



National Library
of Sweden

Development of Public Library Performance in Laos and Vietnam

Final report

Barbro Thomas, National Library of Sweden

March, 2009

Contents

Executive summary	4
1. Development of public library performance in Laos and Vietnam	6
2. Background of the project	7
3. Assessment of public library performance in Laos	10
4. Assessment of public library performance in Vietnam	15
5. Change of scope of the project	20
6. The training programme	22
7. Follow up activities	25
8. Strengthening the role and development of the Library Associations	30
9. Evaluation of the project activities	32
10. Outline for future development in Laos, Vietnam, and for Library Associations	33
11. The Regional Aspect	38
List of Annexes	39
Annexes	41

Executive summary

The project “Development of Public Library Performance in Laos and Vietnam” which started with a planning phase in 2003 was concluded with an advanced training course for librarians from Laos and Vietnam conducted during 2008.

The National Library of Sweden was in charge of the project; partners in the project were the Library Department of the Vietnamese Ministry of Culture, Sports and Tourism and the Laotian Ministry of Information and Culture. Project planning was conducted by the National Library of Sweden, the Ministries of Culture and the National Libraries of Vietnam and Laos. The main project sponsor was Sida - the Swedish International Development Authority. Ms Nguyen Thi Bac from the General Science Library, HCMC, was the regional project manager.

During the years of planning several meetings were held in Laos, Vietnam, and in Sweden. Seminars and workshops were organized. The original plans for the project had to be modified when Sida’s priorities changed: the scope of the project was significantly reduced.

It was, however, possible to design and carry out a regional training program for librarians focussing on strategic planning, marketing and management, and on information and communication technology (ICT). Twelve librarians from Vietnam and six from Laos participated in the training course.

The training program was set off with a Workshop in Hanoi in January 2008 for the course participants and several persons from the National Libraries and the Ministries of Laos and Vietnam.

The training course proper consisted of eight weeks of classes with assignments to work on between the sessions which were two weeks at the time. The introductory session on the role of libraries in society and on management and promotion was designed specially for this course; the remaining sessions built on a training program developed by Unesco in Bangkok. The material covered included Basics of ICT, Library automation, the Internet as an information resource, Digital Libraries, Web page design, Open Access, and Intellectual Property Rights. The first session was held in March 2008 and the last regular session in July 2008. A study tour to Singapore was a part of the training course and was conducted in early May 2008.

The project budget allowed for some complementary work to be done, and during the fall additional work shops were held with the aim to develop teaching material so that the knowledge and experience gained from the training could be re-used and disseminated in the national library systems.

The project activities were evaluated by an independent expert, Dr. Carol Priestly. The program received very good marks: “From the questionnaires, interviews and discussions it is obvious that the project both introduced a new concept for library training and made a considerable contribution to the enhancement of skills and vision. - - - There has been immediate take up and demonstrable results. ”

Recommendations for future development are given both for the national authorities responsible for library systems and for the library associations in Laos and Vietnam.

For Laos the recommendations deal with the legal deposit act and to develop policies for external funding and book donations. For Vietnam the recommendation is to continue planning and implementing a training program on a national basis.

The library associations in both countries are recommended to develop both strategic plans for the long term and action plans for the immediate future.

1. Development of public library performance in Laos and Vietnam

1.1 The Public Library Concept

Many countries have a long public library tradition where the development dates back to the early 19th century. The development of public libraries coincided with the introduction of compulsory schooling. Libraries were seen as part of the education system to support not only pupils but also to be a resource in the growing voluntary education movement.

The public library is a product of the welfare state. Generally speaking there is a strong connection between, on one hand a well developed public library system, and on the other hand high literacy rates, high level of education, high standard of living and a developed democracy.

For a long time education was the dominating element in the public library concept. In the first version of the UNESCO Public Library Manifesto issued in 1949 focus was on learning and the public library was defined as “the people’s university”.

The public library concept has gradually been extended, and the service is supposed to include not only education, but also information, recreation, and culture,

The development of Information and Communication Technology (ICT) in the last decades has increased the role of libraries as gateways to information. Public libraries have not become less important but more important to guarantee equal access to information and equal opportunities for all regardless of income, age etc.

1.2 Public Libraries in Laos and Vietnam

Public library services in Laos and Vietnam are in general of low quality and do not meet the demands of the public. There are, of course, also impressive examples of ambitious services such as the General Sciences Library (GSL) in Ho Chi Minh City, the National Library, and the brand new Public Library in Hanoi. However, there is a gap not only between urban and rural areas but also between different provinces. Generally speaking, collections in both Vietnam and Laos are insufficient. There is a lack of IT equipment; there is a lack of skills in ICT as well as in other professional areas. In addition to that in Laos the publishing sector is more or less non-existent and books in the national language are a scarce commodity.

In both countries libraries, in spite of low capacity, are often heavily used, especially by school children and students. Libraries are often overcrowded with pupils doing their homework and students doing their studies. The library offers learning material such as textbooks, dictionaries and encyclopaedias, not to forget the photo copying equipment and computers. A growing number of libraries offer public access to computers and Internet access. The role of public libraries in the learning process is very important. For people with

poor living conditions it is of utmost importance to have access not only to learning material but also to a free of charge reading space in the library.

To summarize: public libraries in Laos and Vietnam need to develop to meet the demands from the public in order to secure equal access to information and knowledge. Equal access to information and knowledge is essential in the democratic process. A high quality public library service will facilitate for the citizens to improve their knowledge and skills and as a consequence improve their living conditions. The public library is one of many actors in the long term effort to reduce poverty and in the democratic process.

1.3 Design of the library development project

In order to start a development process to improve the public library sector the project “Development of public library performance in Laos and Vietnam” was prepared. The overall objective was: Poverty reduction and human rights promoted through libraries as quality cultural, educational and information institutions for the public. The project objectives were:

Objective 1: Enhanced capacity of library management and staff to deliver library services characterized by quality and interaction with the public

Objective 2: Sustainable training capacity built within parts of the library sector to ensure continued support to quality library services

Objective 3: Improved institutional and regional framework for the library sector through awareness building, exchange of views and experiences on the role of libraries in society between Laos, Vietnam, other Asian countries and Sweden

The ambition was to start the process in order to make progress and improve library services, to develop book collections, to offer computer based services, and to develop services to special target groups. A prerequisite for library development is a well educated staff. It was agreed that the best strategic intervention would be to focus on staff training.

It was agreed to concentrate the training on a few selected libraries and offer the participants a comprehensive training. Participants in their turn were expected to act as trainers for their colleagues. In that case the training offered would have a multiple effect.

However, it should be kept in mind that it is a long term task to develop a solid library service. This small scale project is just a first step to fully achieve the set objectives political support it is necessary from the country respectively. In order to increase the professional level continued training of library staff and management is necessary. Adequate resources for the daily operation of libraries must also be guaranteed.

2. Background of the project

With financial support from The Swedish International Development Cooperation Agency (Sida) a delegation from the National Library of Sweden (NLS) visited Vietnam and Laos in January 2003. The purpose of the tour was to establish contacts with library representatives from the two countries to discuss the prerequisites required to initiate a regional library

project with the objectives to promote democracy and human rights as well as, in the longer term, the reduction of poverty.

Sida's involvement in the region dates back to the mid 1970s. Sida has supported cultural development in Vietnam since the early 1990s. At present a five year programme (2005 - 2009) for support to Vietnamese culture for sustainable development is running, but has been very limited support for libraries within the programme.

Since the mid 1970s Sweden has been one of the most important donors in Laos. However, a very limited part of the development funding has been channelled to libraries. In the beginning of the 1990s Sida supported a small scale project for development of libraries and museums. There have also been some small scale library projects within the IFLA/ALP programme supported by Sida.

The Swedish delegation in 2003 met with the Library Department within the Ministry of Culture and Information in Hanoi. The Library Department is the executive agency assisting the Ministry in exercising State management over public libraries and providing the guidance in the nation-wide library development in accordance with directives and policies of the Party and the State laws.

The delegation also visited the National Library of Vietnam. The library has a national responsibility for the public library system which includes competence development and to an extent, supervision. It should also lend technical and professional support to the nations libraries, initiate research projects, develop competence issues within the sphere of operation and exercise executive control of the computerized union catalogue. The Library Department also organized a study tour to the Ha Tay province, where the delegation visited a provincial library, a district library and a grass root library.

The Library Department and the National Library expressed enthusiasm for a library development project in cooperation with the National Library of Sweden.

In Laos the delegation visited the National Library in Vientiane and a public library and a school library outside Vientiane. The library tour was guided by the Director of the National Library, Mme Kongdeuane Nettavong. The delegation also met with representatives for the Ministry of Information and Culture.

All representatives for Lao libraries expressed an active interest to participate in a library development project with Vietnam and Sweden.

The conclusion from the tour was that a prerequisite for library development in Laos and in Vietnam would be to increase the level of professionalism. The use of new technology should also be supported. Such development was on the way in Vietnam though there was a need for support of further competence developing programmes and equipment. While in Laos there was a need for more basic supporting measures. Additionally there was a severe lack of books in Lao libraries due to the weak publishing sector and due to lack of sustainable funding.

The overall impression was that a library development project could be successful and better equipped libraries could contribute to the promotion of democracy and the development of human rights.

With financial support from the Cultural Programme funded by Sida, a library delegation from Vietnam made a study tour to Sweden in November 2003. The programme was organised by the NLS. During the stay the Vietnamese delegation together with representatives from the NLS were invited to Sida for further discussions on the regional library project. It was then agreed that the next step should be to organize a workshop/seminar for the planning of the project in order to set up a project document. The workshop was held in Vientiane April 2004 where it was agreed that the Library Department in Vietnam should set up a first draft proposal that should be circulated to participants before the end of December. The Library Department also offered to support the National Library in Laos with the preparations.

The draft document was forwarded to Sida for comments. Sida found that the document needed further work and encouraged the partners to continue the planning procedure. The planning was continued and two more meetings were held, one in Hanoi, March 2005 and one in Vientiane, January 2006.

April 2006 the project document "Development of public library performance in Laos and Vietnam" was submitted to Sida. In August 2007 an agreement was signed between Sida and the National Library of Sweden where NLS committed to carry out activities in accordance with the project description in the application for support to a regional project for library development in Laos and in Vietnam 2007 - 2010. In the agreement Sida made available SEK 3,000,000 to NLS to the completion of the project planning and the implementation of the inception phase of the project.

October 29th a letter from Sida was circulated to the partners. In the letter they were informed that the conditions for Swedish regional development cooperation in Asia had changed and that Sida was forced to take measures. A number of planned contributions had to be cancelled, and one of the affected was the Library Development Project in Southeast Asia. However, it was still possible to use the resources set aside for the inception phase in the best way. A small scale regional project during 2008 based on the amount that Sida had made available seemed feasible.

2.1 Project organisation and management

After the August 2007 agreement between Sida and the NLS, the NLS immediately informed the project partners in Vietnam and Laos, and a first planning meeting was held in Hanoi, September 11-12. The meeting was hosted by the Ministry of Culture, Sports and Tourism.

At the meeting it was agreed to set up a Project Management Board (PMB) of six members from the country respectively should be set up. A next meeting was scheduled November 11-14 in order not to lose time as only six months were set aside for the inception phase.

When, on October 29th, the project partners were informed about the change in the financial conditions they decided to go ahead with the meeting anyway in order to discuss the possibility of a reduced project with the funding set aside for the inception phase. The meeting was held in Ho Chi Minh City and hosted by the General Sciences Library. At the meeting it was agreed that the funding should be used to set up a training program for a selected number of library staff. The following organisation and management of the project was agreed:

Project Management Board: Ms Thuan, Library Department, Mr Viet, National Library of Vietnam, Mr Siviengkhec, Publishing Department, Laos, Ms Nettavong, National Library of Laos, Ms Thomas, National Library of Sweden, and Ms Bac (participates with no vote)

Regional Project Director: Ms Nguyen Thi Bac

Project Coordinators: Ms Mai for Vietnam and Mr Bounprasith for Laos

Project Secretary: Ms Diep, Library Department

The PMB met in connection to the Workshop in Hanoi, January 2008, and in connection to the Performance Measurement workshop in Hanoi, September 2008.

3. Assessment of public library performance in Laos

In 1991 the Nordic Institute for Asian Studies (NIAS) published the report *Libraries and Research Institutions: Restoration, Conservation and Training Needs 1991, NIAS Report nr. 5*. The report was prepared on behalf of Sida who had requested NIAS to engage a team of consultants to report on the library situation in Laos and the state of preservation of their holdings. Another team from the Ethnographic Museum in Stockholm was commissioned to give a proposal for the restoration and setup of the National Museum in Luang Prabang. According to the terms of reference the two teams were expected to set up a proposal for long term cooperation in the field of museums and libraries. The teams visited Laos in February - March 1991.

3.1 General findings 1991

The library team visited major libraries in Laos and found that preservation of the library collections had been more or less non-existent and that the collections of printed books left much to be desired with respect to organization and storage. The collection of palm leaf manuscripts were more adapted to the tropical climate and had fared better.

The team found a pressing need for updating of the collections in the libraries visited. With the exception of the National Library, none of the libraries had an annual budget for acquisitions. The National Library had an inadequate budget equivalent of USD 150 per annum. Lao libraries were in principle dependant on book donations from established donor organisations, from embassies and other institutions. The provincial library in Luang Prabang was visited and found promising by the team.

3.1.1 The National Library

The National Library had no permanent building and had been moved five times in recent years. It was now situated in the former French Governors Residence, an old villa in the centre of Vientiane. Detailed plans for a new building were dated July, 1987.

The building did not have sufficient room for all the collections, and certainly no room for expansion. The National Library estimates the number of books to be 388,000 of which 100,000 are in circulation. The state of the collections in general was poor, much found in varying stages of disintegration. The National Library also had a collection of approximately

6,500 palm leaf manuscripts, wrapped in cotton cloth and kept in appropriate glass-fronted bookcases.

Classification and cataloguing of the library collection is proceeding despite the lack of equipment. A central database for Lao palm-leaf manuscripts has been established with initial support from the Toyota Foundation and later from the German Ministry of Foreign Affairs. A digital library of 12,000 manuscripts is being created and will be available via the Internet.

There was no legal deposit in Laos. As a consequence the National Library had to buy the national literature when and if it became aware of its existence.

3.1.2 International cooperation

The library team listed a number of initiatives that had been taken by various countries and institutions. The initiatives were at a fairly small scale level and there was no coordination. Some examples listed were:

- Ms. Hayde, an Australian citizen, had organized a group of Australian women to help the National Library to clean and organize the library after it was transferred to the present building.

- with support from Australia, the palm leaf manuscripts in the National Library were wrapped in cotton cloth and kept in air conditioned rooms. The National Library was also provided with shelves and furniture.

- The National Library has assisted the National Library of Australia to purchase Lao publications for its ASEAN collection.

- France supported cataloguing of the holdings in French and English from the Indochina time.

- UNESCO and foreign NGOs and individuals have provided the National Library with 6,500 book cases and also translated and published a number of books for children in the Lao language.

3.1.3 Summary of the 1991 Mission and NIAS recommendations

There was a need for functioning libraries in each of the 17 provinces. The NIAS team strongly recommended that the National Library should have the overall responsibility for the whole library system in Laos and that this position should be strengthened through training programs, which in turn, could be passed on to personnel in other libraries. A new permanent building with the required facilities was said to be of major importance in providing the key functions of a national library. In carrying out future planning support from central government was found essential.

In addition to that the collection should be updated through acquisition of books and periodicals and the reference collection should be updated with new encyclopaedias,

dictionaries etc. There should also be funding for equipment and there was a need for training of staff in library science.

The NIAS team stressed the importance of a long-term support to key libraries and other relevant institutions, with the aim of improving the infrastructure. Support should also be given for further training of library personnel. Assistance should be provided for the improvement of storage conditions, the preservation of existing collections and for the updating of new acquisitions.

The palm leaf manuscripts were in quite good condition. Manuscripts in all provinces of the country have been inventoried. The palm leaves are more durable than microfilm would be in the Laotian climate. However a microfilm copy would not only preserve the original but also render the manuscripts accessible to the public.

3.2 Developments since 1991

In many respects not very much seems to have changed since 1991. The NIAS recommendations are to a certain extent still valid. The library infrastructure has developed but is still weak. Support from central government leaves a great deal to be desired. Since 1991 the library system seems to have become extremely project driven. The National Library has received a number of long or short term funding, small as well as substantial. Based on available information external funding 1990 - 2004 is estimated to approximately USD 7,300,000 in total. Some examples:

- about USD 500,000 annually from international organizations in Japan, the US, France, Sweden and Australia for mobile libraries and books for children.
- USD 1,500,000 from Germany and Japan for preservation of palm leaf manuscripts.
- USD 100,000 from France for repair of the National Library building.
- USD 100,000 from Germany for preservation of traditional music.
- USD 100,000 from Asia Foundation for books and staff training during 15 years.
- USD 500,000 from Japan to buy three mobile libraries including books and equipment.
- USD 200,000 from Thai Princess and the Thai Government for staff training and long-term study.
- USD 10,000 from Singapore for a scanner to realise the Union Catalogue of English publications in Laos.

Ongoing projects:

- USD 50,000 from the Valorisation de l'écrit en Asie du Sud-est (VALEASE) project from 2004 – 2009.
- USD 600,000 from Germany for digitization and website 2007-2010.
- USD 20,000 from Farce Foundation for library service for visually impaired, including staff training, reading machines and book production.

3.2.1 The National Library

In 2008 the National Library is still in the same building, a French Colonial Residence in the central part of Vientiane. The building is in desperate need of repair and refurbishment. The ground where the National Library is situated has become of high commercial interest and

there are plans to exploit the site to build a hotel. A new building for the National Library is planned for 2012.

According to the Roles and Responsibilities approved 1989 by the Ministry of Information and Culture the National Library has a wide variety of responsibilities:

- to improve the technical skills of all staff in order to improve the library to a standardised level and as a national centre for preservation of national cultural heritage and provision of information
- to develop training of library personnel
- to establish plans for reading promotion
- to establish plans for projects and cooperation with foreign agencies

Without adequate funding the Rules and Responsibilities is no more than wishful thinking.

The project document, prepared by the National Library, states that the collection contains some 388,000 books and magazines. The material is to a great extent worn out and should be updated. There is no dedicated Lao heritage collection. That is partly due to lack of funding but above all due to the severe lack of publications in the Lao language. In addition to that the absence of a legal deposit act means that the National Library still has to purchase the Lao publications. As publishing is controlled by the Ministry of Information and Culture it is hard to understand why a legal deposit act is not passed. The reference collection still needs to be renewed with dictionaries and updated encyclopaedias. The National Library has very limited resources for acquisition and as a consequence collection development is mainly dependent on book donations. That means that selection of material to a high degree is donor driven. Book donations come from established donor organizations but also from private persons such as international government staff who want to get rid of their books when leaving Laos. Such “donations” often are a mere pollution for the library as they are space consuming, the content is inadequate and in languages not spoken by the general public.

The National Library has received funding for book purchases in Thailand. Great part of the current collection is in Thai, which is close to the Lao language and understood by many Laotians.

The collection of palm leaf manuscripts is fairly well looked after. Due to substantial funding from Germany and Japan the whole collection has been microfilmed and registered. The collection is also being digitized with financial support from Germany. A virtual palm leaf manuscript library will be hosted on the Berlin University website.

Since 2004 funding within the VALEASE project has made it possible to start registration and digitization of the Indochina collection in the National Libraries in Hanoi, Phnom Penh and Vientiane and the General Sciences Library in Ho Chi Minh City. The main part of the Indochina collection was edited in Saigon and Hanoi and published between 1850 and 1950. The collection includes books, periodicals and official documents. The collection is today in a rather critical condition. The national Library of Laos started registration of the collection in 2007. The digitization had started already in 2005. The Indo-China collection is of great interest for researchers, but also part of the national heritage for the country respectively. It is

of great importance that the material is made accessible. Whether preservation of the original documents is included in the project is unclear.

A Vietnamese reading room, sponsored by the Vietnamese Government, is set up in the National Library. This offers a fresh book collection. Due to language obstacles the collection has limited value for the general public.

A children's department is created in a building behind the National Library. The children department is well equipped with a variety of books. The National Library also runs a bookmobile to reach children outside the city. The National Library has focused on reading promotion and received funding for this from different sources.

The absence of legal deposit legislation makes it difficult to fulfil the national library task to collect and preserve all the national printed material. There is a great risk that the very limited production of books in the Lao language will neither be collected nor saved for the future. This means that no national heritage from modern time will be created as the cultural heritage of tomorrow must be developed today. Apart from the palm leaf manuscripts no concern seems to be paid to the written cultural heritage.

NGO:s, for instance the Shanti Voluntary Organization are publishing quite a number of titles of children's books in Lao language. *It is unclear whether copies are delivered to the National Library to be preserved in the national collection.*

The ICT development has been slow. The National Library has received a number of computers from different donors. Internet access is available but the infrastructure is weak and telecommunications are expensive and vulnerable. In January 2008 the National Library inaugurated a website. The website is still (February 2009) under construction.

3.2.2 Public libraries

During the last 15 years a number of new library buildings have been constructed, mainly due to external funding.

- Champassak Provincial Library opened in December 2004. The collection is estimated to 20,000 volumes.
- Khammouane Provincial Library opened in 1995. The collection contains 1,000 books.
- Luang Prabang Provincial Library was refurbished in 2003-2004. The refurbishment was financed by Japan Sotoshu Relief Committee (JSRC). The support included an annual acquisition which will end by 2008. The collection contains 5,000 volumes. Computers are available for the public.
- Savannakhet Provincial Library was refurbished and repaired in 2003, also with financial support from JSRC. The collection contains 18,000 volumes.
- Xieng Khoung Provincial Library opened in 1997. The collection includes 4,000 books.
- Vientiane Capital opened a new public library in 2007. The library is close to one of the biggest schools in Vientiane and serves to a great extent as a school library. The collection, containing 4,000 volumes, is current. Books are mainly in Thai. The library also offers computers and photo copying equipment.
- Vientiane Provincial Library opened in 2008 with 5,000 books.

In addition to the provincial library buildings a number of local libraries have been constructed, in most cases with external funding.

3.2.3 A project culture

For the last two decades Lao libraries have been subject to a great number of international projects with funding from foreign governments, NGO:s, institutions, and charity organizations. Development, and even daily operation, of the Lao National Library and public library system are to a large extent dependent on external funding. As indicated above during the period 1990 - 2004 the library field received approximately USD 7,300,000, which means an average of USD 500,000 on an annual basis. That is probably more than the funding from the central government in the same period. The situation has encouraged a project culture at the National Library. And the library service is to a high degree project and donor driven.

To obtain a sustainable development of a library service stable funding for basic operation is a prerequisite. Project money is valuable but is usually limited in time and earmarked for certain activities and should complement and not replace national efforts.

To change the situation the Lao Government, the Ministry of Information and Culture, must demonstrate a substantial interest in development of the library service and guarantee public funding for the basic library service.

The dependence of book donations must be broken and be replaced by an acquisition policy that is user driven. The Government must realise the severe weakness of the publishing sector. The lack of reading material in the national language affects not only libraries but the educational system. The strong influence from the Thai language, books and television channels could in the long run be a threat to the Lao language.

4. Assessment of public library performance in Vietnam

4.1 Background

When Vietnam achieved independence in 1945 there was only one library serving the entire country, with a collection of about 2,500 books and other printed material. This is now the National Library of Vietnam.

Since 1945 Vietnam has gradually developed a nation wide physical library infrastructure. The public library sector is financed by the Ministry of Culture, Sports and Tourism (MCST) and the local authorities. The Government makes state investment in operation of the library sector and the annual funding has increased gradually. Even if the financial situation is far from satisfactory, funding from the Government forms a base for library operations and investments. The public library system includes the National Library of Vietnam, 64 provincial libraries, 618 district libraries and about 7,000 local libraries, reading rooms etc. In addition there are about 8,000 Cultural communal Post Offices, under the Ministry of Post and Telecommunications, offering more than 10,000 bookshelves of legal documents. The National Library is the central library for the whole country. In addition there is a system of university and educational libraries and various special libraries.

The public library system is the responsibility of the Ministry of Culture, Sports and Tourism. The Library Department within the Ministry is the expert body and has the responsibility for the coordination of the development of the library sector. There is no doubt an interest from the Government to develop and extend the public library system. There is also a strong commitment from the Library Department to improve and develop a nation wide library system.

4.2 The legal framework

A Library Ordinance for all libraries came into effect on April 1st, 2001. According to Article 1: *Libraries have the function and task to preserve the nations written heritage, to collect, store and organize the documentary sources in society, with a view to disseminating knowledge and supplying information in service of study, research, working and recreation demands of people of all strata, contributing to elevating the peoples intellectual level, training human resources, fostering talents, developing sciences, technologies, economy and culture and serving national industrialization and modernization cause.*

According to the Ordinance Article 21 the State shall make investments to ensure that the libraries funded by the State budget operate, develop and step by step modernize their technological foundations, for instance library automation and electronic services.

The Ordinance also emphasizes that libraries should provide service to different target groups such as ethnic minorities, blind people and children.

According to the Ordinance: *“The library is responsible for preserving the national written heritage, collecting, possessing, providing the common use of the collections to the population, to publicize knowledge, provide information, meet the demands for learning, study and entertainment of the population of different classes, contributing to the improvement of the populations knowledge, training human resources, contribution to the development of science, technology, economy, culture and the industrialisation and modernization process of the country.”*

Apart from the Library Ordinance a number of legal documents relating to libraries are issued by various Ministries. Some documents are obsolete and some are contradictory due to lack of co-ordination. Those documents need to be updated and coordinated in order to support and not to confuse the library sector.

4.3 Assessment

The Library Ordinance sets the legal framework for the library service. As such the document is of considerable value in order to reach the goals. The next step should be to fill the legal framework with content. This is a challenge and a long term task because Vietnam is a big country with a numerous population. To modernize and to develop the public library system to a modern, comprehensive and equal library service needs a long term strategy.

However, the conditions for public library development in Vietnam are favourable. The legal and structural framework is laid. The Vietnamese economy has grown during the last decade. The library staff is committed, and there is a strong interest to develop the library service. The situation is in many respects promising. However, compared to international standards of

operation the Vietnamese library service is still on a fairly low level. According to recent surveys libraries are used by 2,3 percent of the population which is far below international measures, where in some cases libraries could be used by up to 60 percent of the population. Recent statistics show that there is one public library per 40 000 readers and one book per four reader. The low usage could be explained by lack of a solid library tradition but can also be seen as a consequence of the lack of resources.

Another problem is that the library standard is far from equal. Remote areas often offer a very poor library service. Big cities are better off but often face the problem of not being able to meet the heavy demand, even if the users represent a very small part of the population.

The difficulties are sometimes due to insufficient funding but also include standardization problems in introducing new technologies and poor professional training

Despite problems mentioned above, the library situation in Vietnam is far more favourable than in Laos. There is a stronger interest in reading. Vietnam has an adequate book production. The publishing sector is expanding. Figures from the report "*Vietnamese Cultural Policy, 2008*, show that the legal depository collections in the National Library have increased each year with works from 47 publishing houses. In 2000 the National Library received 9,550 titles and 13,342 titles in 2004. The figures reflect the increase in the volume of published books in Vietnam. A challenge, however, is the lack of electronic resources in the Vietnamese language.

4.4 Evaluation of Vietnamese Cultural Policy 2001

In 2001 an evaluation of the Vietnamese cultural policy started with an independent international evaluation team. The evaluation followed the model of the European Programme of National Cultural Policy Reviews established by the Council of Europe in 1986. The findings were presented in two reports: *Vietnamese Cultural Policy. Renovation under the period of Doi Moi and the summary: Vietnamese Cultural Policy. Renovation under the period of Doi Moi. Conclusions and recommendations arising from a cultural policy review carried out by an independent group of international experts in 2006 -2007*. The evaluation was a joint project between Sida and what is now the Vietnamese Ministry of Culture, Tourism and Sports (MoCST).

The survey assessed the cultural policy in Vietnam, and did not focus on libraries in particular. However, there is a brief description of the current library operation and structure. The international expert team found that library services have focussed mainly on the larger and more affluent centres of population. In many rural areas library provision remains largely underdeveloped. Neither have most schools proper library facilities, computers and reading rooms. Colleges and university libraries are gradually being modernized.

In order to meet average international standards improvement the team points on following actions to be taken:

- further computerization of the public library system and digitization of library collections
- library standardization
- further development of the system of mobile libraries in order to reach poor regions with culture and information

- improved professional training of librarians to meet the challenges of new information technologies
- establishment of professional associations of NGO status

According to the team's assessment some 60% of the Vietnamese libraries do not yet meet adequate standards for a public library, with a proper library building, professional staff and updated technology.

Some 23,000 people are working in the library sector but a considerable number of them lack professional training. In addition there is a need for better trained personnel for management, expert and delivery functions. The team suggested that the Vietnam Library Association should focus on library development from the point of view of the cultural needs of the population

According to the conclusions in the summary report, *“Both the library sector and the museum sector need more articulated development strategies and new better co-ordinated system of governance which is responsive to new emerging issues and problems. They also need much more and better targeted funding and better trained personnel for management, expert and delivery functions. Both sectors also need strong professional associations to maintain internal networks, close ties to customers and international links for observing and maintaining international standards”*.

4.5 Information and Communication Technologies

Library automation started at the National Library in the mid 1980s. The National Library in Hanoi and the General Sciences Library in Ho Chi Minh City are fairly well equipped with Information and Communication Technology and offer facilities for the users.

Under the auspices of Bill and Melinda Gates Foundation a comprehensive survey was undertaken in 2005 - 2006. (*Vietnam: Social/Cultural/ICT4D/Public Libraries/Other Service Model*, December 2006 and *Phase 2 Report - Deeper Assessment of Inequities and Alternatives*, March 2007).

Part one of the report contains a comprehensive study of the ICT situation in Vietnamese public libraries. The survey shows that there is a gap between urban and rural areas, but also points to the fact that there are new initiatives. The National Library and all 64 provincial public libraries have implemented some level of automation, and 55 out of these 65 libraries have also carried out some level of public access computing. 12 of the provincial libraries have expanded their ICT implementation to include further 71 district libraries. In addition more than 7 500 cultural post offices have been equipped as telecentres.

There is a strong public demand for access to computers and the Internet but this is not adequately addressed by public libraries. The report also stresses the problem of lack of relevant content in Vietnamese and recommends that local content should be a priority. Inequities in access are profound and require a comprehensive agenda of infrastructure and development should be complemented and supported by capacity building and public access initiatives to achieve a lasting change.

The survey also shows that in the last few years a rapid change has taken place and increased the use of Internet. Still there is a tremendous gap between urban and rural areas. The telecommunication infrastructure is still fragile and insufficient.

4.6 International cooperation

There are several NGOs and governmental organizations supporting library development projects in Vietnam. However, the proportion of external funding in comparison with public funding is far lower in Vietnam than in Laos. Funding sources have for instance been FORCE Foundation, Asia Foundation and Sida. Examples of international projects 2000 - 2004 include:

- Books to Asia project, books donated by the Asia Foundation to Vietnamese libraries. Estimated total value: USD 3,000,000
- CONSAL Digitization Project, technical equipment. Total value USD 10 ,00.
- Microfilm Project: Equipment to the National Library. Estimated value: USD 27,400.
- DDC translation project funded by Atlantic Philanthropies. Estimated value: USD 100,000.
- Preservation Tutorials Translation funded by Ford Foundation. Estimated value: USD 40,000
- Preservation project in HCMC, funded by Harvard-Yenching Institute and Cornell University. Estimated value: USD 16,000

Before the year 2000 Vietnamese libraries received very little sponsorship. Since 2000 international funding has increased which is visible in the National Library.

The National Library and the General Sciences Library (GSL) in Ho Chi Minh City have received financial support for digitization, preservation within the VALEASE project. GSL plus another 64 libraries have also received USD 200,000 for development of services for the visually impaired from the FORCE Foundation.

International projects have also been carried out by provincial libraries. For instance the Books to Asia project where books have been donated by the Asia Foundation to Vietnamese libraries. A problem with book donations is that the books might be of limited value for the general public as they often are in English. In order to increase the value of donations and avoid the burden of inadequate books, libraries should set up a donation policy. Selection should always be the responsibility of the receiving library.

International projects can play a strategic role, but they are marginal compared to the regular public funding. An important bi-product even of small international projects is however that they might establish international contacts and as a consequence serve as a source for influence and inspiration.

5. Change of scope of the project

In order to agree on activities for the inception phase a Project Management Board meeting had been scheduled November 2007 hosted by the General Sciences Library in Ho Chi Minh City. Some two weeks before the meeting Sida informed that conditions had changed and that funding for the main phase of the project should be cancelled, but the resources set aside for an inception phase could be used in the best way

The PMB members expressed their disappointment but agreed to have the meeting to analyse the new situation and decide whether to cancel the whole thing or to find out if the funding could be used in a sensible way.

The project partners very much regretted that the highly demanded and relevant regional library project could not be fulfilled according to the original plans. However the partners were in favour of setting up a concentrated training programme within the limited budget. Priorities should be given to improve capacity and awareness of selected libraries and to improve institutional capacity of Library Associations. Support of development of the recently established Library Associations could play a strategic role for future library advocacy and development. Furthermore due to financial restrictions and time available training activities should be concentrated. Selection criteria should be based on earlier discussions which means the selected libraries should have a fairly high level of IT facilities and services. Criteria for selection of library staff should be experience in the library field and a strong commitment to library development.

The PMB agreed on a revised project document concerning activities, outputs, indicators and outcomes, *Project Development of Public Library Performance in Laos and Vietnam, (2008)*.

A regional start up workshop was planned for January 2008. Objectives for the workshop should be to announce the implementation of the training programme, to secure an acceptance for the planned activities and to prepare the selected libraries to set up strategies for development. Library directors and deputy directors from selected libraries should be invited. Board members from Library Associations should also be invited.

It was agreed that the main activity should be a comprehensive training programme of 8 weeks. 18 participants should be selected, 12 from Vietnam and 6 from Laos. In addition to the training course there should be a one week study tour in the region for all participants.

Evaluation, documentation and reporting of the project should take place by the end of the year. Ms Bac was appointed as regional project director and to organize the training course and study tour. A detailed training programme was set up by Ms Bac in cooperation with Ms Thomas.

5.1 The regional workshop January 7 – 9, 2008

The regional workshop with about 30 participants was held in Hanoi, and hosted by the National Library of Vietnam.

The objectives for the workshop were to provide an overview and vision of the context for public libraries in the 21st century and to discuss strategies for short term development in Laos

and Vietnam with international colleagues, and to announce and confirm the content, management and implementation of the regional library development project funded by Sida.

The programme included presentations on the current library situation in Laos, Vietnam and Sweden, the ICT development in libraries, library trends and library management and promotion. A highly appreciated issue was the presentation of the author Mr Vu Quan Phuong on “Authors and Libraries”. In addition to the presentations there was generous time for group discussions. The programme for the workshop is given in Annex 1. Presentations were followed by group discussions and an analysis of the current situation in Laos and in Vietnam. Participants were also urged to identify available resources and to set up strategies for development.

5.1.2 Conclusions from the workshop

At the concluding plenary discussion the following solutions/options were presented:

- in order to strengthen libraries it is important to raise the awareness of the role of libraries and also to improve the library service. Service attitudes and quality of service must be developed. Changes in society and the needs of the users must be better reflected.
- legal documents (legislation) are important as a base for the library service but should be revised and coordinated. In the Lao case pressure should be put on the Ministry to promote the establishment of legal documents for libraries.
- in order to improve library service training programmes should be increased and open training programmes should be established. Training structure need to be revised and information explosion must be reflected. More expertise is needed and regional and International exchange of ideas should be developed.
- library infrastructure need to be improved. Guidelines should be established and agreed on. Standards should be developed for instance concerning cataloguing and performance measurement.
- Library Associations could be an important actor to promote libraries and to increase the understanding of the role of libraries. Library Associations are expected to have a break through and become more dynamic. To recruit members it is important that information about Library Associations reaches the library professionals.

In addition to the issues mentioned above, libraries in Laos face severe problems due to lack of literature and an underdeveloped publishing sector. Therefore libraries must promote reading in order to develop stronger reading habits. As resources are very limited the most strategic intervention would be to focus on children.

5.1.3 Authors and libraries

As part of the workshop Mr Vu Quan Phuong, a well known Vietnamese writer gave a much appreciated presentation. Mr Vu Quan Phuong suggested that libraries should facilitate an open dialog with authors. He also pointed at the opportunity that libraries could use web sites for book advertising and book information. In order to open a dialogue between authors and readers Mr Vu Quan Phuong suggested cooperation with the National Library to establish a

club for writhers and readers. Finally Mr Vu Quan Phuong pointed to the fact that library resources in rural areas are inadequate.

Mr Vu Quan Phuong's presentation was followed by a lively discussion.

6. The training programme

6.1 Structure and venue of the programme

The training programme took place in Ho Chi Minh City in the premises of the General Sciences Library. The training course was divided in three parts. First part took place March 10 - 21. Second part started on April 21st, followed by the study tour to Singapore May 4th - 10th. After the study tour participants returned to Ho Chi Minh City to finish the second part of the training which ended on May 20th. The third part of the training course was scheduled June 16th - July 11th.

Between parts of the programme participants should fulfil their assignments on performance measurement and digital libraries.

6.2 Objectives of the training programme

Development objective: Poverty reduction and human rights promoted through libraries as quality cultural, educational and information institutions for the public.

Project objectives:

Objective 1: Enhanced capacity of library management and staff to deliver library services characterized by quality and interaction with the public.

Objective 2: Sustainable training capacity built within parts of the library sector to ensure continued support to quality library services.

Objective 3: Improved institutional and regional framework for the library sector through awareness building, exchange of views and experiences on the role of libraries in society between Laos, Vietnam and other Asian countries.

As indicated in the revised project document a prerequisite for well functioning libraries is a well educated staff. As a consequence the major part of the project would focus on training to provide technical skills, as well as awareness building on the role of libraries in society. An eight week training programme was designed. It was anticipated that the project should introduce a new concept for library training in Vietnam and Laos. In addition to the eight weeks training a one week study tour in the region was scheduled. In order to identify available resources and to discuss the implementing of activities for selected libraries, the above mentioned regional workshop was organized in early January, 2008.

Expected results from the training were: increased knowledge and awareness of the role of libraries in society among decision-makers, managers and staff.

In the discussions during the January workshop the participants focused on following problems:

- insufficient legal documents
- lack of standards and criteria
- imbalance between district and local libraries
- the need to modernize the library sector

From the Lao side the very limited funding from national and local authorities was highlighted.

Solutions suggested were:

- to raise the awareness of the role of libraries in society
- training programmes should be increased and open training programmes should be set up
- guidelines and standards should be established and agreed
- library associations should develop to take a role in library promotion

Lao colleagues stressed the important role of libraries to promote reading as a strategy to encourage and improve the weak publishing sector in Laos.

6.3 The programme design

The training programme was set up by Ms Nguyen Thi Bac in cooperation with the Library Department/MoCST and with Ms Thomas at the National Library of Sweden. The curriculum and course material were to be selected and adapted from the UNESCO Bangkok training programme “Empowering Information Professionals”. Module 1 and 2 were to be mainly based on IFLA Guidelines for Public Libraries.

The Training Programme included ten modules:

- Module 1 – The role of the library in society
- Module 2 – Library Management and Promotion
- Module 3 - Introduction to Information and Communication Technologies
- Module 4 - Introduction to Library Automation
- Module 5 - Information Seeking in an Electronic Environment
- Module 6 – Creation and Management of the computerized library catalogue
- Module 7 - The Internet as an Information Resource
- Module 8 - Web Page Concept and Design: Getting a Web Page Up and running
- Module 9 - Digital Libraries and Open Access
- Module 10 - Intellectual Property Rights in the Digital Age

It was also agreed that the General Science Library in HCMC should serve as a training point for participants both from Vietnam and Laos. The Regional Project Director, Ms Bac should manage and administer the training. The program was a limited activity for selected libraries: From Laos 6 staff from the National library, including a representative from the Lao Library Association were invited. From Vietnam 12 library staff, including representatives of the

Vietnam Library Association and representatives from six provincial public libraries were invited.

The program was designed to provide senior library staff with knowledge on the role of the library in society, knowledge and skills on library management and promotion, knowledge and skills to deal with the application of ICT to library and information services.

6.4 Programme organization

The programme was organised in an integrated way to include:

- a first group of modules of two weeks planned for March 10th - 20th
- a second part of 3 weeks planned for April 21st - May 3rd, May 10th - May 20th
- the third part of 3 weeks planned for June 16th - July 11th

A one week study tour May 4th - 10th to Singapore was added and integrated into the third part of the training.

The time in between the training sections gave the participant the opportunity to review and "digest" what they have learnt and to catch up with the back- log of the previous course.

After Part 1, each participant was expected to work on the Performance measurement and statistics of their own libraries and to complete a presentation supported by slides managed on computer, with evaluation of the library performance.

After the study tour, each participant completed a presentation of what she/he liked the most from different visited libraries that she/he wanted to implement for her/his library.

At the end of the course, each participant completed a presentation with constructive comments on the training program experienced and with concrete recommendations to the organisers of this training program and to the director of their own organization.

All modules included the training materials for the participants.

6.5 Evaluation

In order to evaluate the training programme and the impact of the activities in the project Dr Carol Priestley, Director, Network for Information & Digital Access, NIDA was contracted. The agreement included:

- examine the regional project proposal and budget.
- undertake a simple baseline survey with participants after the inception workshop but before the training programme begins to record and analyse their expectations.
- examine and analyse the participants' course evaluations after each module in order to assess their effectiveness, as well as to gain lessons and experiences to be taken into account in the following modules.
- examine and analyse the training reports provided by each implementing consultant after each training session.

- provide feedback to the project directors after each module/training session.
- undertake end of project evaluation with participants.
- assess the progress made and extract lessons learnt for continuation of the work through Library Department, individual library activities or in collaboration with another project.
- compare the actual outcomes and expenditures with those included in the proposal, the project planning matrix and the budget.
- prepare a short external evaluation report, which should include suggestions for follow-up activities.

The evaluation results are presented in a separate report. A summary is given in section 9 of this report.

7. Follow up activities

The training programme was finished, as scheduled, by July, 2008. A follow up of the budget showed a surplus, which could be explained mainly by the USD exchange rate. The budget figures had been based on the rate USD 1 - SEK 7. During the project period the exchange rate was about 1 to 6. (In the autumn of 2008 the exchange rate changed again, and was in October USD 1 - SEK 7.6).

The surplus was estimated to SEK 370,000, which depending on the current exchange rate should be about USD 52,000.

At the Project Management Board meeting in Hanoi on September 15th, 2008 it was agreed that the surplus should be used for follow up activities in order to develop a model training programme, to provide training for the Library Associations, and to produce website material to be published on behalf of the Vietnam Library Association on the National Library and the Library Department websites.

It was agreed that a project document should be prepared by Ms Bac in cooperation with the Library Department, Library Associations, and the National Libraries.

The plan for follow up activities was presented to Sida in Stockholm at a meeting October, 8th, 2008. It was agreed that the surplus could be used for the suggested activities.

7.1 Project Document: Follow-up activities

The follow up activities had the following goals;

1. To develop a model training programme for Library Department, Vietnam
2. To set up a website on behalf of the VLA hosting material from the workshop and other relevant material
3. To offer training for selected Library Association members
4. To set up standards for performance measurement and impact assessment. (Joint funding with the Atlantic Philanthropies)

In addition to the scheduled activities the financial situation allowed funding for;

1. IFLA membership fee for The National Library of Laos for the years 2009 - 2011
2. Technical equipment (laptop and projector) for the Library Department and for the National Library of Laos to be used in further training
3. To cover expenses for translation (Vietnamese and Lao), publishing and distribution of the final report
4. To cover fee for English courses for five of training course participants and for management course for the regional project director
5. To cover expenses for the design of a logo for the VLA

The follow-up activities were carried out during November – December 2008, with the exception of Standards for Performance Measurements (see 7.1.4 below) which will continue until March 2009.

7.1.1 To develop model training programme for the Library Department, Vietnam

The training provided to date under the Regional Library Project was the first of its kind in Laos and Vietnam with regard to the methodology, content, implementation and impact.

The Library Department expressed an interest to build on this experience substantively and requested an activity to support the enhancement of professional development, training and organization for library staff.

Components of the follow up programme

- a. Examine existing training organization and content in Vietnam
- b. Summarize public library training needs for 2009/2010
- c. Identify other training materials and models
- d. Identify appropriate programme levels e.g. provincial, district, commune
- e. Provide training to prepare sets of materials for each level, to include:
 - tutor's guides (approx 400 pages of the original version each)
 - student guides (to include background reading, presentations, handouts, exercises, additional reading lists)
- f. Provide training to develop training management and administration, to include:
 - suggested examples of checklists for administration – to cover all logistical aspect
 - suggested examples of checklists for management – to include all aspects including selection of tutor's and participants, work plan and budget planning
 - suggested checklist/notes to provide to facilitator's
 - suggested examples of checklists for protocol with ministries, local government, library leaders etc.
 -
- g. Provide training for implementation of training, to include
 - how to prepare the training – outlines of training + budget
 - how to prepare for the class – audience, facilitation of participants
 - how to identify resources for further development of content (with examples)
 - how to prepare for logistics

Participants

Members of Library Department
Representatives of National Library of Vietnam
Selected previous tutors and participants from the regional programme
Responsible person for training in Vietnam Library Association

Facilitators/tutors

Nguyen Thi Bac
Vinh Quoc Bao
Carol Priestley

Identification and development of materials for the training

Nguyen Thi Bac
Vinh Quoc Bao
Ngo Thi Hong Diep
Carol Priestley

Host and administration of the training

Nguyen Thi Thanh Mai, Deputy Director, Library Department, MCST
Ngo Thi Hong Diep, Library Department, MCST

7.1.2 Website hosting of workshop and relevant materials (National Library of Vietnam, Library Department & Vietnam Library Association; National Library, Laos)

This activity would aim to identify and translate a few key documents as well as create web pages for the training materials.

The training materials and supporting documents developed over the period of the Regional Library Project should be visible and accessible for the benefit of the whole library sector. It was also noted that there are also a number of key documents supporting development of public library sectors, for example, the UNESCO Public Library Manifesto, that should be available to all librarians and policy makers in Laos and Vietnam.

For Vietnam: Identification and translation of materials (Library Department & Library Association)

Creation of web pages (National Library of Vietnam to share mirror site with Library Department)

For Vietnam: the funding also included the design of a logo for the VLL.

For Laos: Translation and provide print copies

Participants

Members of Library Department, Library Association and National Library, Vietnam
Members of Laos Library Association
Selected previous tutors and participants from the regional programme
Responsible person for training in Vietnam Library Association

Facilitators

Nguyen Thi Bac

7.1.3 Training for Laos and Vietnam Library Associations

The library associations of both Laos and Vietnam are in their infancy. A study tour to Hong Kong was organized to gain insights and be tutored to develop first strategic plans for active and well managed library association.

Terms of reference

1. To study and evaluate the Hong Kong Library Association activities and strategies (e.g. fundraising, cooperation, advocacy activities etc.)
2. To discuss experience and recommend adaptations for implementation for Laos and Vietnam
3. To draft Strategic Plans (including a one-year plan 2009 and 3-year rolling plan 2009-2011) for circulation to VLA and LLA executive officers, and Mrs Thomas
4. To amend in line with comments and suggestions
5. To prepare a draft to be put forward to VLA and LLA at their forthcoming annual meetings
6. To post on website pages of NLV/LD, Vietnam and on an appropriate site in Laos.

Methodology

A four day visit to the Hong Kong Library Association to examine activities and draft the plan (facilitated by Michael Robinson, President HK LA). Staff of the Library Department were to provide translation and assist VLA on return in developing their strategy documents.

A follow up meeting was organized in Hanoi, December 5 - 6 in order to summarize and finish the work with the strategic plans.

7.1.4 Standards in Performance Measurement and Impact Assessment

The lack of standard data collection and analysis within the public library services in Laos and Vietnam is a severe problem. Library management and planning within their public library sectors is therefore weak. Managers do not have required data to make informed decisions in maintaining and improving public library services. Additionally, there is no recognized way of assessing the impact that the provision of information through public libraries has made on the communities they serve or whether they are meeting the needs.

The overall aim of this follow-up activity was to contribute to the creation of standards to cover the evaluation and performance measurement of the provision of information through public libraries in Vietnam.

Specifically it will:

- provide a set of guidelines on setting standard goals and objectives of information provision;
- give suggestions for a methodology for evaluating performance and impact;
- provide a set of criteria by which performance and impact can be measured;
- set up guidelines for analysis of results of data collection.

Methodology

It was suggested that the work would use as a key background document the guidelines for rural information provision developed by IFLA/UNESCO in 1997¹. The guidelines need to be adapted to the Vietnamese situation and specifically to the broader public library field. However, they were developed through a long consultative process with many developing countries and provide a valuable contribution in the field.

The proposed work will start with an inception workshop held by the Library Department, Ministry of Culture, Sport & Tourism (MCST) to explain the purpose of the research and involve relevant key persons in the public library sector in Vietnam and Laos. The Lead Researchers will respond to suggestions made during the workshop and will draft guidelines and supporting documents over a period of 4 months. A first draft of the guidelines will be shared for comment with a key group of identified interested people and will be reviewed by an international expert. Revisions will be made and a second draft will be presented at a closing workshop for discussion. Once all suggestions have been taken into account the guidelines will be published and circulated widely through the relevant ministries, throughout the public library service and to individual libraries, NGOs and potential funders of projects.

Outcome

The outcome will be a printed guideline:

- to provide those running services with a standard means of measuring the effectiveness of their service in terms of operation and impact;
- to give funders or prospective funders the information they require to convince them that public library services are relevant, useful and cost-effective.

The work will also be used with new projects supporting public library development.

The guidelines will also contain ideas on how to analyze the results of using the indicators so they will be practical in working to provide more efficient and effective information provision.

Participants

Members of Library Department, Vietnam
Representatives of National Library Vietnam and Vietnam Library Association
Selected previous tutors and participants from the regional programme
Representatives of public libraries
Representatives of LRCs
Representatives of development agencies – Atlantic Philanthropies and Asia Foundation
Representatives from National Library, Sweden
Observer from Laos

Host

Library Department, Ministry of Culture, Sport and Tourism, Vietnam

Facilitators

Nguyen Thi Thanh Mai
Nguyen Thi Bac
Carol Priestley

¹ Rural Information Provision in Developing Countries - Measuring Performance and Impact / prepared for UNESCO on behalf of IFLA by Antoinette F. Correa, Kingo J.Mchombu, Djibril Ndiaye, Gloria M. Rodriguez, Diana Rosenberg and N. U. Yapa. Paris : UNESCO, 1997

The activity was co-funded by Atlantic Philanthropies and the contribution from the Sida-supported Regional Library Department contributed to expenses for the activities run until December 31st.

8. Strengthening the role of Library Associations

The mission of a library association usually is to promote libraries and librarianship. Many national library associations have played an important role as pressure groups to strengthen the library movement. Library associations have played an active role to set up professional standards and to encourage national and local institutions to promote and support libraries. Library associations have also focused on matters related to library development such as freedom of expression, the right to equal access to information and knowledge, the role of libraries in the democratic movement, copy right matters etc.

Many library associations have a long tradition. Examples of successful associations are the American Library Association (ALA) and the Library Association in Great Britain, (CILIP). In the Nordic countries the library associations were founded in the early 1900 and they are today established library actors and pressure groups. Many Library Associations have had an impact on the development of a national library policies and standards.

In 1930s the International Federation of Library Associations and Institutions (IFLA) was founded. IFLA is the platform for international library cooperation. At the annual general conferences librarians from all over the world meet to exchange knowledge and ideas.

IFLA has had a close cooperation with UNESCO since the organization was founded in the mid 1940s. IFLA played an active role in the preparation of the first UNESCO Public Library Manifesto, issued in 1949. Thereafter IFLA has taken an active part in the revision of the later versions of the Manifesto.

The regional cooperation organization Congress of National Southeast Asian Librarians (CONSAL) was founded in 1970 and initiated by the Library Associations in Singapore and Malaysia. CONSAL is a meeting point for libraries in Southeast Asia and promotes cooperation in the field of librarianship, bibliography, documentation and related activities. A general conference is organized every third year. Vietnam and Laos are both members of CONSAL.

8.1 Library Associations in Vietnam and Laos

Library Associations were established in Vietnam in 2006 and in Laos in 2007. In 2007 the VLA reported 1,100 individual members and 60 institutional members. The figures should however be seen against the fact that Vietnamese libraries have some 23,000 employees. And the number of libraries is about 1,200 which includes the larger units such as, provincial and district libraries, academic libraries and special libraries.

The VLA has a geographically decentralized structure. There is a steering committee with 31 members. The committee has an administrative board, a research committee, an education committee and a body for international relations. The association operates under the management of the Ministry of Culture, Sports and Tourism and the Director of the Library

Department is President. The office is hosted by the National Library. The next CONSAL conference will be held in Hanoi, April 2009. The Director of the National Library of Vietnam is chairman of the organizing committee.

The LLA reports 1,500 individual members. The ambition is that all libraries should join. The LLA board has 7 members. The Director for the National Library serves as president.

According to the agenda the association should:

- publish guidelines
- provide training
- find funding for IFLA-membership

The LLA has already succeeded in publishing a partial Lao version of the Dewey Decimal Classification, a pamphlet with UNESCO library documents translated into Lao as well as a Newsletter sponsored by the Japan International Cooperation Agency (JICA) and Shanti Volunteer Association.

8.2 Assessment

Library Associations in Vietnam and Laos are in their infancy. They operate within the administrative and political structure and are dependant on the Ministries. They do not yet function as NGOs according to the common concept. To get there will probably be a step by step development.

In the report (*Vietnamese cultural policy*) carried out by an independent team of international experts in 2006 – 2007 the role of the Vietnamese library associations is examined. The team stresses that the library association should not just be an expert arm of the Ministry but focus on library development from the customers point of view. The team also found that the library sector needs strong professional associations to maintain internal work and as an international link for observing and maintaining international standards.

What is promising is that library associations are founded and in the future they could play a strategic role in the library development in the country respectively. It is important for both associations to recruit members. To attract members it is necessary to organize activities, to publish newsletters and to demonstrate the professional benefit to members. To succeed they need financial resources and they need to learn from sister associations how to manage and develop the association.

A membership in IFLA would be valuable for both associations in order to strengthen the international links and be involved in international library work. In Vietnam the National Library, the Central Library for Science & Technology and the General Sciences Library in HCMC are IFLA members. In Laos no library institution is member of IFLA for the time being.

In order to support the development of VLA and LLA to become strategic actors in the library field, some resources are set aside for activities directed to the associations. Library Association representatives were also invited to participate in the training programme.

9. Evaluation of the project activities

The project activities were evaluated by an independent expert, Dr. Carol Priestley. A summary conclusion from her report is provided below and more comprehensive results are presented in a separate report, with appendices.

Overall Conclusion

It is heartening to note the truly outstanding performance and impact of the project, most especially in Vietnam. There has been immediate take up and demonstrable results. It is particularly noteworthy given the relatively modest financial input on activities of SEK1.58 million (the balance of project funds being allocated: .Planning Meetings SEK215K; Regional Administration SEK100K; Evaluation 70K, National Library of Sweden administration SEK490K (2005/2006) and SEK950K (2007/2008).

From the questionnaires, interviews and discussions it is obvious that the project both introduced a new concept for library training and made a considerable contribution to the enhancement of skills and vision.

It is difficult to find words to describe the depth of the holistic approach to capacity enhancement. Suffice it to say that the Library Department of the Ministry of Culture, Sport and Tourism, the National Library of Vietnam, the Vietnam Library Association and the individual institutions of the participants have already come forward with a meaningful portfolio of follow-up recommendations and actions [summarised in Chapter 10 below]. The commitment and understanding at management and decision making levels is not yet very visible in Laos although this is not fault of the project but rather due to the stagnation of both the responsible Ministry department and National Library officials.

It is understood that the project had a long gestation but the revised proposal has been implemented in a way that has far exceeded expectations and may well become a unique case-study in practical support to library development. The key to this level of success was surely in the identification, expertise and dedication of the Regional Project Director, Mrs Nyugen Thi Bac.

Given the timescale, it has not been possible to include an evaluation of the follow up activities. However, the overall assessment is that they contributed significantly to strengthen the outcomes of the training programme. The development of a model for training organization encouraged the Library Department to take responsibility to set up a training programme on a regular basis. Which means the result of the Sida-funded training will be sustainable.

The project *Standards in Performance Measurement and Impact Assessment* co-funded by Atlantic Philanthropies, started with an inception workshop in September 2008. A series of 24 Indicators and an Implementation and Analysis Guidelines document were drafted as a basis for a pilot January – March 2009. The indicators will be finalized in April 2009 in the light of the practical experience, with the aim of being accepted by MoCST as their definitive instrument for performance measurement.

The training offered to library association members, which included workshops and a study tour to Hong Kong, was highly appreciated and had the result that the LLA and the VLA

established strategic plans for further development of their work. The establishment of a website on behalf of the VLA hosting material from the workshop and other relevant professional material, for instance IFLA material, is in its infancy but should in the long run be an important resource for professional development.

Within the budget frame for follow up activities the design of a logo for the VLA was possible. The logo is already in use in connection to the CONSAL conference, April 2009, in Hanoi, hosted by the Vietnam National Library.

The project had additional benefits of regional networking between Vietnamese, Lao, Singaporean and Hong Kong library communities, enabling them to develop stronger working relationships in the future. An informal network between Vietnam and Laos has been established and even by the time of writing this report additional activities have been facilitated e.g. training and opening of a studio for preparation of materials for blind and partially sighted, funded by the FORCE Foundation.

Through a balance in project funds, it was also possible to finance courses in English for some of the participants; this will increase their knowledge in English, facilitate international cooperation and access to Internet resources.

The availability of the final report of the project in the national languages will mean that the results can be actively used not only by participants but by the library sectors in the respective countries.

10. Outline for future development in Laos, Vietnam, and for Library Associations

10.1 Outline for future development in Laos

Library services in Laos are in severe need of development, coordination, professionalization, and a long term strategy. To obtain sustainable library development it is necessary that Government takes responsibility and guarantees funding for the basic operation costs for the National Library. Adequate funding for public libraries must also be guaranteed. Without a stable base there is a risk that Lao libraries will continue to be donor driven and library services a project patch work.

Due to lack of basic funding the National Library, as mentioned above, has developed a project culture and is almost entirely dependent on external sources. Some projects have been strategic and resulted in sustainable results. As for instance the preservation and microfilming of the palm leaf manuscripts, mainly financed by Germany. In addition to that, great effort has been paid to set up numerous small activities which often have been limited in time. There is a risk that short term funding will swallow more resources than what is reasonable, especially for small donations.

The project based dependence on external funding should be broken and replaced by a long term strategy where the Government takes responsibility for funding of the basic library service. External funding could be used in addition, and if so, that should be based on a long term strategy set up by Government with clear goals and objectives. Government should

negotiate with international donor organizations willing to support long term development programmes.

The National Library should be used as a strategic resource and driving force in the development of a nation wide library service.

For this case the National Library must be provided with adequate funding and resources. In addition the National Library staff needs better professional training. The management structure of the National Library should be examined and reorganized and adapted to a long term method of working.

A prerequisite for development of the library sector is educated and professional staff as well as efficient and professional management. To compensate for the lack of library education in Laos, a comprehensive education and training programme should be set up. The Government should try to find external funding for a 5-year nation wide training programme for library staff.

The lack of a legal deposit legislation in Laos makes it difficult for the National Library to fulfil one of the basic assignments for a national library, namely to collect and preserve the national written cultural heritage. The main part of the National Library collection consists of donated international surplus stock. As a consequence the library is more a showroom for miscellaneous international publications than a national library.

There seems to be weak awareness that the cultural heritage of tomorrow has to be developed today. Apart from the palm leaf manuscripts no concern seems to be paid to the written cultural heritage. One exception is the collections from the French colonial time, books in French and English, which are digitized with support from France.

A legal deposit act must be introduced in order to make sure that current Lao publications are saved for the future. As publishing is controlled by the Ministry of Information and Culture, and the number of annual publications is limited, it should be an easy task to introduce a legal deposit act and to guarantee the operation. This is not a matter of economy, but is a matter of political ambition and concern.

Recommendations 2008:

- Government should set up a strategy for basic funding of the library sector
- in addition Government should set up a strategy for library development and find co-operation with donor organizations that are willing to offer funding for long term development
- a 5-year education programme for the library sector should be developed in order to set up a library and information department. This should be done in cooperation with a university faculty and in cooperation with expertise from neighbour countries
- the role of the National Library should be clarified and based on a strategy plan its role in the public library field should be defined
- the National Library should be used as a strategic resource in library development

- the project culture should be modified and the dependency on book donations should be replaced by a professional acquisition policy
- a legal deposit act should be adopted to preserve current literature for the future
- a programme for increased publishing of literature in the Lao languages should be developed

10.2 Action Plan 2009 – 2010, Laos

In addition to the above outlined suggestions for future development we would like to suggest an action plan for 2009 – 2010 including actions that could be undertaken immediately and could be done without extra funding.

Activity 1. To set up a legal deposit act.

We recommend that the National Library in cooperation with the Ministry of Information and Culture start the preparation to create a legal deposit legislation for Laos. The activity should include not only the legal document but also the operation of the act that is how to organize collecting and distribution of materials to the proper institution, which should be the National Library of Laos.

As Vietnam since long has a legal deposit legislation MoIC and the NLL should seek advice from the Vietnamese partners.

Activity 2. To set up a policy for book donations.

We recommend the National Library to set up a policy for book donations based on the assignment in the training program. Library collections should meet the need of the users. Book donations often meet the needs of the donor to get rid of a surplus book collection in a convenient way. An important principle for book donations to libraries is that the receiving library should have the right to select and to say no thanks to inadequate books.

The National Library should set up a plan for collection development and in addition to that a policy including guidelines for what kind of books it would accept and what books will not be accepted. With such guidelines book donations could be a valuable source in a professional collection development. The policy document could also encourage libraries to say no thanks without offending the donor.

As it is difficult to find model documents on book donation policy, this work must be prepared on the national level. It should be a good idea to seek support within the network of project partners and partners within the region, participants and tutors in the training program and of course colleagues met in the study tours.

Activity 3. To set up a policy for external funding.

We recommend the National Library to prepare a policy document for effective use of external funding, with strategic goals based on a national library policy. First step in the preparation should be to analyse and evaluate the results of funding received during the last ten years. What results have been obtained, what are the long term results, what resources were demanded from the library to manage the funding, did the donor interests coincide with the objectives for the library. Did the objectives for the funding meet the user needs.

Based on the evaluation a policy for external funding should be set up in order to change the role of the library from passive receivers to active cooperation partners. Before accepting external funding it should be decided if the library will be able to manage the funding in an effective way. The option to say no thanks to donors should be considered if for instance the effect of the external funding could be questioned, or if it is not in line with national priorities.

In the preparatory work the National Library should seek support from the network of project partners from the training courses.

Activity 4. To rearrange the collections in the National Library.

Due to various book donations the National Library is more a mirror of international publishing than a mirror of the Lao national literature. In order to change this the National Library should undertake the task to rearrange the collection to focus on the Lao collection of printed material. Old, outworn and outdated foreign material should be discarded.

10.3 Outline for further development in Vietnam

With 80 million potential library users Vietnamese public libraries are in a favourable position. Other favourable components are: committed staff, stable, even if insufficient, funding and an interest from the Ministry to develop the public library sector. Modern public libraries play an important role for equal access to information, education, recreation and culture. A well developed library system is a valuable resource in the welfare state and in the democratic process to offer equal opportunities for all, for underprivileged groups as well as for people living in remote areas. To develop and modernize the Vietnamese public library system to an international standard will, however, need time and effort.

The goals and objectives for Vietnamese libraries are set by the Library Ordinance. But the legal framework alone will not be enough. Legal documents must be combined with a development strategy and with adequate resources.

Here the Library Department should take the lead to set up an action plan and a long term strategy for a step by step development. The action plan and strategy should be tailor made for Vietnamese conditions and based on an analysis of what elements are necessary to achieve the result. The plans should be set up in close cooperation with library managers from the whole country.

As has been said before, one crucial point for success to improve libraries is a professional staff. Staff training is a prerequisite for further development. Therefore the Ministry should set up an action plan for training of library staff on different levels. Here the Library Department has already expressed an ambition to continue the training procedure based on the experience from the regional Sida project. What should also be realised in the training programme is to examine the possibilities for library staff to participate in international meetings and professional seminars or conferences and exchange programmes.

A better trained staff needs tools to practise their new abilities - if not the enthusiasm will soon be gone. Therefore the need for funding should be examined. The funding scheme must of course be adapted to the national financial situation. It will probably not be possible to modernize the whole public library system all at once. For financial reasons and for human

resource reasons priorities must be made. Therefore a plan for development must be set up. The plan could be based on different models. A step by step development plan could be geographically based, or it could be decided to start to develop certain services, for instance ICT development. It is also possible as a first step to develop the provincial libraries, to develop services for certain target groups. Most important is to make priorities to reach the goal.

Vietnam has a decentralized public library system. To create a comprehensive library system there is a need of national coordination and standardization in certain fields. Here the National Library should play a more strategic role in public library development. The National Library should have a clear mandate and adequate resources to act as a central resource for library automation, digitization, standardization, coordination and professional training.

Recommendations:

- the Library Department should set up a training programme for library staff on different levels including international exchange
- the Library Department should also set up a plan for implementation of the performance measurement and standards evaluation
- the Library Department in cooperation with the National Library and library managers should set up an action plan for long term public library development
- in order to develop a national information infrastructure the plan should include an analysis what parts of library operation/services need standardization, cooperation and coordination
- a mandate for the National Library should be agreed and resources for the NL as a professional centre should be developed
- special attention should be given the development of library service to rural areas, for instance an increased number of book mobiles.

10.4 Action plan 2009 – 2010, Vietnam

There is an infrastructure for the library sector in Vietnam. This infrastructure however has to be filled with content. To modernize and develop the Vietnamese public library system to an international standard will take time and effort. A prerequisite for further development is a well educated library staff. The first step should therefore be focused on staff development. The Library Department has already announced that it is prepared to continue the training program developed within the project.

Activity 1. To set up a training program to start in 2009.

We encourage the Library Department in cooperation with the library sector to set up plans for a nationwide training program to start in 2009. The training program should have a long term perspective and be performed on a regular basis.

Activity 2. To promote the implementation of the performance measure workshop.

The result from the joint project between the Sida project and the Atlantic Philanthropies will be presented by April 2009. The Library Department should make preparations in order to implement the outcome from the workshop.

10.5 Action Plan for Library Associations

Library associations can play an important role in library promotion and to support professional development. Library Associations in both Laos and Vietnam are in their initial stage. In order to support the development of the associations they were included in the training program and some follow up activities were designed for library association board members. The associations have set up strategic plans for their future development.

We recommend the Library Associations to set up an action plan based on the strategic plan. The action plan should include a time table and indicate which actions should be performed annually 2009 – 2011. It is important that the action plan is balanced with planned activities and resources available.

11. The regional aspect

Funding from Sida was allocated for a regional project. Activities in the project have been planned with the regional aspect in view. One of the ideas behind a regional project for the library sectors in Vietnam and in Laos was that Vietnam with a more advanced library system could support and encourage library development in Laos.

All activities in the project involved participants from both countries. The project planning and preparatory work have given good opportunities to establish contacts between library institutions from the two countries, to discuss professional matters and to learn from each other.

An effect of the training program was that personal contacts between Vietnamese and Lao library employees developed since they worked together for about ten weeks. They learned to know each other and they learned from each other. A network was established that will facilitate and strengthen future professional contacts.

The study tours gave the opportunity to meet colleagues from Singapore and from Hong Kong; contacts that could be valuable in future library development.

There is however a problem in the region of South East Asia that no common language is spoken. Many librarians from Laos got their education in Vietnam and speak Vietnamese. Many Vietnamese and Lao professionals can communicate in Russian. The knowledge in English is not yet advanced enough to be used as means of communication.

In order to facilitate and develop the cooperation, not only between libraries in Vietnam and Laos, but also within the region priorities should be made to improve the knowledge of English.

List of annexes

Annex 1. Program and list of participants for her workshop in Hanoi, January 2008

Annex 2. Trainers and tutors for the training programme in HCMC, spring 2008

Annex 3. Participants in the training programme in HCMC and study tour to Singapore

Annex 4. Schedule for the study tour to Singapore, May 2008

Annex 5. Strategic planning workshop in Hong Kong and Hanoi, November – December 2008 (by Michael Robinson, President, HKLA)

Annex 6. Program and participants in the workshop for measuring performance, September 2009

Annex 1.

Regional start up workshop in Hanoi, January 7 – 9, 2008

Venue for the workshop: National Library of Vietnam, 31 Trang Thi Str.

Objectives for the workshop:

Following the successful planning meeting held in Ho Chi Minh City, 11-14 November, the objectives for the Regional Start Up workshop are as follows, to:

- Provide an overview and vision of the context of public libraries in society in the 21st century;
- Discuss strategies for short term development in Laos and Vietnam with international colleagues;
- Announce and confirm the content, management and implementation of the regional library development project, funded by Sida, to include:
 - confirmation of available resources
 - understanding of the planning of activities for promoting training of selected libraries and for supporting development of Library Associations
 - acceptance of the project implementation plan for 2008
 - confirmation of the role and involvement of actors (MCST/MOIC, National Libraries, Provincial/District libraries, Library Associations)
- Discuss and agree project monitoring & evaluation processes

Programme

Monday 7th January

Theme: Libraries in society. Moderator: Ms. Kerstin Hassner

08.30 Welcome address by Ms. Nguyen Thi Ngoc Thuan, Director, Library Department, Ministry of Culture, Sports and Tourism

09.00 Introduction to the workshop. Ms Barbro Thomas, Senior Director, National Library of Sweden

09.30 Libraries in Vietnam, introduction and overview, Ms. Nguyen Thi Ngoc Thuan, Director, Library Department

10.00 Tea/coffee break

10.30 Libraries in Laos, introduction and overview, Ms. Kongdeuane Nettavong, Director, National Library of Lao PDR

11.00 Libraries in Sweden, overview, Ms. Barbro Thomas, Senior Director, National Library of Sweden and Mr. Mats Lindquist, Senior Executive Officer, National Library of Sweden. Questions to the speakers.

12.00 – 13.30 Lunch

Moderator: Ms. Barbro Thomas

13.30 Library ideology and praxis, Ms Kerstin Hassner, Director, City Manager, Ljusdal Municipality, Sweden

14.30 Analysis of current situation in Laos and in Vietnam. Group discussions
- to identify available resources
- to set up strategies for development

15.15 Tea/coffee break

15.30 Group discussions continued

16.30 Summing up and conclusions

Tuesday 8th January

Theme: Access to information. Moderator: Mr. Mats Lindquist

08.30 ICT in public libraries in Vietnam, presentation of a survey, March 2007, Ms Nguyen Thi Bac, General Science Library, Ho Chi Minh City

09.00 Bibliotheca Vietnamica, Presentation of the Valease project on digitisation of Francophone written heritage, Ms. Nguyen Thi Bac and Ms. Kongdeuane Nettavong

09.30 Information Literacy – a discussion of the concept and its implications. Introduction by Mr. Mats Lindquist, National Library of Sweden

10.00 Questions to speakers

10.15 Tea/coffee break

10.30 Information resources in the National Library of Vietnam, Mr Pham The Khang, Director, National Library of Vietnam, followed by a tour in the National Library

12.00 – 13.30 Lunch

Moderator: Ms. Barbro Thomas

13.30 Library Trends, Overview and presentation, Mr Mats Lindquist, National Library of Sweden

14.30 Tea/coffee break

14.45 Swedish Public Libraries best in the world? How do we manage? Ms Kerstin Hassner

15.30 Questions to the speakers and plenary discussion

16.30 Conclusions and summing up

Conference dinner

Wednesday 9th January

Theme: Library Management and Promotion. Moderator: Ms. Kerstin Hassner

08.30 Libraries in society – more than Google, Mr. Mats Lindquist

09.15 Library promotion, introduction, Ms Barbro Thomas

10.00 Tea/coffee break

10.00 Library promotion by Library Associations, Strategies for the new associations in Vietnam and in Laos, Ms Kongdeuane Nettavong and Mr. Viet

10.30 Questions to speakers and plenary discussion

11:30 Authors and libraries. Why should they cooperate? Speaker from Vietnam Writers Association: Vu Quan Phuong

12.00 – 13.30 Lunch

Moderator: Ms. Nguyen Thi Bac

13.30 Strategies for library development in Laos/Vietnam. Plenary discussion

14.30 Tea/coffee break

14.45 Available resources, what is desirable and what is achievable, presenting the finalized and agreed plan and management of project activities and agreeing on the monitoring/evaluation processes Ms Nguyen Thi Bac/Ms Barbro Thomas

16.00 Closing of the workshop

List of participants in the workshop in Hanoi 7-9 January 2008

No	Full names	Institutions
1	Tran Nhat Linh	Hanoi Public Library
2	Chu Ngoc Lam	Hanoi Public Library - Director
3	Nguyen Hai Ha	Hatay Public Library
4	Nguyen Thi Kim Lien	Hatay Public Library - Director
5	Nguyen Ngoc Sinh	Binhdin Public Library
6	Hoang Thi Bich Thuy	Binhdin Public Library - Director
7	Dang Binh Minh	Yenbai Public Library
8	Ho Van Thai	Yenbai Public Library - Director
9	Nguyen Dzung	Lamdong Public Library - Director
10	Nguyen Huong Giang	GSL of HCM City
11	Nguyen Thi Nhu Trang	GSL of HCM City
12	Huynh Cong Khanh	GSL of HCM City
13	Le Ha Van Nghe	GSL of HCM City
14	Vinh Quoc Bao	GSL of HCM City
15	Nguyen Huu Gioi	Library Department - VLA
16	Nguyen Van Thien	Hanoi Univ. of Technology - VLA
17	Nguyen Thi Kim Quang	Cantho Public Library
18	Nguyen Phi Nhan	Cantho Public Library - Director
19	Viradeth Bounprasith	Laos
20	Manotham Khanphathat	Laos
21	Oudomnakhonasy Phayvanh	Laos
22	Vongphanakhone Phitsamay	Laos
23	Samunty Onta	Laos
24	Kondeuane Nettavong	Laos
25	Nguyen Thi Ngoc Thuan	LD
26	Nguyen Thi Thanh Mai	LD
27	Pham The Khang	NLV
28	Le Van Viet	NLV
29	Nguyen Thi Bac	GSL of HCM City
30	Ngo Thi Hong Diep	LD
31	Nguyen Thi Phuong Hoa	International Exchange Department- MoCST
32	Barbro Thomas	National Library of Sweden
33	Mats Lindquist	National Library of Sweden
34	Kerstin Hassner	Ljusdal Library - Sweden

Annex 2

List of trainers for the training programme in HCMC, spring 2008

Name	Education & Experiences	Contact
1) Mrs Thomas Barbro		barbro.thomas@kb.se
2) Mrs Hassner Kerstin	University studies, The College of Linköping, College of Librarianship, Borås,	Executive Municipal Director, Municipality of Ljusdal
3) Dr Lindquist Mats	University of Stockholm, Ph.D. in computer and information science	Vindragarvägen 12 SE-11750 Stockholm mats.lindquist@kb.se
4) Mrs Weibel Kathleen	University of Wisconsin-Madison, School of Library and Information Studies; Doctoral course work in adult education and library science.	812 W. White Street, Champaign, Illinois 61820 Tel: 217-352-0483 kweibel2@gmail.com
5) Mr Robinson Michael	B.A. (Hons) from the University of Melbourne, and both a Graduate Diploma in Librarianship and Master of Business (Information Technology) from RMIT University Australia	The Hong Kong Institute of Education 10 Lo Ping Road, Tai Po, New Territories Hong Kong SAR robinson@ied.edu.hk
6) Mr Lee Chu Keong	MSc (Information Studies), Nanyang Technological University	Division of Information Studies, Wee Kim Wee School of Communication and Information, Nanyang Technological University, Singapore ascklee@ntu.edu.sg
7) Mr Kieu van Hot	Master of Library and Information Sciences, Graduate School of Library and Information Sciences - Simmons College, Boston, MA	NLV, 31 Trang Thi, Hanoi
8) Mr Pham Thuc Truong Luong	Bachelor of Science, Hanoi University	137 Quan Tho, Ton Duc Thang Str., Hanoi, VN luongptt@gmail.com

List of Tutors for the training programme in HCMC, spring 2008

No.	Name	Education & Experiences	Contact
1	Nguyễn Tấn Thanh Trúc	Master of Library and Information Sciences, Graduate School of Library and Information Sciences - Simmons College, Boston, MA. - Head of the Information Center, SGGP newspapers	thanhtruc@sggp.org.vn
3	Huỳnh Trung Nghĩa	Master of Library Sciences (Univ. of Social Sciences & Humanities) - Deputy Head of Technical processing Division, GSL	Gsl.hcmc@hcm.vnn.vn
4	Hoa Trắc Điểm	Specialist of Website Designer Tinh Van software Company	diemht@tinhvan.com
5	Phan Phạm Trung	Specialist of Database and Digital Library Tinh Van software Company	trungpp@tinhvan.com
6	Nguyễn Phú Hải	Bachelor of Biology (University of Pedagogy) - Staff of the IT Division, GSL	Phuhai23@yahoo.com Tel: 084-88234052
7	Nguyễn Giang Quan	Master of Educational Leadership and Management (RMIT Univ.) - Deputy-Head of IT Division, GSL - Inviting lecturer, Library & Information schools	gsl.hcmc@hcm.vnn.vn Tel: 084-88234052
8	Vĩnh Quốc Bảo	Master of Educational Leadership and Management (RMIT Univ.) - Head of IT Division, Head of Public Services, GSL - Inviting lecturer, Library & Information schools	bao.vinhquoc@gmail.com Tel: 084-88234052
9	Nguyễn Thị Bắc	Master of Library and Information Sciences, Graduate School of Library and Information Sciences, Simmons College, Boston, MA.	Bacnt-gsl@hcm.vnn.vn

Annex 3

List of participants in the training programme in HCMC and the study tour to Singapore

	Name	Organization	Email
1	VIRADETH BOUNPRASITH (Mr)	Vice Director National Library of Laos (NLL)	thuvienlao@yahoo.com
2	Ms KHANPHATHAT MANOTHAM (Mrs)	Staff, NLL	Khanphathat@yahoo.com
3	VONGPHANAKONE PHITSAMAY(Mrs)	Staff, Mobile Library, NLL	Phitsamay_vong@yahoo.com
4	ONTA SAMUNTY(Mrs)	Staff of reading compagn and animation, NLL	Onta@yahoo.com
5	YANGNOUVONG (Mrs) KHNATHAMALY	Head of Manuscripts Palm Leaf Division	khanthamaly@hotmail.com
6	OUDOMNAKHONSY PHAYVANH (Mrs)	Staff, Computer & Internet section, NLL	Vanphay@yahoo.com
7	TRẦN NHẬT LINH(Mr)	Staff, Hanoi Public Library,	linhtvhn@yahoo.com
8	NGUYỄN HẢI HÀ(Mr)	Head of Automation division, Ha Tay Province Library, VN	nguyenhai332006@yahoo.com
9	NGUYỄN NGỌC SINH(Mr)	Software and hardware technician, Binh Dinh Provincial Library, VN	thuvienbinhdinh@gmail.com
10	ĐẶNG BÌNH MINH(Mr)	Staff, Yen Bai Provincial Library, VN	
11	NGUYỄN DŨNG(Mr)	Director, Lam Dong Provincial Library, VN	tvld@hcm.vnn.vn , dungthuvien@gmail.com
12	TRẦN THỊ KIM QUANG(Mrs)	Head, division of Public services, Cantho City library, VN	kimquangtvct@yahoo.com
13	NGUYỄN HỮU GIỚI(Mr)	Specialist, Library Department, Ministry of Culture, Sport and Tourism, VN	
14	NGUYỄN VĂN THIÊN(Mr)	Head of Department of Technical Processing material, Politechniques Univesity, Hanoi, VN	thien-nv-lib@mail.hut.edu.vn
15	HUỖNH CÔNG KHANH(Mr)	Staff, Information Section, General Sciences Library of Ho	hckhanh2001@yahoo.com

		Chi Minh City, VN	
16	LÊ HÀ VÂN NGHÊ (Mrs)	Staff, Department of Technical Processing Book, General Sciences Library of Ho Chi Minh City, VN	vannghe281@yahoo.com
17	NGUYỄN THỊ NHƯ TRANG (Mrs)	Deputy Head of Periodical Room, General Sciences Library of Ho Chi Minh City, VN	trangpbao@yahoo.com
18	NGUYỄN THỊ HƯƠNG GIANG (Mrs)	Staff, Department of Research & Development, General Sciences Library of Ho Chi Minh City, VN	thygiang.gsl@gmail.com
19	VINH QUOC BAO (Mr)	Head of Information Department, General Sciences Library of Ho Chi Minh City, VN	gsl.hcm@hcm.vnn.vn
20	NGO HONG DIEP (Mrs)	Specialist, Library Department, Ministry of Culture, Sport and Tourism, VN	hongdiep@cinet.vnn.vn
21	NGUYEN THI THANH MAI (Mrs)	Vice - Director, Library Department, Ministry of Culture, Sport and Tourism, VN	hongdiep@cinet.vnn.vn
22	NGUYEN THI BAC (Mrs)	Project Director, Regional Library Development Project	Bacnt-gsl@hcm.vnn.vn

Annex 3, page 2

Annex 4

Proposed Schedule for a 6-day Study Tour visit to Singapore NLB public libraries by the Regional Library Development Project (Sweden-Laos-Vietnam) under the sponsorship by SIDA (Swedish International Development Agency via the National Library of Sweden)

Dates: 5 – 10 May 2008

INDOCHINA Contact person:

Nguyen Thi Bac
Project Director, Regional Library
Development
General Sciences Library of Ho Chi Minh City
69 Ly Tu Trong Street, District 1
Ho Chi Minh City, Vietnam
Tel 84 8 8224292
Fax 84 8 8 8299318
Email: bacnt-gsl@hcm.vnn.vn

NLB Contact Person

Sharon Thien
Assistant Director, Service Management
Public Library Services Group
National Library Board, Singapore
Tel: +65 – 6342 4413
Fax: +65 – 6342 4411
Mobile: + 65 9845 8438
Email: sharon_thien@nlb.gov.sg

Roy Won
Librarian, Adult/Young People's Services
Public Library Services Group
National Library Board, Singapore
Mobile: +65 9029 7396
Email: roy_won@nlb.gov.sg

Bonny Tan
Snr Reference Librarian, Singapore &
Southeast Asia
Lee Kong Chian Reference Library
National Library Board, Singapore
Mobile: +65 90144817
Email: Bonny_Tan_tan@nlb.gov.sg

Scope of Visit:

6-day visit to NLB & NTU libraries

Coverage: Overview of library automation systems, self-service innovations, technological developments and customer service

Number of Participants: 22 including translators and coordinators

Daily schedule: 9 am – 5 pm

Day/Date	Programme Details	Location	Staff In charge
1.35pm VN 741	Pick-up at airport and send to hotel		Bonny Tan
2.00 pm – 2.30pm	Travel to Hotel	Hotel Bencoolen 47 Bencoolen Str.	

Day/Date	Programme Details	Location	Staff In charge
		Singapore 189626 Tel +65 6336-0822 Fax +65 6336-2250	
3.30 pm (Depart to go to Museum) 4 – 6.00 pm	Visit National Museum	Singapore History Museum 93 Stamford Road (S)178897 – all delegates except for Madam Bac	Bonny Tan
3.30 pm – 4.00 pm	Pick up Nguyen Thi Bac to go the National Library		Ivy Lee
4.00 pm – 5.30pm	Sharing session for NLB by Nguyen Thi Bac : Vietnam Libraries: Services for the visually impaired	National Library 100 Victoria Street (S) 188064 Tel: 63323255 http://www.streetdirectory.com/asia_travel/travel/travel_id_28179/travel_site_13144/	Ivy Lee
6.00 pm – 8.00pm	Informal meeting with Nguyen Thi Bac.		
Tue, 6 May 08 (National Library, Singapore)	Organizational Overview	National Library 100 Victoria Street (S) 188064 Tel: 63323255	
8.15 am – 9.00 am	Meet at Hotel lobby and meet at National Library Entrance, Information Counter	Welcome by Ho Lian Geok, Associate II, Professionals and International Relations	Bonny Tan
9 am – 10.30 pm	Overview of NLB & Introduction on Library Association of Singapore mission & L2010 vision & goals, IFLA Regional Office & Oceania NLB organizational chart Question & Answer (Q & A)	(Imagination Room Level 5) Tan Keat Fong Deputy Director, Public International Relations & IFLA Asia & Oceania rep	
10.30 – 11.00 am	Tea Break		Lian Geok
11.00 – 12.30 pm	Tour of LKCRL & Tour of CCL Central Lending Library (CLL) Social Sciences and Humanities/Science and Technology Collections The Chinese, Malay & Tamil Collections Donors' Collections and Asian Children's Collections Singapore and Southeast Asian Collections		Bonny Tan / Ivy Lee Daniel Choy, Manager

Day/Date	Programme Details	Location	Staff In charge
12.30 – 2.00 pm	Catered lunch at the Pod hosted by LKCRL		Siew Chin
2.00 - 5 pm	Lee Kong Chian Reference Library Services Ref onsite/offsite NOS/NLE Tri-Web	(Visitor's Briefing Room, Level 1)	Judy/ Ivy Lee/ Puay Eng
6.00 pm – 8.00pm	Informal meeting with Judy Ng (Deputy Director, Lee Kong Chian Reference Library) for Nguyen Thi Bac.		
Wed, 7 May 08 (Woodlands Regional Library, Level 4 Everest Room)	Customer Service & Service Quality	Woodlands Regional Library 900 South Woodlands Drive, #01-03 Woodlands Civic Centre S (730900) Tel: 67673902	
7.45 am – 8.00 am	Wait for transport at Hotel lobby		Bonny Tan
9 – 9.45 am	Introduction to Public Library Services Group (PLSG) Role & organizational chart Region concept Role of divisions within PLSG 3-tiered public library system Staff Training & Development		Veronica Boudville, Deputy Dir.
9.45 – 10.30	Customer Service & Customer Relations Contact Center Role of Quality Service Manager Customer Satisfaction Index		Yip Wai Kuan, Senior Manager
10.30 – 11.00 am	Tea Break		
11.00 – 11.45 am	Quality Service Management Customer Feedback Mechanism (customer satisfaction survey, focus groups, customer appreciation day) Service Standards ISO Certification		Janice Tan, Manager

Day/Date	Programme Details	Location	Staff In charge
11.45 – 12.30 pm	Overview of e-services and library systems Tour of WRL to demo and showcase: RFID applications and Self-service library systems		Hajbee Bakar, Senior Manager
12.30 – 1.45 pm	Packed Lunch at the library		Roy
2.30 pm – 5 pm**	Library Visit Sengkang Community Library (shopping mall library) library@esplanade (niche performing arts library)	Sengkang Community Library 1 Sengkang Square, Compass Point #04-26/27 S (545078) Tel: 63323255 library@esplanade The Esplanade 8 Raffles Avenue (S) 039802	Adeline Neo, Manager Low Si Wei, Manager
5.00 pm – 6.30pm	Explore Merlion		Bonny Tan
6.30 – 7 pm	Short bus tour of the city. Return to Hotel		Bonny Tan
Thur, 8 May 08 (Jurong Regional Library, Programme Zone & Synergy Room)	Public Library Services	Jurong East Community Library 21 Jurong East Central 1 S (609430) Tel: 66650303	
7.45 am – 8.00am	Wait for transport at Hotel lobby		
9.00 am – 10.30 am	A gallery walk cum presentation on: Services to Children, Young People, Adults, Senior Adults & Special Needs Community Outreach & Programmes PL Web and Use of New Media		Ian Yap, Manager Lim Li Sa, Senior Librarian Roy Won, Librarian
10.30 – 11.00 am	Tea Break		(provided by library)
11.00 – 12.30 pm	Tour of Library Q & A		Kris Lim, Manager Ian Yap, Manager
12.30 – 2.30 pm	Catered Lunch (hosted by PLS)		Roy
2.30 – 3.30 pm	Presentation/Gallery Walk on		Valerie Siew, Manager Trudy Loh,

Day/Date	Programme Details	Location	Staff In charge
	National Reading Initiatives Community Partnerships Community Engagement – Friends of the Library		Assistant Director Kiang-Koh Lai Lin, Director
3.30 – 4.00 pm	Tea Break		(provided by library)
4.00 – 5.00 pm	Q & A		PLS staff
7pm – 8pm	Informal meeting for Nguyen Thi Bac with Mr Lee, NTU.	73, Cavenagh Road, #09-374 Cavenagh Gardens, Singapore 229624 House Tel No.: 67376249	
Fri, 9 May 08 (Library Supply Center/SingPost (RTOB))			
8.00 am – 8.15am	Wait for transport at Hotel lobby		
9.00 am – 10.30 am	SingPost (RTOB)	Singapore Post Centre 10 Eunos Road 8 West Entrance Level 1 Singapore 408600 road outside the Centre; http://www.streetdirectory.com/ restaurants/singapore/reviews/ location-Cavana- 1000000686.php	Alan Tan, Logistics Associate II, Logistics Services (NLB) Mr Chua Eng Hwee, Operations Manager, Mail Processing & International Mail (SingPost)
11.00 – 12.30 pm	Tour of Library Supply Center	Library Supply Centre No. 3, Changi South Street 2, Xilin DistriCentre Building B, Level 2, Singapore 486548 Tel: 65467204	
12.30pm – 1.45 pm	Packed Lunch at LSC		
2.00 pm – 2.30 pm	Travel to Bishan		
3.00pm – 5pm	Visit of Bishan Community Library	Bishan Community Library 5 Bishan Place #01-01 S(579841) Tel: 64784962	Chua Chew Yong, Manager
5.00 pm – 9.00 pm	LAS reception for Nguyen Thi Bac at the Istana. Meet at Events Plaza, NL at 5.00 – 5.30pm.	Istana Orchard Road (S)238823	Roy leads the rest of the delegates while Bonny Tan takes Madam Bac to NL
Sat, 10 May 08	Visit to NTU libraries		
8.00 am	Wait for transport at Hotel lobby		Bonny Tan
9.30	Arrival of delegates Lee Wee Nam Library Entrance	Nanyang Technological University :: Lee Wee Nam Library :: North	Mr Choy

Day/Date	Programme Details	Location	Staff In charge
		Spine 3, 50 Nanyang Avenue, Singapore 639798	Fatt Cheong, University Librarian
9.30 – 10.30	Overview of NTU Library including live demo of key academic databases eg. Emerald, Proquest etc at Lee Wee Nam Library Meeting Room		Mr Choy Fatt Cheong
10.40 – 11.00	Tour of Lee Wee Nam Library at Lee Wee Nam Library		Mr Choy Fatt Cheong
11.00 pm – 12.30 pm	Lunch at Canteen NTU		
12.30 pm - 1.30 pm	Return to Hotel		
3.30 pm – 4.30 pm	Informal meeting between Madam Bac, Sharon Thien (Assistant Director, Service Management, PLS) and Tay Ai Cheng (Director, PLS) meets Nguyen Thi Bac .		
Sun, 11 May 08	Free and Easy		On their own
6pm – 8pm	Informal Dinner with Johnson Paul (Deputy Director, Publishing and Research Service) for Nguyen Thi Bac. The rest of the delegates dine on their own.		
Mon, 12 May 08	Departure		
Depart 12.00pm	Depart for airport VN740		On their own

Annex 5



HONG KONG LIBRARY ASSOCIATION

Report on Strategic Planning Workshop Vietnam Library Association and Lao Library Association. November and December 2008

[abbreviated version, without appendices, for the final report to the Swedish International Development Authority, March 2009]

Background & Objectives

The Hong Kong Library Association (HKLA) was approached by Mrs Nguyen Thi Bac on behalf of the Swedish International Development Agency (SIDA) to conduct a strategic planning workshop with the Vietnamese Library Association and the Lao Library Association. As both Associations have been established recently, it was considered to be an opportune time to review their current situation and to develop plans for future programs, activities and management.

The objectives set out for the workshop were;

- To study HKLA programs and activities, and how these could be adapted by VLA/LLA
- To review current progress of VLA and LLA
- To share experience and discuss issues of implementation in Vietnam and Laos
- To develop strategic plan with one year and three year objectives
- Draft plan for discussion with VLA and LLA members

Attendance

Hong Kong, 17-20 November 2008

HKLA

Mr. Michael Robinson, President, HKLA

Ms. Venia Mak Yee Man, Honorary Secretary, HKLA

Mr Francis Chan Shue Leung, Minutes and Publications Co-ordinator, HKLA

Mr Leo Ma, Careers and Education Co-ordinator, HKLA

VLA

Mrs Nguyen Thi Ngoc Thuan, President, VLA

Ms Vu Duong Thuy Nga, Committee Member, VLA

Mr Pham Diem, Committee Member, VLA

Ms Ngo Thi Hong Diep, Member, VLA

Annex 5: page 2

LLA

Mr Bounprasith Viladeth, Vice-President, LLA
Mrs Vantha Bobaykham, Committee Member, LLA

Hanoi, 5th December 2008

HKLA

Mr. Michael Robinson, President, HKLA

VLA

Mrs Nguyen Thi Ngoc Thuan, President, VLA
Ms Vu Duong Thuy Nga, Committee Member, VLA
Ms Ngo Thi Hong Diep, Member, VLA
Mr Pham The Khang, Vice-President, VLA
Mr Nguyen Huy Chuong, Vice-President, VLA
Mr Vu Viet, Vice-President, VLA
Mrs Tran Thu Lan, (for Mr Ta Ba Hung), Vice-President, VLA

LLA

No attendees

Program

The workshop program overall consisted of two legs: - one of three days duration in Hong Kong (17th – 20th November 2008), which combined workshop sessions with library visits and other activities, and the second leg of one and a half scheduled days in Hanoi two weeks later (5th and 6th December 2008). The break in the program was intended to provide both Associations with an opportunity to develop a draft strategic plan at their own pace outside of the workshop sessions, and to bring this draft to the Hanoi sessions for review.

The detailed breakdown of session contents is as follows;

Hong Kong Planning Sessions

The Hong Kong leg of the workshop program consisted of the following sessions and activities;

1. A “sharing session” between the Associations on the role and activities of the Hong Kong Library Association. This included an overview of the HKLA, its history and current state of development, as well as detailed run-downs on Committee structure and function, constitution and procedure, programs, finance and membership. This presentation was accompanied by the provision to the delegates of a number of supporting documents, such as the HKLA constitution, meeting minutes and agendas, newsletters and HKLA Year Books to illustrate the range of activities involved.

Annex 5: page 3

2. One “issues raising” session each for the VLA and LLA to discuss matters of concern to the development of both Associations and to consider the experience of the HKLA in addressing these problems.
3. A session focusing on the strategic planning process and on identifying the factors affecting the current situation of both the VLA and the LLA, through a SWOT (Strengths, Weaknesses, Opportunities & Threats) Analysis.
4. Visits to the libraries of the Hong Kong Institute of Education (where the workshop sessions were held) the Chinese University of Hong Kong, the Polytechnic University of Hong Kong and the Hong Kong Central Library.
5. A working lunch with Directors of JULAC (the Joint University Librarian’s Advisory Committee) and former Presidents of the HKLA to discuss issues in the development of professional library associations.

Draft Preparation

At the end of the Hong Kong sessions, representatives of the VLA and LLA were requested to both draft a strategic (SWOT) analysis and to commence work on a draft strategic plan, for review at the Hanoi leg of the workshop. In addition, the workshop facilitator drafted strategic analyses of both Associations to facilitate this process, based on the discussions which had taken place during the previous sessions.

Hanoi Review Sessions

During the Hanoi leg of the workshop, the draft strategic plans of both the VLA and LLA were reviewed over a day long workshop. This included a discussion of the strategic analyses which had been undertaken by each Association, as well as a review and discussion of the objectives outlined in their strategic plans.

The main themes of this discussion were;

1. To identify what role the “national’ Library Association of each country should play, and how this integrates with the activities of the regional associations.
2. To link the planned activities with coherent objectives, related in turn to an overall strategy for the development of each Association.
3. To work through issues of “how” these objectives might be achieved, what resources were required, and what strategies could be adopted to undertake these activities without involving the Associations in high costs and an unduly heavy workload.

In addition to this, a number of documents (such as statements of objectives and policies) were tabled during the session to provide examples from other professional associations in the region (including Singapore, Malaysia, Thailand, Australia and Japan) and to serve as a simple guide for the development of similar documentation in the VLA.

At the request of the Vietnam Library Association, the second session, scheduled for Saturday morning 6th December, did not proceed, as it was felt that sufficient information had been provided for the VLA to complete the strategic plan through its own Committee system and process.

Outcomes

Vietnam Library Association

At the end of the Hanoi session, the Vietnam Library Association has a draft strategic plan in place, and will proceed to incorporate the further discussions above into a final draft of the strategic plan for review and ratification by the larger VLA Committee. While the presence of the Vice-Presidents of the VLA was not expected at the Hanoi session, this was beneficial insofar as this Executive group had an opportunity for an early review and discussion of the draft prior to it being circulated to the wider General Committee.

The VLA delegates present also indicated that they have a clearer understanding of their role as a national professional association, which assists them to focus on activities of a national character, and not to attempt to duplicate the role or work of the regional sub-associations. Improving the profile of the Association internationally (for example through membership of IFLA) and recognition of the Association within Vietnam (for example through the development of a website) were seen as priorities for the VLA at this stage. While the Association does not have substantial finance at its disposal, strategies were discussed – such as the co-opting of appropriate staff from within the member libraries – to achieve objectives with minimal resource implications. Strategies were also discussed for reducing administrative and cost overheads, for example by communicating with both Committee and the general membership electronically as much as possible, and by avoiding expensive face to face meetings. Developing a program of activities which encourage membership and demonstrate its benefit were urged as a means of building up the membership base, and making membership free as a means of establishing the national representation of the Association was suggested for the early stages of development of the VLA.

Lao Library Association

It is unfortunate that the representatives of the Lao Library Association were unable to attend the follow-up session in Hanoi, as they were unable to obtain travel visas in time for this session. The LLA has made good progress in developing a strategic plan which outlines its major initiatives for the short to medium-term future, but did not have the benefit of the review session in Hanoi to consider additional initiatives, resource implications and so on.

The issues facing the LLA are to some extent similar to those of the VLA, and so the points made in the final session may be pertinent to their future planning. The presentation has been forwarded to the Vice-President of the LLA for information and follow-up.

Conclusion

Both Associations have made some progress and commitment towards the development of strategic plans which contain coherent and practical objectives for their development. The next challenges before both the VLA and LLA are to obtain a wider acceptance of these plans and to implement them with their broader Committee systems, and within the constraints of the respective Government Ministries. I have indicated my own willingness as well as the co-operation of the Hong Kong Library Association in continuing to support the development of both Associations, in the interests of strengthening the professional development of libraries and librarianship in Vietnam and Laos.

Michael Robinson
President, HKLA, 2007/08

Annex 6

Inception workshop on Standards for Measuring Performance and Impact

Venue: Ministry of Culture, Sport & Tourism, Hanoi, September 16, 2008

PROGRAM

8.30 – 8.45	Reception/Introduction
8.45 – 9.00	Opening by Mrs Nguyen Thi Ngoc Thuan, Director , Library Department, MCST
9.00 – 9.15	“Evaluation Practices of the Library Services in Vietnam”, Mrs Nguyen Thi Thanh Mai, Vice-Director, Library Department, MCST
9.15 – 9.30	“Evaluation Practices of the National Library, Vietnam”, Mr Huynh Pham The Khang , Director, NLV
9.30 – 9.45	“Evaluation Practices of the Information Provision through Learning Resource Centers in Vietnam”, Mrs Huynh Thi Trang, Director, Can Tho LRC
9.45 – 10.15	Tea Break
10.15 – 10.45	Presentation of the Research on “Information Provision through Public Libraries in Vietnam – Standards for Measuring Performance and Impact”, Mrs Nguyen Thi Bac, Vice-President, VLA
10.45 – 11.30	Discussions/Suggestions
11.30 – 11.45	“Standards for Measuring Performance and Impact: Swidish Experience”, Mrs Thomas, Vice – Director, National Library, Sweden
11.45 – 13.30	Lunch
13.30 – 13.45	“The guidelines for rural resource centers developed by IFLA/UNESCO in 1997: consultative process with the developing countries”, Mrs Carol Priestley, Director, Network Information & Digital Access (NIDA)
13.45 – 14.00	“Standards for Measuring Performance and Impact: Singapore Experience”, Mr Tran Nhat Linh, Ha noi Public Library
14.00 – 15.00	Discussions/Suggestions
15.00 – 15.30	Tea Break
15.30 – 16.00	Summary of Discussions/Suggestions
16.00 – 16.15	Closing
16.15 – 17.00	Meeting of the research team

**Inception workshop on Standards for Measuring Performance and Impact
16 September 2008**

List of Participants

	Name/Title	Institutions
1	Mr Sivieng Khet Konnyvong, Director	Publishing Deptment, MIC, Laos
2	Ms Gunilla Herdenberg, Director	National Cooperation Department, Sida
3	Mrs Barbro Thomas, Vice-Director	National Library, Sweden
4	Mrs Carol Prestley, Director	Network Information & Digital Access (NIDA)
5	Nguyen Thi Ngoc Thuan, Director	Library Department, MCST + VLA
6	Nguyen Thi Thanh Mai, Vice-Director	Library Department, MCST
7	Nguyen Huu Gioi	Library Department, MCST + VLA (participant, Sida project)
8	Pham The Khang, Director	National Library, Vietnam + VLA
9	Le Van Viet	National Library, Vietnam + VLA
10	Ta Ba Hung, Director	NACESTI + VLA
11	Nguyen Van Thien	Polytechnique University, Hanoi + VLA
12	Duong Thuy Nga, Lecturer	College of Culture, Hanoi
13	Chu Ngoc Lam, Director	Hanoi Public Library
14	Nguyen Thi Huong Giang	General Sciences Library (participant, Sida Project)
15	Vo Van Nhieng, Director	Public Library
16	Dang Binh Minh	Yen Bai Public Library (participant, Sida Project)
17	Huynh Thi Trang, Director	Can Tho LRC
18	Ha Le Hung, Director	Da Nang LRC
19	Huynh Dinh Chien, Director	Hue LRC
20	Nguyen Duy Hoan, Director	TNU LRC
21	Phan Truc Quynh, Program Officer	Atlantic Philantropies
22	Nguyen Thi Bac, Vice President	VLA
23	Tran Nhat Linh	Hanoi public library (participant, Sida Project)
24	Nguyen Hai Ha	Ha Tay public library (participant, Sida Project)
25	Nguyen Huy Chuong, Director	Information center, VNU, Hanoi + VLA
26	Tuyet Nhung,	Asia Foundation