

Use of E-Journals Looks Cost-Effective in Finnish Universities of Applied Sciences

by Markku Laitinen

According to the statistics of Finnish scientific libraries, the vogue of the electronic materials is still expanding in the institutions of higher education in Finland. This phenomenon is most evident in use of e-journals in the universities of applied sciences (the polytechnic schools) of Finland. The number of full-text articles loaded by users in Finnish polytechnics almost doubled from 2007 to 2008 (from 512,000 to 986,000).

Inspecting the use, cost and numbers of titles of the e-journals as an index time series 2002-2008, much stronger growth of use compared with the cost and numbers of titles is found. Setting the index number on the year 2002 as 100, a six-fold growth of use of e-journals is detected (Figure 1). During the same period, the number of titles has increased by 34%, but the costs have increased only by 22%. Due to moderate cost development compared with strong increase of use, cost per full-text load has dramatically decreased (Figure 2).

Some questions arise from the apparently strong increase of use: did all the libraries deliver the usage data congruently or are successful information and successful choices of materials sufficient to explain the increase? The libraries that did not deliver the data or delivered apparently false information (e.g. the data was in wrong order of magnitude compared with the time series of the library) were ignored. Inspection of these time series supports a presumption that choice of e-materials has been cost-effective because the cost development has been moderate in comparison with the increase of use.

The strong increase of use with no apparent increase in the cost and number of titles (Figure 1) could implicate the successful information and successful choices of materials, but increasing need of clientele as well. Finding an answer to the last-mentioned matter goes with the territory of user enquiries.

From the statistical point of view, some facts support the need for further investigation. There are about 30 polytechnic schools in Finland and at least half of them delivered the information each year (ranging from 14 to 30). One pitfall of the material collected may be the fact that delivery of each of the three collected data sets was unevenly delivered each year. Further, the minor use of e-materials in the polytechnic schools - despite the strong increase of full-text loads - poses further factors of uncertainty. Already a fairly small change in number of full-text loads affects the average cost per load.

So, it may be good to make a more thorough disquisition with a more complete material catering for the libraries with a perfect time series only, so the libraries delivered all the three data each year.

The annual statistics of Finnish scientific libraries are collected in the statistics database of scientific libraries according to the standard ISO 2789. The database is maintained by the National Library of Finland and it can be browsed at https://yhteistilasto.lib.helsinki.fi/language.do?action=change&choose_language=3

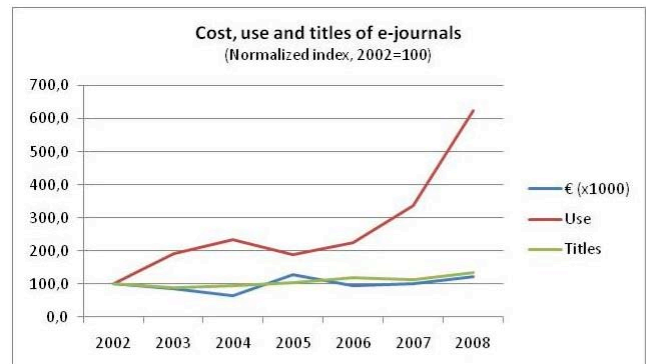


Figure 1

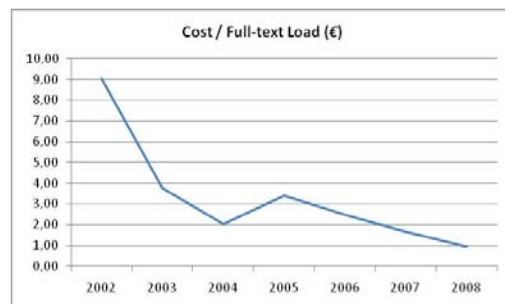


Figure 2

IMLS Publishes FY 2007 Public Libraries Survey Report

by Michele Farrell.

Washington, DC—The Institute of Museum and Library Services (IMLS) has issued the Public Libraries Survey (PLS) report for fiscal year 2007. This is the second PLS report released since IMLS was given responsibility for the annual survey, which includes information on population of service areas, service outlets, library collections and services, library staff, and operating revenue and expenditures. New this year IMLS has included trend data (7-10 years) with graphs and maps on selected items. IMLS reports will continue to document these trends during subsequent fiscal years. More than 9,000 libraries were surveyed in the 50 states, the District of Columbia, Guam, the Northern Mariana Islands, Puerto Rico, and the Virgin Islands. The survey had a 97.6 percent response rate.

“IMLS is proud to release this report six months earlier than last year.” said Anne-Imelda M. Radice, IMLS Director. “The report highlights a steady increase in library use over the last 10 years, with patrons accessing an incredible range of information resources and programs across the country. Recent national news reports suggest that public library use is even more pronounced in the last 6 months as a consequence of the economic downturn. In these difficult times, people are turning to a trusted, relevant community resource for vital information and support.”

The report includes a number of key findings to assist the library community, and policymakers, at the local, state, and national level, in making decisions to better their communities.

- The growth in per capita circulation from FY 2006 to FY 2007 was a continuation of the steady growth that has occurred since FY 2000. Per capita circulation grew from 6.4 materials per person to 7.4 materials per person from FY 2000 to FY 2007, an increase of 16 percent.
- Nationwide, visits to public libraries totaled 1.4 billion, or 4.9 library visits per capita, a small increase from the 4.8 visits per capita that were made during FY 2006. As in the case of per capita circulation, this is a continuation of a larger, longer upward trend. Per capita visitation increased from 4.2 to 4.9 between FY 1998 and FY 2007, an overall increase of 17 percent (Figure 1).
- In FY 2007, total nationwide circulation of public library materials was 2.2 billion, or 7.4 materials circulated per capita; these were slight increases

from the 2.1 billion total materials and 7.3 materials per capita that were circulated during FY 2006.

- Internet terminals available for public use in public libraries nationwide numbered 208,000, or 3.6 per 5,000 people. These were increases from the previous year's figures of 196,000 total terminals and 3.4 terminals per 5,000 people.
- Nationwide circulation of children's materials was 739.7 million, or 34 percent of total circulation during FY 2007. Attendance at children's programs was 59.0 million in FY 2007, up from 57.6 million the prior year.

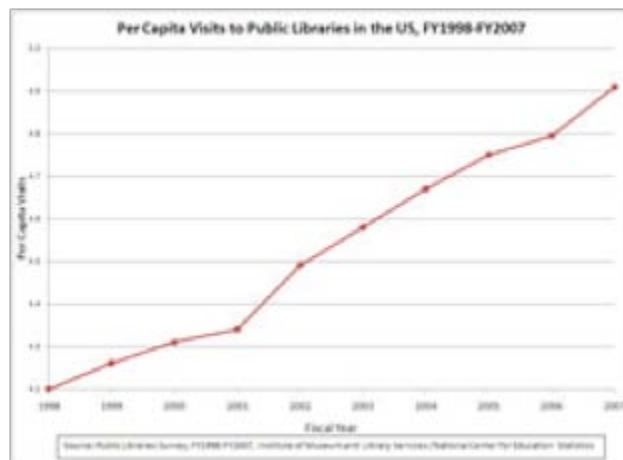


Figure 1

Source: Public Libraries Survey, FY1998-FY2007, IMLS/NCES

The FY 2007 survey is the 20th in the series. On October 1, 2007 responsibility for the PLS was transferred from to IMLS from the National Center for Education Statistics (NCES), along with the State Library Agencies Survey. The U.S. Census Bureau collects the data under a contract with IMLS. The survey's extraordinary response rate results from the cooperative effort between the Chief Officers of State Library Agencies, IMLS, and the Census Bureau.

For more information on library statistics,

visit <http://www.ims.gov/statistics>.

The report is available in PDF format.

<http://harvester.census.gov/ims/pubs/pls/index.asp>

The FY 2007 PLS data files and documentation were released on May 14, 2009.

<http://harvester.census.gov/ims/data/pls/index.asp>



Meetings in Milan

IFLA Statistics & Evaluation Section Standing Committee

MINUTES

The first Standing Committee meeting was held on Saturday, 22 August, 2009, 11.30 -14:20 am.

Present at the first meeting: Colleen Cook (USA, Chair); Michael Heaney (UK, Secretary), Frankie Wilson (UK), Wanda Dole (USA), Michele Farrell (USA), Antoni Feliu (Spain), Santi Romero (Spain, observer), Vesna Injac (Serbia), Britt Omstedt (Sweden) [Observer], Cecilia Natvig (Sweden) [Observer], Markku Laitinen (Finland), Elisabeth Lemau (France), Sebastian Mundt (Germany). Ulla Wimmer (Germany), Svetlana Menshikova (Russia), Tord Høivik (Norway), Roswitha Poll (Germany), Maria Cassella (Italy)

Apologies had been received from: Denis Cordazzo (France), Sue Henczel (Australia), Eric Davies (UK), Pierre Meunier (Canada), Hongxia Zhang (China)

Minutes

1. Welcome and introductions Colleen Cook, chair of the Committee, welcomed delegates and observers. The Chair presented Certificates to those leaving the Committee at this Congress, thanking them for their contribution to the work of IFLA.
2. Adoption of the agenda
The Agenda was adopted with agreement that item 11 would be taken after item 7.a.i.
3. Adoption of the Minutes from the Standing Committee meetings in Quebec (*published in the December 2008 Section Newsletter*).
Adopted (proposed Michele Farrell, seconded by Wanda Dole)

4. Elections

The Chair explained the process. She was eligible for re-election but the retiring Secretary Michael Heaney was not.

- a. Chair. Colleen Cook was nominated by Wanda Dole and was re-elected by acclamation.
- b. Secretary. Ulla Wimmer was nominated by Tord Høivik and was elected by acclamation.
- c. Appointment of Treasurer. The role is now combined with that of Secretary.
- d. Appointment of Information Coordinator. Markku Laitinen was re-appointed.

The Chair congratulated Markku Laitinen in his spectacular job in making the new web page a real presence on the internet.

5. Report from the meetings of the Professional and Coordinating Boards

Members were reminded to wear their badges at all times in the conference venue but not outside, and to pick up the voting papers if they had voting rights. Printing services were available near the exhibition area.

The new divisional structure was explained. Coordinating Boards had been abolished and sections reorganised into five divisions. Statistics and Evaluation is in Division IV, 'Support of the Profession', to be chaired by Michael Heaney. Divisions will hold a Leadership Forum during each conference and officers should attend this.

The decision to move the 2010 conference to Gothenburg was explained. It had become clear that the local financial support necessary to stage the conference would not be forthcoming in Australia,



and a decision had to be made quickly to allow the substitute venue time to prepare and to allow an announcement to be made during this conference. Gothenburg was a candidate city for 2012 and had been assessed. Support was assured and the Swedish committee had indicated their readiness and ability to bring the plans forward.

In response to a question, Michael Heaney indicated that the conference was expected to provide a modest profit, but the scale of expenditure was such that failure of a conference would potentially bankrupt IFLA.

The Chair reminded members to seek to identify papers to nominate for publication in IFLA Journal, though publication of nominated papers was not guaranteed.

Tord Høivik indicated that there could be more possibilities on the web site.

The Chair drew attention to session 161 IFLA Publications at which new publications will be presented including the Sections own Library Statistics for the Twenty-First Century World, the proceedings of last year's conference in Montreal.

6. Treasurer's report

- a. The accounts were presented and accepted.

7. Activities of the Standing Committee

- a. Projects

i. Global statistics – UNESCO

- *See Report October 2008*

Roswitha Poll gave background to the project: the section had used its contacts in Montreal to open a dialogue with the UNESCO Institute for Statistics to develop (with ISO) an up to date statistical questionnaire, which had been piloted in Latin American in 2007 and the results reported at the Montreal IFLA post-conference last year and subsequently published as IFLA Publication No 138.

One outcome was the recognition of the need to build capacity to collect and use statistics in nations around the world.

The project group (Michael Heaney, Roswitha Poll and Pierre Meunier, working with Simon Ellis of UIS) had met with IFLA Senior Policy Advisor Stuart Hamilton in The Hague in November 2008 to plan next steps.

[Item 11 was taken at this point]

11. Global Statistics Phase II

The meeting in the Hague had several outcomes:

- A draft Library Statistics Manifesto (circulated)
- A draft outcomes survey to complement the statistical questionnaire (circulated)
- A costing for a full Global Statistics capacity building programme (predicated upon the provision of external funding)
- A project bid submitted to IFLA containing (1) some seed funding if the full funding did not come through (2) funding for advocacy for the Manifesto

Only the second element succeeded as a project bid.

However, IFLA's Senior Policy Advisor had requested that the capacity building be supplied in a different form. It was likely that money would be available to library associations to purchase capacity building and advocacy training in various areas, and a one-day statistics programme was required. Up to €10,000 could be made available to gather a group of experts together to devise the programme, which was required by the end of the year.

The programme could utilise the questionnaire and survey developed for Global statistics.

It was noted that the members of the Phase I project were all stepping down from the Committee, though they could be available to advise in the expert workshop, and the connections with ISO and UIS were important. Members of the current committee would be required to take the project forward. A meeting had been arranged with Stuart Hamilton on 25 August at 8:30.

There was discussion on some detailed elements of the survey proposal and the differences between a library survey and a street survey (capturing non-use of libraries). Tord Høivik pointed out the importance of testing any package produced.

The Committee agreed that the working group should consist of Tord Høivik (convener), Colleen Cook, Antoni Feliu. These with Michael Heaney and Roswitha Poll would meet with IFLA's Senior Policy Adviser on the Tuesday. Michael Heaney, Roswitha Poll and Pierre Meunier would continue to participate in the work of the group, to build on established contacts and for continuity.

It was also agreed that additional expertise should be sought for the development of the work package.

(The following results were reported after the meeting with Stuart Hamilton):

The work will consist of a one-day workshop, i.e. ca. 25 pages including powerpoint-slides. It is aimed on statistics for library associations as a basis for advocacy, and for the libraries they serve. The main goal is raising awareness for the use and necessity of simple library statistics for advocacy and community building. The timeframe is as follows:

- **December 2009:** Expert workshop in the Hague (incl. members from target countries), outline/framework of workshop
- **March 2010:** Draft version of workshop
- **April 2010:** Pilot workshops conducted by IFLA e.g. in Botswana and Latin America, revision of draft
- **May 2010:** final version

Contact person for the project at HQ is Fiona Bradley.

Additional actions:

- Put the Library Statistics Manifesto on Website - a.s.a.p. - Markku Laitinen
- Go for UNESCO approval of the manifesto
- Report on Phase I project to IFLA HQ– due by Mid-Nov. - Michael Heaney

ii. Library schools

The project has lapsed and is now off the agenda.

b. Publications

i. Newsletter

The Newsletter is much improved by the input of the Chair's web designer at Texas A&M. It is published twice a year. Markku Laitinen said that more content was needed and asked all members to contribute.

ii. Homepage

The Section's home page is much better; Markku Laitinen has been working closely with Sharon Alderete at Texas A&M. There is now much information and many links. The links are too numerous to track and Markku Laitinen asked that members help him keep links up to date.

iii. Brochure

The Section brochure has not been revised recently.

After discussion the group concluded that it was still useful to have one to distribute at sessions. Frankie Wilson volunteered to review it.

A question was asked about areas of the world underrepresented in the section membership. The membership list is available and does show gaps in representation. Representation from all geographical areas is a priority.

c. Programming for Milan Conference – Housekeeping

Agreed that Michele Farrell and Frankie Wilson should count attendance at session 92 on Monday; Maria Cassella would count at session 127 on Tuesday; and Markku Laitinen and Ulla Wimmer would count at session 216 on Thursday.

8. Proposal for a joint project to develop performance measures for libraries serving print disabled people

The section would like to develop indicators for special services e.g. producing Braille- or audio-books from printed materials. A draft proposal will be provided by Helen Brazier from IFLA-Section of libraries for print-disabled people. The Committee agreed to proceed with the proposal as circulated. Maria Cassella and Sebastian Mundt agreed to act as the Section Representatives. The Secretary would pass their names to the Libraries Serving Print Disabled People Section and await their response.

[Note: the proposal was also approved by the Libraries Serving Print Disabled People Section]

Actions:

- Section representatives: Maria Cassella, Sebastian Mundt
- Draft proposal from Helen Brazier due by Mid-Nov.
- Proposal to Mike Heaney and HQ by end of Nov.

9. Report on 8th Northumbria Conference Florence

The conference went very well and a majority of papers were well received. However, the Editorial Board of the Conference had agreed that the next meeting would be held independently of IFLA, in York in 2011.





Meetings in Milan II

IFLA Statistics & Evaluation Section Standing Committee

MINUTES

The second Standing Committee meeting was held on Wednesday, August 26th, 1:15 pm – 2:45 pm

Present at the second meeting: Colleen Cook (USA, Chair); Michael Heaney (UK), Frankie Wilson (UK), Wanda Dole (USA), Michele Farrell (USA), Antoni Feliu (Spain), Vesna Injac (Serbia), Britt Omstedt (Sweden) [Observer], Cecilia Natvig (Sweden) [Observer], Markku Laitinen (Finland), Elisabeth Lemau (France), Sebastian Mundt (Germany), Ulla Wimmer (Germany, Secretary), Svetlana Menshikova (Russia), Tord Høivik (Norway), Roswitha Poll (Germany), Maria Cassella (Italy), Angela Zetterlund (Sweden) [Observer], Michiel Moll (South Africa) [Observer], Carlos Manjarez [Observer], Axel Ermert [Observer], Sinikka Luokkanen [Observer]

Minutes

10. Data for continuing resources

IFLA-Section on Series and other Continuing Resources is planning a one-day satellite conference in 2010 on usage of serials (location not yet confirmed).

They suggest co-sponsorship by SES. Committee members agree that cooperation will consist of

- giving intellectual, content and planning advice (speakers, etc.)
- giving the name of the section as a co-sponsor.

Results of the pre-conference could be reported at e-metrics SIG-meeting in Gothenburg.

(11. was taken after 7.)

12. Strategic Plan 2010-2011

The existing strategic plan has to be revised and updated by the current projects:

- include: development of a work package curriculum on library statistics for library associations
- include: project with section of libraries serving print disabled people
- add new communication forms e.g. blogs to relevant items

Actions:

- Draft and status update - Colleen Cook
- submit to HQ by End of Nov.

13. Review of Milan Conference

Section Activities in Milan:

1. Joint Session: Statistics for Cultural Heritage (ca. 200 attendants): The session had a good and logical structure. Future Planning should allow for more time for discussion
2. E-metrics special interest group (ca. 100 attendants, 75 enrolled for a mailing-list). Good presentations and lively discussions. A good format has to be found to foster discussion in subsequent meetings (e.g. working groups, "ignite"-format with short presentations etc.) Watch mailing list for interesting topics, participants and amount of traffic. Sebastian Mundt is appointed co-convenor for the SIG.
3. Section session "Statistics on the Agenda" (ca. 90 attendants - no review, took place the following day)

Which paper to choose for the IFLA-Journal will be discussed in the Statev-mailing-list?

Actions:

- Co-convenor of e-metrics SIG: Sebastian Mundt
- submit suggestion for paper to HQ by Mid-Nov. - all/Ulla Wimmer

14. Program planning for Gothenburg WLIC 2010

SES is planning the following activities in 2010:

1. possible co-sponsor of Serials section pre-conference (see 10)
2. possible report on project with print disabled section (see 8) in that sections' slot
3. SIG e-metrics meeting (2-hour slot) (see 13.2.)
4. SES 2-hour slot on impact measurement (see below 14.1.)

Off-site one day workshop on library statistics based on the work package(see below 14.2.)

14.1. SES 2-hour slot

Preferred plan is a session on the global impact study by the Bill and Melinda Gates-Foundation with 3-4 papers from different countries that are involved in that study. Contact persons: Michele Farrell / Carlos Manjarez. A Call for Papers is mandatory.

Alternative plan is a session on methodologies for non-quantitative evaluation measures. Another alternative would be a "showcase"-session on statistics in various fields of library work (e.g. libraries for the print disabled project and Serials pre-conference)

Actions:

- contact global impact study project
- issue call for papers as soon as possible

14.2. Off-site one-day workshop on library statistics

- The workshop will be based on the package for the statistics capacity building developed in the spring.
- It will be on one of the main conference days (no pre or post).
- There should be ca. 5 parallel workshops so that ca. 100 attendants can be accommodated.
- Workshop languages should be English, French, Spanish and possibly other IFLA-Languages
- The workshop should be promoted to Management of Library Associations Section and National Libraries Section to enhance attendance

Actions:

- General planning: Tord Hoyvik, Wanda Dole, Colleen Cook, Ulla Wimmer
- Organisation: Frankie Wilson
- First step: find a suitable venue in Gothenburg.
- Contact persons: Angela Zetterlund and Cecilia Natvig

15. Preliminary Planning for Puerto Rico WLIC 2011 – deferred

16. E-metrics SIG – see 13.2

17. Programme Planning for 9th Northumbria Conference, York 2012 – deferred

18. Report on members activities

Michael Heaney took part in a European Expert Meeting on Book and Library Statistics, 7 November

2008. It took place under the umbrella of the Tiele Foundation, as part of Amsterdam's programme as World Book Capital City, with publishers, librarians and booksellers. There was intense discussion but so far no immediate action. There is a similar activity by UNESCO and on 17 June and 10 September 2008 he participated at IFLA's request in International Book Statistics meetings sponsored by UNESCO with IPA, IBF and IFLA; the result of which is consultant's report providing a framework for book statistics and further work in various interest groups. Funding for the next steps is not yet available.

OCLC undertook data-mining of their databases concerning diversity of languages, origins and topics of materials included. Data is available for analysis on request. (Contact: Michael Heaney).



Mission

The Section aims to promote the application of statistics, evaluation and assessment in libraries, both for the successful management and operation of libraries and for the demonstration of the value of libraries to their users, parent institutions and funding agencies.

Goals

1. Promote and demonstrate the value of using measurement and evaluation in the management, operation and promotion of libraries and library services.
(Pillars: Society, Profession. Professional priorities: (a) Supporting the role of libraries in society; (h) Developing library professionals; (i) Promoting standards, guidelines and best practice)
 - 1.1. Hold meetings and sessions at IFLA conferences and elsewhere in furtherance of the goal.
(Status: Ongoing.)
 - 1.2. Maintain and develop the Section's website on IFLANET and, where appropriate, elsewhere.
(Status: Website has been updated, new information added on an ongoing basis and obsolete information deleted.)
 - 1.3. Improve communication with members and others through the development of the Newsletter, use of the discussion list, blogs and other appropriate measures.
(Status: Discussion list for committee members has been established. The Newsletter has been redesigned.)
 - 1.4. Encourage participation in the work of the Section by members in all parts of the world.
(Status: Ongoing).
 - 1.5. Develop a curriculum to be used for gathering global statistics to be used throughout the world as a part of a general curriculum for advocacy of libraries and literacy.
(Status: Workshop to develop the curriculum is in planning.)
2. Advocate the use of quantitative and qualitative evaluation methods and tools and the development and use of standardised measures.

(Pillars: Profession, Society. Professional priorities: (h) Developing library professionals; (i) Promoting standards, guidelines and best practice); (k) Representing libraries in the technological marketplace)

- 2.1 Improve the application of evaluation and assessment tools through instruction and continuing education, and through appropriate projects and advocacy.

(Status: Ongoing. Planning programs and workshops for IFLA conferences in Gothenburg, Sweden in 2010 and San Juan, Puerto Rico in 2011.)

- 2.2 Work with other organisations to promote the development and use of recognised standards for benchmarking and comparative analysis.

(Status: Ongoing. Several collaborations continue including work with the Association of Research Libraries (ARL), and Project COUNTER.



Gothenburg conference

OTHER ACTIVITIES

- Joint project with 'Libraries Serving Persons with Print Disabilities Section'

As discussed in Milan, a project proposal for a joint project with the Section of Libraries Serving Persons with Print Disabilities has been proposed and accepted by IFLAs governing board. Its aim is to find a set of indicators representing the special work and profiles of Libraries serving print disabled people. Contact persons for the project are Helen Brazier, Maria Cassella and Sebastian Mundt.

- 2hr-programme slot, focussing on the Global Impact Study (as discussed in Milan). A call for papers was drafted and issued via the statistics Mailing list and put on the website. <http://www.ifla.org/en/calls-for-papers/1835>
- A 2 hour slot for the e-metrics Special Interest Group, titled: Update on current events in e-metrics. Please contribute your ideas for the session! The number of subscribers to the e-metrics discussion list has increased from 75 to 163, which is very good. Please don't hesitate to post questions, problems, ideas or other issues concerning e-metrics.
- An off-site-event in Gothenburg, consisting of 5 parallel runs of the capacity building workshops on Global Library Statistics for Advocacy (short: GLOSSA). Thanks to our extremely helpful Swedish colleagues, we have a venue and support for these workshops by the University of Gothenburgs School of Business, Economics and Law <http://handels.gu.se/> and Gothenburg

University Library. This makes it possible to offer the workshops free of charge. The plan is to offer them in English, Spanish and Russian. More details will be available shortly.

- Co-sponsoring the 2010-session of the Science and Technology Section: Measuring the Impact of Open Science - What Counts, Who Counts, and How to Count?
- Cooperation with Library Theory and Research in 2010 and 2011:

Library Theory and Research Section suggested a cooperation over a timespan of 2 years between 5 Sections:

- Library Theory and Research (LTR)
- Management of Library Associations (MLA)
- Education and Training
- Statistics and Evaluation
- Management and Marketing

The aim is to identify and tackle issues and research topics that enable Librarians and Library Associations to do better advocacy. We accepted the offer; this means that we give our name to the joint sessions this year and agree to give our section slot for a joint 3hr-session in 2011. A call for papers for the first of the two sessions will be issued soon.

CALL FOR PAPERS

Promoting Sustainable Progress


This is the first call for papers on the use of statistics for promoting sustainable progress. Topics for submission might include papers or case studies on:

- the Global Impact Study
- showing progress through E-metrics use
- how to measure access
- how policies on statistic gathering can influence evaluation
- how statistics can define open access
- the role of government in collecting statistics to support open access
- how professional organizations use statistics to promote sustainable progress
- indicators of the impact of open access on a community

The language of the session is English. Presentations should be no more than 20 minutes in duration. Proposals for papers should include an abstract of no longer than 250 words. A short biography of the presenter and contact information (name, full address, phone, fax, email, etc) should be included with each submission. Full papers must be between 3000 and 6000 words in length.

Proposals should be submitted by February 16, 2010 to: Email: mfarrell@imls.gov

Please note: All expenses incurred for attending the Gothenburg conference are the responsibility of the authors whose papers are accepted. Authors/presenters are expected to attend the World Library and Information Congress and present their papers in person. The Review Committee will evaluate all submitted materials and successful applicants will be notified by March 9, 2010. Accepted papers are due to IFLA in early 2010 and must be an original submission not published elsewhere.





**World Library and Information Congress: 77th
IFLA General Conference and Assembly**

Theme: "Libraries beyond libraries: Integration, Innovation
and Information for all"

13-18 August 2011, San Juan, Puerto Rico

**World Library and Information Congress: 78th
IFLA General Conference and Assembly**

Theme: "Libraries Now! - Inspiring, Surprising,
Empowering"

Helsinki, Finland; 11-16 August 2012



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