



REPORT TO: THE EXECUTIVE MAYOR AND MEMBERS OF THE MAYORAL COMMITTEE  
AND COMMUNITY SERVICES AND HEALTH PORTFOLIO

2020 -01- 14

1. ITEM NUMBER MC 04/01/20
2. SUBJECT

FEEDBACK ON THE INTERNATIONAL/OUTSIDE THE BORDERS OF THE  
RSA TRIP UNDERTAKEN FROM 24 TO 30 AUGUST 2019 TO ATTEND  
THE INTERNATIONAL FEDERATION OF LIBRARY ASSOCIATIONS AND  
INSTITUTIONS (IFLA) CONFERENCE IN ATHENS, GREECE

ONDERWERP

TERUGVOERING OOR DIE INTERNASIONALE (BUITE DIE GRENSE VAN  
DIE RSA) REIS VAN 24 TOT 30 AUGUSTUS 2019 VIR BYWONING VAN  
DIE INTERNASIONALE FEDERASIE VAN BIBLIOTEEKVERENIGINGS EN -  
INSTANSIES (IFLA) SE KONFERENSIE IN ATHENE, GRIEKELAND

ISIHLOKO

INGXELO EMALUNGA NEHAMBO KUMAZWE APHESHEYA/  
ANGAPHANDLE KWEMIDA YASEMZANTSI AFRIKA EQHUTYWE  
UKUSUSELA NGOWAMA-24 UKUYA KOWAMA-30 KWEYETHUPHA 2019  
UKUZIMASA INKOMFA ENGOMBUTHO WAMAZWE EHLABATHI  
WEMIBUTHO ENGETHALAL LEENCWADI (IFLA) ESE-ATHENS, E-  
GREECE  
L1856

### 3. EVENT SUMMARY

EVENT DETAILS	
CONFERENCE/SEMINAR	85 <sup>th</sup> IFLA World Library and Information Congress
OTHER	N/A
DATE	24 – 30 August 2019
VENUE	Megaron Athens International Convention Centre
TOTAL COST TO THE CITY	R25 036.80 (includes conference registration and insurance cover for 3 staff members only, the other 2 staff members attended conference at their own cost).
CITY	Athens
COUNTRY	GREECE

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14/01/2020

**ATTENDEE DETAILS**

NAME AND SURNAME	DESIGNATION
Carmen Holtzman	AREA MANAGER
Nadia Ismail	SENIOR LIBRARIAN
Nizamudien Brey	PRINCIPAL LIBRARIAN
Phillipus van der Walt	AREA MANAGER
Waldo Botha	ASSISTANT LIBRARIAN

**PROVIDE SUMMARY OF HOST ORGANISATION / CITY**

The International Federation of Library Associations and Institutions (IFLA) is the leading international body representing the interests of library and information services and their users. It is the global voice of the library and information profession with more than 1,400 Members in over 140 countries around the world. IFLA is an independent, international, non-governmental, not-for-profit organisation whose aims are to:

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

In pursuing these aims, IFLA embraces the following core values:

1. the endorsement of the principles of freedom of access to information, ideas and works of imagination and freedom of expression embodied in Article 19 of the Universal Declaration of Human Rights.
2. the belief that people, communities and organisations need universal and equitable access to information, ideas and works of imagination for their social, educational, cultural, democratic and economic well-being.
3. the conviction that delivery of high-quality library and information services helps guarantee that access.
4. the commitment to enable all Members of the Federation to engage in, and benefit from, its activities without regard to citizenship, disability, ethnic origin, gender, geographical location, language, political philosophy, race or religion.

**4. OBJECTIVE**

The WLIC IFLA Conference 2019 brought together library and information professionals from all around the world. There were over 3300 participants from 140 countries. The conference objectives were the following:

- To learn from other Library & Information professionals;
- To gathering new ideas to develop services;
- To identify future trends that will affect services;
- To network with the international community with a view to share best practices;
- To keep abreast of new developments and identifying new ideas; and
- To develop professionally.

## 5. OUTCOMES

- ☐ - Partnership Agreement
- ☐ - Membership Agreement
- ☐ - Grants Agreement
- ☐ - Memorandum of Understanding
- ☐ - Statement of Intent
- ☒ - Other

Session attendance and networking at the exhibitions allowed for exposure to new trends in the service and engagement on best practice discussions.

Engagements were held with:

- Colleagues from the German libraries on the possibility of undertaking a study tour to public libraries in Germany for professional development in partnership with the German Library Association.
- Colleague, Dr. Neerpath, Director at University of the Western Cape who is interested in partnering with the City Libraries.
- Colleagues at poster sessions on best practices and new trends in libraries globally.
- Colleagues on the IFLA working groups on the IFLA strategy 2019-2024 to Inspire, Engage, Enable and to Connect.

## 6. ACTIONS REQUIRED

- To align our services to the Sustainable Development Goals.
- To adopt the IFLA strategy and to share with the world, via IFLA Map of the World, the work being done in our City's Library Service and in so doing, become part of the global movement.
- To implement the new ideas and best practices gained to develop services.
- To actively assess our current services and see how we need to adapt to future trends and the impact this will have on our services.

## 7. IMPLICATIONS

- |   |  |                              |
|---|--|------------------------------|
| <b>7.1 Constitutional and Policy Implications</b> | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| <b>7.2 Environmental implications</b>             | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |
| <b>7.3 Financial Implications</b>                 | No <input checked="" type="checkbox"/> | Yes <input type="checkbox"/> |

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7.4 Legal Implications

No ☒

Yes ☐

7.5 Staff Implications

No ☒

Yes ☐

7.6 Risk Implications

No ☒

Yes ☐

8. RECOMMENDATIONS

It is recommended that:

- a) the feedback report on the trip to the **INTERNATIONAL FEDERATION OF LIBRARY ASSOCIATIONS AND INSTITUTIONS (IFLA) CONFERENCE IN ATHENS, GREECE** undertaken by Ms C Holtzman, Area Manager (staff number 10300526); Mr P van der Walt, Area Manager (staff number 10031391); Mr N Bray, Senior Librarian (staff number 10052438); Ms N Ismail Principal Librarian (staff number 10004027) and Mr W Botha, Assistant Librarian (staff number 10050280), from 24 – 30 August 2019 **be noted**
- b) the report be referred to the Community Services and Health Portfolio for noting.

**AANBEVELINGS**

Daar word aanbeveel dat:

- a) daar **kennis geneem word** van die terugvoeringsverslag oor die reis van 24 tot 30 Augustus 2019 na die **INTERNASIONALE FEDERASIE VAN BIBLIOTEEKVERENIGINGS EN -INSTANSIES (IFLA) SE KONFERENSIE IN ATHENE, GRIEKELAND** deur me. C Holtzman, gebiedsbestuurder (personeelnommer 10300526); mnr. P van der Walt, gebiedsbestuurder (personeelnommer 10031391); mnr. N Bray, senior bibliotekaris (personeelnommer 10052438); me. N Ismail, hoofbibliotekaris (personeelnommer 10004027) en mnr. W Botha, assistent-bibliotekaris (personeelnommer 10050280).
- b) die verslag ter kennisname na die portefeuljekomitee oor gemeenskapsdienste en gesondheid verwys word.

**IZINDULULO**

Kundululwe ukuba:

- a) **Makuqwalaselwe** ingxelo emalunga nehambo **ENGOMBUTHO WAMAZWE EHLABATHI WEMIBUTHO ENGETHALAL LEENCWADI (IFLA) ESE-ATHENS, E-GREECE** eqhutywe nguNksz C Holtzman, uMphathi woMandla (inombolo yobugosa 10300526); uMnu P van der Walt, uMphathi woMmandla (inombolo yobugosa 10031391); uMnu N

*[Handwritten signature]*

Bray, uSothala leencwadi omkhulu (inombolo yobugosa 10052438); uNksz N Ismail uSothalal lencwadi oyintloko (inombolo yobugosa 10004027) noMnu W Botha, uSothala leencwado oncedisayo (inombolo yobugosa 10050280), ukususela ngowama-24 ukuya kowama-30 kweyeThupha 2019.

- b) Ingxelo mayigqithiselwe kwiKomiti yeMicimbi yeeNkonzo zoLuntu nezeMpilo ukuze iqwalaselwe.

**L1856**

## 9. GENERAL DISCUSSION

The conference theme Libraries: Dialogue for Change, focussed on innovation and change and how information specialists should develop new information services. It highlighted the need to keep up with global trends and technological advances to ensure that our quality of information delivery is of a world class standard.

Formal session attendance, a local Library visit and networking opportunities with colleagues at the poster sessions and exhibition, gave exposure to trends in maker spaces, Library Management Systems, new and attractive Young Adults' Library Services, Library architectural designs for the future, new ideas on reading programmes and book discussions for children, and methods of evaluating and measuring the impact of our services.

Focussing on innovation and change, the "Smart Library Model" session – highlighted Smart services (the user at the centre of activity), Smart people (playing an active role in co-producing knowledge), Smart governance (participation and transparency), and Smart places / buildings (an asset to link services-users-environment) to improve the smartness of a city.

A key discussion on public libraries focused on outcome measurements and the evolution of measurements systems. Colleagues from Australia, Spain, Netherlands and the United Kingdom shared their systems and encouraged other countries to explore these systems in measuring the impact of library services and programmes.

In taking the Service forward, there need to be engagement with users with innovative solutions. Technology needs to be at the forefront to increase awareness of library resources.

"Attending an international conference of this nature emphasized to me the quality of the librarianship and dedication by the staff of the City of Cape Town's Library and Information Services. I am able to proudly share with my staff that our programmes and services fit into a far larger global picture and how the work that we do impacts on the Sustainable Development Goals". – Nadia Ismail – Principal Librarian, Wynberg Library (conference attendee).

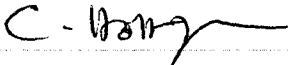
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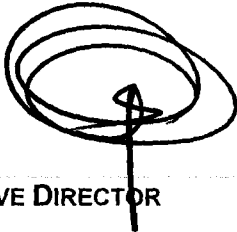
The conference attendance gave exposure to Library Services globally and to networking opportunities and possible partnerships to be pursued. It exposed staff to advocacy methods so that Libraries can be highlighted and give effect to the #EveryLibrarianAnAdvocate concept.

## 10. ANNEXURES

None

### FOR FURTHER DETAILS, CONTACT:

DATE	11 November 2019		
NAME	Carmen Holtzman	CONTACT NUMBER	0214005095
E-MAIL ADDRESS	Carmen.holtzman@capetown.gov.za		
DIRECTORATE	Community Services & Health	FILE REF No	7/4/2/2
SIGNATURE :			



EXECUTIVE DIRECTOR

ERNEST SASS

COMMENT:

NAME

DATE

22/11/19



COMMENT:

MANAGER: INTERNATIONAL RELATIONS

DR. DENVER VAN SCHALKWYK

DATE

02/12/2019

NOTED



045

  
LEGAL COMPLIANCE

☒ REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.

☐ NON-COMPLIANT

COMMENT:

NAME *Joan-Mari Holt*

TEL *021 400 2953*

DATE *02/12/2019*

*JMH*  
Certified as legally compliant:  
Based on the contents of the report.

  
CITY MANAGER

*Lungelo Mbandazayo*

03 DEC 2019

*City Manager*

DATE

☒ SUPPORTED FOR ONWARD SUBMISSION TO:

MAYCO ☒

RELEVANT SECTION 79 OR 80 COMMITTEE ☒

☐ NOT SUPPORTED

☐ REFERRED BACK

COMMENT: