

During my participation at my first ever IFLA WLIC, I attended the newcomers session and was branded a first timer, among the hundreds of first timers present - what an honour! I attended as many sessions as my brain would allow, including sessions on New Professionals Beyond Professionals. In this lively session, I gained insight to the challenges young professionals face despite their geographic location, budgets and experience. This was a very exciting session for me as the presentations took colleagues from challenges as a new graduate into opportunities working as a virtual librarian. For me, it debunked the myth that all library challenges are different, I found from the presentations that we share similar experiences.

I supported my Caribbean colleagues as they presented on "Libraries in Central America and the Caribbean Region" which opened my eyes to what it takes to present at an international conference of this size and magnitude, and ignited my desire to one day hold a place at the front of such a space.

I attended a workshop for "Non-Specialist Librarians" which provided a basic introduction to all aspects of audiovisual collection management and presentation. It allowed for networking among persons who engage in audiovisual archiving and person who were interested in the practice. Part of

WLIC IFLA 2011 "a place where an Information Professional from anywhere can connect with information professionals from everywhere"

the session also involved a tour of Radio Activa: a digital radio station, the communication center: a production facility for videos, recording and photographs and a visit to the Library AV collection of the Universidad del Sagrado Corazón in San Juan. I was quite pleased to have received a certificate of participation for my attendance.

Additionally I attended sessions on Library Buildings [The Importance of

creating environmentally responsible library facilities and spaces in the 21st Century] and I also participated in sessions on Continuing Professional Development [Weaving continuing professional development into every library organisations].

The opening, closing, plenary, vendor & poster exhibits and cultural experiences inspired intrigue, awe and delight.

My only disappointment was my inability to connect with any of the awardees in the Inaugural IFLA Librarian-Researcher Partnership. I know it would have been the perfect opportunity to meet with my mentor or discuss with other participants our progress in the scheme. However that being said,

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our online forum tries to bridge the gap among this international group of researchers, so a face to face, though nice was not required.

My highlight at IFLA was meeting and spending time with many international colleagues especially Mrs. Kay Raseroka Past President of IFLA and former Director of

Library Services at the University of Botswana. Mrs. Raseroka became my conference mentor, helping me to digest the developments of the day before during our early morning walks along the beach and steering me in professional directions that I had not thought to explore. It was a pleasure to meet, sit and share with her.

Finally, Puerto Rico! I quite liked Puerto Rico, the hospitality and conference support was tremendous. The people are as warm as the climate. On my last day, with newly made friends, I took an opportunity to tour Old San Juan... with its cobbled stoned streets, historic buildings, rich heritage....it was a memorable experience, as was my visit to Fort San Felipe del Morro, the oldest fort ever and a declared World Heritage Site.

I'm thankful for this grant as it has

allowed me to make personal and professional contacts, to continue my networking and most importantly, to envision libraries as international places of scholarship, that are uniquely connected by passionate professional individuals, who share the same concerns. I've already put into practice some of the ideas and models to which I have been exposed to at this conference and I look forward to another IFLA experience in years to come.

Tamara Brathwaite

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To view Tamara's presentation please click the below link

http://prezi.com/-plhzah4nalt/ifla-grantee-first-timers-report/?auth_key=c3985eae10e19a84b2bb897337aca3bd24843c3



A New Student Learning Centre for Ryerson University in Canada

In April 2011 Ryerson University announced the design of a new Student Learning Centre for their Toronto campus. Designed by **Snohetta** in collaboration with **Zeidler Partnership Architects** of Toronto, the 155,463sqf Student Learning Centre will feature a transparent glass skin that will provide varying light qualities within the interior

spaces. Sustainable practices have also been incorporated into the design with 50% of the roof intended to act as a green roof and plans for the building to be LEED Silver compliant. Construction on the building is expected to begin late 2011, with a targeted completion date of Winter 2014. For further information on this exciting project please go to:

<http://www.ryerson.ca/news/media/spotlight/slc/>

“Libraries Now! - Inspiring, Surprising, Empowering”



JOIN US IN HELSINKI!

As you all know, the World Library and Information Congress 78th IFLA General Congress and Assembly will be held 11-17 August 2012 in Helsinki, Finland. Planning is well underway for the Academic and Research Library Section's sessions at IFLA WLIC 2012 in Helsinki.

- Joint session with the Management and Marketing Section. The session theme will be: *Creating a culture for innovation and change* (3 hour session)
- Hot topics in research support (2 hour session)

As details are finalised, we will provide full details on our Section's web pages.

IFLA Statistics and Evaluation Section

IFLA Management and Marketing Section

IFLA Academic and Research Libraries Section



Library's Efficiency, Impact and Outcomes:

Statistical Evaluation and Other Methods as Tools for Management and Decision-making

The radical change in the operational environment of libraries has set new challenges for library leadership and management. The traditional method for libraries has been collecting a substantial amount of statistical data. This is no longer enough for modern management. New ways of analysing efficiency, impact and outcomes measurement are needed to obtain better data and information for marketing and managing as well as demonstrating the impact of libraries. In addition to the quantitative data, one also needs qualitative data and methods of identifying users' needs. Finally, combining different types of results and data will provide new possibilities in fighting for the library's resources and meeting the users' service needs.

More details at:

<http://kirjasto.utu.fi/ifla2012/>



Turku Castle



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Academic and Research Libraries Section Standing Committee Members



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Chao-chen (Joyce) Chen
First Term 2011-2015



Janet Fletcher
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the team



Jarmo Saarti
Second Term 2009-2013



Eliz State
First Term 2011-2015



Lisbeth Tangen
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Ane Landoy
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Susan Gibbons
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Other Members are:

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Jakobina M. Mwiyale
First Term 2009-2013

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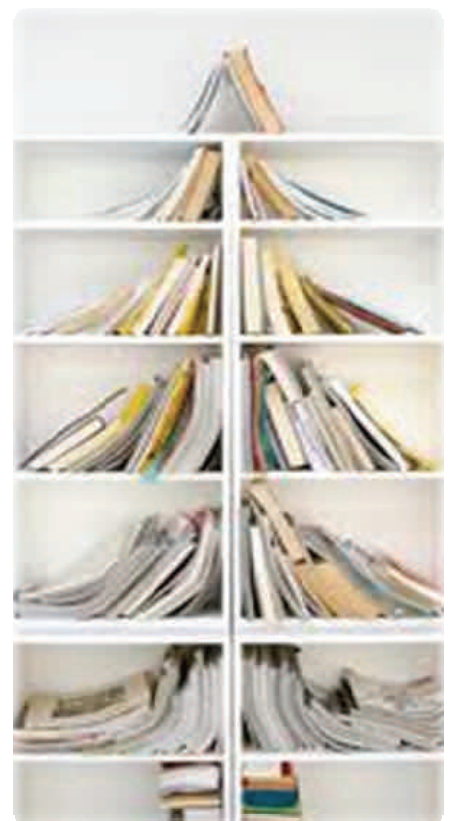
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Melody Burton
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Marie-Dominique Heusse
Second Term 2009-2013





Pre-Satellite Conference in Guatemala



Pictured are (left to right) Antonio Alba, Dominican Republic, OCLC with Marcia Rossetto, Brasil, Biblioteca Virtual de America Latina, with Lic. Cecilia Alegre, Peru, CLADEA, Stephen Marvin, USA, Facilitator, and Aparecida de Graca, Brasil, Biblioteca Virtual

Bibliotecas más allá de las bibliotecas: Integración, Innovación e Información para todos” organized by Licda. Magaly Portillo, Director of Libraries for the University of San Carlos; Lic. Jorge Estrada, Simposio de Actualización y Proyección Bibliotecarios and Licda. Valentina Santa Cruz, INCAP attracted 44 institutions representing 17 countries in cooperation with IFLA ARL and LAC. The first Keynote Speaker, Peter Johan Lor, presented the need to preserve indigenous languages and culture during a live

broadcast of the conference. For many years after Peter Lor presented to the VALA conference in Melbourne, Australia I wanted to hear his message again to keep in focus the purpose of technology by promoting literacy and appreciating cultural traditions.

Many languages are rapidly becoming extinct. The conference was fortunate to have a presentation by the Riecken Foundation, Antigua, Guatemala and their publication of native stories told by indigenous populations written in their own language. There are 23 languages in Guatemala, each with their own cultural heritage

and traditions. The second day Keynote Speaker, Alice Miranda Arguedas, championed the cause of literacy in Central America. Accompanying her work were presentations by PROBIGUA which has created libraries in many regions of Guatemala and Carlos Roberto Colindres, diplomatic representative from El Salvador, presenting the cooperation between school and public libraries among the many library projects provided by U. S. Embassies.

The conference presented three themes: **1 Integration** – (library consortia development in Latin

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Licda. Magaly Portillo and Lic. Jorge Estrada in early planning session.



Alice Miranda Arguedas, Costa Rica being introduced by conference organizer, Licda. Valentina Santa Cruz.

America - development of guidelines for library consortia development is in progress for Latin America). The International Network for the Advancement of Scientific Publications has consortia development projects in qualified countries and supported consortia leaders from Honduras, Nicaragua, Cuba and Bolivia to participate in the conference. A small unique multinational consortia, CONBIUCAR, serves the Atlantic region. Peru presented developments with the library consortia ALTAMIRA;

2 Innovation Several services were described including the activities by CONCYT for scientific and technological development in Guatemala, ELibroTotal, SciELO, Latindex, Cybertesis. We wish to express our appreciation for the contributions made through Antonio Alba, Dominican Republic from OCLC and Lidiette Quesada, Costa Rica, from EBSCO and the generosity of CONCYT, a national organization promoting science and technology in Guatemala; and **3 Information for All.**

The University of San Carlos blog contains links to presentations and photos - <http://conferenciasateliteinterna->

cional.blogspot.com

Very favourable evaluations were received from attendees to the conference and other links to the events and presentations were made – CLADEA, a multinational Latin American consortia of business libraries presented their services and posted the event on their web site - http://www.cladea.org/institucionales/ifla_conferencia_satelite.html

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Peter Johan Lor, South Africa, on Jack at the Philadelphia Coffee Plantation in Antigua, Guatemala



Nancy Morillo, CONCYT, Guatemala



Lidiette Quesada, EBSCO, Costa Rica



Carlos Roberto Colindres

Australian Library and Information Association

10 - 13 July 2012

ALIA BIENNIAL CONFERENCE 2012, SYDNEY AUSTRALIA



@ reminder that the Australian Library Information Association (ALIA) Biennial Conference will be held in Sydney Australia - July 10-13 2012. Keynote speakers include Dr Tom Chatfield, Ms Ingrid Parent (President of IFLA), Justice Michael Kirby and Associate Professor Mitchell Whitelaw.

The Hilton Sydney, selected as the venue, boasts superb facilities in the

heart of the Sydney CBD. It provides sponsors, exhibitors, delegates and their friends and family with a wonderful opportunity to discover and explore Sydney's attractions and its rich variety of museums, galleries, parks, beaches, entertainment, restaurants, cafes, shopping and business precincts, all within easy walking distance from the hotel. For those who wish to go further afield, public transport is readily accessible. For more information please see <http://conferences.alia.org.au/alia2012/>



ALIA Biennial Keynote Speaker:
DISCOVER Tom Chatfield



Service Desk at Baillieu Library, University of Melbourne, Australia

Our service desks are being **TRANSFORMED**



Ask Me Desk.

As our print collections decline, our library spaces are being transformed into learning spaces for both collaborative and individual study. At the same time we are seeing a transformation at our Library entrances – the *service desk* is also being transformed. As shown in these images no one style is dominant – however, there are common themes of removing the desk as a “barrier”, creative and minimalist design, and flexibility.



Library Service Desk of the University of Eastern Finland.



Help Zone at the University of New South Wales, Australia.



(Left) Swedish Round Information Desk. (Above) Stool for round information desk.



(Above) Circulation Desk in the background with the self-check stations in front at the Oslo University in Norway.



(Right) Oslo Public Library Desk, Norway.



Learning and Research Desks at Queensland University of Technology, Brisbane, Australia.



Sture Bibliotek, Stockholm – Sweden



InfoStations at the City of Cerritos Library in the US.



(Above left) Library and IT Help Desks in the William T. Young Library, University of Kentucky (US) where students can receive help with library research or technology issues. (Above right) Auckland Public Library, Auckland, New Zealand .



Service desk of the Architecture Library at the University of Delft, Netherlands.

Essay Contest 2011 Recipient

My IFLA

Puerto Rico Experience



I attended the 77th World Library and Information Congress that took place in San Juan, Puerto Rico from 13th to 18th August 2011. I received a bursary equivalent to € 425 from the Academic and Research Libraries Section of IFLA which covered my registration to the conference. I also got partial funding from the Makerere-weden Collaboration (SIDA-Library budget for capacity building) which covered all other costs associated with conference attendance.

Theme of the conference

The main theme of the conference was *'Libraries Beyond Libraries: Integration, Innovation and Information for all'*.

Benefits

1. Presented a paper titled *'The role of libraries and information in the empowerment of women prisoners in Uganda'*, which increased the number of conference paper presentations that I have made.
2. Attended the standing committee for health and biosciences where I benefited from new trends in health information presentations.

3. Attended the R4L programme presentation by WHO representatives. In 'What is new in HINARI' I got to learn of new resources such as electronic books now available to developing countries at no cost to them. This will benefit me professionally as a health sciences Librarian and as a researcher in health information access.
4. Attended the INASP presentation on access to research literature in Africa where the challenges of access to literature in developing countries were presented and discussed.
5. I attended the IFLA statistics and evaluation section which discussed the metrics that are being used to measure electronic health information usage in universities. The challenges of compiling library resources usage data in low income countries were discussed. This topic was very helpful because my doctoral research has a section on measurement and metrics of library services. As a result of that meeting, I have submitted a paper for publication in the Performance Measurement and Metrics journal. I am waiting for comments from reviewers.
6. I met people from different academic libraries from both devel-

oped and developing countries and shared experiences and best practices. I also met a number of information professionals from all over the world whom I hope to continue networking with in order to develop our libraries.

7. I enhanced my presentation skills as I prepare for my PhD public defence.
8. Finally, I attended the Hot Topics organised by the Academic and Research Libraries Section of IFLA. The hot topics were presented under the subtheme: conquering the economic downturn-managing transformational change in our libraries. At the end of the session, the winners were awarded with certificates.

It was a wonderful experience to travel to San Juan and attend the conference. The conference was very informative. I benefited both personally and professionally, and will pass on what I learnt to improve library services in the Albert Cook Library, Makerere University.

Attendance

The conference was attended by librarians, archivists, museums specialists, information educators, and other information professionals from 250 countries. The total number of attendees was 2,200. Several papers were presented in the 219 different sessions and about 150 poster sessions were presented.

Acknowledgements

I thank the Academic and Research Libraries Section of IFLA and SIDA for the financial support which enabled me to attend the conference.

Alison Annet Kinengyere

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Alison Annet Kinengyere and Andrew McDonald

Essay Contest 2011 Recipient



Han Lee Yen with fellow recipient Alison Annet Kinengyere and Ane Landøy.

Going to an IFLA conference is something which every librarian or information professional should do at least once in their professional life. Besides being a great place to keep up to date with the latest developments and research in library and information science, it is also a fabulous place to network with fellow librarians from different parts of the world and learn from each other's experiences. For that, I am grateful that my chance to go to an IFLA conference came fairly early in my library career thanks to the grant provided by the Academic and Research Libraries Section and the opportunity given by Nanyang Technological University Library.

The 77th IFLA General Conference and Assembly in San Juan, Puerto Rico, was a conference of many firsts for me. It was my first IFLA conference, my first trip to the Caribbean, as well as the first time I presented at a poster session. With over 2000 conference delegates representing 116 countries,

the conference can be an overwhelming experience for a first-timer attending alone. However, despite the size of the conference and the bustle of activities and sessions, I never felt lost nor alone. This is due in part to the hospitality of Puerto Rican librarians as well as the warm friendship of fellow librarians from other parts of the world. It felt good to be part of this great global community.

The conference had a good mix of different types of sessions, including paper presentations, section meetings, exhibitions and talks by vendors in the hall and poster sessions. The most helpful session was the New Comers' Session at the beginning of the conference as it gave useful tips to newcomers like myself. The plenary sessions by noted Puerto Ricans such as historian Dr Fernando Pico, writer/poet Dr Mayra Santos-Febres and cinematographer/film-maker Mr Luis Molina-Casanova were engaging as well as inspirational. Their sense of pride in their heritage and culture was evident in their presentations, as they spoke on the

importance of libraries to their live, work and society at large.

Besides the usual way of presenting papers, some sections tried other styles, including the more interactive style adopted during the Hot Topics session presented by the Academic and Research Libraries Section. I found this way of presenting information and encouraging participation refreshing. Besides just hearing from the speakers on what they had prepared, I also had the opportunity to interact with other delegates seated at my table and hear about their ideas on the topics.

On the whole, IFLA 2011 had been an eye-opening experience for me. Not only did I get a chance to share about what I have been working on in my library during the poster sessions, I also got to befriend other librarians from different continents and share notes and experiences with them. I take away with me not just the conference pack of goodies, but also precious lessons learnt and friendships made. The most memorable and I would say proudest moment of the entire conference for me was when they announced the conference venue for IFLA 2013 – Singapore – my hometown. I would definitely want to play a part in being a good host to welcome fellow librarians and information professionals to Singapore and another great conference then.

Han Lee Yen

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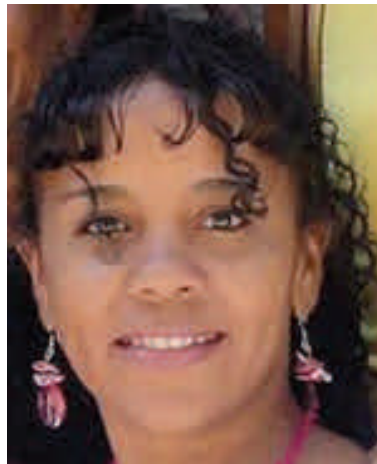
Essay Contest 2011 Recipient

To be or not to be- somewhere- is not always the question. The current world is dominated by technologies, much more by the information and communications technologies (ICTs). Thanks to it the physical presence to participate in any professional activity is not indispensable. Regrettably I didn't get the visa from the United States Consulate on time, that's why I could not travel to San Juan for the 77 IFLA General Conference, as author of a poster and winner of this Essay Contest (ARL Section). However, the only one consequence of this situation was that I was deprived of knowing so beautiful city and so warm people, with so many elements common to the history, the culture and the idiosyncrasy of my nation.

"IFLA as it happens" constituted the way to follow the event a little. The sections *Last Minute Updates* and *In the Spotlight* became the resources more visited from any computer in Cuba during the days of the event, from an office of the National Coordinating Centre of Clinical Trials (CENCEC). No doubts a novel way to be integrated for getting information for all... just as it expressed by the main topic of the conference. The conference through Twitter and Facebook and the own Blogging in San Juan are also some samples of how much the ICTs contributed with this conference and with all the librarians, they could not attend.

However, it is important to highlight that the big role of technologies could not even pawn much more conventional topics that monopolized the attention of those that, as me, we love the information and libraries world.

The 80th birthday of The Library Services to People with Special Needs Section (LSN) was an example or the annual meeting of the editorial team of the Universal Decimal Classification that is modernized, improves and creates new services. The Professor Derek Law's intervention was another exciting example making reference to the un-predictable future task of the librarian. I was very identifies with him when expressed that our role is: *"to be in the forefront of the revolution, to fly the flag for change, to be in the leadership role, to become the provocateur agent, to be an intelligent analyst, to work in partnership, to support new research models, and to become freedom fight-*



ers". The interview to my colleague and teacher Marta Terry, famous personality of the Cuban Librarianship, to 31 years of the first Cuban participation in IFLA was a pride for me. I felt it as own because it constitutes an example on what it is made in my country by (and for) the profession.

However, no human work is perfect. In my opinion the impossibility for accessing to the summaries of the sessions of each section is something that I should



mention as negative. Although I understand that it should have limitations in an event that is not virtual but I had liked it.

Congratulations to the ARL section, because the main topic of this year is very important for all information professionals. Not only academic and research libraries but also any other in all contexts are crucial for the economic and social activity of all nation, so to overcome the negative consequences of the economic recession is a challenge. This reality impacts directly and negatively on the employment options, the wages, the goods and services and therefore it rebounds in the deterioration of the society and libraries has to be ready to face it.

Just as the libraries are called to go beyond themselves, the librarians also have to go further on and that was I made. Anything stopped me to share so important experience. Thank you once again to the IFLA and thank you also to the ARL Section for the opportunity of being.

Ania Torres Pombert

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Wishing you all a peaceful
Christmas and a happy and
prosperous New Year.

I look forward seeing
you in Helsinki.

Cheers, Vicki McDonald