



POST LEARNING EVENT REPORTING TEMPLATE

As part of eThekweni Municipality's commitment to strengthen our organisation's culture of learning and sharing, this form presents information on a recent out of town trip, visit, learning exchange undertaken by an official from the municipality. This information will be posted on the MILE website (www.mile.org.za) in the interest of advancing our **KNOWLEDGE MANAGEMENT** agenda. Thank you for taking the time to complete the form.

1. What was the NAME OF THE EVENT?

The Role of Public Libraries in Metropolitan Areas

2. The DATE attended:

27/06/2013 to 01/07/2013

3. VENUE

(further details on venue)

Guangzhou Library, Guangzhou, China

4. OFFICIALS WHO ATTENDED?

Thobela Ngidi and Sikhumbuzo Nene

5. What area of expertise did the event cover?

- | | | | | | |
|------------------------------------|--------------------------|---------------------------------------|--------------------------|----------------------------|--------------------------|
| Culture, heritage and sport | x | Engineering and the built environment | <input type="checkbox"/> | IT and Finance | <input type="checkbox"/> |
| Economic development and Tourism | <input type="checkbox"/> | Health and Safety | <input type="checkbox"/> | City strategy and planning | <input type="checkbox"/> |
| Energy and the natural environment | | Good governance | <input type="checkbox"/> | | |

Other:

6. What was the PURPOSE OF THE EVENT, THE BROAD OBJECTIVES, AND THEMES? Why was it of importance?

To share international experiences of library service provision in the metropolitan areas to multicultural and diverse communities.

7. What in your opinion are some of the KEY LEARNINGS that you came away with? In other words, what stood out for you? Were there any "aha!" learning moments that you can share with colleagues? What were some of the KEY OBSERVATIONS that were important or different?

KEY LEARNINGS

- Provision of library services to minority groups
- Provision of library services to diverse communities
- Provision of library services to marginalized communities
- Use of new technologies to improve library services
- Innovative architecture to consider in the building of new libraries
- Library layout and furniture to suit targeted groups

KEY OBSERVATIONS: CONFERENCE PROCEEDINGS

The Conference was attended by local and international delegates. Some of these delegates presented papers dealing with issues relating to libraries and information services:

It was opened by Fang Jiazhong who is a Director of Guangzhou Library. He presented a paper entitled "Multicultural Library Services under Social Transformation". It focussed on multicultural services in public libraries in China against a backdrop of social transformation and economic and cultural globalization. It compared the origins of multiculturalism policies and multicultural services from throughout the world and proposed a dual mission of practicing core values of and initiating multicultural services.

Birgit Lotz who is the Executive Director of Central Libraries, Frankfurt City Library in Frankfurt, Germany. She presented a paper entitled "Multicultural Services of the Public Library of Frankfurt am Main". The focus of her paper was the important role that public libraries play in serving as partners in the education process and as venues for social integration.

Margaret Donnellan Todd who is a County Librarian at the County of Los Angeles Public Library in the United States of America. Her paper was entitled "County of Los Angeles Public Library Community-Based Services". In it she stated that the County of Los Angeles Public Library constantly sought innovative ways to meet the needs of ethnic diverse communities it serves. These innovations were sought in multiple forms from early adoption of new technologies to the implementation of various programs that target diversity including the creation of family centred programs, services and spaces. This would see libraries being transformed into community centres for literacy, early childhood education, parent support and community information.

Wang Shiwei who is the Director of Institute of Information at the Shanghai Academy of Sciences in Shanghai, China. He presented a paper entitled "Analysis on the Trend of Integration in Terms of Service Space Development of Metropolitan Libraries". His paper took 24 representative metropolitan libraries around the world as research objects to discuss the development and trend of the integration of international metropolitan libraries' serving space, physical, internet and social space.

Eboli Gilles, Director of the Municipal Library of Lyon in Lyon, France. The paper he presented was entitled "Bibliothèque Municipale de Lyon's Library Development Plan". His paper outlined the library's three major areas of work: a) orientation towards publics with a focus on accessibility; b) documentary offer and diversification of publics; and c) a living place where information is acquired, exchanged, produced and forum in the city for meeting, learning and testing.

Sandra Singh, Chief Librarian at Vancouver Public Library, in Vancouver, Canada. She presented a paper entitled "Public Libraries as a Third Space in the Cultural Development of Urban Areas: The Vancouver Public Library as a Case Study". In it she outlined the important role played by public libraries in their communities as dynamic, free, and learning-focussed third spaces. She considered how libraries as third spaces contribute to the cultural development of their communities.

Petri Tonteri, Deputy Director of Libraries and Director of the Information Technology Department, Tampere City Library in Tampere, Finland. He presented a paper entitled “Tampere City Library – Mobility, Presentation of Materials, Media Education”. In his paper he stated that Tampere offers library services in 15 static libraries, 5 homes for elderly people and similar places, two mobile libraries and the Internet bus.

Dr Wu Jianzhong, Director of Shanghai Library in Shanghai, China. His paper was entitled “Internationalization Strategy – the Core of Library Transformation and Creation”. He stated that Shanghai Library actively explored and implemented an internationalization strategy through strengthening communication and cooperation with international libraries and the intelligence community so as to boost the international level of information services and professional studies propelling the creation and transformation of library and intelligence work.

Sam Cheol Kim, Director of Gwangju Municipal Library in Gwangju, South Korea. He presented a paper entitled “Developing the Library of Gwangju Type Happiness Welfare”. Its focus was the significance of libraries as key cultural infrastructure for knowledge creation.

Thobela Ngidi, Manager at eThekwini Municipal Libraries in Durban, South Africa. She presented a paper on “Ulwazi – Sharing Indigenous Knowledge: Digital Access”. This is an online media programme whose aim is to collect and disseminate local content in isiZulu and English.

Li Guoxin, Professor and Doctoral Tutor in the Department of Information Management in Peking University. He presented a paper on “Optimizing the Library Service Network, Improving its Service Efficiency”. Emphasis of his paper was on creation of fair and equal opportunities for everyone, capacity building and talent management, exploring means of attracting skilled and talented people, and increase in state funding for libraries.

Brian Gambles who is the Chief Executive of Birmingham Trust at Birmingham Central Library, Birmingham City in the United Kingdom. He presented a paper entitled “Innovation and Transformation in the Delivery of Library Services”. It discussed the urgent need for transformational change in libraries in order to meet the needs of future citizens.

8. As a result of this event, what is the ONE CHANGE that you may consider making backing back at work, if any? What follow ups are envisaged?

Make staff understand the importance of work that they do. Importance of understanding community that we serve.

Further invites would be sent to eThekwini Municipal Libraries for further engagement in library related matters.

9. Please indicate details of useful CONTACTS AND NETWORKS that were established during the event?

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Birgit Lotz - birgit.lotz@stadt-franfurt.de

Margaret Donnelan Todd - mdtodd@library.lacounty.gov

Eboli Gilles - geboli@bm-lyon.fr

10. One of the key functions of our MILE website is to serve as a repository of LEARNING DOCUMENTATION, VIDEOS, PHOTOGRAPHS AND OTHER RESOURCE MATERIAL. Please can send such material to mile@durban.gov.za so that it can be uploaded onto our website.

THANK YOU FOR HELPING TO BUILD A LEARNING ORGANISATION