



libraries throughout the world provide citizens with public access to networked information. With libraries and information services, societies have a ready tool to further the Information Society and achieve the UN Millennium Development Goals. To illustrate this, the International Federation of Library Associations and Institutions (IFLA), is collecting stories from libraries worldwide to create the database "Libraries' Success Stories".

Read some of the stories in this brochure! For more information about these and other cases,

see [HTTP://FMP-WEB.UNIL.CH/IFLA/](http://fmp-web.unil.ch/ifla/)



Libraries – *the* Information Society *in* Action
Success Stories *of* Libraries Building *the* Information Society

Access to information for immigrants

Go to your Local Library

New South Wales, Australia

[HTTP://WWW.SL.NSW.GOV.AU/MULTICULTURAL/CAMPAIGN/](http://www.sl.nsw.gov.au/multicultural/campaign/)

In 2001, the libraries in New South Wales decided to encourage the broad migrant community to access their extensive range of lending collections in languages and other related services, hoping in this way to remove some of the barriers to achieving access and equity. Two campaigns were organised. In 2001, public library services in NSW were promoted with billboards on railway stations in five languages: Arabic, Chinese, Spanish, Vietnamese and Turkish. In 2003 the campaign continued with featured advertisements on bus sides and bus interiors in 9 languages: Croatian, Indonesian, Greek, Hindi, Italian, Korean, Polish, Russian and Serbian.

Digital literacy

Electronic Resources Lab "E-way"

Astana, Kazakhstan

WWW.NABRK.KZ

(NOW IN RUSSIAN, ENGLISH VERSION IN PREPARATION)

The National Academic Library of the Republic of Kazakhstan, with the support of the Library Association of the Republic of Kazakhstan, created this electronic library environment to

promote knowledge, information and digital literacy for ordinary people in circumstances in which Internet access points are few. "E-way" provides free access to e-information through a collection of online and offline electronic resources for the local community. Training programs to promote digital literacy are available, and a new information reference service, based on e-sources, has been created. There are 60-70 visitors the "E-way" each day.

Politically interesting material made available

Digital Imaging South Africa (DISA)

DISA.NU.AC.ZA

By undertaking digital imaging projects, DISA makes worldwide accessible Southern African material of high socio-political interest, which would otherwise be difficult to locate and use. At the same time DISA develops knowledge and expertise in digital imaging technology in the library and archival community in the region. It is a co-operative effort of the African National Congress Archives, the National Library of South Africa and the University of Cape Town Libraries.

Learning more about information

Ask Whatever via radio

Finland

[HTTP://IGS.KIRJASTOT.FI/INDEX3.HTML](http://igs.kirjastot.fi/index3.html)

Since Autumn 2003, 'Ask whatever' has been a weekly program of YLE, the Finnish public service broadcasting company. It has a simple structure: listeners send questions, and librarians, mainly from the Helsinki City Library, answer.

Ca. 30 questions arrive to the program each week. All questions are answered: one of them is commented over the radio, the rest on the web pages of the library and the program. Questions answered in public include an explanation about the usage of information sources. Library professionals explain where the answer was found and why a particular source was used. In this way, people are reminded about the wide variety of sources that exist; there is information Google does not reach!

Learning to use law material

Public Centres of Legal Information

Smolensk, Russia

[WWW.SMOLENSK.RU/USER/LIB/INDEX2.HTM](http://www.smolensk.ru/user/lib/index2.htm)

(IN RUSSIAN)

After the beginning of the 90s, a large amount of new laws have been adopted in Russia. A

new legal culture is growing up, and citizens need help to find appropriate public information. The Smolensk Regional Universal Library runs a Public Centre of Legal Information (PCLI) in several cities and towns of the Smolensk area. They provide all citizens with the information about their constitutional rights.

The Smolensk PCLI was the first of more than 1200 similar Centres in Russia, providing access to socially significant information. In PCLI the combination of information and the social function of the library is realized: many users are poorly informed people, whose rights have been restricted. The Centre is also a feedback mechanism to the public administration, acting as a channel for information about problems in e.g. housing and municipal service, employment and pension maintenance.

Citizens' information from the net

SwissInfoDesk

Switzerland

[HTTP://WWW.SNL.ADMIN.CH/SWISSINFODESK/INDEXF.HTML](http://www.snl.admin.ch/swissinfodesk/indexf.html)

SwissInfoDesk helps to people find relevant information about topics such as Swiss history, geography, culture and languages on the Internet. Each link in the directory is commented. Topics are updated regularly. Searching for Information is made easier; searching with SwissInfoDesk is much more efficient than

with a search engine.

In addition, as part of the SwissinfoDesk, the Helvetica Information Centre proposes a web reference service online. Each request receives a reply in 48 hours.

The Swiss National Library provides this portal in English, German and French. Italian will be added in Autumn 2005.

A bound book instead of loose sheets

ProPrint Print-on-Demand Web Service
Germany

WWW.PROPRINT-SERVICE.DE/ (IN GERMAN)

The ProPrint service of the Humboldt University and the university libraries of Göttingen, Tübingen and Graz offers the possibility to order a printed and bound copy from a selection of over 4500 books, journals and scholarly publications from many fields of research. Both current, copyrighted and older material is available. A fee is charged for this service.

Internet access for villagers

BiblioRedes
Chile

WWW.BIBLIOREDES.CL/ (IN SPANISH)

BiblioRedes is present in more than 370 public libraries throughout Chile providing free access

to computers with an Internet connection, even in geographically isolated areas. Through BiblioRedes, public libraries have also trained more than 180.000 people in the use of computers.

The new service was launched in November 2002 in the village of Pisagua, North of Chile. The first people to use it were fishermen, needing information about the weather conditions. Today Internet is an important work resource for them. The men were followed by women who saw Internet as a possibility to enlarge their world of 400 inhabitants. Pisagua is located 168 km from the nearest city, and there is no daily transportation. There are just two radio stations and two TV channels. "Biblioredes" also provides training to use Internet, which is highly appreciated by the villagers.

Search and browse quality Internet resources

Renardus
Europe

[HTTP://WWW.RENARDUS.ORG](http://WWW.RENARDUS.ORG)

Renardus provides a trusted source of selected, high quality Internet resources for researchers, learners and teachers in higher education in Europe. It offers an integrated search and browse access to records which have been collected in individual subject gateway services

across Europe. These quality resources are selected by subject experts, usually within the academic and research communities. Several European research libraries run the service.

Fairytales from the net

Serbian Children's Digital Library

[HTTP://WWW.DIGITAL.NBS.BG.AC.YU/DECHJE/](http://www.digital.nbs.bg.ac.yu/dechje/)

(IN SERBIAN, BUT LOOK AT IT!)

The National Library of Serbia has produced the "Serbian Children's Digital Library". Eminent professors of Serbian children's literature selected 150 of the most important and most beautiful books from all periods. The books were digitized, and a very innovative software, especially intended for children, with an "iconic" display and "turning the pages" presentation was created. A CD-ROM edition was prepared for all public libraries and schools in Serbia since not all of them have good Internet connections.

Authors and publishers gave their permission for this non-commercial digitization of copyright works.

IT services for All

Taha Hussein Library for the Blind and Visually Impaired

Alexandria, Egypt

WWW.BIBALEX.ORG/ENGLISH/LIBRARY/TH/ABOUT.HTM

While Egypt has more than 3 million blind individuals, until recently it did not have a single public library to serve this population. The Library of Alexandria was determined not to widen this gap between the able and disabled and created a state-of-the-art special library to serve their needs.

The library allows the visually impaired to access all library resources including the Internet, using audio resources, closed-circuit television magnifiers, and special software for speech and Braille. Over 2,000 blind or visually impaired users have been given intensive IT training. Because of the popularity and huge demand on the Taha Hussein Library, the facility has recently quadrupled its facility and assistive technology devices.

IFLA and libraries & information services share the common vision of an Information Society for all adopted by the World Summit on the Information Society in Geneva in December 2003. That vision promotes an inclusive society in which everyone will be able to create, access, use and share information and knowledge.

The impartial operation of libraries and information services helps to safeguard universal civil rights. Libraries enable intellectual freedom by providing access to information, ideas and works of imagination in any medium and regardless of frontiers.

There are worldwide:

...more than half a million library service points,

...15.000 km of library shelving and over half a million Internet connections in libraries,

...and 2.5 billion registered library users plus 1,5 trillion loan transactions each year.

IFLA (International Federation of Library Associations and Institutions) is the global voice of the library and information profession representing the interests of library and information services and their users.

Contact IFLA:

IFLA Headquarters
P.O. Box 95312
2509 CH The Hague
Netherlands
Tel. +31 70 3140884
Fax +31 70 3834827
ifla@ifla.org
www.ifla.org

