

The *World Report 2003* focuses on libraries and the Internet based on completed questionnaires from 88 countries representing all regions of the world. It discusses the digital divide, filtering and blocking of information, user privacy, financial barriers, intellectual freedom, and codes of ethics. Analysis and conclusions will address differences region by region and thus discuss the challenge of the information society with regards to the information haves and the information have nots.

IFLA/FAIFE World Report 2003

intellectual freedom in the information society, libraries & the internet



IFLA/FAIFE World Report

Intellectual Freedom in the
Information Society,
Libraries, and the Internet

Stuart Hamilton & Susanne Seidelin

World Report Series Vol III

IFLA/FAIFE 2003

Intellectual Freedom in the Information Society, Libraries, and the Internet

IFLA/FAIFE World Report Series vol. III: IFLA/FAIFE World Report 2003

PUBLISHED BY

THE IFLA/FAIFE OFFICE
BIRKETINGET 6
DK - 2300 COPENHAGEN S
DENMARK
www.ifla.org/faife/index.htm
2003

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DESIGN

PER LUKMAN

PRINTED BY

HANDY-PRINT, SKIVE, DENMARK

ISBN

87 988 013 3 3

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Representing 88 countries from all six regions of the world, the third volume of the IFLA/FAIFE World Report Series is a true international work.

The editors wish to thank the many colleagues at national library associations and national libraries for all their commitment and invaluable contributions to the 2003 World Report.

A special thank you to PhD student Mr Stuart Hamilton of IFLA/FAIFE and The Royal School of Library and Information Science, Copenhagen for his true dedication, invaluable help and support - without which resources to develop this report would not have been available.

We wish to express our gratitude to colleagues around the world willing to spend time evaluating the World Report questionnaire prior to its distribution. Marianna Tax Choldin, Aleksandra Horvat, Jasmina Ninkov and Niels Ole Pors. A special thank to Loida Garcia who translated the questionnaire into Spanish.

Our sincere gratitude to the Danish IFLA97 Committee for sponsoring the printing costs of this report.

Finally, we wish to thank our creative and dedicated designer of the IFLA/FAIFE World Report Series Mr Per Lukman.

June 2003
Alex Byrne and Susanne Seidelin

Preface

Alex Byrne

In its seventieth year, the International Federation of Library Associations and Institutions (IFLA) took a radical decision to establish the Committee on Free Access to Information and Freedom of Expression (FAIFE). That 1997 vote by the IFLA Council not only acknowledged the centrality of intellectual freedom to the library and information professions but also committed the Federation to play a role in promoting and defending human rights in relation to information access.

The IFLA/FAIFE core activity of IFLA has become a key feature of the annual Congresses and a very active part of the Federation. Many of its projects and achievements are summarised in the Introduction to this World Report 2003. More details may be found on the website and in many articles and conference papers.

The work of IFLA/FAIFE is vital to the creation and maintenance of free societies throughout the world. On the one hand, it endeavours to protect fundamental freedoms through addressing

violations. On the other, it works to create a policy framework which will support the development of civil society throughout the world. Much has been achieved but much more remains to be done and is limited only by the resources available to support the activity.

I have had the honour to chair the IFLA/FAIFE Committee since its inception but our achievements have been the result of the work of colleagues throughout the world. Notable of course have been the members of the Committee and Advisory Board who have voluntarily devoted considerable time and energy to this important work. But we have been supported by other colleagues who have provided information, assisted with projects, supplied documents, prepared translations and undertaken a host of tasks without which this work could not have proceeded. IFLA HQ staff members, led by Secretary-General Ross Shimmon, have been particularly stalwart supporters: daily contact and support has been invaluable.

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Most important of all has been the IFLA/FAIFE Office in Copenhagen. The untiring commitment of its Director, Ms Susanne Seidelin, has been invaluable to the work of IFLA/FAIFE and the preparation of this World Report 2003. Assisted by our PhD student, Mr Stuart Hamilton, Susanne has undertaken the enormous project of preparing this vital document which reports on our professional successes but also indicates the many challenges which still face us. I am most grateful to her.

The report makes very interesting reading. The 88 countries included are very different and display a diversity of approaches to library and information service and access to the Internet. But the peoples of all the countries share a thirst for knowledge and it is our responsibility to assist them by providing and promoting unrestricted access to information.

“Let knowledge be denied no-one”

IFLA/FAIFE World Report 2001- Lesotho Country Report

Alex Byrne & Susanne Seidelin

IFLA Core Activity

The International Federation of Library Associations and Institutions (IFLA) has initiated a number of programmes focussing on high priority international issues in regard to library and information services - the IFLA Core Activities. Free Access to Information and Freedom of Expression (IFLA/FAIFE) is central since it derives directly from the IFLA Statutes in addressing intellectual freedom and barriers to freedom of access to information and freedom of expression. The main objective is to ensure that library users around the world may “seek, receive and impart information and ideas through any media and regardless of frontiers”.

IFLA/FAIFE’S mandate is consequently drawn from Article 19 of the United Nations Universal Declaration of Human Rights:

“Everyone has the right to freedom of expression; this right includes freedom to hold opinions without interference and to seek,

receive and impart information and ideas through any media and regardless of frontiers.”

IFLA/FAIFE operates independently and does not support any specific political, economic or other special interests except the promotion and defence of intellectual freedom through unrestricted access to information regardless of media.

Mission of IFLA/FAIFE

The terms of reference of the Committee on Freedom of Access to Information and Freedom of Expression (IFLA/FAIFE)¹ further defines our mission:

- FAIFE is an initiative within IFLA to defend and promote the basic human rights defined in Article 19 of the United Nations Universal Declaration of Human Rights.
- The FAIFE Committee and Office further freedom of access to information and freedom of expression in all aspects, directly or indirectly, related library and information services.

- FAIFE monitors the state of intellectual freedom within the library and information community worldwide, supports IFLA policy development and cooperation with other international human rights organisations, and responds to violations of freedom of access to information and freedom of expression.

Organisation

IFLA/FAIFE is organised with a Chair, Advisory Board, Committee and an Office located at the Royal School of Library and Information Science in Copenhagen, Denmark. The current Chair is also a member of the IFLA Governing Board thus underlining the strong working relations between the governance of IFLA and IFLA/FAIFE. According to newly adopted structural arrangements, the IFLA Governing Board appoints the Chair and members for a period of three years with the possibility of re-appointment for a second term.

Advisory Board

The role of the Advisory Board is to promote the work of IFLA/FAIFE, assist in fund-raising activities, and act as an executive committee. The current members are: Alex Byrne (chair, Australia), Marianna Tax Choldin (USA), Winnie Vitzansky and Borge Sorensen (both Denmark). Susanne Seidelin of the Office provides the secretariat. The Advisory Board works mainly through e-mail correspondence, meets twice during the annual World Library and Information Congress, and holds an annual mid-term meeting. The fact that all members hold senior positions in the library

community and have built long-term international relations and networks is an obvious advantage for the fundraising activities and general promotion of IFLA/FAIFE.

Committee

Twenty-three members presently serve on the IFLA/FAIFE Committee. The members' list including contact information is available on IFLANET². Members are to actively participate in the development of strategy and action plans, partake in IFLA/FAIFE activities such as serving on one of the work teams, raise awareness and promote freedom of access to information in their country and region. New structural arrangements for IFLA/FAIFE take into consideration the involvement and expertise of membership. The Committee holds an annual business meeting during the World Congress.

The success of IFLA/FAIFE depends on close working relations between Committee, Chair and Office. To further relations and advance of some of our major projects, work teams have been established in relation to the IFLA/FAIFE World Report Series, the IFLA/FAIFE programme development for World Library and Information Congress and the development and implementation of the *IFLA Internet Manifesto*. Normally, the teams communicate through email but to face-to-face meetings are organised during the World Congress.

The Office

The Chair, Office and IFLA Headquarters work

closely together on general matters and on major issues such as policy and position paper development, responses to reported incidents in individual countries, the World Summit on the Information Society and other international issues. Chair, Office, and members of the Committee represent IFLA/FAIFE at conferences and meetings related to intellectual freedom. The work of IFLA/FAIFE has been reported in many papers, articles and reports available on the FAIFE website³. Other Office activities include funding, budget and accounts, development and implementation of strategy and action plans and related activities including projects and development of IFLA/FAIFE publications such as the World Report Series.

Other international bodies

Working in the field of intellectual freedom and in support of Article 19 of the Universal Declaration requires international networking with non-governmental organisations around the world to help verify reported cases of intellectual freedom violations and monitor the situation in vulnerable countries in general. IFLA/FAIFE is thus a member of the international Freedom of Expression Exchange (IFEX) and has formed working relations with a range of organisations including Amnesty International, Reporters sans Frontiers, Article 19, British Council and other international NGOs representing media and journalists within the broadcasting, newspapers, TV and Internet business - all of whom are engaged in freedom of expression issues. Our participation in the WSIS process has proved very

helpful in expanding these relations and has also extended our cooperation with UNESCO.

Recent IFLA/FAIFE focus points

During the past two years, the development of IFLA policy statements such as *the Glasgow Declaration*, *the Internet Manifesto*, *the Statement of Sustainable Development* and *the IFLA/FAIFE Summary Report 2002* are amongst our most significant professional achievements. They all embrace the principles of freedom of access to information, freedom of expression and the role of libraries in the information society. Together with the activities related to the World Summit on the Information Society, this focus reflects a growth in the need to defend basic principles of intellectual freedom. Unfortunately, violations of these principles and rights have been growing in the wake of 11 September 2001. Many issues of concern with regard to protections of basic human rights have arisen in relation to the war in Iraq, the fear of terrorist attacks and their consequences.

IFLA and its partners will undertake a project over the next year to investigate how IFLA and the international library community could respond to these challenges.

IFLA/FAIFE concentrates its efforts on libraries and the safeguarding of freedom of access to information for all individuals. This is an ambitious priority, which would occupy much more resources than are available if we were to achieve our aims fully. The more incidents to which we

respond, the higher the expectations and the more work generated. The need to further investigate and immediately respond to violations in individual countries is more important than ever. Therefore, subject to funding, the building of a strong investigation and monitoring unit in combination with a globally based reporting network is at top of our priorities.

For a short overview of FAIFE activities please refer to the IFLA/FAIFE Calendar.⁴

The Internet and freedom of access to information

Through support for a PhD project on Internet accessibility in libraries, the launch of the *IFLA Internet Manifesto*, the *Summary Report 2003* and the *World Report 2003*, IFLA/FAIFE has emphasized its focus on the Internet and freedom of access to information. At international conferences and seminars we have raised awareness of the important role of libraries in providing Internet accessible information - often to an audience unfamiliar with the capacity of libraries. Within the library community presentations have likewise been an eye opener in regard to global access in general and issues relating to the implementation of the Internet in libraries.

The IFLA *Internet Manifesto*⁵ is available in ten different languages and we expect more translations to follow as part of the implementation process. The manifesto was presented at the UNESCO's Intergovernmental Council of the

Information For All Programme meeting in the spring. The spirit and the objectives of the manifesto were welcomed and it was decided to endorse the manifesto and to disseminate it to all UNESCO Member States. The Council recommended that the Director General collaborate with IFLA in the preparation of IFLA-UNESCO Guidelines based on the *Internet Manifesto*, taking into account the discussions of the Intergovernmental Council for the Information for All Programme at its 2nd Session. We expect to the development process to be initiated later this year.

The Glasgow Declaration

The Glasgow Declaration⁶ was promulgated to mark the 75th anniversary of IFLA and its professional commitment to "defending the principle of freedom of information". IFLA/FAIFE undertook the leading role in the development of the document, which was presented by the Chair of the IFLA/FAIFE Committee for the adoption by IFLA Council in Glasgow 2002. As with the *Manifesto*, endorsement and translations into as many languages as possible are encouraged along with implementation activities by libraries and their organisations worldwide.

To help further this process and advocate the principles to a wider audience, a booklet comprising these policy statements will be published in August 2003.

The Statement on Sustainable Development

To emphasise the role of libraries in connection to the sustainable development process, IFLA

attended the World Summit on Sustainable Development in Johannesburg in August 2002 and issued a position paper titled *The IFLA Statement on Libraries and Sustainable Development*⁷ that had been adopted by Council in Glasgow. IFLA/FAIFE was heavily involved in the development process of the statement.

The World Summit on the Information Society
The World Summit on the Information Society (WSIS) will be held in Geneva in 10 -12 December 2003 and in Tunis, 16-18 November 2005. IFLA has been strongly involved in the preparatory process for the WSIS, participating in numerous meetings and contributing to the process by issuing documents on the role and position of libraries. They have included the *Internet Manifesto*, the *Glasgow Declaration* and IFLA's position paper on and recommendations to the *Draft Declaration of Principles and Draft Action Plan*⁸

For the last two years, IFLA/FAIFE has been involved in the UNESCO WSIS preparatory meetings and activities. As a result of a non-governmental organisations meeting in Paris in November 2002, an UNESCO WSIS Online Discussion Forum on eight themes related to access to information opened between 9 December 2002 and 15 January 2003. IFLA accepted the role of rapporteur of the 'Content' theme and IFLA/FAIFE of moderator and rapporteur of the 'Access' theme. On the basis of reports on each theme, a general report⁹ on the forum's recommendations to the WSIS draft

declaration and action plan was submitted to the WSIS Executive Secretariat in Geneva for further debate at WSIS PrepCom II in Geneva 17-28 February 2003.

As member of the IFLA WSIS delegation, IFLA/FAIFE will continue its active involvement in WSIS process for the next couple of years.

Codes of Ethics and professional conduct

All over the world, we have noticed an increasing interest in professional values. Librarians are taking initiatives to develop professional codes of ethics and conduct. Many of these codes - currently 28 with more on the way - are available in English on the IFLA website¹⁰

In August 2002, a significant international survey on the subject was published in cooperation with IFLA, *The Ethics of Librarianship - an International Survey*, edited by Dr Robert Wallace Vaagan of the University of Oslo with an introduction by the Chair of the IFLA/FAIFE Committee Alex Byrne. The subject of ethics and codes of conduct will be further addressed in Berlin at the IFLA/FAIFE and IFLA Section on Library Theory and Research joint workshop entitled: 'The Librarian: the Key to Open and Closed Collections. Issues on Ethics of Librarianship'¹¹.

The workshop will focus on ethics and professional conduct when libraries are endangered due to conflicts or natural disasters. Some of the issues of debate are: Will librarians show solidarity to initiate rebuilding of libraries? What will they do

when they feel external pressure to censor the Internet, remove materials, or disclose user privacy? Will they deny children and others access to information? What should a librarian do, confronted with collections which might be repatriated?

This *World Report 2003* also addresses the subject by providing an overview of countries that already have a code of ethics, or plan to start developing one within the next two years.

Conference, workshop and meeting activities
The highlights of the IFLA/FAIFE annual main activities take place during the World Congress. Advisory Board and Committee meetings are the fora for strategic debate and business decisions whereas the work team meetings provide opportunities for more detailed discussions on some of our focus points and actions. At open sessions and workshops - often in cooperation with other IFLA bodies - papers provide the background for debating on issues that address some of the important questions the international library community is facing. At the World Congress in Berlin this year, the IFLA/FAIFE programme will address the following topics: The information society in the aftermath of 11 September; Children's libraries ensuring access to information and creating a culture of understanding in a world of violence and conflict; and The librarian: the key to open and closed collections - issues on ethics of librarianship.

However, throughout the year, IFLA/FAIFE attends conferences, meetings and workshops all over the world arranged by colleagues or cooperative partners from outside the international library community - often in cooperation with IFLA/FAIFE. These events and possible reports are announced and published on the FAIFE website.

The IFLA/FAIFE World Report Series

To offer timely and detailed summaries of the state of intellectual freedom and libraries worldwide, the IFLA/FAIFE Committee has developed the *IFLA/FAIFE World Report Series*. The series comprises of two publications, the *IFLA/FAIFE World Report* - published bi-annually - and the *IFLA/FAIFE Summary Report* - published in alternate years. Each year's publication is launched at the annual World Library and Information Congress.

Our ambition is high. We would like the series to become the authoritative source on libraries and information services with regards to intellectual freedom in a global perspective. However, our success in achieving this ambition depends on the availability of the necessary funding for the editorial work and for building a strong research and monitoring unit.

The first *IFLA/FAIFE World Report on Libraries and Intellectual Freedom* was launched at the IFLA Conference in Boston 2001. Reflecting the achievements of the first four years of IFLA/

FAIFE activities, the report concludes on the state of intellectual freedom relating to libraries in 46 of the world's nations. In future years, subsequent editions will cover more nations so that the *World Report Series* will gradually become a key guide to the issues confronting libraries in providing free and unhampered access to information for their users.

The second volume in the series, *The IFLA/FAIFE Summary Report: Libraries, Conflicts and the Internet*, was launched in Glasgow 2002 and contained an introduction that generally updated the conclusions of the first *World Report*. The main topics of debate were an overview of global Internet access barriers; the Internet: the information tool of the 21st century; libraries and conflicts; 'Beacon for Freedom of Expression' - the Alexandria database; and finally a discussion on how to respond when intellectual freedoms are at stake. The last theme was also debated at the IFLA/FAIFE open session in Glasgow. The destruction of cultural heritage, documents and books following the war in Iraq has unfortunately emphasised the importance of continuing to focus on these issues.

Earlier in 2002 we indicated that with the present Office resources, we would not be able to undertake the research and editorial work of the *IFLA/FAIFE World Report 2003* unless additional funding could be obtained. A grant from the IFLA97 Committee has covered the printing expenses but funding for the major part of the work has not been available. However, our PhD

student, Mr Stuart Hamilton, offered us the opportunity to add questions for the *World Report 2003* to his international survey on Internet accessibility in libraries. We are very grateful to him for assisting us both to gather this information and to preprate it for publication in this *World Report 2003*.

Consequently, the *World Report 2003* focuses on libraries and the Internet based on completed questionnaires from 88 countries representing all regions of the world. It discusses the digital divide, filtering and blocking of information, user privacy, financial barriers, intellectual freedom, and codes of ethics. Analysis and conclusions will address differences region by region and thus discuss the challenge of the information society with regards to the information haves and the information have nots.

Like many other organisations IFLA is facing the challenge of how to implement new policies efficiently. For that reason, another focal point of the *World Report 2003* is the adoption and implementation of *The IFLA Internet Manifesto* and the *Glasgow Declaration*. A worldwide promotion of the principles embodied in these reports in all IFLA membership countries would assist IFLA's international campaign to promote the important role of libraries in the information society.

Finally, this year's report addresses any reported incidents/violations of freedom of access to information in the individual countries.

The *World Report 2001* was based on individual country reports. Many responses differed from each other in style and content, which made comparisons rather difficult. The *World Report 2003* addresses different issues so, while it facilitates comparisons between countries, it is not possible to compare with those reported in the 2001 edition. However, the response rate of this year's report is very encouraging, about 60% compared to the 30% of IFLA membership countries that submitted reports for the 2001 edition.

In future years, subsequent editions will hopefully cover all IFLA membership countries so that the *IFLA/FAIFE World Report* will become a key guide to the issues confronting libraries in providing free and unhampered access to information for their clients.

The editors hope the *World Report 2003* provide a good read and would welcome and encourage comments and ideas to be posted to faife@ifla.org

Notes

- 1 <http://www.ifla.org/faife/index.htm>
- 2 The FAIFE Committee - www.ifla.org/faife/faife/komite.htm
- 3 FAIFE website - www.ifla.org/faife/index.htm
- 4 IFLA/FAIFE Calendar - www.ifla.org/faife/faife/calendar.htm.
- 5 IFLA Internet Manifesto - www.ifla.org/III/misc/im-e.htm
- 6 Glasgow Declaration - www.ifla.org/faife/policy/iflastat/gldeclar.html
- 7 Statement on Sustainable Development – www.ifla.org/III/eb/sust-dev02.html
- 8 IFLA contributions to WSIS – www.ifla.org/III/wsis.html
- 9 The Discussion Forum report – www.unesco.org
- 10 Codes of ethics - www.ifla.org/faife/ethics/codes.htm.
- 11 Papers are available at www.ifla.org/IV/ifla69/prog03.htm#7

Methodology

Stuart Hamilton & Susanne Seidelin

Methodology of the World Report 2001

The methodology of the *World Report 2001* is quite different from that of the 2003 edition.

The earlier report was based on information forwarded to IFLA/FAIFE 1998-2001 by colleagues and supporters of intellectual freedom. In December 1999 29 initial country reports were publicised at the IFLA/FAIFE website and more reports added when received. The first World Report primarily reflected investigations undertaken in 1999-2001 by the IFLA/FAIFE Committee and Office and other co-operating library professionals and human rights activists in the countries in question. Covering the status of libraries and intellectual freedom in 46 countries, the revised and printed edition was launched at the IFLA conference in Boston in 2001.

To achieve a valid result despite limited resources, the IFLA/FAIFE office cooperated with relevant international bodies, human rights organisations, library associations, individuals, networks of colleagues, and media contacts. In this regard

IFLA/FAIFE addressed more than a thousand representatives of IFLA membership in more than 140 countries and hundreds of potential partners outside the library world.

Each country included was generally introduced by short factual information and statistics collected from various international sources and edited by the IFLA/FAIFE Office. The form and content of the individual country reports reflected a variety of approaches to address the general situation and specific problems. Contributors were asked to concentrate their reports on:

- 1) the general situation concerning libraries, librarianship and intellectual freedom,
- 2) specific cases, incidents or examples of challenges and censorship or other violations of intellectual freedom,
- 3) legislation of relevance to libraries, librarianship and intellectual freedom, and
- 4) library association positions and policies related to intellectual freedom including professional codes of conduct or ethics.

All contributions were treated with the necessary

discretion and confidentiality. Contributors remained anonymous - their identities only known to the FAIFE Chair and Office. All information was evaluated and questionable facts or allegations directed at specific individuals or institutions were verified by additional sources.

Methodology of future World Reports

The content of country reports in the 2001 edition differed greatly, making comparisons country-by-country or region by region difficult. The individuality of the reports also meant that the four basic questions were not only differently addressed in some reports but in some cases were not fully answered.

Evaluating the report in 2002, the IFLA/FAIFE editorial team recommended that future World Reports would gain by being based on factual information that would make comparisons and follow-up on developments in individual countries and regions easier. The use of questionnaires was identified as an appropriate working method combined with monitoring, reports and research of incidents and violations of intellectual freedom in individual countries.

The IFLA/FAIFE Committee has decided that a volume of the *World Report Series* should be launched each year; the *World Report* bi-annually and the *Summary Report* in alternate years. This means a reduction in the preparation period for each report but an increase in quality regarding the currency of the information provided. To

accomplish this goal, IFLA/FAIFE would need to build a strong monitoring and research unit, employ an editor, establish a network of reporters and expand cooperation with other international organisations and bodies working in the field of intellectual freedom. It has, so far, not been possible to obtain the necessary funding for this project.

Methodology of the World Report 2003

As indicated, resources for monitoring, research and editing have not been available for the development of the 2003 report. Thus independent reports on violations of freedom of access to information in individual countries could not be included. Despite this situation, we have decided to launch a report based on a questionnaire forwarded to all IFLA membership countries. Originally the questionnaire was designed for an international survey on Internet accessibility for the IFLA/FAIFE PhD project entitled: *To what extent can libraries provide free, equal and un-hampered access to Internet accessible information resources on a global scale?*

By revising the questionnaire and adding questions relating to the adoption and implementation of recently published IFLA policy papers, along with an opportunity to comment on incidents/violations of freedom of access to information, the intention is to provide a worldwide picture of Internet accessibility and intellectual freedom. The questionnaire has primarily been forwarded to national library associations

and national libraries. In general this has been rewarding for the quality of responses except for the collecting of information on reported incidents and violations of freedom of access to information. The majority of countries have no incidents or violations to report although independent human rights or media organisations have issued reports on violations of intellectual rights in many of these countries. This is a weakness of this year's World Report though it can probably be explained by the fact that - despite anonymity of responders - their organisation and thus their identity can easily be found out by authorities. To provide a more qualified picture of the situation in the individual countries, future World Reports should include independent reports on each country as earlier indicated.

Advantages and disadvantages of the method

Circumstances dictated the need for a quick and easy way of gathering information that would not involve the use of large amounts of scarce resources, thus the circulation of an email based questionnaire, distributed to as many IFLA members as possible around the world, was an attractive method of collecting data on issues relating to Internet access in libraries and the implementation of IFLA policy papers.

The advantages of the questionnaire approach were many. Email distribution does away with the cost and effort of sending packages through the post to all of IFLA's 153 member countries. A

large distribution was possible at no extra cost to the FAIFE Office. The speed of email meant that some questionnaires were returned within hours of being sent out - a rapid and effective turnaround. The questionnaire was set up in such a way as to require minimal effort on behalf of the respondent. A Word format was chosen due to its ubiquity as a word processing package, and questionnaires were sent as attached Word documents in English, consisting of a series of short, simple questions that used tickboxes to enable the respondent to indicate preference. The level of interaction required above the click of a mouse button and the typing of text into pre-prepared areas was hoped to be as low as possible.

There were drawbacks to the approach too. The email addresses being used had to be valid, and able to accept incoming mail. Recipients had to be computer literate, to a degree, to complete the questionnaire in Word, re-save it and return it as an attachment. They also had to be able to read English - resources demanded that the first batch of questionnaires were entirely in the English language. In the second half of the data collection period we were able to provide Spanish speaking countries with a Spanish version of the questionnaire thanks to the translation skills of a colleague in New York.

Development of the questionnaire

Preparation for this data collection exercise began in January 2003 when the design and structure of the questionnaire began to be examined. It was

decided that the key areas of focus would be the issues being examined in the IFLA/FAIFE PhD project. This meant enquires about the extent of Internet access offered within each country, along with further questions relating to the issues of filtering of Internet access, user privacy, financial obstacles to access and the Digital Divide. As detailed above, questions relating to specific IFLA/FAIFE initiatives, IFLA policy implementation and intellectual freedom were also to be included.

A preliminary version of the questionnaire was drafted and dispatched to a selection of pre-testers. The pre-testers were library professionals chosen from different continents so as to judge the response of people from a variety of cultural and linguistic backgrounds. A total of six pre-testers were approached but two did not respond. Responses were received from three pre-testers in four different countries, and they supplied useful recommendations for the development of the questionnaire that were then incorporated into the final version.

The exact nature of the questions were the results of discussions within the Office, consultation with Niels Ole Pors at the Royal School of Library and Information Science in Copenhagen, and the remarks of the three pre-testers. In order to test the nature of the Digital Divide in the library community, question one concentrated on the extent of Internet access within each country. For the purposes of the questionnaire, the term 'Digital Divide' describes the wide division between those who have real access to information

and communications technology and are using it effectively, and those who do not. Two types of library were listed for evaluation - public libraries and research libraries. Research libraries were taken to include the libraries of all educational establishments - schools, colleges and universities. This is undoubtedly a broad classification and leaves little room for 'special' libraries in the survey. The report is most interested, however, in access for members of the public and student/academic users and it was felt that the classification used kept things simple for respondents. Because we wanted to encourage responses by keeping completion time as short as possible, it was decided to make this an opinion led question, asking the respondent to estimate the extent of Internet access within the two types of libraries.

An exact assessment of the extent of Internet access would require far greater investigation and access to detailed sources, not to mention a lot of time and effort. It was hoped that by targeting senior members of the country's library community who were familiar with Internet issues the answers given would be valid, even if they were a personal estimate. The same goes for all opinion-led questions in the questionnaire, such as the second part of question one which asked the respondent to nominate one initiative that would make searching for information on the Internet easier for users. The initiatives offered related to ways of overcoming the Digital Divide such as the provision of more computers with Internet access; more resources in the country's native language; and more training in

how to use and search for information on the Internet. There was also a further option marked 'Other' if respondents wished to indicate a different initiative.

Question two sought to gain opinion on the extent to which filtering of online information is occurring in the international library community. The question was posed to the country's library association, and asked the respondent to identify the association's position on filtering. To see if this position translated into reality in the country's libraries, the second part of the question asked if the use of filtering software was widespread. Both questions allowed the respondent to indicate Yes or No, or Yes, to a certain degree. This middle option was included to allow for the practice of using filtering software, or endorsing filtering, to protect children from harmful content on the Internet. To clarify the position on this issue further, a list of motivations for filtering access were given and respondents asked to indicate those relevant.

These motivations included the protection of children from harmful content; the protection of national security by denial of access to 'sensitive' information e.g. bomb-making equipment or plans of power facilities; the safeguarding of religious values by restricting access to alternative religious viewpoints or sites critical of the country's established religion; the safeguarding of a national ethos/culture by restricting access to information contrary to prevailing ideologies within the country; the prevention of illegal online activity

such as online gambling; and the safeguarding of public morality by curtailing access to websites offering material considered of dubious moral value such as pornography and violent material. Respondents were also given a further option of 'Other' if information was filtered for an alternative reason, along with space to add details.

Question three dealt with user privacy and asked if libraries in the country keep records of users' Internet activities. The question was asked to find out the extent of this practice around the world, and also to see if respondents believed there was a link between keeping records of use and users' freedom of expression (Question 3b). It was thought interesting to see if there were any countries believing freedom of expression was threatened by Internet data retention but yet keeping records anyway, perhaps as a result of legislation out of libraries' control.

Question four addressed the financial aspects of Internet use in libraries, asking if access is charged for and whether or not the state or other library authorities have made any funding available to increase the extent of Internet access within the country's library system. Respondents were given the choice of answering that all libraries offered free access, no libraries offered free access or either public libraries or research libraries separately offered free access (Question 4a).

Question five wanted to get an opinion on what the biggest obstacle to accessing information on the Internet was in the country. Four options

were offered: The Digital Divide; filtering and blocking of information; user privacy and financial barriers. The options corresponded to the subjects of the previous four questions.

Questions six to nine concerned IFLA policy initiatives. Question six asked if there was an existing code of ethics in the country, whether or not it had been promoted and, if relevant, when it was adopted. Questions seven and eight tackled the status of the *IFLA Internet Manifesto* and the *Glasgow Declaration on Libraries, Information Services and Intellectual Freedom* in the same format. Finally, under the heading 'Reported Incidents', question 9 asked the respondents to give examples, if there were any, of library users in the country being denied access to information in the past two years.

As an aid to respondents, questions 1 to 4 contained brief descriptions of the topics they addressed to avoid confusion. Additionally, URLs for the *IFLA Internet Manifesto* and the *Glasgow Declaration* were provided in questions 7 and 8. A copy of the final questionnaire is included at the back of this report.

Distribution of questionnaires

The targets for the finished questionnaire were being selected at the same time as the pre-testing was taking place. Contact details for all IFLA member countries were to be provided by IFLA Headquarters in The Hague, and it was necessary to inform the membership section exactly who

we wanted to contact. It was decided that the ideal respondent to answer questions about the state of Internet access and intellectual freedom within a country would be a senior member of a country's library association, preferably someone who dealt with these issues on a regular basis. If such a person were unable to be identified then the questionnaire would target a respondent at a country's national library. If this proved impossible then institutional IFLA members would be targeted, followed by personal affiliates for countries without any associations, national libraries or significant institutions.

As the contact details being provided by Headquarters would not immediately provide us with the ideal person to answer the questionnaire it was decided to draft a preliminary letter explaining the process and rationale behind the questionnaire. The letter announced the forthcoming data collection process and outlined the themes to be covered in the questionnaire. It explained the role of the *World Report* series and the need to collect up to date information for the 2003 report, and informed the initial respondent that the questionnaire proper would be sent out in the coming days. It asked the recipient to identify a member of their organisation best placed to answer the questionnaire, preferably a senior figure with knowledge of the identified issues, if they were unable to do so themselves. By doing this it was hoped to secure the questionnaire a better chance of success than if it had arrived without warning. As an incentive to take part in the data collection process, the letter stated that 30 randomly selec-

ted respondents who completed and returned the questionnaire would receive a copy of the *World Report 2003* for their institution. Finally, a deadline for completed questionnaires was stated.

To further enhance the chances of a strong response rate, it was decided to adopt a process whereby participants would be sent two reminder emails, one a week before the deadline and another one day before the questionnaire was due to be returned. These reminder emails contained details of the names of countries that had already responded in an effort to encourage respondents to return their questionnaire and not be left out of the report. In a final piece of promotion, the survey was also announced on IFLANET to further raise its profile.

The preliminary letter was sent to the contact email address for each country provided by Headquarters. In the initial run 86 sets of contact details for 82 countries with national associations were provided, 42 sets of details for national libraries, 23 sets for a main institution in countries not already covered and 6 sets for personal affiliates in countries without any associational or institutional members. By sending a letter it was possible to ascertain how many email addresses were valid. The letter was sent to all available email addresses in the first week of March 2003 and it was quickly discovered that of the 154 email addresses supplied, 51 (32.5%) were unobtainable. Bangladesh, North Korea and Myanmar were the only member countries not to have email addresses.

The failure of so many email addresses presented problems for the data collection exercise in that contact details were missing for a number of IFLA member countries. To counter this, Headquarters sent further addresses (e.g. for national library contacts in countries where national association contacts had already been supplied) and more contacts came from searching the appropriate websites, or from connections gained through working with IFLA. This process of continually searching for and receiving more email addresses followed the same procedure of preliminary letter, followed by questionnaire, for each new group of contacts. It also meant that some countries received their questionnaires some time after the first batch was sent out.

The thinking behind using so many sets of email addresses was a desire to get responses from as many IFLA member countries as possible. The *2001 World Report* received responses from 46 countries (30% of IFLA members) and it was hoped to significantly increase this figure in the 2003 report to 60%. The chance of receiving completed questionnaires from more than one country was now increased but it was decided that any duplicates could be used for control purposes and to gain extra information on the country if possible. As a large number of questions dealt with the national library association's position and policies, the questionnaire of the association was taken as the most authoritative representative of the country if more than one reply was submitted.

In total, questionnaires were sent out to 335 email addresses between 5th March and 5th April 2003. Accompanying emails were sent with each questionnaire containing full instructions on how to complete the form, along with a reminder for the form to be filled out by the best-placed person within the organisation to do so. It was also made clear that while we needed to know the country and organisation of the respondent, all contributions would be treated with necessary discretion and confidentiality. Individual contributors themselves were to remain anonymous - their identities only known to the FAIFE Chair and Office - unless consent of public release was specifically given. The deadline for returning the questionnaires was tight due to the circumstances the report was carried out under. The initial deadline for completion of the forms was 31st of March but this was extended several times over to accommodate continuing failures with email addresses and also the mailing of a Spanish language questionnaire to countries that requested it. Delivery of the final document to be accepted took place on 12th June 2003, some 3 weeks after the penultimate returned questionnaire.

Problems

Respondents generally filled out the forms correctly. There were, however, some occasional problems in sending back the completed questionnaire as an attachment that led to a handful of respondents sending their answers back via text in an email. Time and effort was spent writing emails explaining to a number of contacts how to

correctly open the attachments and fill out the questionnaire. Questionnaires were also returned by fax, or scanned and then sent as an attachment. In these cases handwriting was sometimes difficult to interpret.

Language was also understandably an issue. Several protracted negotiations took place with French speaking African countries in an attempt to get a response to the questionnaire, and future exercises of this kind should strongly consider including at least French translations of questions. A Spanish translation was eventually sent out to 22 Spanish-speaking countries and this helped increase the overall response rate.

Actually receiving a response from many countries required a lot of time and effort. As previously mentioned, the deadline for questionnaire responses constantly shifted. This was a result of wanting to give each recipient an equal length of time to respond to the questionnaire. With new contacts being supplied by both IFLA Headquarters and as a result of Internet searching, questionnaires were being distributed in a staggered fashion. This led to a complicated system of record keeping and required staggered reminders as well. However, as our goal was to achieve a 60% response rate, we felt we had to be generous regarding deadlines.

With such a large number of countries being asked to participate in the exercise it was perhaps no surprise to find that a lot of time was being spent encouraging contacts to respond to the

questionnaire and getting promises that a reply would be spent. A large number of individual emails were sent to contacts reminding them that they had committed themselves to completing the questionnaire, or following up on a promise to forward the survey to an appropriate person. In several cases these exchanges produced completed questionnaires but in many cases, despite a large volume of correspondence, and even phone calls to contact persons, no reply was forthcoming at the end of the data collection period. It was often the case that responsibility for the completion of the questionnaire was shifted from one person to another, or bounced from one section of a library association to the next.

Number of respondents

The *World Report 2003* has responses from 88 different countries. More than one response was received from 19 of these countries. This is equivalent to 58% of IFLA member countries, almost double the number of countries represented in the *2001 World Report*. Five continents were represented, with strong representation from Africa and Eastern Europe. For the purposes of this *World Report 2003*, regional breakdowns according the United Nations Population Prospects Database are being used.¹ The respondents break down thus:

REGION	NUMBER OF COUNTRIES RESPONDING
AFRICA	16
ASIA	18
EUROPE	33

LATIN AMERICA AND THE CARIBBEAN	14
NORTH AMERICA	2
OCEANIA	5

Analysis and evaluation procedures

Crosschecking of information gathered from the questionnaires was severely hampered by constraints on resources in the Office and delays in responding. Where possible, information relating to the adoption and implementation of the Internet Manifesto, the Glasgow Declaration and codes of ethics was checked against URLs provided by respondents and information available on IFLANET. Duplicate responses from 19 countries were also valuable for comparing information and identifying areas of confusion which could then be clarified through consultation with relevant library association websites.

In general, however, the information contained in the reports stands on its own as a statement from an identified IFLA member within each country. These reports are the responsibility of the respondents and are reproduced without embellishment from the editors. Given more time, the reports would have been enhanced by thorough checking of human rights organisations' reports into freedom of access to information and freedom of expression within each country, but this was sadly not possible. As a result it can appear that very few violations of intellectual freedom have taken place in the past two years in the majority of cases, when this is unlikely to be the truth.

Additional Information

In the same way as the 2001 report, it was felt important to include some additional indicators relating to each country to give a better idea of each individual situation. In 2001 these indicators were: population figures; GNP per capita; type of government; main language and main religion; literacy levels and Internet penetration (percentage of population online). For this edition, it was decided that GNP, type of government and main religion would be dropped and a figure noting the number of Internet Service Providers (ISPs) in the country adopted. The rationale behind this was a desire to concentrate more on Internet access issues and by including the number of ISPs in a country it was thought the amount of choice open to inhabitants would be shown.

The majority of the statistics shown in the country reports come from the CIA World Factbook as the information gathered in this source is in the public domain and current.² Unless indicated, all statistics come from the factbook but where needed, additional statistics relating to literacy levels were taken from the UNESCO and UNICEF websites.³ All statistics, with the exception of population totals, are marked with their date of origin. Population totals are all estimates from July 2002. Cross-checking of statistics in areas of ambiguity or doubt were carried out using sources such as the United Nations Population Prospects database and Nua.com, a compiler of Internet trends and statistics.⁴

Presentation of results

It was decided that each country report should consist of an overview of all information received, followed by answers to questions 1a; 2a, 2b and 2c; 4 and 5. After these questions relating explicitly to Internet Access are the details of reported intellectual freedom violations and then information on the status of the *Internet Manifesto*, *Glasgow Declaration* and codes of ethics within the country. Finally, a short section displaying the country's statistical indicators was included at the end of the report. At the beginning of the report it was felt a world map showing the location of the country was appropriate, and a more detailed country map was placed next to the statistical indicators. The vast majority of reports run to two pages, although countries that have supplied information on violations of intellectual freedom have longer entries.

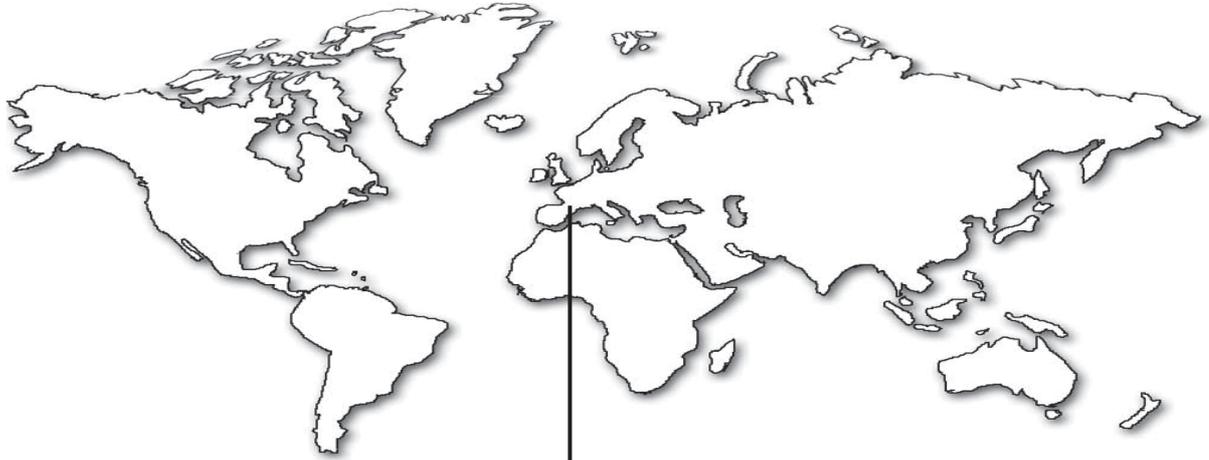
If countries contributed to the *World Report 2001* then this is indicated in the overview section of each report.

Notes

- 1 World Populations Prospects: 2002 Population Database - <http://esa.un.org/unpp/definition.html>
- 2 CIA World Factbook - <http://www.cia.gov/cia/publications/factbook/>
- 3 UNESCO – www.uis.unesco.org and UNICEF - <http://www.unicef.org/statis/>
- 4 United Nations Population Prospects Database - <http://esa.un.org/unpp/> and Nua.com – www.nua.com

Country Reports

A ANDORRA, ANGOLA, ARMENIA, ARUBA, AUSTRALIA, AUSTRIA, AZERBAIJAN, **B** BELARUS,
 BELGIUM (FLANDERS), BELIZE, BENIN, BOLIVIA, BOSNIA/HERZ, BOTSWANA, BULGARIA,
C CANADA, CAPE VERDE, CHAD, CHILE, CHINA, COLUMBIA, COSTA RICA, CROATIA, CYPRUS,
 CZECH REP., **D** DENMARK, **E** EGYPT, ESTONIA, ETHIOPIA, **F** FIJI, FINLAND, FRANCE,
G GAMBIA, GEORGIA, GERMANY, GHANA, GUAM, GUATEMALA, **H** HONG KONG,
I ICELAND, INDIA, IRAN, IRELAND, ITALY, **J** JAPAN, **K** KENYA, KUWAIT, **L** LATVIA,
 LEBANON, LIECHTENSTEIN, LITHUANIA, **M** MACAO, MACEDONIA, MALTA, MEXICO,
 MOLDOVA, MONGOLIA, **N** NAMIBIA, NEPAL, NETHERLANDS, NETHERLANDS ANTILLES,
 NEW CALEDONIA, NEW ZEALAND, NICARAGUA, NIGER, NORWAY, **P** PANAMA, PHILIPPINES,
 POLAND, **R** RUSSIAN FED, **S** SERBIA/MONTENEGRO, SINGAPORE, SLOVAK REP., SLOVENIA,
 SOUTH AFRICA, SWAZILAND, SWEDEN, SWITZERLAND, **T** THAILAND, TRINIDAD & TOBAGO,
U UGANDA, UKRAINE, URUGUAY, UNITED STATES, UZBEKISTAN, **V** VATICAN CITY,
 VENEZUELA, **Z** ZIMBABWE



Overview

Andorra is contributing to the World Report for the first time. Apart from the Vatican City, the country has the smallest population of the contributing countries. Although the percentage of public libraries offering Internet access is relatively high, that of the research libraries falls behind. This fact may be the reason for Andorra's indication that searching for information on the Internet would be made easier if more computers with Internet access were available in Libraries.

The country is in favour of filtering to a certain degree and has no intention of adopting neither a code of ethics, the Internet Manifesto or the Glasgow Declaration. From the point of view of the profession in Andorra keeping Internet use records affects freedom of expression of the individual Internet library user.

No incidents or violations of intellectual freedom are reported.

Libraries and the internet

Public libraries offering Internet access: 61-80%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries?
Yes, to a certain degree with the motivation of protection of children, and prevention of criminal activity

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
No, and there has been no extra funding made available by

state or library authorities for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

No incidents reported

IFLA Internet Manifesto

Andorra has not adopted the IFLA Internet Manifesto, and has undertaken no activities to promote it. It does not intend to adopt it in the next two years either

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Andorra has not adopted the Glasgow Declaration, and has undertaken no activities to promote it. It does not intend to adopt it in the next two years

Ethics

There is no code of ethics in Andorra, and there have been no activities to promote one. It does not intend to adopt a code in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: ANDORRA

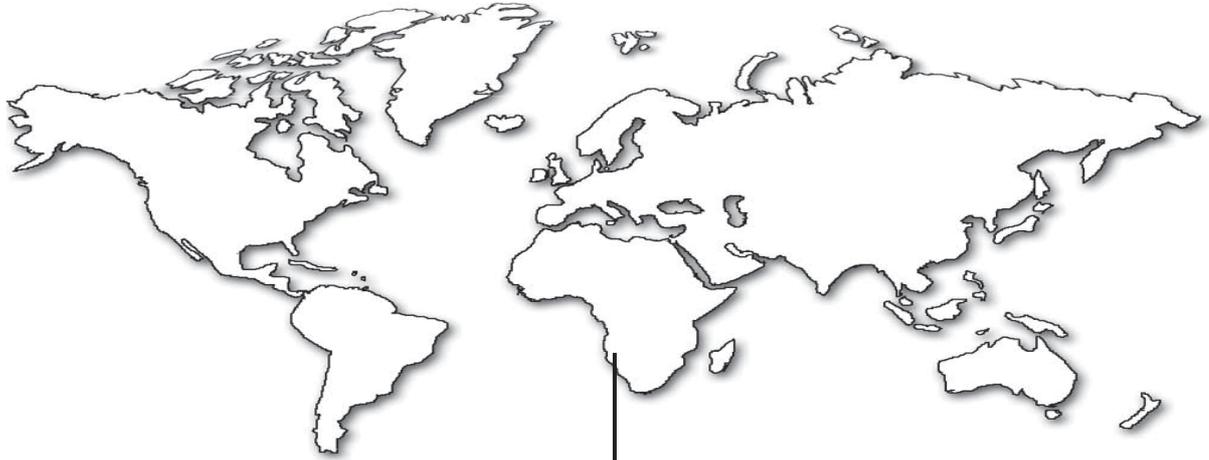
POPULATION: 68,403

MAIN LANGUAGE: CATALAN (OFFICIAL), FRENCH, CASTILIAN, PORTUGUESE

LITERACY: 100% (NO DATE)

% POPULATION ONLINE: 35.82% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 1 (2000)



Overview

Angola is contributing to the World Report for the first time. The country is huge, the literacy rate low and access to the Internet is lacking for the vast majority of the population. It is therefore very encouraging news that Angola intends to adopt a code of ethics, the Internet Manifesto and the Glasgow Declaration within the next two years and this way prioritise and focus on access to information.

The country states that searching for information on the Internet would be made easier if more computers with Internet access were available in libraries.

On grounds of protecting children, safeguarding public morality and preventing criminal Angola is in favour of filtering information on library Internet terminals to a certain degree. Perhaps connected with this, Angola keeps records of

clients' Internet use and does not believe this to affect the freedom of expression of the individual user.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? The National Library is to a certain degree in favour of filtering

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? Yes

Is it free of charge to access the Internet on library computers? No, and there has been no extra funding made available by state or library authorities for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

No incidents reported

IFLA Internet Manifesto

Angola has not adopted the Internet Manifesto, and while there have been no promotional activities Angola does intend to adopt it in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Angola has not adopted the Glasgow Declaration, and while there have been no promotional activities Angola does intend to adopt it in the next two years

Ethics

Angola does not have a code of ethics, but does intend to adopt it in the next two years despite there being no promotional activities so far

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: ANGOLA

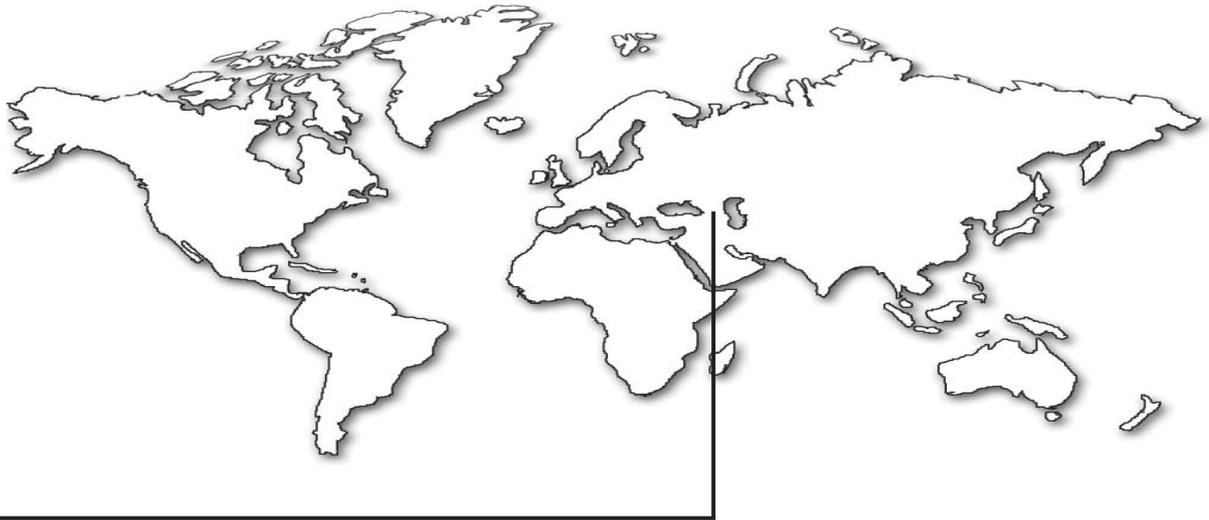
POPULATION: 10,593,171

MAIN LANGUAGE: PORTUGUESE (OFFICIAL), BANTU AND OTHER AFRICAN LANGUAGES

LITERACY: 42% (1998)

POPULATION ONLINE: 0.56% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 1 (2000)



Overview

Armenia contributed to the World Report 2001 and indicated that the Internet was not widely available in Armenian libraries. The differences between capital and regional libraries were huge - with a limited Internet service in research libraries and even poorer service in regional libraries. As no statistics were offered in 2001 it is not possible to compare numbers but we can suggest that the situation regarding Internet access in research seems to have developed. To improve the search for information on the Internet in libraries Armenia indicates that more computers with Internet access, more Internet resources in the native language, and more training for library users are equally important. Financial barriers are considered the most significant obstacle to accessing information on the Internet.

From the point of view of the profession in Armenia, keeping Internet use records does affect the freedom of expression of the individual library user.

Armenia expects to adopt a code of ethics in October 2003, adopt the Internet Manifesto in the next two years and translate and publish the Glasgow Declaration.

As was the case in 2001, Armenia has no incident or violations of intellectual freedom to report.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access: 21-40%*

Library Association in favour of filtering information on

library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
Yes, in research libraries. There has been no extra funding made available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

No incidents reported

IFLA Internet Manifesto

Armenia has not adopted the IFLA Internet Manifesto but the library association intends to in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Armenia has not adopted the Glasgow Declaration, but the declaration will be translated into Armenian and published at the Association's annual meeting in 2003

Ethics

Armenia does not have a code of ethics, but a draft code has been published in 2002 for public discussions and is to be presented for adoption at the Armenian Library Association annual meeting in October 2003

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: ARMENIA

POPULATION: 3,330,099

MAIN LANGUAGE: ARMENIAN 96%, RUSSIAN 2%, OTHER 2%

LITERACY: 99% (1989)

POPULATION ONLINE: 0.9% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS:9 (2000)



Overview

Searching for information on the Internet in libraries would be made easier for users by more Internet resources in the native language and more Internet training for library users - valued as equally important. Aruba's libraries keep records of user's Internet activities and this is not considered to affect the freedom of expression of the individual Internet library user. The Aruba Library association intends to adopt a code of ethics in the next two years, and has promoted, though not adopted, the Glasgow Declaration.

No incidents or violation of freedom of access to information are reported.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access: 81-100%*

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries? Yes, to a certain degree, motivated by a need to protect children and safeguard public morality

Do libraries keep records of user's Internet activities? Yes

Is it free of charge to access the Internet on library computers? No, but the state or other library authorities has made extra funding available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Not knowing how to surf on the Internet

Reported incidents/violations of intellectual freedom in the last two years:

No incidents reported

IFLA Internet Manifesto

Aruba has not adopted the IFLA Internet Manifesto, and no activities have taken place to promote it. However, Aruba Library Association intends to adopt the manifesto in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Aruba has not adopted the Glasgow Declaration, but there have been activities to promote it. There is no indication as to whether or not the library association intends to adopt the declaration in future

Ethics

Aruba does not have a code of ethics. However, the library association intends to adopt a code of ethics in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: ARUBA

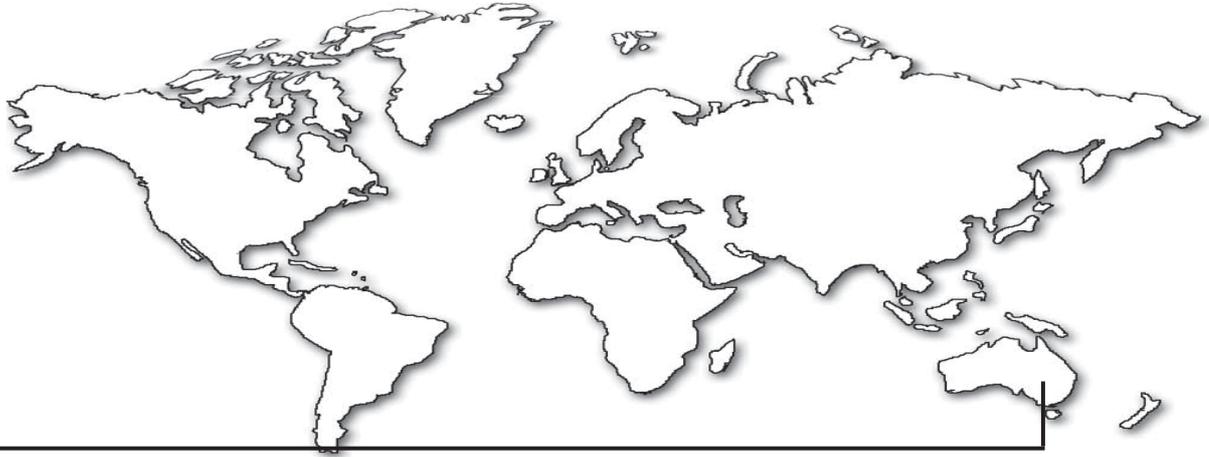
POPULATION: 70,441

MAIN LANGUAGE: DUTCH (OFFICIAL), PAPIAMENTO, ENGLISH, SPANISH

LITERACY: 97% (NO DATE)

POPULATION ONLINE: 35.07% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 1 (2000)



Overview

In the World Report 2001 Australia stated that the country in general is more tolerant than many other countries. Censorship of books and other publication has been limited to “extreme pornography”. Unsuccessful calls to ban films, plays and television programmes were reported - and as is the case in many other countries - attempts to ban JK Rowling’s Harry Potter books. Internet censorship as a result of the Broadcasting Services Amendment (Online Services) Act 1999 was reported to be causing problems in 2001.

For the World Report 2003, Australia has submitted two filled in questionnaires. Responders indicate that searching for information on the Internet in libraries would be made easier if more computers with Internet access were available. The Digital Divide is considered the most significant obstacle to accessing information.

In general the Australian Library Association (ALIA) does not formally adopt external

statements such as the IFLA Internet Manifesto and the Glasgow Declaration but rather develops and adopts its policy statements, with reference to relevant external statements.

Australia has no incidents or violations of freedom of access to information to report.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country’s libraries? No

Do libraries keep records of user’s Internet activities? No, keeping Internet use records is considered to affect the freedom of expression of the individual Internet library user

Is it free of charge to access the Internet on library computers?
Access to the Internet is free in many libraries, but some public libraries charge a small fee. The state or other

library authorities have made extra funding available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

No reported incidents

IFLA Internet Manifesto

Rather than formally adopt the manifesto, it is referred to in the related ALIA policies including ALIA's Statement on Online Content Regulation and Statement on Free Access to Information. The Manifesto has also been reported in articles in InCite and through relevant meetings and groups of members. There is also a forthcoming report on a survey of Internet access in public libraries

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

In general ALIA does not formally adopt external

statements such as the Glasgow Declaration but rather develops and adopts its policy statements, with reference to relevant external statements. The declaration has, however, been reported in articles in InCite and through relevant meetings and groups of members

Ethics

ALIA does have a code of ethics (1997) that includes advocacy and lobbying the government on regulation of Internet content, along with guidelines and information for ALIA members. ALIA has also established an Internet Content and Regulation Reference Group as an expert advisory group to the ALIA Board of Directors; The code has been featured in articles in InCite (the Association's magazine) and on web pages on the Association's website (<http://www.alia.org.au>)

ALIA's first object under its constitution is "to promote the free flow of information and ideas in the interests of all Australians and a thriving culture, economy and democracy"

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: AUSTRALIA

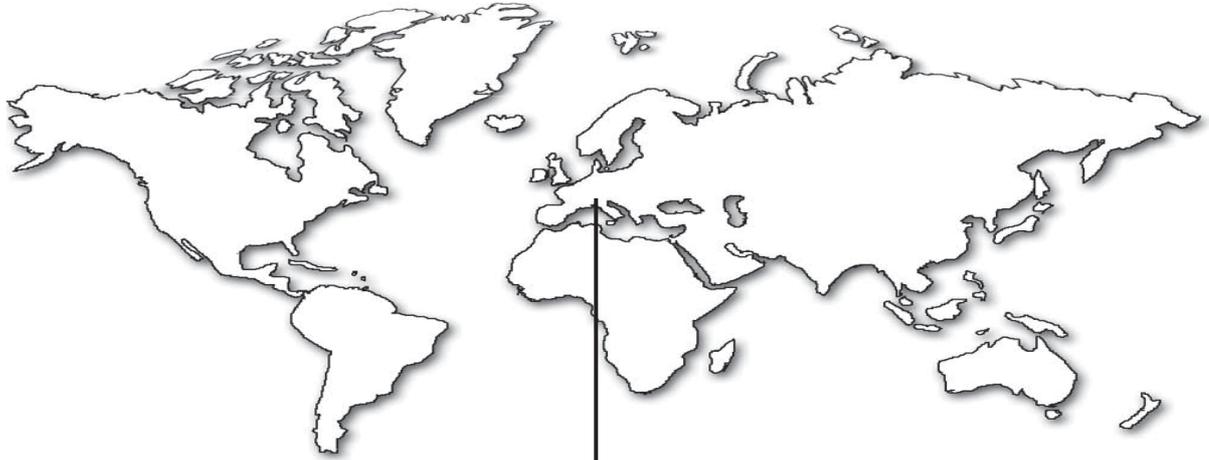
POPULATION: 19,546,792

MAIN LANGUAGE: ENGLISH, NATIVE LANGUAGES

LITERACY: 100% (1980)

POPULATION ONLINE: 54.38% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 571 (2002)



Overview

Austria is contributing to the World Report for the first time. The country indicates that searching for information on the Internet in libraries would be made easier if more computers with Internet access were available. Lack of information on where to access the Internet is considered the most significant obstacle to accessing information on the Internet.

On the grounds that they have never been asked to do so, the association has neither adopted nor promoted a code of ethics, the Internet Manifesto, and the Glasgow Declaration. However, the invitation to contribute to this report has inspired the association to reconsider its position.

Libraries and the internet

Public libraries offering Internet access: 61-80%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries?
Yes, to a certain degree with the motivation of protecting children

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
Yes, in all libraries. The state or other library authorities have made extra funding available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Lack of information on where to access the Internet

Reported incidents/violations of intellectual freedom in the last two years:

No incidents reported in the last two years, but in 1997 the equipment of an Austrian Internet provider was confiscated. The reason was an unjustified accusation of children pornography. The reaction of Austrian Internet network provider Aconet was an embargo known as "Austria offline" on March 25, 1997

IFLA Internet Manifesto

Austria has not adopted the IFLA Internet Manifesto, and no promotional activities have taken place on the grounds that the Austrian Librarians Association was not asked to implement it. However, having contributed to the World Report, the Association will now look into the matter

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Austria has not adopted the Glasgow Declaration and no promotional activities have taken place. Since contributing to the World Report, however, the Association will now look into the matter

Ethics

Austria does not have a code of ethics and has undertaken no activities to promote a code. However, the Association will debate the issue now

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: AUSTRIA

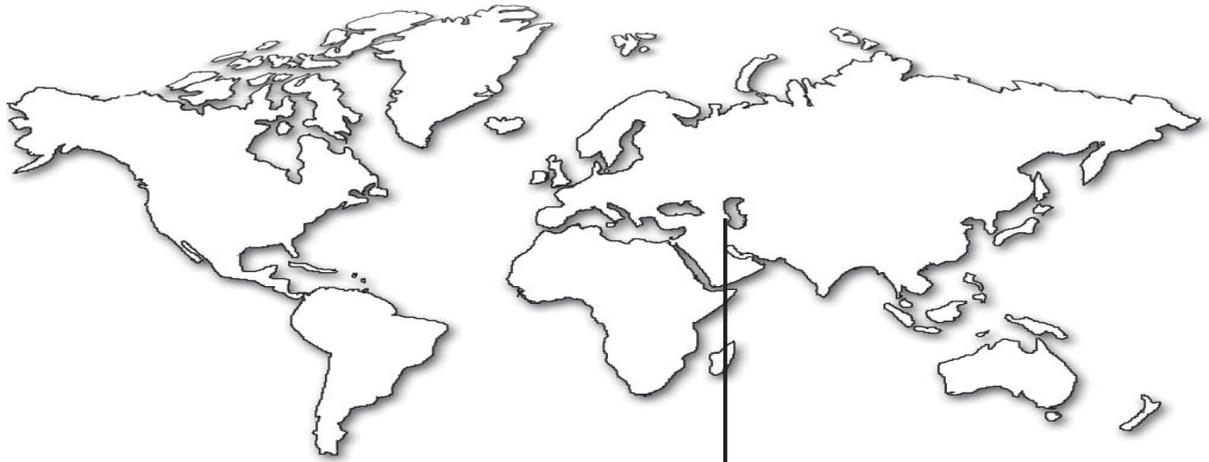
POPULATION: 8,169,929

MAIN LANGUAGE: GERMAN

LITERACY: 98% (NO DATE)

POPULATION ONLINE: 45.29% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 37 (2000)



Overview

Azerbaijan is a first time contributor to the World Report, with a very small percentage of the population online and likewise a low percentage of libraries offering Internet access. Azerbaijan has thus indicated three equally important obstacles that would make searching for information on the Internet in libraries easier for users: More computers with Internet access, more Internet resources in the country's native language, and more Internet training for library users.

Unfortunately, there has been no extra funding made available for Internet access in libraries and consequently financial barriers are indicated as the most significant obstacle to accessing information on the Internet in the country.

Keeping Internet use records is not considered to affect the freedom of expression of the individual

library user, but on the other hand libraries in Azerbaijan do not keep user records.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
No, and the state or other library authorities have not made any extra funding available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

Azerbaijan finds it difficult to report on this topic because, in some instances, violations of intellectual freedom could be related to lack of Internet connections or other technical problems - but it is difficult to tell

IFLA Internet Manifesto

Azerbaijan has not adopted the IFLA Internet Manifesto, but there have been activities to the manifesto - which are not indicated. There is no answer to the question as to whether or not the library association intend to adopt the manifesto in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Azerbaijan has not adopted the Glasgow Declaration, but there have been activities to promote the declaration - which are not indicated. The library association intends to adopt the declaration in the next two years

Ethics

Azerbaijan does not have a code of ethics although but there have been some activities to promote a code. The library association does intend to adopt a code in the next two years

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: AZERBAIJAN

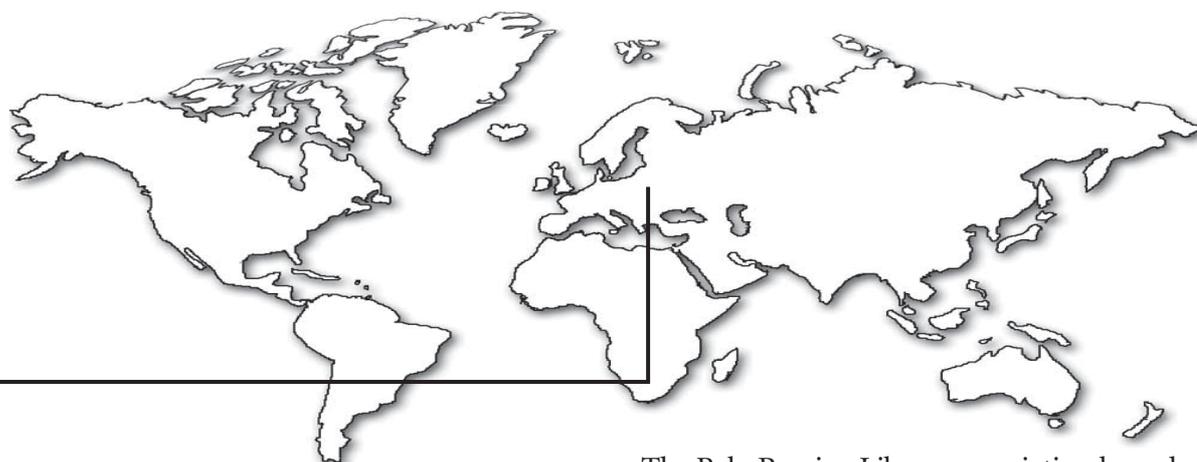
POPULATION: 7,798,497

MAIN LANGUAGE: AZERBAIJANI (AZERI) 89%, RUSSIAN 3%, ARMENIAN 2%, OTHER 6% (1995 EST.)

LITERACY: 97% (1989)

POPULATION ONLINE: ONLINE: 0.32% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 2 (2000)



Overview

Belarus is contributing to the World Report for the first time. Though the percentage of population online is very low, it is very encouraging that the percentage of research libraries offering Internet access is high - 61-80%. On the other hand, access in public libraries is low. The country thus indicates that more computers with Internet access would be the most appropriate solution for making information searching on the Internet easier for library users. Authorities have made extra funding available but the profession considers financial barriers the most significant obstacle to accessing information on the Internet in Belarus.

The library association advocates filtering Internet access to a certain extent but use of filtering software in libraries in Belarus is actually widespread, with the motivation of protecting national security, preventing criminal activity, and safeguarding public morality. Libraries do keep records of clients' Internet use but the profession in the country considers this to affect the freedom of expression of the individual user.

The Belo Russian Library association has adopted the Internet Manifesto and initiated a project on building communication between people and communities worldwide, by engaging participants in collaborative online projects and work. These projects enhance understanding of new technologies, strengthen mutual co-operation and open up a dialogue between communities within Belarus. The Association was one of the organisers of the international conference, Civil Society and Communities of Professionals in Belarus: The Future of the Internet, October 2002. The Association has also been engaged in other activities concerning the perspectives of the Internet and libraries, with special attention to small and rural libraries.

The library association intends to adopt both a code of ethics and the Glasgow Declaration in the next two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%
Research libraries offering Internet access:* 61-80%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries?

Yes, with the motivation of protecting national security, preventing criminal activity, and safeguarding public morality

Do libraries keep records of user's Internet activities? Yes

Is it free of charge to access the Internet on library computers?

Yes, in research libraries. The state or other library authorities have made extra funding available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

A significant problem is the monopolization of Internet provider services. For example, the Grodno region is one of the largest educational, scientific, and cultural centres of the Western part of the Republic of Belarus with a population of approximately 2 million people. Grodno receives Internet access from only 3 big providers. This situation "helps" to organize easy control. Universities and Internet centres close off access to different web resources and limit the transfer of different types of files. But all these actions

are very difficult to regard as incidents/ violations of freedom of access to information, because Internet policy-makers explain this situation by technical problems, busy Internet traffic, virus protection etc. This is a very widespread approach to limiting freedom of access to information.

IFLA Internet Manifesto

Belarus has adopted the IFLA Internet Manifesto and initiatives and activities have been taken to promote it

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

It is a little unclear whether or not Belarus has adopted the Glasgow declaration. They indicate so but at the same time state that the library association intends to adopt in the next two years

Ethics

Belarus does not have a code of ethics and has undertaken no activities to promote one. However, the library association intend to adopt a code in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: BELARUS

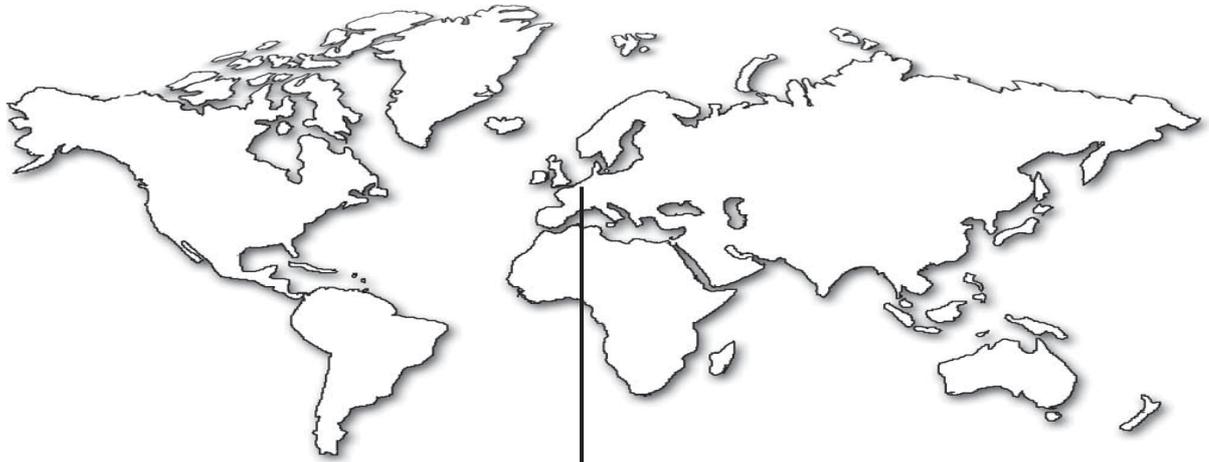
POPULATION: 10,335,382

MAIN LANGUAGE: BELARUSIAN, RUSSIAN, OTHER

LITERACY: 98% (1989)

POPULATION ONLINE: 0.41% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 23 (2002)



Overview

The information provided covers the Dutch speaking part of Belgium - Flanders. All three communities have different legislation and library associations. Flanders also contributed to the World Report 2001 reporting that violations of intellectual freedom were rare and seldom affected the development of library collections. Law prohibits the publications of works on the denial of Holocaust and consequently librarians have had to argue the purchase on ground of the free flow of information. This year Flanders has no incidents to report.

Searching for information on the Internet in libraries is considered easier if more Internet resources in the native language were available. Extra funding has been granted for Internet access in libraries and in public libraries access is free of charge.

A code of ethics was adopted in 1994, and the library association intends to adopt both the Internet Manifesto and the Glasgow Declaration in the next two years.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access: 81-100%*

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?

Yes, in all public libraries. The state or other library authorities has made extra funding available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

No incidents reported

IFLA Internet Manifesto

No, but the association intends to adopt the manifesto in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

No, but the association intends to adopt the declaration in the next two years

Ethics

Does the country have a code of ethics? Yes. The code has been forwarded to all public libraries, published on the association's website and send to the minister of culture and other representative bodies.

When was the code instituted? 1994

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: BELGIUM

POPULATION: 10,274,595

MAIN LANGUAGE: DUTCH 60%, FRENCH 40%, GERMAN LESS THAN 1%
- ALL THREE OFFICIAL LANGUAGES

LITERACY: 98% (NO DATE)

POPULATION ONLINE: 37% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 61 (2000)



Overview

Belize is contributing to the World Report for the first time. The percentage of libraries offering access to the Internet is low and so is the percentage of the population with online connection. More training of library users is considered to make searching for information on the Internet easier for users. Though use of filtering software is not widespread in the country, the library association is in favour of filtering information on library Internet terminals on grounds of protection of children, prevention of crime and safeguard of public morality.

Libraries do not keep user records and the profession think that keeping records of Internet use affects the freedom of expression of the individual client. Accessing the Internet on library computers is not free of charge - no extra funding has been made available for the purpose.

Financial barriers and the Digital Divide are stated as the two most significant obstacles to accessing Internet information in the country.

There are no reported incidents on violations of freedom of access to information.

The library association intends to adopt a code of ethics, the Internet Manifesto and the Glasgow Declaration in the next two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? Yes

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
No

The single most significant obstacle to accessing information on the Internet is: The Digital Divide and financial barriers

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Country has adopted the Glasgow Declaration? No, but the association intends to adopt the declaration in the next two years

Reported incidents/violations of intellectual freedom in the last two years:

No incidents reported

Ethics

Does the country have a code of ethics? No, but Belize intends to adopt one in the next two years

IFLA Internet Manifesto

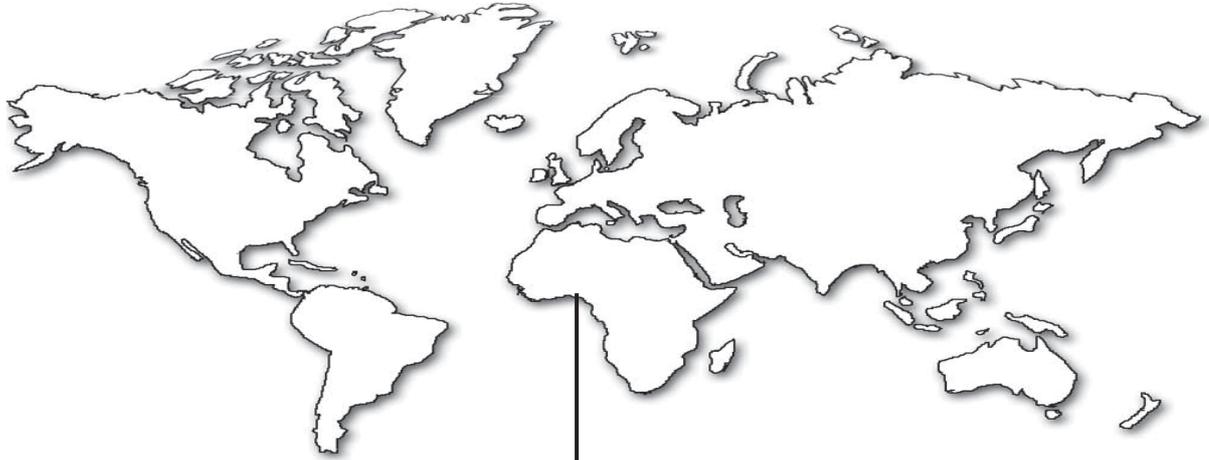
Country has adopted the IFLA Internet Manifesto? No, but the association intends to adopt the manifesto in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: BELIZE
POPULATION: 262,999
MAIN LANGUAGE: ENGLISH (OFFICIAL), SPANISH, MAYAN, GARIFUNA (CARIB), CREOLE
LITERACY: 70.3% (1991)
POPULATION ONLINE: 0.68% (2002)
NUMBER OF INTERNET SERVICE PROVIDERS: 4 (2002)



Overview

Benin is contributing to the World Report for the first time. Despite the poor communication system, installation of the Internet is rapidly developing in the country thanks to private sector initiatives to open net cafes in the big cities. Only a few public and research libraries are connected to the Internet and those that aren't connected do not offer access due to lack of finances. The communication expenses are high but the state is working hard to decrease them and the profession hopes that libraries will be able to offer Internet access services in the years to come.

Uncertainty exists as to whether or not Benin has adopted or intends to adopt the Internet Manifesto and the Glasgow Declaration.

However, with regards to a code of ethics the answer is clear, the library association has not yet adopted one.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No. In Benin keeping user records is not considered to affect the freedom of expression of the individual user

Is it free of charge to access the Internet on library computers?
No, and state or other library authorities have not made extra funding available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

at the same time state that they intend to adopt in the next two years

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Country has adopted the Glasgow Declaration? The same answer as was given regarding the Internet Manifesto is also provided for this question

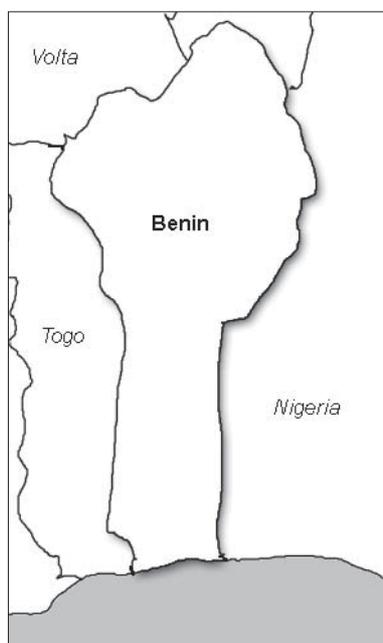
IFLA Internet Manifesto

Country has adopted the IFLA Internet Manifesto? It is difficult to conclude on this issue as responders indicate that the library association has adopted the manifesto, and

Ethics

Benin does not have a code of ethics and has no plans to adopt one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: BENIN

POPULATION: 6,787,625

MAIN LANGUAGE: FRENCH (OFFICIAL), FON AND YORUBA, TRIBAL LANGUAGES

LITERACY : 37.5% (2000)

POPULATION ONLINE: 0.37% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 9 (2000)



Overview

Bolivia is contributing to the World Report for the first time. With less than 20% of libraries offering Internet access and a very small percentage of Internet penetration in general, responders state that searching for information on the Internet would be easier for users if more computers with Internet access were available in libraries and more training for library users provided. As the state or other library authorities have made extra funding available for Internet access in the library system, Internet access is free of charge in public libraries. However, financial barriers are still seen as the most significant obstacle to access information on the Internet in Bolivia.

The library association is not in favour of filtering and filtering software is not widespread in libraries. Neither do they keep records of user's Internet activities. However, responders do not

think that keeping these records would affect the freedom of expression of the individual library user.

The library association intends to adopt the Internet Manifesto, the Glasgow Declaration and a code of ethics in the next two years. A code has been promoted at a seminar on professional ethics and membership and a general involvement in IFLA activities is mentioned as a factor of motivation for the promotion of IFLA policy statements.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
Yes, in public libraries

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Bolivia has not adopted the Internet Manifesto but intends to do so in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Bolivia has not yet adopted the Glasgow Declaration but intends to do so in the next two years

Ethics

Bolivia intends to adopt a code of ethics in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: BOLIVIA

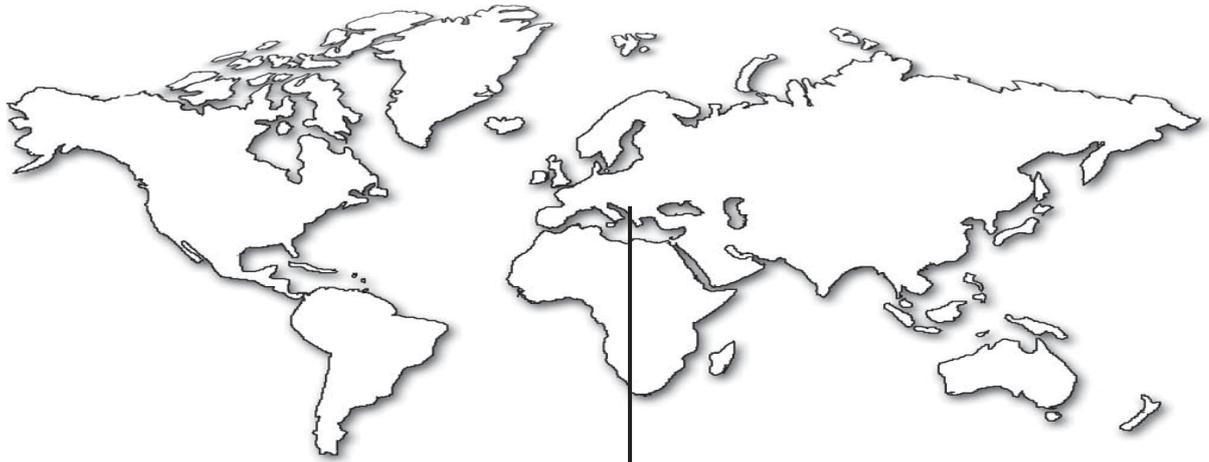
POPULATION: 8,445,134

MAIN LANGUAGE: SPANISH, QUECHUA, AYMARA (ALL OFFICIAL)

LITERACY: 83.1% (1995)

POPULATION ONLINE: 0.92% (2000)

NUMBER OF INTERNET SERVICE PROVIDERS: 9 (2000)



Overview

Bosnia and Herzegovina is contributing to the World Report for the first time. It is a country with very low levels of Internet penetration and a likewise low level of libraries offering Internet access. Use of filtering software is not widespread in libraries and no records are kept of user's Internet activities. Internet access is charged for and authorities have not made extra funding available for this service.

The profession thus considers financial barriers as the most significant obstacle to accessing information on the Internet in the country.

After publishing the Internet Manifesto as a promotional activity (in the review of national and university library of Bosnia and Herzegovina Bosniaca , No 6/7, 2000/2002) the library association intends to adopt the Manifesto in the

next two years - along with the Glasgow Declaration. It already has a code of ethics.

No incidents or violations of freedom of access to information are reported.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
No

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Bosnia and Herzegovina has not adopted the Glasgow declaration but it has promoted it and intends to adopt it in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration is not yet implemented but it will be in the next two years

Ethics

Does the country have a code of ethics? The library association has adopted a code of ethics that has been promoted at seminars, courses and training sessions for librarians

When was the code instituted? 1997

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: BOSNIA AND HERZEGOVINA

POPULATION: 3,964,388

MAIN LANGUAGE: CROATIAN, SERBIAN, AND BOSNIAN

LITERACY: 93.1% (2000 – SOURCE: UNICEF)

POPULATION ONLINE: 1.13% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 3 (2000)



Overview

Botswana is responding to the World Report for the first time. Though the Internet penetration is low it is amongst the top five in Africa. This reflects perhaps the high percentage of research libraries offering Internet access.

Though no extra funding has been made available by authorities, it is free of charge to access the Internet in public libraries. Searching for information on the Internet in libraries would be easier if more Internet resources in the country's native language were available for users. The Digital Divide is seen as the most significant obstacle to access the Internet in Botswana.

It is indicated that the library association has adopted a code of ethics but the year is not stated and the code has not been forwarded to IFLA/FAIFE for publication on our collection of codes. The library association has also adopted the

Glasgow Declaration but no promotion or implementation activities have been undertaken. Within the next two years the library association also intends to adopt the Internet Manifesto.

No incidents or violations of freedom of access to information are reported.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 61-80%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree with the motivation of protecting children

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No. In the opinion of the profession keeping user records affects the freedom of expression of the individual library user

Is it free of charge to access the Internet on library computers?
Yes, in public libraries. No extra funding has been made available for the purpose

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Botswana has not adopted the Internet Manifesto, but intends to do so in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Botswana has adopted the Glasgow Declaration but as yet no promotional activities have been undertaken

Ethics

The country does have a code of ethics but no promotional activities are reported

When was the code instituted? Not stated

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: BOTSWANA

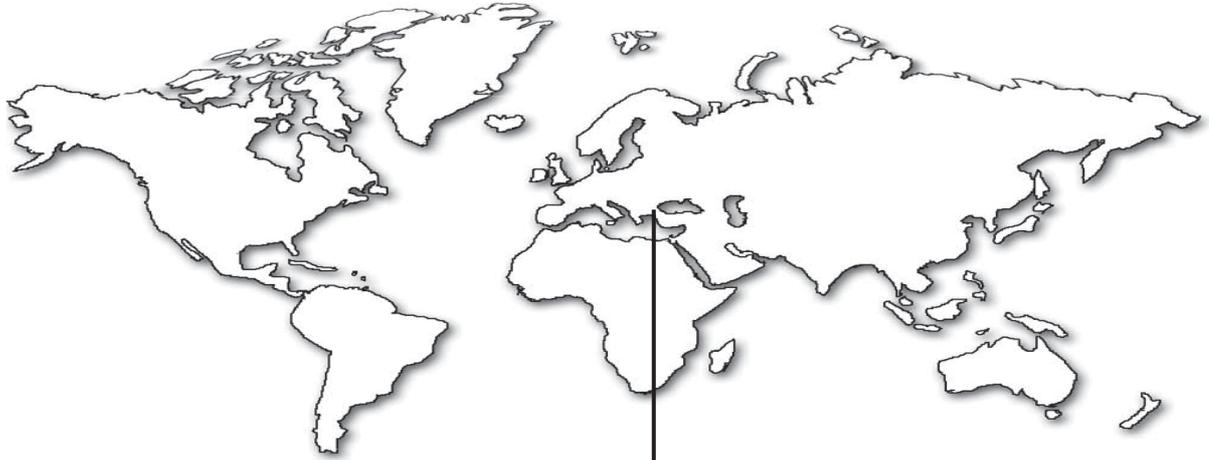
POPULATION: 1,591,232

MAIN LANGUAGE: ENGLISH (OFFICIAL), SETSWANA

LITERACY: 69.8% (1995)

POPULATION ONLINE: 2.1% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 11 (2001)



Overview

In the World Report 2001 Bulgaria reported on the very encouraging development in the country regarding the safeguard of freedom of access to information and intellectual freedom as stated in the new library act and the constitutional protection of intellectual freedom based on the principles of individual, civil and human rights. Contributing with two responses in the 2003 report, Bulgaria has no incidents or violations of freedom of access to report.

The level of Internet access is still fairly low but has almost tripled since 2000. Less than 20% of public libraries are offering Internet access services whereas the percentage of research libraries offering access is 21-40%. The service is not free of charge and library authorities have not made extra funding available for advancing Internet access in the library system. More computers with Internet access is considered to

make searching for information on the Internet easier for library users. The Digital Divide is considered the most significant obstacle to accessing information on the Internet in Bulgaria.

One responder states that the library association favours filtering or blocking of information on library Internet terminals with the motivation of the protection of children whereas the other states that the association does not favour such activities. Use of filtering software is however not widespread in the country and libraries do not keep any records of client's Internet use - part of the profession considers such activities to affect the freedom of expression of the individual Internet library user whereas others do not.

A code of ethics was adopted in 2002. The Internet Manifesto has also been adopted and the library association intends to adopt the Glasgow Declaration in the next two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 21-40%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
No, and no extra funding has been made available by state or library authorities for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has adopted the Internet Manifesto and promotional activities such as translation of the manifesto, publication on the website and in the ULISO bulletin are reported

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The country has not adopted the Glasgow Declaration but the library association intends to adopt the declaration in the next two years

Ethics

Bulgaria has adopted a code of ethics, and promoted it at conferences, seminars and by publication in professional journals

When was the code instituted? 2002

* Research libraries include the libraries of educational institutions

Main Indicators

COUNTRY NAME: BULGARIA

POPULATION: 7,621,337

MAIN LANGUAGE: BULGARIAN, SECONDARY LANGUAGES CLOSELY CORRESPOND TO ETHNIC BREAKDOWN

LITERACY: 98% (1999)

POPULATION ONLINE: 7.67% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 200 (2001)





Overview

In the 2001 World Report, Canada reported that the use of filtering software to suppress Internet content in public and school libraries continued to be a national issue. The Canadian Library Association formed a special task force on Internet services in public libraries and a report with recommendation was published in February 2000. According to this year's report from Canada children's freedom of access to Internet information is still an issue insofar as filtering software is in use with the motivation of protecting children - backed by the library association. The profession regards the keeping of records of user's Internet activities to affect the freedom of expression of the individual Internet library user, and libraries do not keep any such records. To further the search for information on the Internet in libraries, the profession considers a wider availability of Broadband as the action needed to make information accessing easier for users. The Digital

Divide is considered the most significant barrier to accessing Internet information in Canada.

In general the penetration of Internet access in the country is high though not amongst the top ten of the responding countries. Access to the Internet is free of charge for public library users. Extra funding has been provided by the state or other library authorities for Internet access in the library system.

A code of ethics was adopted in 1976 and reviewed in 1999-2000. The library association intends to adopt the Internet Manifesto in the next two years but has no similar plans to adopt the Glasgow Declaration.

Canada is one of the few participating countries to provide a substantial report on violations of freedom of access to information.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries? Yes, to a certain degree with the motivation of protecting children

Do libraries keep records of user's Internet activities? No. The profession regards the keeping of records to affect the freedom of expression of the individual Internet library user

Is it free of charge to access the Internet on library computers?

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

Outlaw Representation: Censorship and Homosexuality in Twentieth-Century Art by Richard Meyer was prevented from sale by its published Oxford University Press.

Meatmen the adult comic book had two issues seized by Canada Customs in June 2001.

Twenty graphic novels were challenged at the Hull Public Library in 2000, resulting in september 2001 in an order by Hull City Council that they be locked up. The policy was rescinded in February 2002. Still unresolved is the question of how a municipal council could intervene directly in a public library's acquisition and collection policies.

Three picture books, Belinda's Banquet, Asha's Mums, and One Dad, Two Dads, Brown Dad, Blue Dads, were rejected in 1997 for use in kindergarten and grade 1 classrooms in

Surrey B.C. by the Surrey Board of Education. The case was eventually heard by the Supreme Court of Canada, which ruled in December 2002 in favour of the books.

To Kill a Mockingbird by Harper Lee, In the Heat of the Night by John Ball (both American novels), and Underground to Canada by Barbara Smucker, a Canadian novel for young readers, were targeted for withdrawal in March 2002 from southwestern Nova Scotia public schools, and the director of education ordered their removal from schools starting in September 2002. Eventually the board reversed the order.

Harry Potter books were forbidden for classroom reading by the Durham Ontario Public School Board in 2000 but the order was rescinded after public criticism. In January 2002 the Niagara District School Board in Ontario was pressured to withdraw the books but the board refused. There was also a complaint that a Harry Potter book should be withdrawn from the school libraries of the Hamilton-Wentworth Roman Catholic Separate School Board.

Internet Filtering by Canadian Libraries

While no comprehensive survey of library policies has been done, many major public libraries across Canada have bought Internet filtering software - some institutions as a result of public pressure, others in practicing electronic self-censorship out of fear of future complaints, and still others as a result of municipal mandate. Recently the City of Mississauga (Ontario) imposed Internet filters on all public library terminals along with every other computer terminal used by the municipality's civil service. The policy flies in the face of the stated position of the Canadian Library Association "to offer Internet access with the fewest possible restrictions." While most other public libraries in the country filter only those terminals in areas where children are the primary users, at least some libraries leave the choice of filtered or unfiltered use up to parents and children.

Canada Customs Censured for Sustained Abuse of Little Sister's Book and Art Emporium

The case launched more than 10 years ago against Canada Customs by the Vancouver gay and lesbian bookstore Little Sister's finally concluded in December 2000. The Supreme Court of Canada ruled that Canada Customs' treatment was high-handed and dismissive of Little Sister's right to receive lawful expressive material they had every right to import. One of the Justices wrote, "Their freedom of expression does not stop at the border." The judgment required Canada Customs to prove within 30 days that seized book, magazine, and video imports are obscene; in the past reverse onus was in effect, requiring bookstores to provide that seized materials were not obscene.

The Court did not find the seizure powers of Customs unconstitutional, even though they offended against the principles of free expression. But the Court did award costs to Little Sister's for its decade-long fight against Customs, which over the years had cost the bookstore thousands of dollars. Almost a year after the court ruling, the bookstore reported that shipments of books and magazines were still being seized by Customs.

Bill C-36, Canada's Anti-Terrorism Act

In response to the terrorist attack in the United States on September 11, 2001 and in recognition of the need for Canada to protect itself against the possibility of terrorism, Bill C-36, "An Act to amend the Criminal Code, the Official Secrets Act, the Canada Evidence Act, the Proceeds of Crime (Money Laundering) Act and other Acts, and to enact measures respecting the registration of charities, in order to combat terrorism" was given Royal Assent on December 18, 2001 and passed into law http://www.parl.gc.ca/37/1/parlbus/chambus/house/bills/government/C-36/C-36_3/C-36_cover-E.html. The Bill's provisions sparked much debate and concern over unprecedented powers of detention and investigation, leading to the amendment of the two most controversial

features: a) police powers in the bill governing investigative hearings and preventive arrests were subjected to a sunset clause (a mandatory review of the Act in five years); and b) the powers that the justice minister would have to issue unilaterally a certificate blocking the release in court or through the Access to Information Act of sensitive documents, such as foreign intelligence on terrorist activities, were diluted so that these certificates will expire after 15 years and the Federal Court of appeal would be able to overturn them.

Freedom to Read Week

The 18th annual "Freedom to Read Week" was celebrated February 24 to March 2, 2002 all across Canada. This event is organized by the Freedom of Expression Committee of the Book and Periodical Council, an umbrella organization representing some 25 associations including the Canadian Library Association. The committee produces an annual information kit on issues of intellectual freedom, the "Freedom to Read Week Kit", which is available in traditional paper form and on the Web at <http://www.freedomtoread.ca/kits/index.htm>.

Media Convergence: Canada's Newspaper Industry In recent controversies within the Canadian newspaper publishing industry have drawn international attention and criticism. Johann Fritz, Director of the International Press Institute in Vienna, a network of editors, media executives and journalists in more than 110 countries, expressed concern about the June 2, 2002 firing of Russell Mills, publisher of the Ottawa Citizen newspaper. He was removed by the newspaper's owners, CanWest Global Communications Corporation, a media conglomerate which owns 14 major daily newspapers, radio and television stations, and other media outlets across Canada. In December 2001, CanWest Global began running weekly editorials in all of its newspapers.

These recent high-profile events have renewed concerns in Canada about media concentration ("convergence"), and have prompted calls for action to be taken. However,

others voice concern about any kind of government intervention in the print media and the dangers this might pose for freedom of the press in Canada. CanWest Global's Kenneth Goldstein, Chief Strategy Officer, argued that Canadians are not in anyway limited in their media choices in today's world of choice, pointing out that the number of Canadian subscribers to the NewYorkTimes.com totalled 717,921, a number larger than any daily newspaper in Canada (Edmonton Journal, Saturday, June 15, 2002, p. E3).

Government Policy on Internet Access

On February 15, 2001, Minister of Industry Canada Brian Tobin, Minister of Justice Anne McLellan, and the Minister for Multiculturalism and the Status of Women, Hedy Fry, launched "Illegal and Offensive Content on the Internet: The Canadian Strategy to Promote Safe, Wise and Responsible Internet Use." This initiative is designed to equip Canadian parents and teachers with tools and resources to help them protect children against the dangers of illegal and offensive content on the Internet (Feliciter, v. 47, no. 3, 2001, p. 136). Copies are available in booklet form and on the Web at <http://www.connect.gc.ca/cyberwise>.

School Libraries in Canada

National Librarian of Canada and Canadian literary icon Roch Carrier has made national headlines in calling attention to the state of school libraries in Canada and advocating renewed support for their role in literacy and

education for young Canadians. School libraries in almost every province across the country are in a desperate state of underfunding. While this situation is not occasioned by overt censorship practices, the end-result is indistinguishable: little or no access to information resources and reading materials.

IFLA Internet Manifesto

The library association has not adopted the Internet Manifesto and no promotional activities are reported. However, the association intends to adopt the manifesto in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has not promoted or adopted the Glasgow Declaration, neither do they intend to do so in the next two years

Ethics

The Canadian Library Association does have a code of ethics, although no promotional activities are reported

When was the code instituted? 1999-2000

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: CANADA

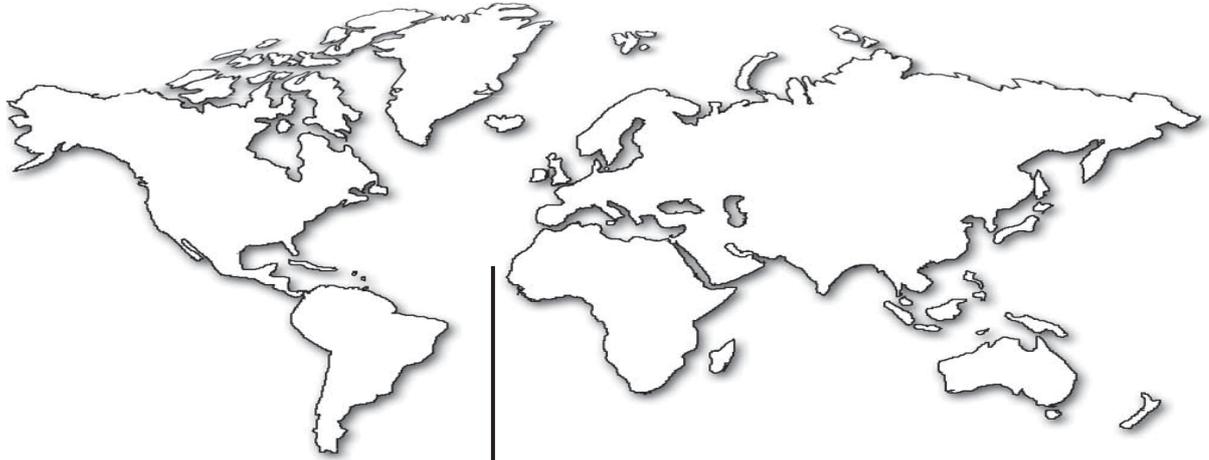
POPULATION: 31,902,268

MAIN LANGUAGE: ENGLISH 59.3%, FRENCH 23.2% (BOTH OFFICIAL)

LITERACY: 97% (1986)

POPULATION ONLINE: 52.77% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 760 (2000)



Overview

Cap Verde is contributing to the World Report for the first time. The low percentage of Internet penetration (2.94%) is probably reflected in the small percentage of libraries offering access to the Internet. Though extra funding has been provided for Internet access in the library system, the service is charged and financial barriers seen as the most significant obstacle to access information on the Internet in the country.

More Internet resources in the native language are seen as the key to improving the search for information on the Internet.

From the point of view of the profession, keeping records of user's Internet activities do not affect the freedom of expression of the individual user. Libraries do not, however, keep such records. With the motivation of safeguarding public morality, the use of filtering software in libraries

is widespread supported by the library association that favours filtering on the same grounds.

The library association intends to adopt a code of ethics, the Glasgow Declaration and the Internet Manifesto within the next two years.

No incidents or violations of freedom of access to information are reported.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? Yes with the motivation of safeguarding public morality

Use of filtering software widespread in country's libraries? Yes

Do libraries keep records of user's Internet activities? No. The profession does not consider that keeping user records affects the freedom of expression of the individual Internet library user

Is it free of charge to access the Internet on library computers? No. The state or other library authorities have made extra funding available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has not promoted or adopted the Internet Manifesto but intends to do so in the next two years

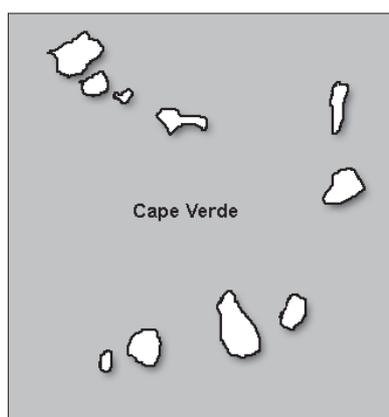
IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has not promoted or adopted the Glasgow Declaration but intends to do so in the next two years

Ethics

Cap Verde has not adopted or promoted a code of ethics but the library association intends to do so in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: CAP VERDE

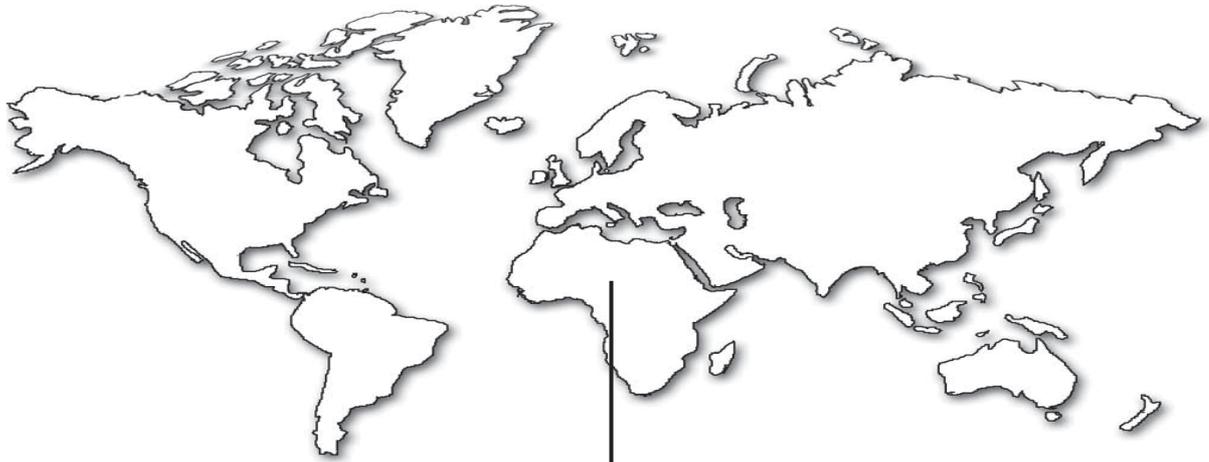
POPULATION: 408,760

MAIN LANGUAGE: PORTUGUESE, CRIOULO

LITERACY : 71.6% (1995)

POPULATION ONLINE: 2.94% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 1 (2002)



Overview

Chad is responding to the World Report for the first time. The country has the second lowest Internet penetration of the contributing countries and an equally low percentage of Internet access in libraries. More computers with Internet access is seen as the key to improving the low access situation in libraries, and the Digital Divide as the most significant obstacle to accessing information on the Internet in the country. Internet access in libraries is charged for and the state or other library authorities have not made extra funding available for the purpose.

It is interesting to note that national security and safeguarding of public morality are indicated as the motivation for use of filtering while, at the same time, it is stated that use of filtering software is not widespread in libraries and the library association is not in favour of filtering of information.

Libraries do not keep records of user's Internet activities; on the other hand the profession do not consider such records to affect the freedom of expression of the individual library user.

The library association has not adopted, or intends to adopt, the Internet Manifesto in the next two years. It is suggested that the motivation is that the association does not hold an IFLA membership. However, promotion activities are reported and the association intends to adopt the Glasgow Declaration within the next two years whereas there are no plans of adopting a code of ethics.

Though no incidents or violations are reported, lack of computers and information materials, and insufficient finances are identified as obstacles that prevent freedom of access to information.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No
- though national security and the safeguarding of public morality are indicated as the motivation for the use of filtering

Do libraries keep records of user's Internet activities? No, keeping such records is not seen to affect the freedom of expression of the individual Internet library user

Is it free of charge to access the Internet on library computers?

No, and state or other library authorities have not provided any extra funding for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

No actual incidents are reported but a lack of computers and information materials as well as insufficient finances are mentioned as obstacles that prevent freedom of access to information

IFLA Internet Manifesto

Not being an IFLA member, the library association has not adopted the Internet Manifesto or intends to do so in the next two years. However, some promotion activities have taken place

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has not adopted the Glasgow Declaration but intends to do so in the next two years

Ethics

The library association has not promoted or adopted a code of ethics or intends to do so in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: CHAD

POPULATION: 8,997,237

MAIN LANGUAGE: FRENCH AND ARABIC (OFFICIAL)

LITERACY: 40% (1998)

POPULATION ONLINE: 0.04% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 1 (2002)



Overview

In the World Report 2001, Chile stated that full intellectual freedom and freedom of expression was seriously compromised due to various forms of censorship of media, control and sanctions. Self-censorship in the media business was reported as another mechanism limiting intellectual freedom. Though initiatives had been taken by the sectors involved, including government and parliament, they were reported insufficient. It is interesting to note that no incidents or violations of freedom of access to information are reported in this year.

With a significant raise of Internet penetration since 2000, the percentage of population online (20%) is now the highest amongst the contributing countries in the region. This situation is also reflected with regards to the high percentage of libraries offering Internet access. More Internet training for library users is seen as the key to

improving searching for information on the Internet, and the Digital Divide is identified as the most significant obstacle to access Internet information in the country.

With the motivation of protecting children the library association favours filtering of Internet accessible information in libraries and filtering is to a certain degree widespread on library terminals. User records of Internet activities are not being kept as the library association does not favour keeping such records.

The state or other library authorities have made extra funding available for Internet access in libraries. The library association reports that access is charged whereas the directorate states that access to the Internet is free of charge in public libraries.

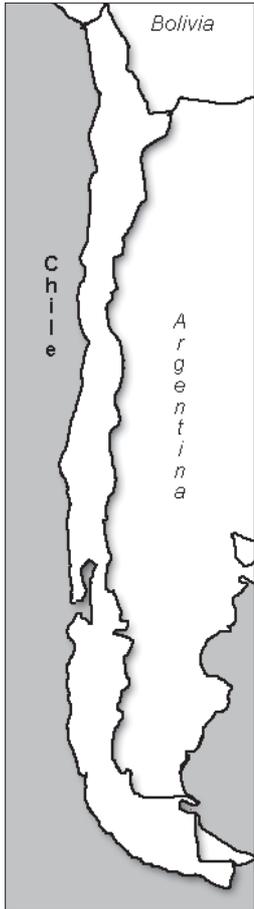
Libraries and the internet

Public libraries offering Internet access: 81-100%

Research* libraries offering Internet access: 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree with the motivation of protecting children

Use of filtering software widespread in country's libraries? Yes, to a certain degree with the motivation of protecting children



Do libraries keep records of user's Internet activities? No, the profession is of the opinion that keeping records affects the freedom of expression of the individual library user

Is it free of charge to access the Internet on library computers? The state or other library authorities have made extra funding available for Internet access in libraries. The library association reports that access is charged whereas the directorate states that access to the Internet is free of charge in public libraries

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The Internet Manifesto has been adopted. It was used as one of the basic references in defining and implementing access policies for a nation-wide project that installed public access computers in public libraries during 2002. It has been studied and commented upon by the coordinators of the public library system in Chile

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Country has adopted the Glasgow Declaration? The library association has not adopted the Glasgow Declaration but intends to do so in the next two years

Ethics

The library association adopted a code of ethics
When was the code instituted? 12 July 1977

* Research libraries include the libraries of educational institutions

Main Indicators

COUNTRY NAME: CHILE

POPULATION: 15,498,930

MAIN LANGUAGE: SPANISH

LITERACY: 95.2% (1995)

POPULATION ONLINE: 20% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 7 (2000)



Overview

China is responding to the World Report for the first time. With a relatively low Internet penetration (3.57%) the percentage of research libraries offering Internet access is especially high whereas the public libraries is lacking somewhat behind with a percentage of 41-60% making the Internet available. More computers with Internet access is seen as the key to improving searching for information on the Internet, and the Digital Divide is seen as the most significant obstacle to access information on the Internet in the country.

The library association is to a certain degree in favour of filtering with the motivation of protecting children and the use of filtering software in libraries is motivated on the same grounds.

It is reported that libraries do not keep records of users' Internet activities, and respondents think

that keeping records would affect the freedom of expression of the individual library user.

Access to the Internet is charged but the state or other library authorities have provided extra funding for Internet access in the library system.

In 2002 the library association adopted a code of ethics that was promoted in a pamphlet. The code has not been forwarded to IFLA/FAIFE for publication on the website.

The library association intends to adopt the Internet Manifesto and the Glasgow Declaration in the next two years.

No incidents or violation of freedom of access to information has been reported.

Libraries and the internet

Public libraries offering Internet access: 41-60%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree with the motivation of protecting children

Use of filtering software widespread in country's libraries? Yes, to a certain degree with the motivation of protecting children

Do libraries keep records of user's Internet activities? No, the responder thinks that keeping records affects the freedom of expression of the individual library user

Is it free of charge to access the Internet on library computers? No, the state or other library authorities have made extra funding available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: the Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The Internet Manifesto has not been adopted but the library association intends to do so in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not been adopted but the library association intends to do so in the next two years

Ethics

The library association has adopted a code of ethics promoted in a pamphlet

When was the code instituted? 2002

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: CHINA

POPULATION: 1,284,303,705

MAIN LANGUAGE: STANDARD CHINESE OR MANDARIN

LITERACY: 81.5% (1995)

POPULATION ONLINE: 3.57% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 3 (2000)



Overview

Columbia is responding to the World Report for the first time.

Considering the relatively low Internet penetration the high percentage of research libraries offering Internet access is encouraging. Despite the lower figures for public libraries, responders state that these libraries account for more than 80% of the users.

Biblioteca Luis Ángel Arango has developed a large network, with public libraries in most of the middle size cities. In 1998-2002 the municipality of Bogotá developed a network with three large libraries offering Internet access. The numbers of users in Bogotá doubled within two years, from 3.5 to 7 million visitors. The success in Bogotá has inspired the national government and it is planning to open 400 new libraries with Internet access in four years. Other municipal and

regional governments are planning or have just opened new libraries. A nationwide program, Compartel, supported by the national telephone company has opened 670 Internet access centers in small towns, and additional 270 centres will open in the next year thus all municipalities will have public Internet services. The program has been developed outside the library system. However, in most cases, the centres will allow connections to the libraries so that from 2005 all smaller libraries will be offering Internet access.

The Colombian response is provided by the Libraries and Art Department of the Central Bank of Columbia. Questions on the points of view of the profession or the library association have not been answered and thus information on the adoption of a code of ethics, Internet Manifesto and the Glasgow Declaration is not available, and neither is information on reported incidents regarding freedom of access to information.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? The responder is not certain that the association has taken a stand on the issue but would assume the answer to be: Yes, to a certain degree with the motivation of protecting children

Use of filtering software widespread in country's libraries?

Could not be answered for public and research libraries but in Central Bank of Columbia libraries filtering is not used

Do libraries keep records of user's Internet activities? Not answered regarding research and public libraries but Central Bank of Columbia libraries do not

Is it free of charge to access the Internet on library computers?

Yes, in many public libraries but some Internet access is charged. The state or other library authorities have

provided extra funding for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Not answered

Reported incidents/violations of intellectual freedom in the last two years:

Not answered

IFLA Internet Manifesto

Country has adopted the IFLA Internet Manifesto? Not answered

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Country has adopted the Glasgow Declaration? Not answered

Ethics

Does the country have a code of ethics? Not answered

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: COLUMBIA

POPULATION: 41,008,227

MAIN LANGUAGE: SPANISH

LITERACY: 91.30% (1995)

POPULATION ONLINE: 2.80% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 18 (2000)



Overview

In the World Report 2001 the country report concluded that although freedom of information is a traditional right for Costa Rican society the country was facing several challenges regarding the provision of information to all and had to overcome the information gap between itself and more developed countries. The latest figures of Internet penetration shows the Costa Rica has succeeded in more than doubling the percentage of population online, from 4.04% in 2000 to 10.01% this year. However, there is still work ahead to safeguard Internet access in libraries.

Less than 20% of the public libraries are offering Internet access, and the percentage for research libraries is not reported. More computers with Internet access are seen as the key to improving the low access situation in libraries, and financial barriers as the most significant obstacle to access information on the Internet in Costa Rica. The

state or other library authorities have not made extra funding available for Internet access in the library system, nevertheless the service is free of charge in public libraries.

The library association favours filtering to a certain degree but use of filtering software is not widespread in Costa Rican libraries, and they do not keep records of user's Internet activities. The profession considers that keeping such records affects the freedom of expression of the individual library user.

Within the next two years, the library association intends to adopt a code of ethics and the Internet Manifesto but there are no plans of adopting the Glasgow Declaration within the same period of time.

The country has not answered the question regarding incidents or violations of freedom of access to information.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Not answered

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree, e.g. for children

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, the responder thinks that keeping records affects the freedom of expression of the individual Internet library user

Is it free of charge to access the Internet on library computers? Yes, in public libraries. Neither state nor other library authorities have provided extra funding for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

Not answered

IFLA Internet Manifesto

The library association has not promoted or adopted the Internet Manifesto but intends to do so in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has not promoted or adopted the Glasgow Declaration and has no plans to do so in the next two years

Ethics

Costa Rica does not have a code of ethics but the library association intends to adopt one within the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: COSTA RICA

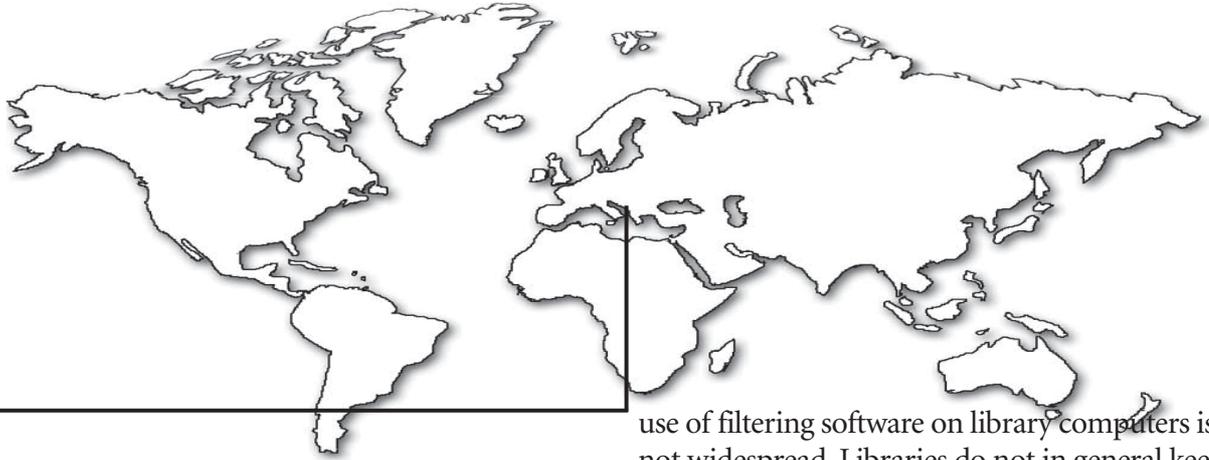
POPULATION: 3,834,934

MAIN LANGUAGE: SPANISH

LITERACY: 95.5% (1999)

POPULATION ONLINE: 10.01% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 3 (2000)



Overview

In the 2001 World Report Croatia reported that the library association had highlighted its focus on freedom of access to information in 2000 by publishing a special issue of its journal dedicated to make the concept of freedom of access more familiar to Croatian colleagues. Already in 1998 the association established a committee for freedom of access to information and freedom of expression. Internet penetration in Croatia has more than tripled within three years and the percentage of research libraries offering Internet access is very high whereas the percentage for public libraries is significantly lower. More computers with Internet access are thus seen as the key to improving the access situation in libraries, and so is Internet training for users. While extra funding for Internet access in the library system has been provided, financial barriers are still seen as the most significant obstacle to access information on the Internet in the country.

While the library association favours filtering of information to a certain degree, e.g. children, the

use of filtering software on library computers is not widespread. Libraries do not in general keep records of user's Internet activities but in some libraries librarians are monitoring children's Internet use.

Access to Internet is free of charge in research libraries and extra funding has been made available for Internet access in the library system.

The library association has adopted a code of ethics, the Internet Manifesto and the Glasgow Declaration. All policy documents have been very actively promoted and followed up by various implementation activities such as the incorporation of the Glasgow Declaration in the new Croatian Library Association Constitution and Code of Ethics, adopted in September 2002.

No incidents or violation of freedom of access to information has been reported.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access: 81-100%*

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain, e.g. children

Use of filtering software widespread in country's libraries? No
Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
Yes, in research libraries. State or other library authorities have provided extra funding for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has adopted the Internet Manifesto and has translated and published it in the association's newsletter as well as in the proceedings of the Round Table on Freedom of Access to Information in Service of Cultural Department. The association has just initiated a project organising round tables in a war-torn Croatian county. The project also includes the acquisition of

computers and the provision of Internet access in accordance with the principles of the manifesto

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has adopted the Glasgow Declaration that has been translated and published in its newsletter, as well as in the proceedings of the Round Table on Freedom of Access to Information in Service of Cultural Department. The recommendations of the declaration have been incorporated in the new Croatian Library Association Constitution and Code of Ethics, adopted in September 2002

Ethics

The library association has adopted a code of ethics published in its newsletter and website. The code is also available in English on IFLANET www.ifla.org/faife/ethics/codes.htm. In 2001 the association organised a round table on codes of ethics as part of an archives, libraries and museums seminar. The code was also discussed at the library association's annual meeting in 2002

When was the code instituted? 1992

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: CROATIA

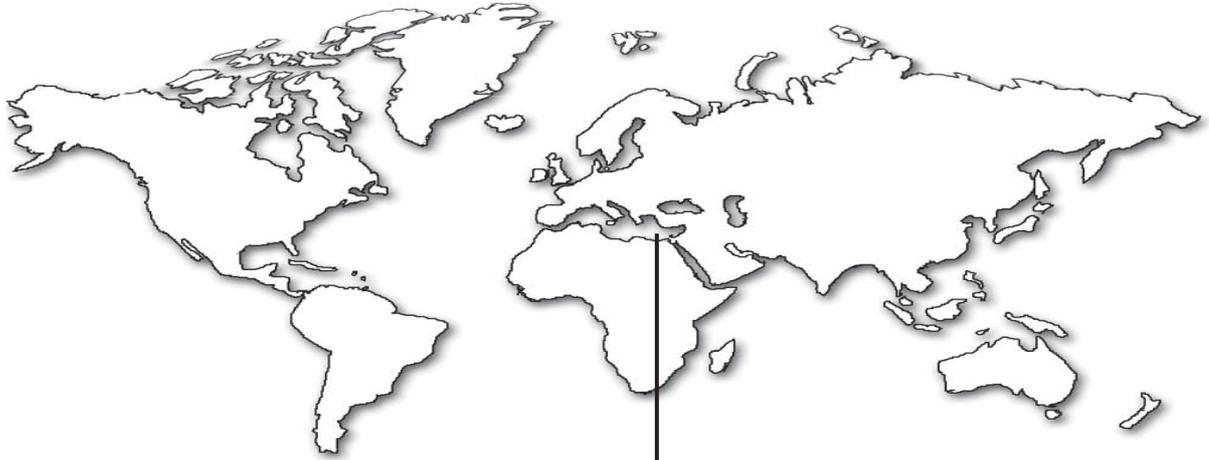
POPULATION: 4,390,751

MAIN LANGUAGE: CROATIAN

LITERACY: 97% (1991)

POPULATION ONLINE: 10.93% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 9 (2000)



Overview

Cyprus is responding to the World Report for the first time. With an Internet penetration a little below average for the Western European countries contributing to this report, the percentage of libraries offering Internet access is quite low - less than 20%. It is therefore interesting to note that more Internet training is seen as the key to improving searching for information on the Internet in libraries while financial barriers is identified as the most significant obstacle to accessing information on the Internet in the country. There is an additional remark on training of staff and users as being equally important.

The library association is not in favour of filtering information and use of filtering software is not widespread in the country. Libraries do not keep

records of user's Internet activities - the profession regards such activities to affect the freedom of expression of the individual user.

While extra funding has not been provided for Internet access the service is free of charge in all libraries.

The library association has not adopted a code of ethics but intends to do so in the next two years. Neither the Internet Manifesto nor the Glasgow Declaration has been adopted however, the association states that the adoption of these policies is being considered and that a decision will be taken soon.

No incidents or violations of freedom of access to information have been reported.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, keeping user records is considered to affect the freedom of expression of the individual Internet library user

Is it free of charge to access the Internet on library computers? Yes, in all libraries. Extra funding has not been made available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has not adopted the Internet Manifesto but states that adoption is under consideration

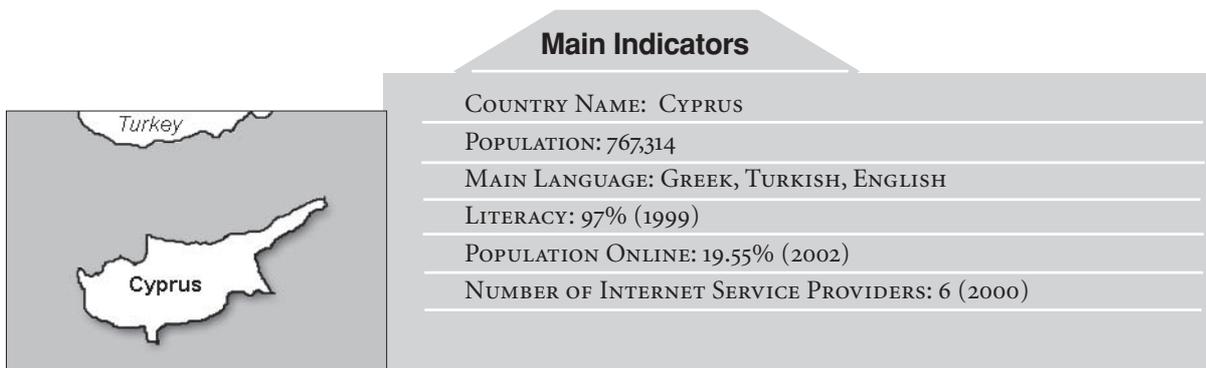
IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

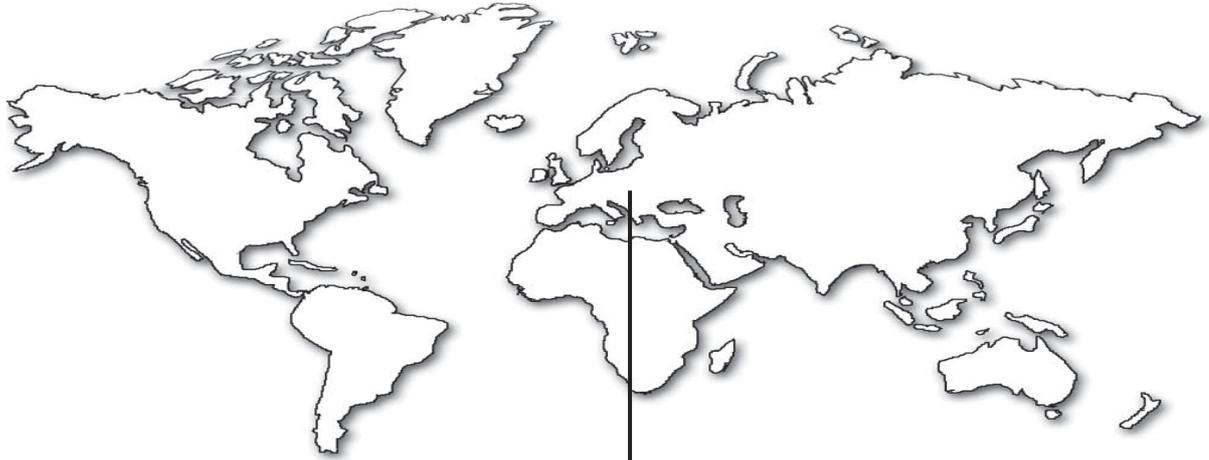
The library association has not adopted the Glasgow Declaration but states that adoption is under consideration

Ethics

Cyprus does not have a code of ethics but the library association intends to adopt one in the next two years

* Research libraries include the libraries of educational institutions





Overview

In the World Report 2001 the Czech Republic stated that freedom of access to information was safeguarded in the Charter of Fundamental Rights and Freedoms, which guarantees the basic human rights of each individual. Though lack of funding for the purchase of library materials affected the quality of services, libraries provided free access without restrictions.

No incidents or violations of freedom of access to information were reported in 2001 and the situation remains the same in 2003.

Compared to the percentage of Internet penetration reported in the World Report 2001, the percentage has increased six times over within a year - from 3.4% in 2000 till 26.23% in 2001. The percentage of research libraries offering Internet access is high (81-100%) whereas the public

libraries are facing a challenge to meet the standard (21-40%).

More Internet training for library users is identified as the key to make searching for information on the Internet easier for users. Extra funding has not been made available for Internet access in the library system and financial barriers is thus seen as the most significant obstacle to accessing information on the Internet in the Czech Republic. Internet access is free of charge in research libraries. Filtering of information on library computers is not widespread, and libraries do not keep records of user's Internet activities.

The library association has adopted the Internet Manifesto and intends to adopt a code of ethics and the Glasgow Declaration in the next two years.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No the profession regards such activities to affect the freedom of expression of the individual Internet library user

Is it free of charge to access the Internet on library computers?
Yes, in research libraries

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has adopted the Internet Manifesto and there have been promotional activities but they are not further identified

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has not adopted the Glasgow Declaration but intends to do so in the next two years

Ethics

The library association has not adopted a code of ethics but intends to do so in the next two years

* Research libraries include the libraries of educational



Main Indicators

COUNTRY NAME: CZECH REPUBLIC

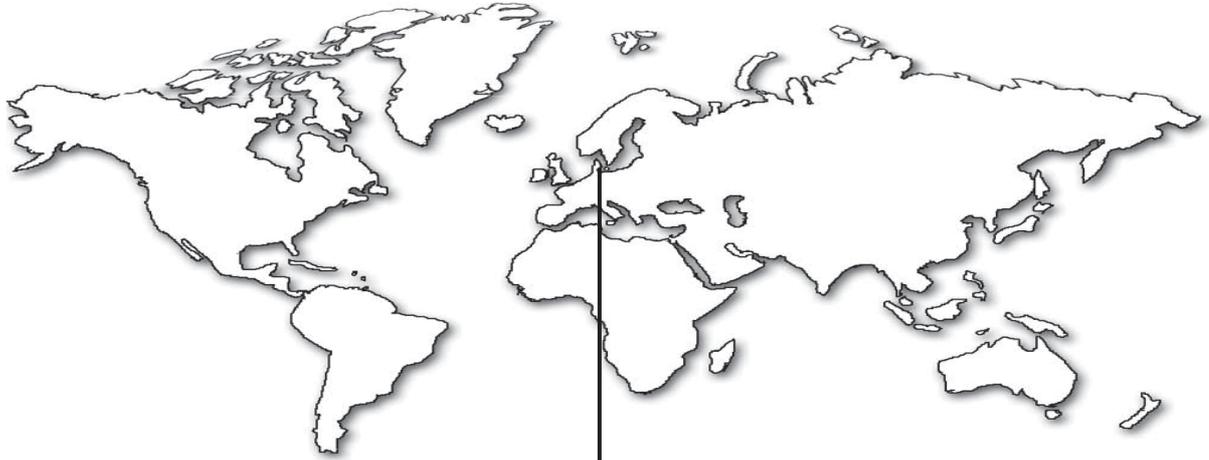
POPULATION: 10,256,760

MAIN LANGUAGE: CZECH

LITERACY: 99.9% (1999)

POPULATION ONLINE: 26.23% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 300 (2000)



Overview

In the World Report 2001, it was stated that Denmark has a very long democratic tradition where freedom of access to information and freedom of expression are fundamental values and rights as expressed in the constitutional act and other legislation concerning libraries and media. Despite the law and basic principles, examples were given of disputable selection policy in libraries, banning of controversial literature, and Internet censorship in children's libraries. In the World Report 2003 there are no reports on incidents or violations of freedom of access to information.

Within two years, the Internet penetration has grown from 48.37% in 2000 to 62.77% in 2002. The percentage of public and research libraries offering Internet access is in the top bracket (81-100%). More computers with Internet access are seen as the key to improving searching for

information on the Internet in libraries, and filtering and blocking of information as the most significant obstacle to accessing information on the Internet in the country.

The state or other library authorities have provided extra funding for Internet access in the library system, and access to the Internet is free of charge in all libraries. Libraries do not keep records of user's Internet activities; the profession regards such activities to affect the freedom of expression of the individual user.

While the library association has not adopted a code of ethics or intends to do so in the next two years, both the Internet Manifesto and the Glasgow Declaration have been adopted but promotional activities undertaken are not further described.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries?
Yes, to a certain degree with the motivation of protecting children

Do libraries keep records of user's Internet activities? No, the profession regards such activities as likely to affect the freedom of expression of the individual library user

Is it free of charge to access the Internet on library computers?
Yes, in all libraries

The single most significant obstacle to accessing information on the Internet is: Filtering and blocking of information

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has adopted the Internet Manifesto. Activities to promote the manifesto have taken place but are not further described

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has adopted the Glasgow Declaration. Activities to promote the declaration have taken place but are not further described

Ethics

The library association has not adopted a code of ethics and has no plan to do so in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: DENMARK

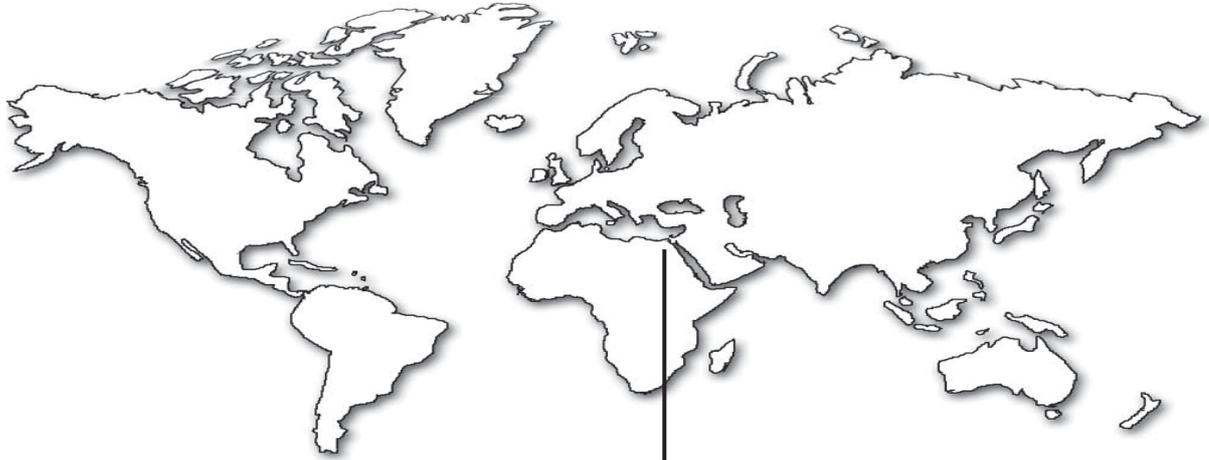
POPULATION: 5,368,854

MAIN LANGUAGE: DANISH

LITERACY: 100% (NO DATE)

POPULATION ONLINE: 62.77% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 13 (2000)



Overview

In the World Report 2001 the situation regarding freedom of access to information was said to move towards full democratic openness within the next decade. Censorship of books, newspapers and electronic media was reported in 2001 but no incidents or violations of freedom of access to information have been reported in 2003.

While developing, the situation regarding access to information in general was identified as poor. However, the growth in Internet penetration was regarded as a major contribution to development. From 2000-2002 the percentage has risen from 0.65% till 0.85%. Compared to other African countries, the percentage of libraries offering Internet access is promising. More Internet training for library users is seen as the key to easier searching for information on the Internet in libraries.

While the library association is not in favour of filtering information on Internet terminals, and use of filtering software is said not to be widespread, it is interesting to note that responders provide the following motivation for the use of filtering software: protection of children, national security, safeguard of religious values and safeguard of public morality. In addition, libraries are reported to keep records of user's Internet activities, and filtering and blocking of information is identified as the most significant obstacle to accessing information on the Internet in Egypt followed by education, training and computer illiteracy.

No extra funding has been made available for Internet access in the library system, but in both public and research libraries Internet access is free of charge.

The library association adopted a code of ethics in 2002 but no promotion or implementation

activities are reported. The association have no similar plans to adopt the Internet Manifesto and the Glasgow Declaration in the next two years.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access:* 21-40%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries?
No, however several motivations are given for the use of such software

Do libraries keep records of user's Internet activities? Yes, but the profession regards keeping records to affect the freedom of expression of the individual user

Is it free of charge to access the Internet on library computers?
Yes, in all public and research libraries

The single most significant obstacle to accessing information on the Internet is: Filtering and blocking of information

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has not adopted the Internet Manifesto and does not intend to do so in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has not adopted the Glasgow Declaration and does not intend to do so in the next two years

Ethics

The library association has adopted a code of ethics but there have been no activities to promote it

When was the code instituted? 2002

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: EGYPT

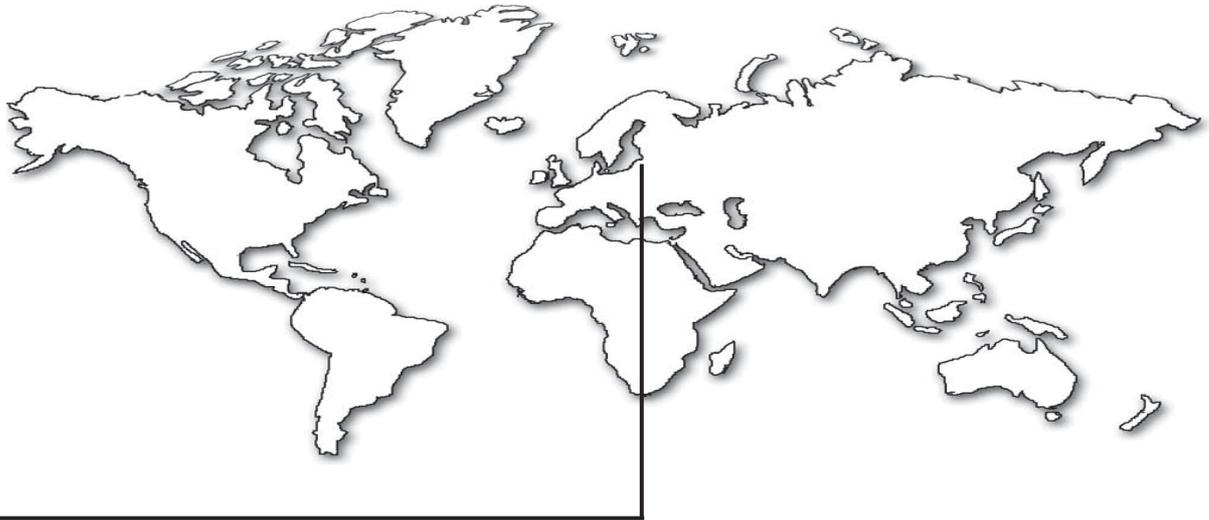
POPULATION: 70,712,345

MAIN LANGUAGE: ARABIC – ENGLISH, FRENCH WIDELY UNDERSTOOD

LITERACY: 51.4% (1995)

POPULATION ONLINE: 0.85% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 50 (2000)



Overview

Estonia is responding to the World Report for the first time. Compared to the other Baltic countries, the Internet penetration in Estonia is very high. The percentage of research libraries offering Internet access is at top level, and that of the public libraries is very promising. More computers with Internet access are seen as the key to further searching for information on the Internet in libraries. While state or other library authorities have provided extra funding for Internet access in the library system, and access is free of charge in all libraries, financial barriers are still seen as the most significant obstacle to access information on the Internet in Estonia.

The library association is not in favour of filtering information. Use of filtering software on library

computers is not widespread but libraries keep records of users' Internet activities and the profession does not regard this as affecting the freedom of expression of the individual user.

The library association has adopted a code of ethics in 2001, and it has been widely promoted. The association intends to adopt the Internet Manifesto and the Glasgow Declaration within the next two years.

No incidents or violations of freedom of access to information have been reported.

Libraries and the internet

Public libraries offering Internet access: 61-80%

Research libraries offering Internet access: 81-100%*

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? Yes, and it is not considered to affect the freedom of expression of the individual user.

Is it free of charge to access the Internet on library computers? Yes, in all libraries

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The Internet Manifesto has been translated and published in the library journal Raamatukogu, No.3, 2002. The library association intends to adopt the manifesto in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not been adopted but the library association intends to do so in the next two years

Ethics

The library association has adopted a code of ethics. The code has been promoted at several workshops, and published in the association's yearbook 2000, in *The Ethics of Librarianship: An International Survey, 2002* and is available in English at: www.ifla.org/faife/ethics/codes.htm
When was the code instituted? 2001

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: ESTONIA

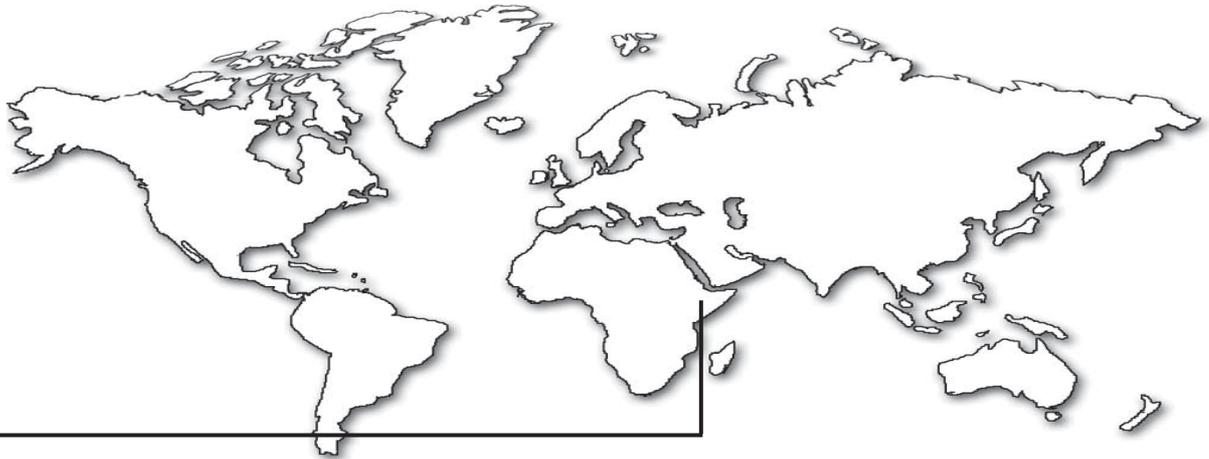
POPULATION: 1,415,681

MAIN LANGUAGE: ESTONIAN (OFFICIAL) RUSSIAN

LITERACY: 100% (1998)

POPULATION ONLINE: 30.35% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 38 (2001)



Overview

In the World Report 2001, Ethiopia stated that libraries were among the most neglected services in the country. The total number of libraries was considered insufficient in relation to the size of the population they are supposed to serve, the collections small and the effectiveness of most services poor. Professional training and education of library students were reported to suffer from lack of resources, and no legislation support the development of libraries. While no incidents or violations of freedom of access to information were reported several examples were given of harassment of the media. Also in 2003 the country reports on a growing undue state of control and suppression of the free press. The government has recently proposed a new press act that is supposed to be more repressive than the previous one. This step is considered to pose an even greater danger to freedom of expression and access to information in Ethiopia.

Amongst the contributing countries Ethiopia has the lowest Internet penetration - 0.03%. However,

the percentage of research libraries offering Internet access is about average compared to other African countries, and so is the low percentage of public libraries offering this service. More computers with Internet access are consequently seen as the key to improving the low access situation, and the Digital Divide as the most significant obstacle to accessing information on the Internet in the country.

The library association favours filtering of information to a certain degree, e.g. children. Use of filtering software is said not to be widespread in libraries, and records of users' Internet activities are not kept. Such activities are considered to affect the freedom of expression of the individual user by some professionals whereas others disagree with this notion.

Accessing the Internet in libraries is not free of charge, and the state or other library authorities have not provided extra funding for Internet access in the library system.

The library association has not adopted a code of ethics, the Internet Manifesto or the Glasgow Declaration and provides no information on the intentions of adopting these policies in the next two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%
Research libraries offering Internet access:* 41-60%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree, e.g. children

Use of filtering software widespread in country's libraries? No
Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
 No

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

Reports on a growing undue state of control and

suppression of the free press. The government has recently proposed a new press act that is supposed to be more repressive than the previous one. This step is considered to pose an even greater danger to freedom of expression and access to information in Ethiopia

IFLA Internet Manifesto

The library association has not promoted or adopted the Internet Manifesto, and no indication is given of the intention to adopt the manifesto in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has not promoted or adopted the Glasgow declaration, and no indication is given of the intention to adopt the declaration in the next two years

Ethics

The library association has not promoted or adopted a code of ethics, and no indication is given of intentions to adopt a code in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME:	ETHIOPIA
POPULATION:	67,673,031
MAIN LANGUAGE:	AMHARIC
LITERACY:	35.5% (1995)
POPULATION ONLINE:	0.03% (2002)
NUMBER OF INTERNET SERVICE PROVIDERS:	1 (2002)



Overview

Fiji is responding to the World Report for the first time. As has been the case with many others of the contributing countries with a low Internet penetration and a low percentage of public libraries offering Internet access, more computers with Internet access are seen as the key to improving the access situation. Extra funding has not been made available for Internet access in the library system and financial barriers are seen as the most significant obstacle to access information on the Internet in the country. However, accessing the Internet is free of charge in all libraries.

Within the next two years the library association intends to adopt the Internet Manifesto and the Glasgow Declaration, whereas there are no plans of adopting a code of ethics during the same period of time.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries?
Yes, to a certain degree with the motivation of protecting children, and safeguarding public morality

Do libraries keep records of user's Internet activities? Yes, the profession does not consider this to affect the freedom of expression of the individual Internet library user

Is it free of charge to access the Internet on library computers?
Yes, in all libraries

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has not adopted the Internet Manifesto but intends to do so in the next two years

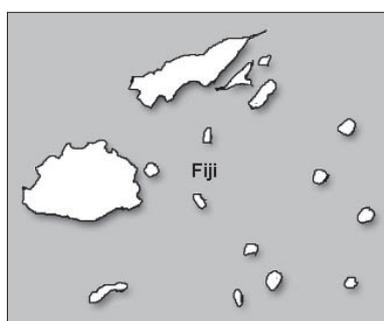
IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has not adopted the Glasgow Declaration but intends to do so in the next two years

Ethics

The library association has not adopted a code of ethics and has no intentions of adopting one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: FIJI

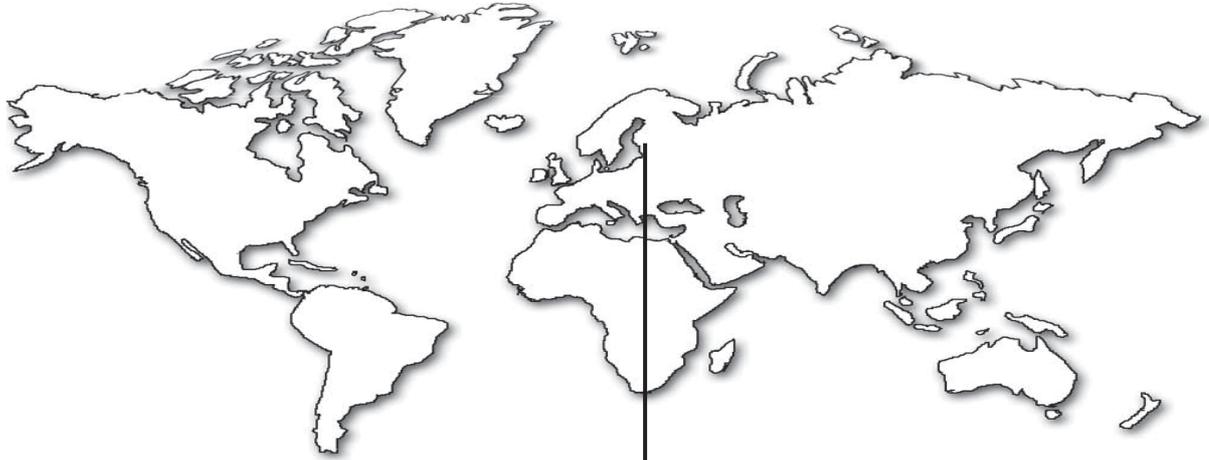
POPULATION: 856,346

MAIN LANGUAGE: ENGLISH (OFFICIAL) FIJIAN

LITERACY: 92.50% (1999)

POPULATION ONLINE: 1.75% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 2 (2000)



Overview

Finland is responding to the World Report for the first time. While the Internet penetration is very high (51.89%) compared to most of the contributing countries, it is lower than in the other Nordic countries where Iceland tops the list with a penetration of 79.46%. Nevertheless, the percentage of libraries offering Internet access is in line with other countries in the region 81-100%. More computers with Internet access are seen as the key to further searching for information on the Internet in libraries whereas the Digital Divide is considered the most significant obstacle to accessing information on the Internet in Finland together with finding the relevant information. Accessing the Internet is a free of charge service in all libraries, and extra funding has been provided for Internet access in the library system.

The library association does not favour filtering of information, and the profession regards

keeping records of user's Internet activities to affect the freedom of expression of the individual user. Libraries do not keep such records, and use of filtering software is not widespread on library computers.

The library association adopted a code of ethics in 1989 but no promotional activities are reported. According to the filled-out questionnaire it remains unclear whether or not the association has adopted the Internet Manifesto and the Glasgow Declaration, or intends to do so in the next two years. A search on the association's website did not provide an answer.

There are no violations of intellectual freedom reported.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research* libraries offering Internet access: 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, the profession regards such records to affect the freedom of expression of the individual Internet library user

Is it free of charge to access the Internet on library computers? Yes, in all libraries. Extra funding has been made available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

It remains unclear whether or not the library association has adopted the Internet Manifesto, or intends to do so in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

It remains unclear whether or not the library association has adopted the Internet Manifesto, or intends to do so in the next two years

Ethics

The library association has adopted a code of ethics but no activities to promote the code are reported

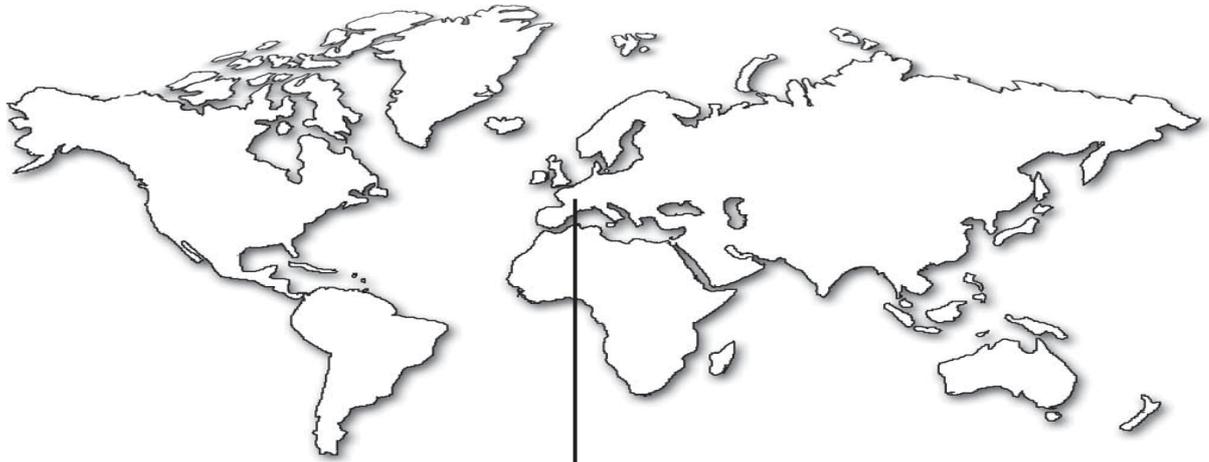
When was the code instituted? 1989

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: FINLAND
POPULATION: 5,183,545
MAIN LANGUAGE: FINNISH 93,4%, SWEDISH 5,9% (BOTH OFFICIAL)
LITERACY: 100% (1980)
POPULATION ONLINE: 51.89% (2002)
NUMBER OF INTERNET SERVICE PROVIDERS: 3 (2002)



Overview

France is responding to the World Report for the first time. By Western European standards the Internet penetration is a little below average, and the percentage of public libraries offering Internet access is 21-40%. More computers with Internet access are thus seen as the key to improving the relatively low access. Filtering and blocking of information is considered the most significant obstacle to access information on the Internet in France. The library association is in favour of filtering to a certain degree, and use of filtering software is also widespread to a certain degree with the motivation of protecting children and safeguarding public morality. Libraries do not keep records of user's Internet activities, and the profession considers keeping such records to affect the freedom of expression of the individual user.

No extra funding has been made available for Internet access in the library system but the service is free of charge in all public and research libraries.

In 2003 the library association adopted a code of ethics. The code has been promoted but the specific activities are not reported. However, but the code is available in French on IFLANET. In the next two years the library association intends to adopt the Internet Manifesto and the Glasgow Declaration.

It is reported that municipality councils issue censorship of some library materials but further details are not provided.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access:* 61-80%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries?

Yes, to a certain degree with the motivation of protecting children and safeguarding public morality

Do libraries keep records of user's Internet activities? No, the profession regards keeping records to affect the freedom of expression of the individual Internet library user

Is it free of charge to access the Internet on library computers?

Yes, in all public and research libraries. No extra funding has been made available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Filtering and blocking of information

Reported incidents/violations of intellectual freedom in the last two years:

At the IFLA/FAIFE business meeting in 2002, Gérard Briand and Giles Eboli, member of the ABF board and chief librarian of Aix-en-Provence, presented a general overview of the situation in France regarding information access and libraries in the country, followed by an update on the situation in the libraries of Front National governed cities in south of France. 20% of the population are regular library users. The quality of library services depends on the budget but generally the standard could be better, e.g. on average, libraries acquire 0.5 titles per student per annum. It is important that the library profession and individuals all over the country engage themselves in the work of protecting freedom of access to information. Six years after the first reports, the situation in the three city libraries has not changed for the better. All over the region professional staff have left, or been fired. Compared to the level six

years ago, acquisition budgets are now 80% lower.

However, there seem to be some mobilisation against the situation after the latest parliamentary elections.

Member of the IFLA/FAIFE Committee Britt-Marie Haggström visited the region in 2002 in her capacity as chair of EBLIDA and could confirm the seriousness of the situation. For the World Report 2003 censorship issued by municipality councils is reported but not further described.

IFLA Internet Manifesto

The library association has not adopted the Internet Manifesto but intends to do so in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The library association has not adopted the Glasgow Declaration but intends to do so in the next two years

Ethics

The library association has adopted a code of ethics and promotion activities have taken place but which are not further indicated. However, the code is published on IFLANET and will be translated into English

When was the code instituted? 2003



Main Indicators

* Research libraries include the libraries of educational institutions

COUNTRY NAME: FRANCE

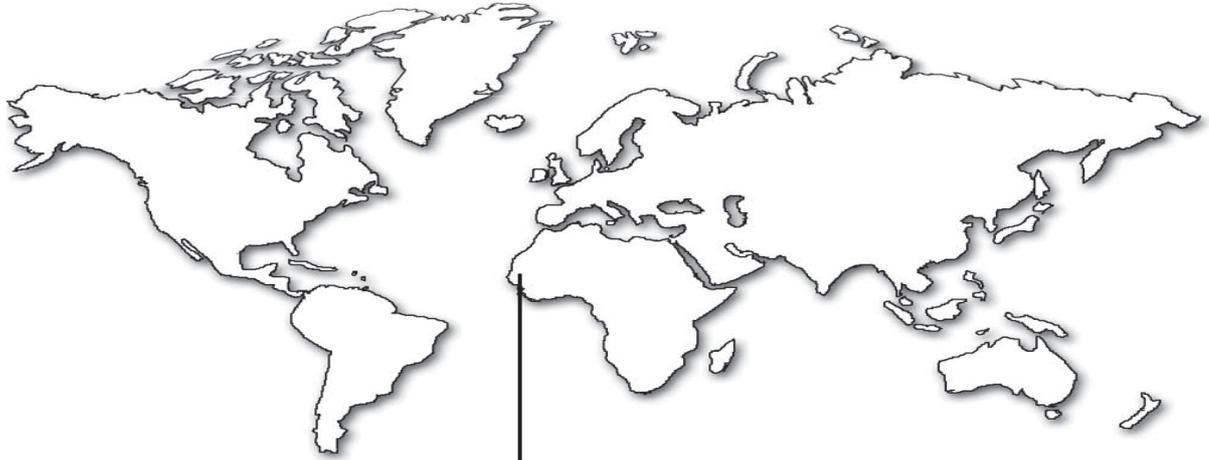
POPULATION: 59,765,983

MAIN LANGUAGE: FRENCH

LITERACY: 99% (1980)

POPULATION ONLINE: 28.39% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 62 (2000)



Overview

The Gambia is contributing to the World Report for the first time. In nine of the 16 participating African countries the Internet penetration is below one percentage, this is also the case for The Gambia with a penetration of 0.34%. The situation is reflected in the low percentage of public libraries offering Internet access while 2-40% of the research libraries can offer this service.

Also in The Gambia more computers with Internet access are seen as the key to improving the low access situation in libraries. And the Digital Divide is identified as the most significant obstacle to access information on the Internet in the country.

The state or other library authorities have not provided any extra funding for Internet access in libraries and the service is charged.

The library association is not in favour of filtering information. Use of filtering software is not widespread in libraries, and they do not keep records of user's Internet activities.

In 1988 the library association adopted a code of ethics widely promoted at workshops, seminars, library weeks and consultancies but not made available on IFLA/FAIFE's list of codes. In the next two years, the association intends to adopt the Glasgow Declaration whereas no indications are given regarding a possible adoption of the Internet Manifesto. However, the manifesto has been promoted at seminars and workshops in The Gambia.

There are no incidents or violations of intellectual freedom reported.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 21-40%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
No, extra funding has not been made available for Internet access in The Gambia

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has not adopted the Internet Manifesto but it has been promoted at seminars and workshops. There is no indication as to whether or not the association intends to adopt the manifesto

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

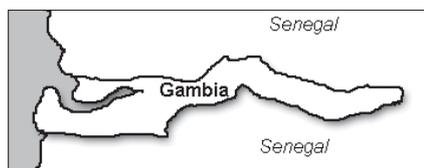
The library association has not adopted the Glasgow Declaration but intends to do so in the next two years

Ethics

The library association has adopted a code of ethics, and promoted the code at workshops, seminars, library weeks and consultancies. The code has not been made available on IFLA/FAIFE's list of codes

When was the code instituted? 1988

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: THE GAMBIA

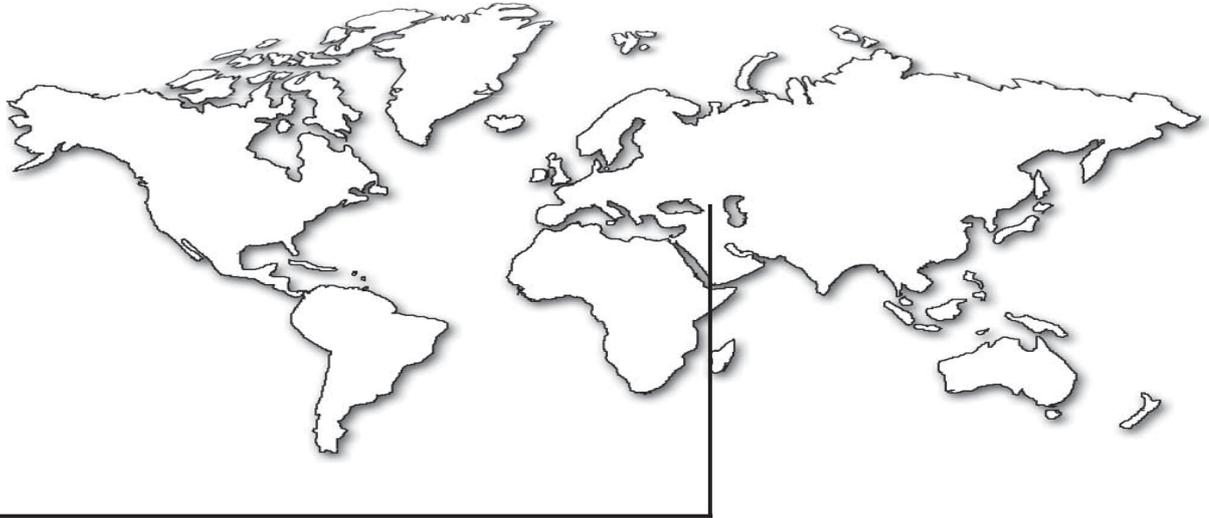
POPULATION: 1,455,842

MAIN LANGUAGE: ENGLISH (OFFICIAL) MANDINKA, WOLOF, FULA

LITERACY: 47.5% (2001)

POPULATION ONLINE: 0.34% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 2 (2001)



Overview

Georgia is contributing to the World Report series for the second time. In the 2001 report, Georgia highlighted the numerous problems faced by the library profession in the country over previous years, including budget cuts, unheated buildings, meagre salaries and a lack of progression within the service. It was stated that while intellectual freedom was not such an issue in libraries as it was countrywide, this was mostly because libraries were receiving such little attention from the government. Additionally, a deteriorating telecommunications infrastructure was behind the poor levels of Internet access in the country, and at the time of the last report only the National Parliamentary Library was providing Internet access to users. Plans were made to create a library network for Georgia which was to have been completed by the end of 2001.

Two years later and the Internet penetration rate

has hardly changed. Internet access in libraries is still in the lowest category with less than 20% of public and research libraries offering access. Access is free, despite no extra funding being made available for the system. Understandably the profession would like to see more computers with Internet access in libraries to help users search for information. Financial barriers will need to be overcome if this is to happen.

Filtering of information is less of an issue in Georgia than elsewhere - the library association is not in favour of it and the use of filtering software is not widespread in the country's libraries. User activity records are not kept and to do so would be an affront to users' freedom of expression in the eyes of the profession.

There are no reported incidents/violations of intellectual freedom in Georgia's 2003 report.

The country does have a code of ethics and

intends to adopt both the Internet Manifesto and the Glasgow Declaration within the next two years

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?

Yes. No extra funding has been made available for Internet access from the state or other authorities

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Georgia has not adopted the Internet Manifesto, nor has it promoted it. It does intend to adopt it within two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Georgia has not adopted the Glasgow Declaration, nor has it promoted it. It does intend to adopt it within two years

Ethics

Georgia does have a code of ethics. It has been promoted through the organisation of two regional conferences/workshops on intellectual freedom in 1998 and 2001. Also, the Regional Training Centre for Continuing Education "Caucasus" has a regular IF course in its curriculum

When was the code instituted? 2001

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: GEORGIA

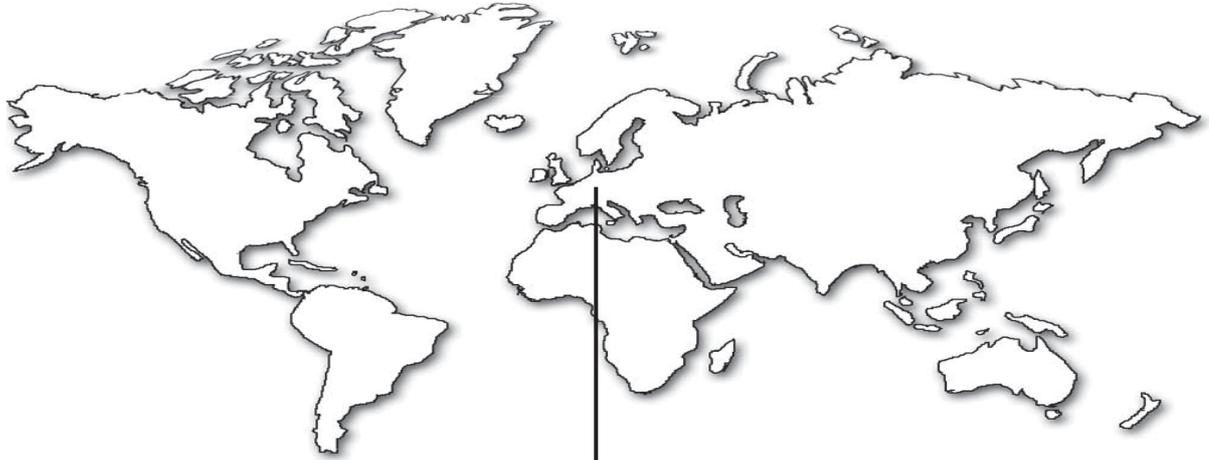
POPULATION: 4,960,951

MAIN LANGUAGE: GEORGIAN 71% (OFFICIAL), RUSSIAN 9%, ARMENIAN 7%, AZERI 6%, OTHER

LITERACY: 99% (1989)

POPULATION ONLINE: 0.5% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 6 (2000)



Overview

Germany contributed to the 2001 World Report. The conclusions of the report were that German libraries are committed to the constitutional principle of freedom of information but at the same time are subject to the various stipulations of the Code of Criminal Law and the laws on the protection of juveniles. Libraries have to act in line with current German legislation and this affects such things as the imposition of filtering software on library Internet terminals.

Germany also has a specific situation relating to accessing right-wing extremist literature which is dealt with in depth in the 2001 World Report, and this leads to measures being taken to protect under-age juveniles in libraries, especially when they are using public Internet terminals.

Since the last report Internet penetration in Germany has increased over 14%. This has led to

an encouraging situation where 61 - 80% of public libraries and 81-100% of research libraries offer access to the Internet. Internet access is free in research libraries. More computers with Internet access is identified as an option that would make searching for information on the Internet easier for users, while financial barriers are highlighted as the main obstacle in the way.

The German Library Association is to a certain extent in favour of filtering information on library terminals, on the grounds of protecting children. The use of filtering software is to a certain degree widespread in the country's libraries. User activity records are not kept - the profession believes that keeping records affect users' freedom of expression.

There are no violations of intellectual freedom reported in Germany in the last two years

Libraries and the internet

Public libraries offering Internet access: 61-80%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree, with the motivation of protecting children from harmful content

Use of filtering software widespread in country's libraries? Yes, to a certain degree

Do libraries keep records of user's Internet activities? No, and the profession believes that keeping records affect users' freedom of expression

Is it free of charge to access the Internet on library computers? Yes, in research libraries. Extra funding has been made available by the state or other library authorities to increase Internet access in libraries

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Germany has adopted the IFLA Internet Manifesto and has promoted it with an IFLA/FAIFE Seminar in January 2002, articles in library journals, German translation available on library association website

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Germany has adopted the Glasgow Declaration and has made a German translation available on library association website, and in the library journal. Further promotion is planned during IFLA 2003 conference

Ethics

The German Library Association is currently without a code of ethics, but does intend to adopt one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: GERMANY

POPULATION: 83,251,851

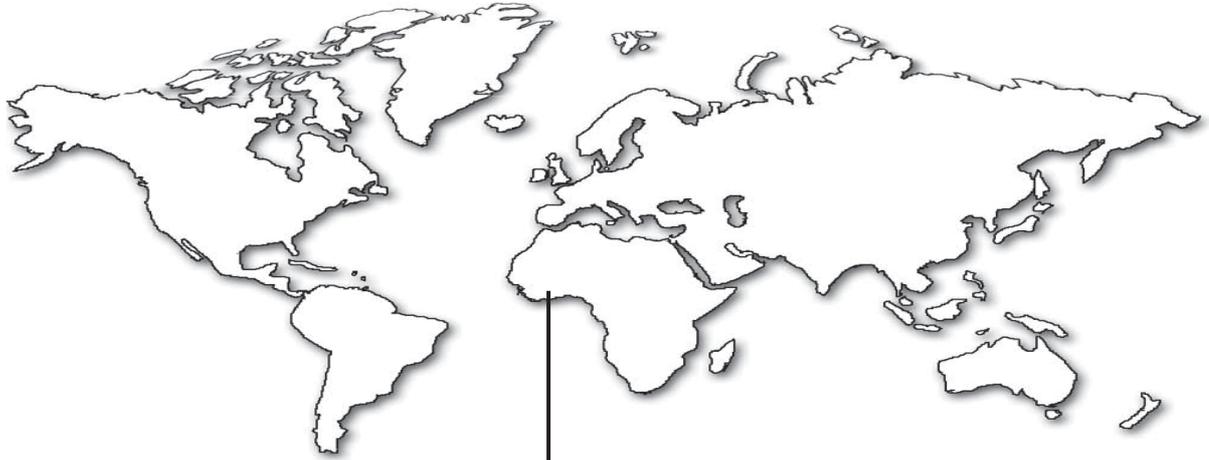
MAIN LANGUAGE: GERMAN

LITERACY: 99% (1977)

POPULATION ONLINE: 38.43% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 200 (2001)

100



Ghana

Overview

Ghana is a first time contributor to the World Report series. With an extremely low Internet penetration is encouraging to see that 21-40% of public libraries offer Internet access in the country - which puts Ghana in the top section of respondents from Africa. It is also above average in the same group for access in research libraries, with 61-80% of these institutions offering access to the net. It is not, however, free to access the Internet in libraries. Like a lot of other countries, Ghana sees more computers with Internet access as the key to making it easier to for users to access information on the Internet in libraries. The biggest obstacle to accessing information is identified as financial barriers.

The library association has indicated that it is to a certain degree in favour of filtering Internet

access on library terminals, although use of filtering software is not widespread. There are many reasons behind this stance: protecting children, protecting national security, safeguarding religious values, preventing online criminal activity and safeguarding public morality. Libraries also retain user activity records and see no ill effects on users' freedom of expression by doing so.

There are no reported violations of intellectual freedom in Ghana over the last two years.

Ghana has no code of ethics and does not intend to adopt one in the next two years. It does intend to adopt the Internet Manifesto however, but not the Glasgow Declaration

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access:* 61-80%

Library Association in favour of filtering information on library Internet terminals? Yes, motivations include protecting children, protecting national security, safeguarding religious values, preventing online criminal activity and safeguarding public morality

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? Yes, and the profession sees no drawbacks on users' freedom of expression as a result

Is it free of charge to access the Internet on library computers? No, although extra funds have been made available to increase Internet access in the country

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Ghana has not adopted the IFLA Internet Manifesto but does intend to in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Ghana has not adopted the Glasgow Declaration and does not intend to do so in the next two years

Ethics

Ghana has no code of ethics and does not intend to adopt one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: GHANA

POPULATION: 20,244,154

MAIN LANGUAGE: ENGLISH (OFFICIAL) AFRICAN LANGUAGES

LITERACY: 64.5% (1985)

POPULATION ONLINE: 0.99% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 12 (2000)



Overview

Guam is an organized, unincorporated territory of the United States in the North Pacific Ocean. It is a first time contributor to the World Report. Despite the low Internet penetration, Guam's libraries are in good shape with regards to Internet access. 81-100% of both public and research libraries offer users Internet access and it is free of charge. To improve the situation further the respondent indicates that more computers with Internet access will be needed, although more training is also indicated along with more bandwidth. Financial barriers are identified as the main obstacle in the way of increasing access to online information within the country.

The library association is not in favour of filtering information on Internet terminals and filtering software is not widespread in Guam's libraries. User privacy is protected as well, as Internet

activity records are not retained, as the profession believes this to affect the freedom of expression of the individual library user.

There are no reports of violations of intellectual freedom in the last two years.

Guam falls under the American Library Association Code of Ethics. It has not adopted the Internet Manifesto but intends to in the next two years, although it has no similar plans for the Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access: 81-100%*

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

IFLA Internet Manifesto

Do libraries keep records of user's Internet activities? No, the profession believes this to affect the freedom of expression of the individual library user.

Guam has not adopted the IFLA Internet Manifesto nor has it promoted it. It does, however, intend to adopt it in the next two years

Is it free of charge to access the Internet on library computers?
Yes, although no extra funding has been forthcoming

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Guam has not adopted the Glasgow Declaration and does not intend to adopt it in the next two years

Reported incidents/violations of intellectual freedom in the last two years:

None

Ethics

The Guam Library Association falls under the American Library Association code of ethics. For more details, please see the entry for United States

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: GUAM

POPULATION: 160,796

MAIN LANGUAGE: ENGLISH, CHAMORRO, JAPANESE

LITERACY: 99% (1990)

POPULATION ONLINE: 3.11% (2000)

NUMBER OF INTERNET SERVICE PROVIDERS: 20 (2000)



Overview

Guatemala is contributing to the World Report for the first time. The level of Internet penetration in the country is very low and it is a similar situation in the libraries - less than 20% of public and research libraries offer Internet access of any kind. The respondent indicated that the National Library of Guatemala has no computers for the public to research or use the Internet. Access is charged for, and no extra funding has been made available to increase Internet access in the libraries. Unsurprisingly, it is indicated that more computers with Internet access would make searching for information on the Internet easier for users. The Digital Divide is named as the biggest obstacle to information access in the country.

The library association is in favour of filtering information on library terminals to a certain

extent, but the use of filtering software is not widespread. Libraries do not keep records of users' activities, but if this were done it would not interfere with an individual's freedom of expression in the eyes of the respondent.

There were no reported incidents/violations of intellectual freedom in the last two years in Guatemala.

Guatemala has no code of ethics, and does not intend to adopt one in the next two years. Its position on the Internet Manifesto is unclear, but it does intend to adopt the Glasgow Declaration within the next two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
No, and no extra funding has been made available from the state or other sources

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Guatemala indicated that it has adopted the Internet Manifesto but also that it intends to adopt it in two years. It is unclear what this means

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Guatemala has not adopted the Glasgow Declaration but it intends to adopt it in two years

Ethics

Guatemala's library association does not have a code of ethics and does not intend to adopt one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: GUATEMALA

POPULATION: 13,314,079

MAIN LANGUAGE: SPANISH 60% AMERINDIAN LANGUAGES 40%

LITERACY: 63.6% (2000)

POPULATION ONLINE: 1.50% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 5 (2000)



Overview

Hong Kong is responding to the World Report for the first time. Hong Kong is a special administrative region of China and as such is considered an individual entity for the purposes of this report. Internet penetration is very high and this is reflected in levels of access in libraries. 81-100% of public and research libraries are able to provide Internet access to users and it is free of charge. More computers with Internet access are still needed in Hong Kong if searching for information online is to be made easier for users.

The library association is to a certain degree in favour of filtering on library Internet terminals on the grounds of protecting children and preventing online criminal activity. The use of filtering software is to a certain degree widespread throughout the country's libraries. User records

are not kept however - this is thought to infringe upon users' freedom of expression.

The Digital Divide is indicated to be the biggest obstacle to accessing information on the Internet in libraries.

No violations of intellectual freedom have been reported over the last two years

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access: 81-100%*

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree, motivated by a desire to protect children from harmful content and to prevent online criminal activity

Use of filtering software widespread in country's libraries?

Yes, to a certain degree

Do libraries keep records of user's Internet activities? No -

this is thought to infringe upon users' freedom of expression

Is it free of charge to access the Internet on library computers?

Yes. There has been extra funding allocated for Internet access in the library system from state or other authorities

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Hong Kong has adopted the Internet Manifesto and promoted it through talks and seminars

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Hong Kong has adopted the Glasgow Declaration and promoted it through talks and seminars

Ethics

Hong Kong has a code of ethics which has been promoted through talks and seminars

When was the code instituted? 1955

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: HONG KONG

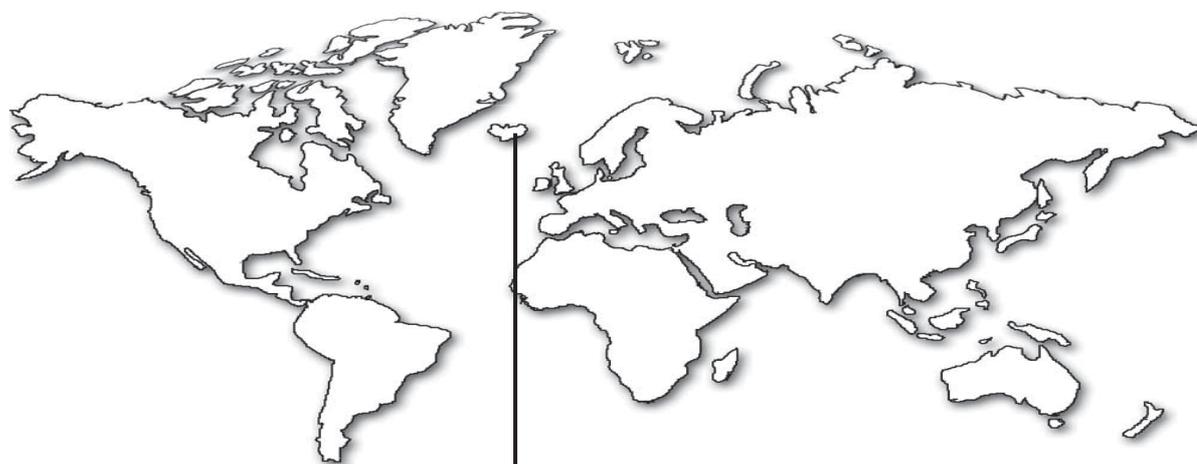
POPULATION: 7,303,334

MAIN LANGUAGE: CHINESE (CANTONESE), ENGLISH (BOTH OFFICIAL)

LITERACY: 92.2% (1996)

POPULATION ONLINE: 59.56% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 17 (2000)



Overview

This is Iceland's second contribution to the World Report series. The 2001 report pointed out that there was a lack of discussion on the role of libraries in Iceland and a lack of awareness on the part of politicians as to what the mission of libraries is. The conclusions of the first contribution were that censorship and cases of intellectual freedom were rare and discussed more often than not in newspapers and journals in relation to children accessing harmful materials on the Internet. This move towards examining the potential perils of new electronic technology is interesting, for the report also noted that Iceland, as an island nation, had a high demand for information and a need to keep in touch with new technologies and developments via the Internet.

Internet penetration in Iceland has continued to rise in the last two years. With nearly 80% of the population now online it is not surprising to see

that 81-100% of both public and research libraries offer access to the Internet. Access in all libraries is free. Following many other respondents with access at this level, Iceland felt that more training was now needed for Internet users to make searching for information online easier. However, like many other countries around the world, it also felt that financial barriers were the biggest obstacle to increasing access to Internet information.

The Icelandic Library Association is in favour of filtering on library terminals to a certain degree, in that they wish to protect children from harmful materials. The use of filtering software is also widespread to a certain degree within the country's libraries. Records of user activity are not kept however.

There have been no incidents/violations of intellectual freedom in the past two years to the best knowledge of the respondents.

Iceland has a code of ethics, and has adopted the Glasgow Declaration and the Internet Manifesto.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree, motivated by a desire to protect children from harmful content

Use of filtering software widespread in country's libraries? Yes, to a certain degree

Do libraries keep records of user's Internet activities? No, and it is indicated that doing this would affect users' freedom of expression

Is it free of charge to access the Internet on library computers? Yes, and extra funding has been allocated from state or other library authorities to increase Internet access within the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Iceland has adopted the Internet Manifesto and has promoted it through publishing

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Iceland has adopted the Glasgow Declaration and has promoted it through publishing

Ethics

Iceland has a code of ethics which has been introduced to its members and published

When was the code instituted? 1995

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: ICELAND

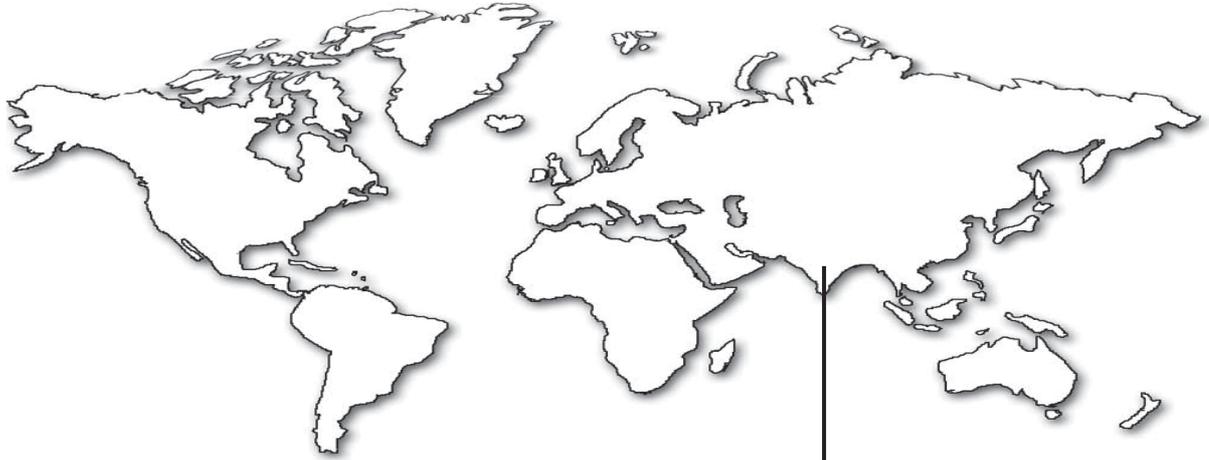
POPULATION: 279,384

MAIN LANGUAGE: ICELANDIC

LITERACY: 99.9% (1997)

POPULATION ONLINE: 79.46% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 20 (2001)



Overview

India contributed to the World Report in 2001. The conclusions of the contribution were that despite rare instances of books being banned there is not much repression facing Indian libraries and librarians when it comes to intellectual freedom. As with many other countries, the report pointed out that shortages to information were most often caused by economic burdens - shortages of funds that prevent libraries from obtaining information and essential items that users require.

Internet penetration in the 2001 report was listed as 0.45% - two years later it is 0.67%, a slight increase. India's public libraries can only supply Internet access across 21-40% of their service but this is a huge, massively populated country. According to the 2003 contribution however, the research libraries are able to offer access in 81-100% of their institutions. More computers with

Internet access are needed to make searching for Internet access easier, and, while state or other library authorities have provided funds to increase Internet access within the library system, financial barriers are the obstacle that prevents this happening.

The Indian library association is to some degree in favour of filtering information on Internet terminals, but the use of filtering software is not widespread across the country. Records of user's online activities are not retained - it is thought that this would affect users' freedom of expression.

There are no recorded violations of intellectual freedom in India's 2003 contribution.

India has no code of ethics and has not adopted the Glasgow Declaration. It has, however, adopted the Internet Manifesto.

Libraries and the internet

Public libraries offering Internet access: 21-40%
 Research* libraries offering Internet access: 81-100%
 Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree (no motivation indicated)

Use of filtering software widespread in country's libraries? No
 Do libraries keep records of user's Internet activities? No - it is thought that this would affect users' freedom of expression
 Is it free of charge to access the Internet on library computers? Yes, in research libraries. State or other library authorities have provided funds to increase Internet access within the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

India has adopted the IFLA Internet Manifesto but has undertaken no promotional activities yet

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

India has not yet adopted the Glasgow Declaration nor promoted it, but it does intend to adopt it in the next two years

Ethics

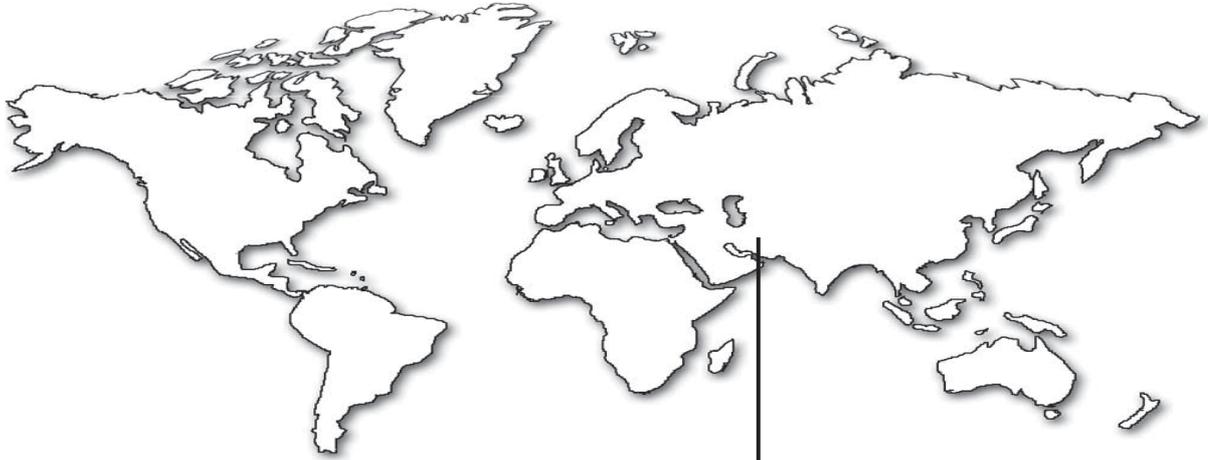
The Indian Library Association does not have a code of ethics and does not intend to adopt one within the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: INDIA
POPULATION: 1,045,845,226
MAIN LANGUAGE: ENGLISH, HINDI
LITERACY: 52.2% (1995)
POPULATION ONLINE: 0.67% (2002)
NUMBER OF INTERNET SERVICE PROVIDERS: 8 (2000)



Overview

This is Iran's first appearance in the World Report series. Use of the Internet is reported to be increasing in Iran, especially amongst the young, but the library system still has some way to go before it is able to offer access to all. At present, less than 20% of public libraries offer access to the Internet, and only 21-40% of research libraries are online for users. Perhaps as a result, the Iranian response indicated that the thing that would make searching for information on the Internet in libraries easier would be a better developed Internet infrastructure. Public library access is free to use however, and there has been some extra funding made available to increase Internet access in the library system. Despite this,

financial barriers are still seen as the main obstacle to accessing information on the Internet in Iran.

The library association is in favour of filtering information on the Internet to a certain degree, with the motivation of safeguarding the country's religious values. Nevertheless, use of filtering software on library Internet terminals is not widespread. Records of user's online activities are not kept - it is thought that this would affect users' freedom of expression.

Iran has not reported any violations of intellectual freedom in the past two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 21-40%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree, motivated by the need to safeguard religious values

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, this would affect users' freedom of expression

Is it free of charge to access the Internet on library computers? Yes, in public libraries. There has been extra funding supplied by state or other authorities for developing Internet access

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

While Iran has not yet adopted the IFLA Internet Manifesto or promoted it, it does intend to adopt it in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not been adopted or promoted, but it is should be adopted in the next two years

Ethics

Iran does not have a code of ethics, and does not intend to adopt one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: IRAN

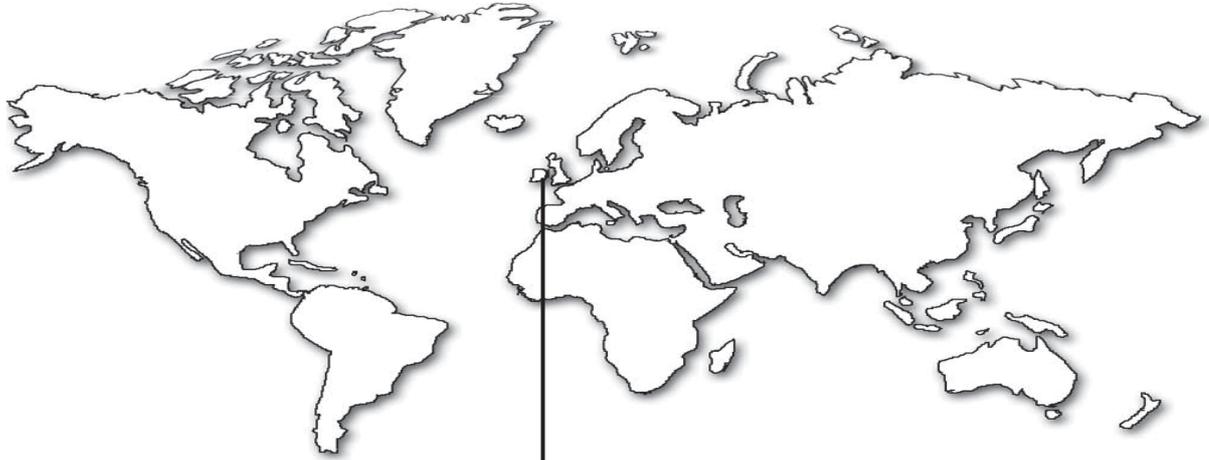
POPULATION: 66,622,704

MAIN LANGUAGE: PERSIAN, TURKIC

LITERACY: 72.1% (1994)

POPULATION ONLINE: 0.63% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 8 (2000)



Overview

Ireland is contributing to the World Report for the first time. The rate of Internet penetration in the country is fairly high, and this is reflected in the way that 81-100% of both public and research libraries offer access to the Internet. Access in most libraries is free, but a minority of public libraries charge. With such high levels of access, the respondents indicated that searching for information on the Internet would be made easier for users by providing more training in how to use the net. The biggest obstacle to accessing information online in Ireland is stated to be the Digital Divide.

While the library association is not in favour of filtering, the use of the software is to a certain degree widespread in Ireland's libraries. The motivation for this is the protection of children. User records are not kept by staff and it is felt that doing so would affect the freedom of expression of individual users.

There are no violations of intellectual freedom in the last two years that the Irish respondents are aware of.

At present, Ireland has not adopted a code of ethics, the Internet Manifesto or the Glasgow Declaration. It does, however, intend to adopt all three within the next two years.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries?

Yes, to a certain degree, motivated by a desire to protect children from harmful content

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?

A minority of public library charge for Internet access

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Ireland has not promoted the Manifesto but does intend to adopt it within the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Ireland has not adopted the Glasgow Declaration but does intend to adopt it within the next two years

Ethics

At present, Ireland does not have a code of ethics. It intends to adopt one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: IRELAND

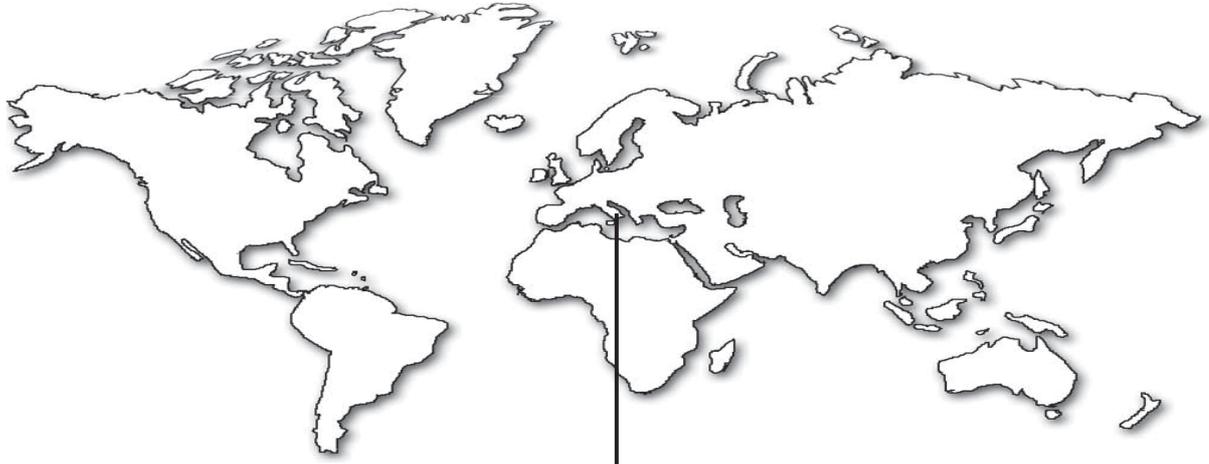
POPULATION: 3,883,159

MAIN LANGUAGE: ENGLISH, IRISH (GAELIC)

LITERACY: 98% (1981)

POPULATION ONLINE: 33.74% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 22 (2000)



Overview

Italy is contributing for the second time to the World Report. In the 2001 report, the Italian contributors highlighted the media consolidation present in Italian society that has led to diversity of opinion being forced out of the mainstream and into small scale specialized publishing. The report was careful to point out that this process is occurring elsewhere in the developed world and went on to state that, as far as Italian libraries are concerned, censorship or limitation of free information was rare. There was, the report noted however, the beginnings of a movement to examine access to Internet information and the types of information available in cyberspace, especially to minors, and also the types of online services that libraries were offering.

Since the last report Internet penetration in Italy has increased by 10%. 41-60% of public libraries now offer Internet access and 61-80% of all research libraries do the same. Access in both

types of library is free. Internet information searching would be made easier for users if libraries provided more computers with Internet access. The greatest obstacle to people accessing information is indicated to be the Digital Divide.

Filtering of information is not a big issue with the association not in favour of it and the software not being widespread in libraries. Records of users' activities are not kept, and the respondents indicate it would interfere with individual's freedom of expression if they were.

The 2003 report mentions no significant incidents relating to freedom of access to information violations in the two years since the last report, but it does cryptically hint that a case is in progress, and will be reported next time.

Italy has a code of ethics, and has adopted and promoted the Internet Manifesto and Glasgow Declaration

Libraries and the internet

Public libraries offering Internet access: 41-60%

Research libraries offering Internet access:* 61-80%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No - it would interfere with individual's freedom of expression if they were

Is it free of charge to access the Internet on library computers?
Yes, and the state or other library authorities have provided extra funding for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: The Digital Divide



Reported incidents/violations of intellectual freedom in the last two years:

None (but a case is in progress, and will be reported next time)

IFLA Internet Manifesto

Italy has adopted the Internet Manifesto and has promoted it in the Association's journal and discussion groups

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Similarly, the Glasgow Declaration has been adopted and promoted in the Association's journal and discussion groups

Ethics

Italy does have a code of ethics which has been promoted through public debates and articles in journals

When was the code instituted? 1997

* Research libraries include the libraries of educational institutions

Main Indicators

COUNTRY NAME: ITALY

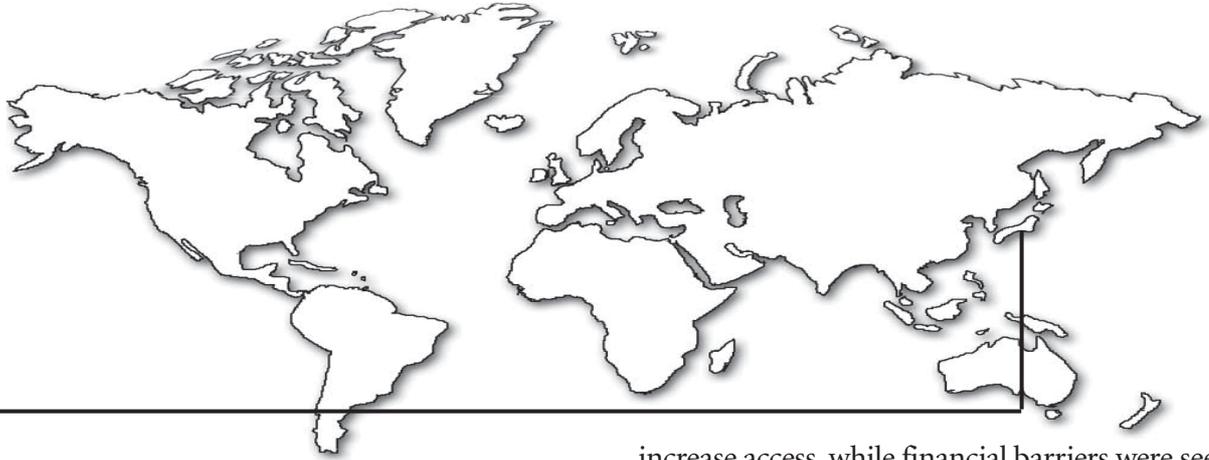
POPULATION: 57,715,625

MAIN LANGUAGE: ITALIAN

LITERACY: 98% (1998)

POPULATION ONLINE: 33.35% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 93 (2000)



Overview

Japan is contributing to the World Report for the second time. The 2001 report examined the sorts of situation where books were pulled from the shelves of Japanese libraries. Librarians practised self-censorship in some cases but the report also mentioned powers of local authorities (that had not yet been used) to censor library materials if they saw fit. The report also mentioned economic burdens on libraries due to recession and the struggle to adapt to new ways of providing information to users.

In the past two years Internet penetration has continued to increase in Japan, which in theory may have enabled librarians to begin to try using the new medium to provide increased access to users. But, while 81-100% of research libraries provide Internet access to users, less than 20% of Japan's public libraries are able to do the same. Internet access in the libraries is free however.

More training for library users in information searching was seen as a positive step to take to

increase access, while financial barriers were seen as the biggest obstacle to this happening. The library association is in favour of filtering information on the Internet to a certain extent, motivated by a desire to protect children, but the use of filtering software is not widespread in Japan's libraries. User records are not kept.

The Japanese Library Association has a code of ethics but the Internet Manifesto and the Glasgow Declaration have not been adopted. It is thought that they will both be adopted in the next two years.

Examples of violations of intellectual freedom are discussed below.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain extent.

Motivated by a desire to protect children

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No. It is

believed that doing so would affect the freedom of expression of users

Is it free of charge to access the Internet on library computers?

Yes. No extra funding has been forthcoming from state or other library authorities

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

- 1) Access to a copy of the September 1994 issue of Shincho journal was restricted at public libraries and National Diet Libraru. This was due to a novel titled "A Fish Swimming in Stone" being published in that issue - the novel was judged in the Supreme court as being a violation of the privacy of a Korean-Japanese resident.
- 2) One of the Harry Potter novels was banned and public libraries had to replace the issue. This was because a translated word was regarded as a segregated expression on hadicapped person. (2001)
- 3) A children's librarian at a public library discarded more than 100 books including new-published books and urtra-left authors' publications within one month and was sued by users because of violation of

intellectual freedom. (2002)

4) Osaka prefecture set up a municipal bylaw which restricted youth access to books and Internet sites which are regarded as pornographic and violent. The regulation strictly restricts youth access to Internet at public facilities including public libraries. (2003)

IFLA Internet Manifesto

The Internet Manifesto has not yet been adopted or promoted by the Library Association, but it intends to adopt it within the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Likewise, the Glasgow Declaration has not yet been adopted or promoted by the Library Association, but it intends to adopt it within the next two years

Ethics

Japan does have a code of ethics. The Library Association established the committee on professionals and had been active for twenty years, and it also published the descriptive manual on the Code of Ethics. But the committee has ended its activity now. Now JLA trustee wonders who will be responsible to promote on the Code of Ethics

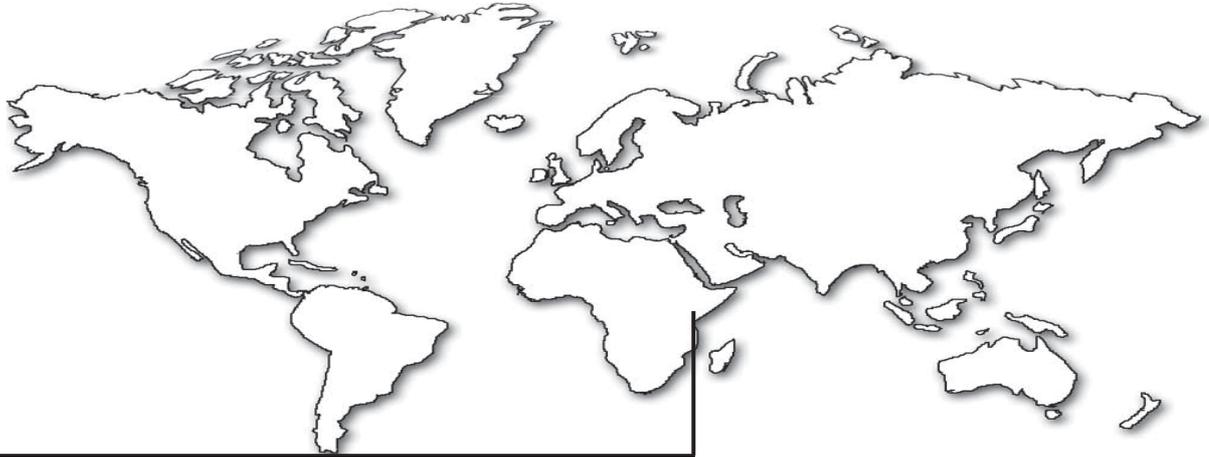
When was the code instituted? 1980

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: JAPAN
POPULATION: 126,974,628
MAIN LANGUAGE: JAPANESE
LITERACY: 99% (1970)
POPULATION ONLINE: 44.1% (2002)
NUMBER OF INTERNET SERVICE PROVIDERS: 73 (2000)



Overview

This is Kenya's second contribution to the World Report Series. In the 2001 report the contributors painted a worrying picture of information access controlled by the government at many levels. Self-censorship by writers or journalists was said to be common. Libraries were stated to be either directly or indirectly controlled by the government, and books could be ordered removed from the shelves at any time by government censors without librarians being able to question the decision.

The Kenyan Library Association recognised that it had not yet fully addressed the issue of censorship in society but it seemed to be moving in the right direction by its recognition of the situation.

Since that report, Internet penetration in the country has slightly increased. Kenya is among the best providers of Internet access out of the respondents from Africa, with 41-60% of public libraries having access to the net along with 61-

80% of research libraries. Access is not free however, and financial barriers were considered the biggest obstacle to accessing information online. According to the respondents, information searching on the Internet would be made easier through the provision of more computers with Internet access.

The library association is in favour of filtering information on the Internet to a certain degree. The use of filtering is also to a degree widespread in the country's libraries. This filtering was motivated by a desire to protect children, to aid national security, to safeguard national ethos/culture and to safeguard public morality. Records of users' Internet activities were not kept however, and the respondents believed that if this did occur it would be hampering the users' freedom of expression.

There were no reported violations of intellectual freedom in Kenya in the last two years. Kenya does not have a code of ethics and it is difficult to tell if it will adopt one in the next two years. It

It is also difficult to tell whether or not the Internet Manifesto or the Glasgow Declaration have been adopted.

Libraries and the internet

Public libraries offering Internet access: 41-60%

Research* libraries offering Internet access: 61-80%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries?

Yes, to a certain degree. Motivated by a desire to protect children, to aid national security, to safeguard national ethos/culture and to safeguard public morality

Do libraries keep records of user's Internet activities? No, and it is believed that if this did occur it would be hampering the users' freedom of expression.

Is it free of charge to access the Internet on library computers?

No. Some extra funding has been supplied by the state or other library authorities to increase Internet access

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Kenya indicated that it adopted the Internet Manifesto, promoted it and intended to adopt it within two years. It is therefore difficult to conclude what the exact situation is

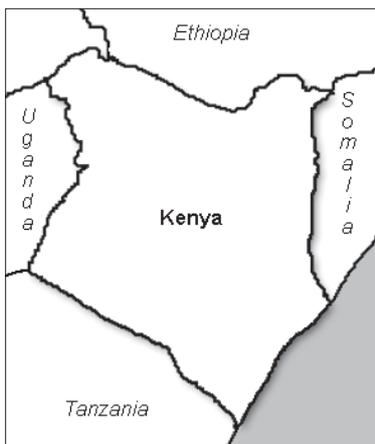
IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Kenya indicated that it adopted the Glasgow Declaration, didn't promote it but intended to adopt it within two years. It is therefore difficult to conclude what the exact situation is

Ethics

Kenya does not have a code of ethics and has not promoted one. It did not indicate if it would adopt one within two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: KENYA

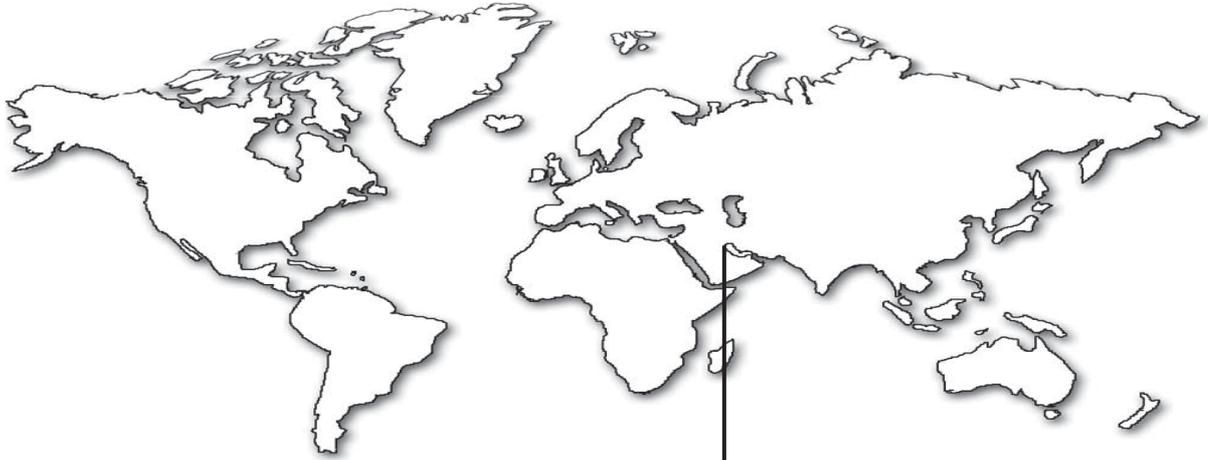
POPULATION: 31,138,735

MAIN LANGUAGE: ENGLISH, KISWAHILI (BOTH OFFICIAL)

LITERACY: 78.10% (1995)

POPULATION ONLINE: 1.61% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 65 (2001)



Overview

Kuwait is contributing to the World Report for the second time. In their 2001 report Kuwait stated that, while isolated prosecutions of journalists occasionally occur, the media enjoys relative freedom in the country. Libraries in particular, it continued, enjoy unlimited intellectual freedom and are not subject to any form of censorship whatsoever. According to the 2001 report, Internet access in the country suffered from no censorship of contents.

Since the last report, Internet penetration in the country has greatly increased from 0.16% to 9.47% of the population having access to the net. The 2003 report states that 81-100% of research libraries are able to offer Internet access, and 41-60% of public libraries. This puts Kuwait in the top section of the respondents from the Asian region.

Accessing the Internet is free in all libraries in Kuwait. The respondents believed that searching for information on the Internet would be made easier for users by providing them with more training in how to access relevant resources. The Digital Divide was also indicated as the most significant obstacle to accessing information on the Internet.

The library association is not in favour of filtering on library Internet terminals but use of filtering software is to a certain degree widespread across the country's libraries. The motivation for this is the protection of children. User records are not kept and the respondents believe that doing so harms individual users' freedom of expression.

The 2003 report lists no examples of violations of intellectual freedom. There were no answers for any of the questions relating to codes of ethics, the Internet Manifesto or the Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: 41-60%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries?
Yes, to a certain degree, motivated by a desire to protect children from harmful content

Do libraries keep records of user's Internet activities? No, and it is believed that that doing so harms individual users' freedom of expression

Is it free of charge to access the Internet on library computers?
Yes

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

No answers

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

No answers

Ethics

No answers

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: KUWAIT

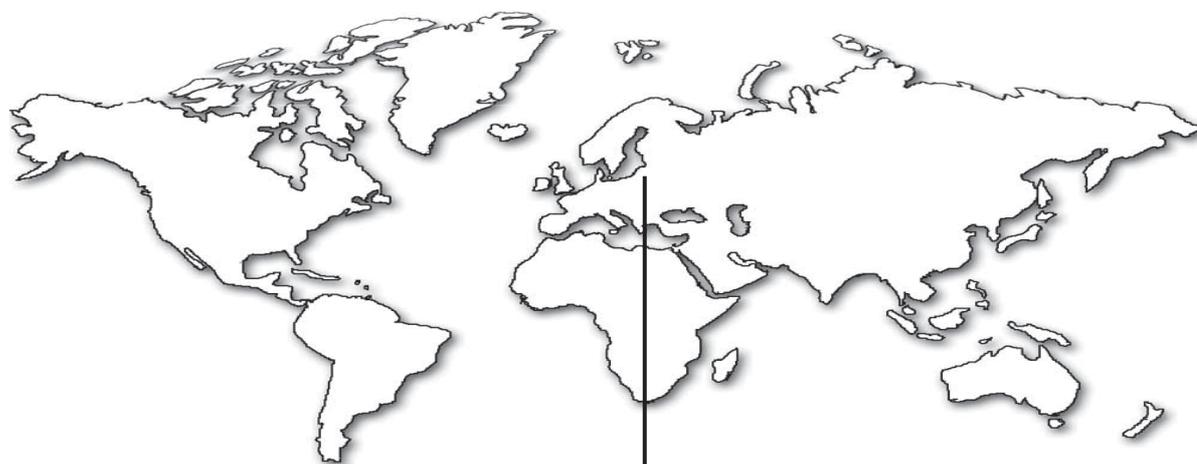
POPULATION: 2,111,561

MAIN LANGUAGE: ARABIC (OFFICIAL), ENGLISH

LITERACY: 78.6% (1995)

POPULATION ONLINE: 9.47% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 3 (2000)



Overview

Latvia is contributing to the World Report for the first time. The difference between levels of Internet access in the public and research libraries could not be greater, with 81-100% of research libraries offering Internet access but less than 20% of public libraries having an Internet connection. Perhaps to even this up, Latvia indicates that more computers with Internet access would make searching for information easier for users. Access is not free either despite some extra help from the state or other authorities to increased Internet infrastructure. Financial barriers are seen as the biggest obstacle to accessing information on the Internet in Latvia.

Filtering of information is not a big issue in the country, with the association not in favour of filtering and the use of the software not widespread in the country's libraries. Internet use

records are not kept, and it is thought that doing so would interfere with users' freedom of expression.

There are no reported incidents/violations of intellectual freedom in the last two years.

Latvia has a code of ethics, and has adopted both the Internet Manifesto and the Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?

No. There has been extra funding made available to increase Internet access though

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Latvia has adopted the Internet Manifesto. It has been promoted by:

- 1) being made available in Latvian,
- 2) being spread within the national library community;
- 3) being taught to the students of library science and information at the University of Latvia and the Culture College of Latvia.

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Latvia has also adopted the Glasgow Declaration. It has been talked over at "The Gutenberg Galaxy", monthly meetings of library professionals

Ethics

Latvia has adopted a code of ethics. The code is

- 1) taught to the students of library science and information at the University of Latvia and the Culture College of Latvia,
- 2) discussed in the conferences and other meetings of librarians
- 3) analysed at the professional courses of librarians.

When was the code instituted? 2000

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: Latvia

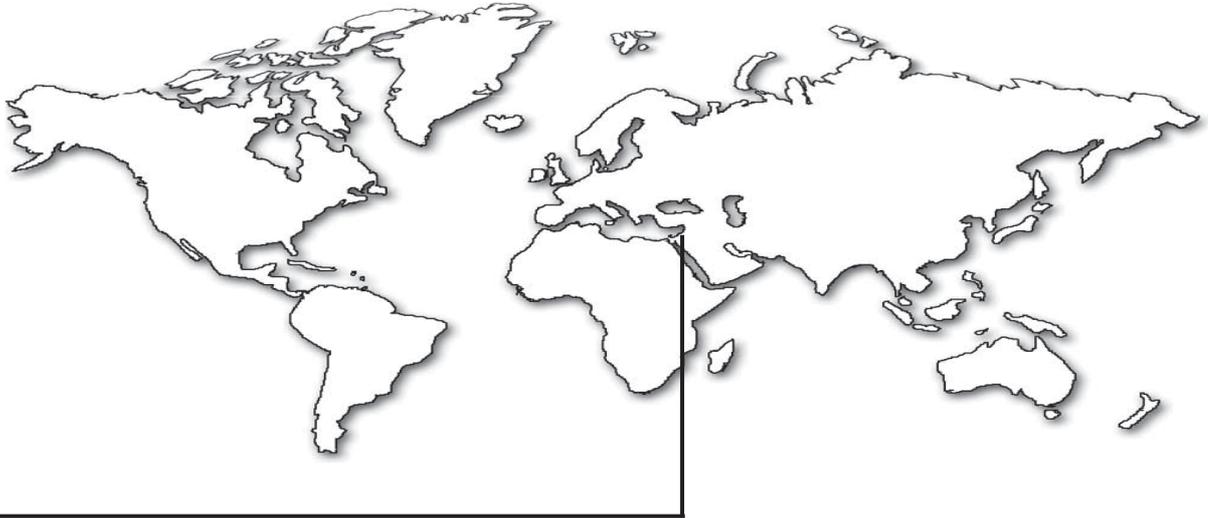
POPULATION: 2,366,515

MAIN LANGUAGE: LATVIAN (OFFICIAL), LITHUANIAN, RUSSIAN

LITERACY: 99.8% (NO DATE)

POPULATION ONLINE: 13.18% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 41 (2001)



Overview

Lebanon is contributing to the World Report for the second time. In the 2001 World Report Lebanon pointed out that it occasionally suffered at the hands of censorship authorities that 'randomly filtered' publications sent out to the libraries. The report also stated that controversial materials were selected or rejected in accordance with the law of the land (which meant that obscene and pornographic materials are banned, along with political and religious materials considered harmful to national security and all materials published in Israel - Lebanon has been considered to be in a state of war with Israel since 1948). The report did say however, that Internet-accessible information suffers no restrictions at the hands of the censors, and any effort to restrict information on the Internet is done at an individual level. In 2003's report there are no mentions of violations of intellectual freedom in Lebanon.

Two years on, Internet penetration has increased slightly and 81-100% of research libraries have access to the Internet. 41-60% of public libraries offer access. This makes Lebanon one of the countries in the Asian region with the highest levels of Internet access in libraries. Access is free in all libraries, and more training for library users is called for to make information searching easier, along with more computers with Internet access. The Digital Divide is thought to be the biggest barrier to accessing information.

The Library Association is in favour of the use of filtering software on library machines to a certain degree, but this software is not widespread in the country's libraries. Internet user records are retained, and keeping them is believed to infringe upon freedom of expression. There is no code of ethics currently adopted, and neither the Internet Manifesto nor the Glasgow Declaration has been adopted. All three should be adopted within two years.

Libraries and the internet

Public libraries offering Internet access: 41-60%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree - motivation not indicated

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? Yes, and it is believed that doing so would infringe upon individual's freedom of expression

Is it free of charge to access the Internet on library computers? Yes, and extra funding has been received from the state or other authorities

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Lebanon has not adopted the Internet Manifesto but indicates that it will be adopted in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not been adopted, but it will be adopted in the next two years

Ethics

Lebanon does not have a code of ethics and has not promoted one. A code will be adopted in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: LEBANON

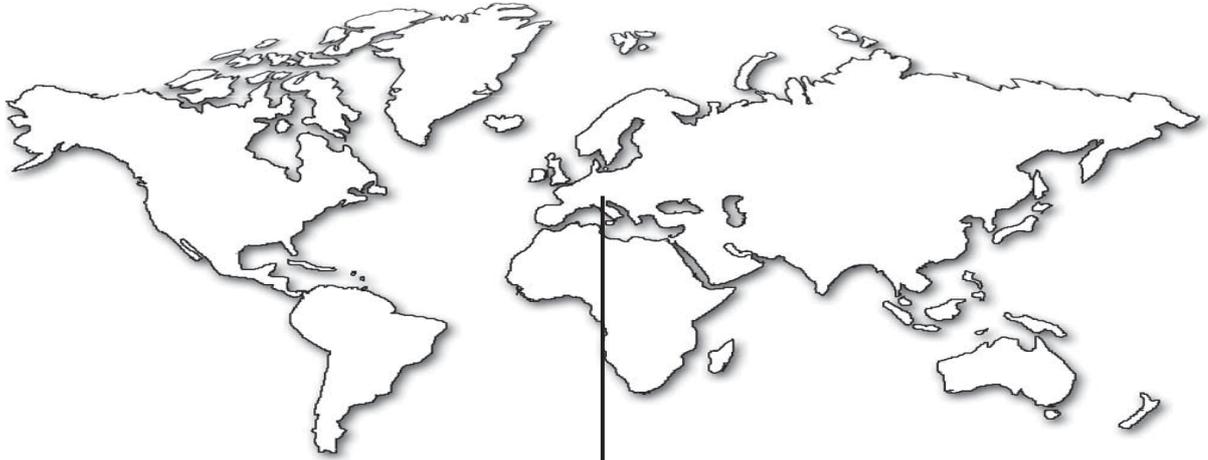
POPULATION: 3,677,780 (JULY 2002 EST.)

MAIN LANGUAGE: ARABIC (OFFICIAL), FRENCH

LITERACY: 86.4% (1997)

POPULATION ONLINE: 8.16% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 22 (2000)



Overview

The Principality of Liechtenstein is a very small country, with are only few libraries and no library association. For answers relating to ethics, the Internet Manifesto and the Glasgow Declaration please refer to the answers given by the Swiss library association BBS (Verband der Bibliotheken und der Bibliothekarinnen und Bibliothekare der Schweiz) as Liechtenstein is a member of this association.

This is the first time Liechtenstein has contributed to the World report. It has proved difficult to gather statistics on Internet penetration due to the small size of the country and its relationship with Switzerland. However, 41-60% of public libraries and 81-100% of research libraries supply

access to the Internet. This access is free. Making more training available would make searching on the Internet for information easier for users in Liechtenstein. The greatest obstacle to accessing information is the Digital Divide.

Liechtenstein is in favour of filtering information on the Internet to a certain degree, and filtering software is to a certain degree widespread across the country's libraries. The motivation for this is protection of children. Records of users' Internet activities are not kept, and it is felt that doing so would be infringing on their freedom of expression.

There was no indication as to whether or not any violations of intellectual freedom took place in the last two years.

Libraries and the internet

Public libraries offering Internet access: 41-60%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree – motivated by a desire to protect children

Use of filtering software widespread in country's libraries? Yes, to a certain degree

Do libraries keep records of user's Internet activities? No, and to do so would affect their freedom of expression

Is it free of charge to access the Internet on library computers? Yes, but no extra funds have been received from state or other library authorities

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

No answer

IFLA Internet Manifesto

See answers for Switzerland

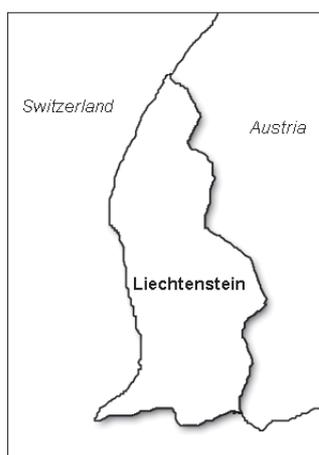
IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

See answers for Switzerland

Ethics

See answers for Switzerland

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: LIECHTENSTEIN

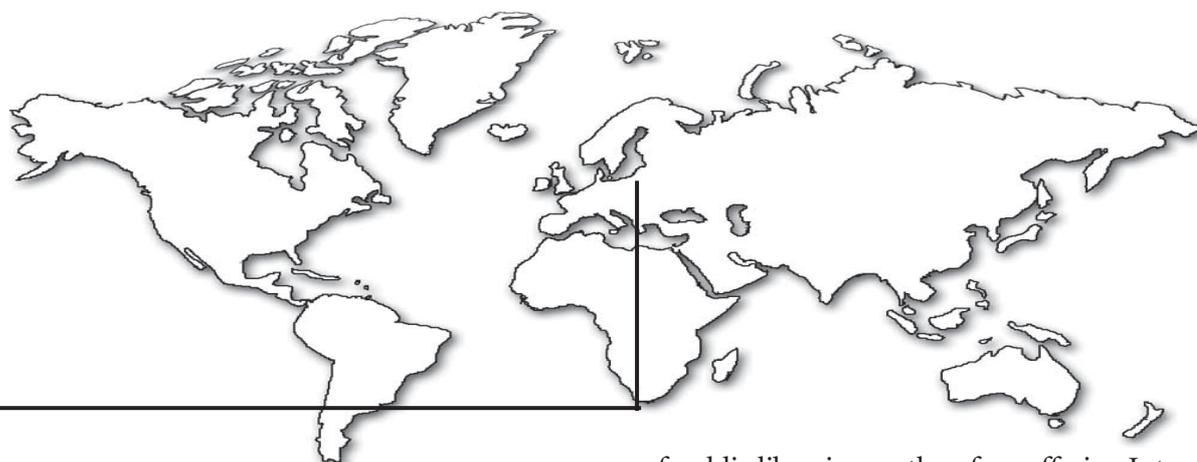
POPULATION: 32,842

MAIN LANGUAGE: GERMAN (OFFICIAL)

LITERACY: 100% (1981)

POPULATION ONLINE: N/A

NUMBER OF INTERNET SERVICE PROVIDERS: INCLUDING SWITZERLAND 44 (2000)



Overview

Lithuania was present in the 2001 World Report. While it mentioned no censorship or violations of intellectual freedom the previous report did acknowledge the presence of a sizeable economic crisis in the country. This affected libraries and budgets were cut back meaning fewer books and periodicals were purchased and user choice was reduced. In the 2001 report it was stated that Internet connections were provided in only the biggest libraries and in only a few public libraries in the Regions.

Since that report Internet penetration in the country has increased slightly and the situation in libraries providing Internet access seems to have improved. Lithuania submitted two replies to this report and both state that 81-100% of research libraries provide Internet access to users. Internet access is now found in public libraries in all 60 municipal administrative units of the country which is considered a great success, although if all 1400 branch libraries are taken into account the levels of access provided drops to far less. 21-40%

of public libraries are therefore offering Internet to users.

It was felt that more training for Internet users would make searching for online information easier while the greatest obstacle to overcome was indicated as financial barriers. Language problems and Internet resources in the country's native tongue were also mentioned as an obstacle to be overcome.

The library association is not in favour of filtering information on the Internet and the use of filtering software is not widespread in the country's libraries. Records of Internet use by individuals are kept however, and this is not felt to affect users freedom of expression.

There were no recorded violations of intellectual freedom.

Lithuania has a code of ethics and has promoted it, and it intends to adopt both the Internet Manifesto and the Glasgow Declaration in the next two years.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? Yes, and this is not felt to affect users' freedom of expression

Is it free of charge to access the Internet on library computers?

Yes, in research libraries. The state or other library authorities have made extra funding available for increased Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers. Language problems and Internet resources in the country's native tongue were also mentioned as an obstacle to be overcome

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Lithuania has not yet adopted the Internet Manifesto but it has been translated in Lithuanian and was published in Lithuanian professional Library journal "Tarp knygu" ("In

the World of Books" ISSN 0868-8829) 2002 October, p.11-12. It is intended to be adopted in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not yet been adopted. Dr. Vladas Bulavas, director of the Lithuanian National Library, describing IFLA 68th Conference in Glasgow, in his article in our professional journal "Tarp knygu" (2002 October, p. 8-11) mentioned the Glasgow declaration and its statements. Full text of the declaration was not provided, as it is not translated into Lithuanian. Lithuania intends to adopt the Declaration in the next two years

Ethics

The Lithuanian Library Association does have a code of ethics which was discussed widely in library community. Both draft and adopted versions were published in the professional library journal. The full text of the Code has been published and distributed to all participants of the annual Lithuanian Librarians' Association meeting. It is also published on the association web site both in Lithuanian - <http://www.lbd.lt/lbd/kodeksas.htm> - and in English - <http://www.lbd.lt/lbd/angl/etika.htm>

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: LITHUANIA

POPULATION: 3,601,138

MAIN LANGUAGE: LITHUANIAN (OFFICIAL) RUSSIAN, POLISH

LITERACY: 98% (1989)

POPULATION ONLINE: 9.47% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 32 (2001)



Overview

Macao contributes to the World Report series for the first time. Macao is a special administrative region of China and as such is considered an individual entity for the purposes of this report. There are fairly healthy rates of Internet penetration in Macao, and in fact the amount of public libraries offering Internet access (21-40%) is above average for the respondents to from Asia. It is in the average for the region as far as access in research libraries is concerned though – 41-60% of research libraries are able to provide Internet access for users. No extra funding has been provided to bring this state of affairs about however, and accessing the Internet in libraries is not free.

The Library Association of Macao believes that user searching would be made easier by providing more computers with Internet access, and that

the greatest obstacle to providing access to online information is financial barriers.

With regards to the filtering of information, the library association is not in favour of using filtering software, although its use is widespread to a certain degree in the country's libraries. Motivation for this is the protection of children and the prevention of criminal activities online. Internet activity records are not kept for individual users, although the library association does not see a link between keeping these records and hindering freedom of expression.

There were no reported violations of intellectual freedom in Macao in the last two years.

The country has not yet adopted a code of ethics, but intends to in the next two years. The same goes for the Internet Manifesto and the Glasgow Declaration - neither has been adopted but hopefully they will be in the next two years.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access:* 41-60%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries?

Yes, to a certain degree, motivated by a desire to protect children and prevent online criminal activity

Do libraries keep records of user's Internet activities? No, although the association believes that doing so would not affect an individual's freedom of expression

Is it free of charge to access the Internet on library computers?

No, and no extra funding has been made available

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Macao has not adopted the Internet Manifesto or promoted it, but intends to adopt it in the next two years

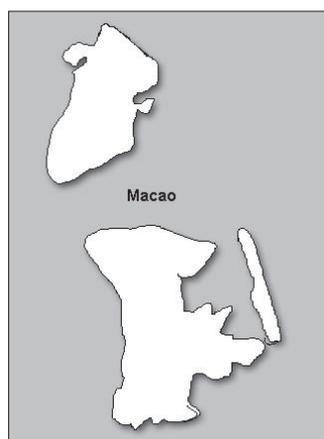
IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Likewise, Macao has not adopted the Glasgow Declaration or promoted it, but intends to adopt it in the next two years

Ethics

The country does not currently have a code of ethics but will adopt one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: MACAO

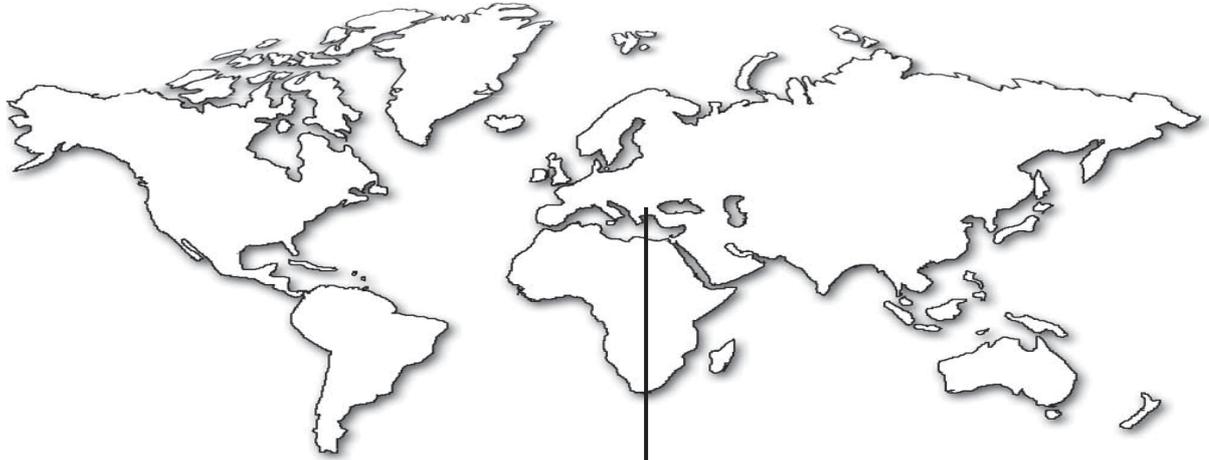
POPULATION: 461,833

MAIN LANGUAGE: PORTUGUESE, CHINESE (CANTONESE)

LITERACY: 90% (1981)

POPULATION ONLINE: 21.87% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 1 (2000)



Overview

The Republic of Macedonia is contributing to the World Report for the first time. Internet access in libraries is quite low compared to other countries responding from Europe, with less than 20% of public libraries providing access to the Internet and research libraries only providing access in a few more institutions (21-40%). Macedonia indicated that both more computers and more Internet training would make information searching on the Internet easier for users. Using the Internet in libraries is free though, and extra funding has been provided by state or other library authorities to further Internet access.

The association is in favour of filtering information on library terminals to a certain extent,

although no motivation for this position is given. The use of filtering software in the countries libraries is not widespread. Users' Internet records are not retained, and the association believes that doing so would hinder an individual user's freedom of expression.

Macedonia sees the existence of financial barriers as the biggest obstacle to accessing information on the Internet.

There are no reported incidents of intellectual freedom violations in the last two years.

Macedonian Library Association does have a code of ethics and has adopted the Internet Manifesto. It intends to adopt the Glasgow Declaration in the next two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research* libraries offering Internet access: 21-40%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree
(Motivation not indicated)

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, and the association believes doing this would affect users' freedom of expression

Is it free of charge to access the Internet on library computers? Yes, and extra funding has been found to help increase Internet access

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Macedonia has adopted the IFLA Internet Manifesto and a translation has been published in the Library Association's magazine, under the title 'Bibliotekarstvo'

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The country has not yet adopted the Glasgow Declaration but intends to in the next two years

Ethics

The Library Association does have a code of ethics which has been published and disseminated to all libraries

When was the code instituted? 1997

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: MACEDONIA

POPULATION: 2,054,800

MAIN LANGUAGE: MACEDONIAN 70%, ALBANIAN 21%

LITERACY: 94% (2000 – SOURCE: UNICEF)

POPULATION ONLINE: 4.87% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 6 (2000)



Overview

This is Malta's first contribution to the World Report. Internet access appears to be at a similar level for both public and research libraries, with 41-60% of both types of institution offering Internet access to the public. Accessing the Internet is free in both types of library, and extra funding has been found to increase the Internet service, provided by the state or other authorities. The library association believes that users searching for information on the Internet would be best helped by making more computers with Internet access available in libraries. With regards to the greatest obstacle to accessing information on the Internet in Malta, the respondent points to the hurdle felt by certain sections of the population (certain socio-economic and certain age groups

for instance) when starting to use computers for the first time.

The Maltese Library Association is to a certain extent in favour using filtering software on library terminals in the hope of protecting children. Use of such software is not widespread in the country's libraries however. Records of Internet activity are not kept and the association believes that doing so would harm users' freedom of expression.

There are no reported violations of intellectual freedom in Malta in the last two years.

There is no current code of ethics and the country has not adopted the Internet Manifesto or Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: 41-60%

Research libraries offering Internet access:* 41-60%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain extent – motivated by a desire to protect children from harmful content

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers? Yes, and state or other library authorities have provided extra funds to help increase Internet access in libraries

The single most significant obstacle to accessing information on the Internet is: The hurdle felt by certain sections of the population (certain socio-economic and certain age groups for instance) when starting to use computers for the first time

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Malta has not adopted the Internet Manifesto nor promoted it. It is not clear if it is to be adopted in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Malta has not adopted the Glasgow Declaration nor promoted it. It is not clear if it is to be adopted in the next two years

Ethics

While the country does not have code of ethics, a draft code was suggested some time ago. It is not clear if a code is to be adopted in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: MALTA

POPULATION: 397,499

MAIN LANGUAGE: MALTESE, ENGLISH (BOTH OFFICIAL)

LITERACY: 88.76% (1995)

POPULATION ONLINE: 14.84% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 6 (2002)



Overview

Mexico contributed to the 2001 World Report. In that entry the problems of non-professional staffing, inappropriate budgets, a lack of national catalogues and poorly organised library associations and other professional groups were discussed. These factors caused problems with accessing information in the library service; problems it was hoped could be solved by utilising electronic technology and access to global information services.

Since then, Mexico's Internet penetration has risen only slightly from 2.49% to 3.38%. Less than 20% of public libraries are able to offer their users access to the Internet. Research libraries, however, are at completely the other end of the scale, with 81-100% of these institutions able to let users go online.

More computers with Internet access is thought

to be the best way of helping users access more online information resources while the greatest obstacle in the country is considered to be the Digital Divide. When the Internet penetration rate is so low and the population so high this is a logical choice. Accessing the Internet is free in all libraries though, and the government or other library authority has provided some extra funding to help increase Internet access.

The association is in favour, to a certain degree, of filtering information on some library terminals, although the use of filtering software is not widespread. No motivation is given as to why the association feels so inclined. Records of Internet use by individuals are not kept, although doing so is not felt to be harmful to users' freedom of expression.

There are no reports of any violations of intellectual freedom.

Mexico has adopted both the Internet Manifesto and the Glasgow Declaration, and also has a code of ethics.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree. No motivation given

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, although it would not be felt to harm freedom of expression

Is it free of charge to access the Internet on library computers? Yes

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Mexico has adopted the Internet Manifesto and will promote it at the next national congress

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The country has also adopted the Internet Manifesto and will promote it at the next national congress

Ethics

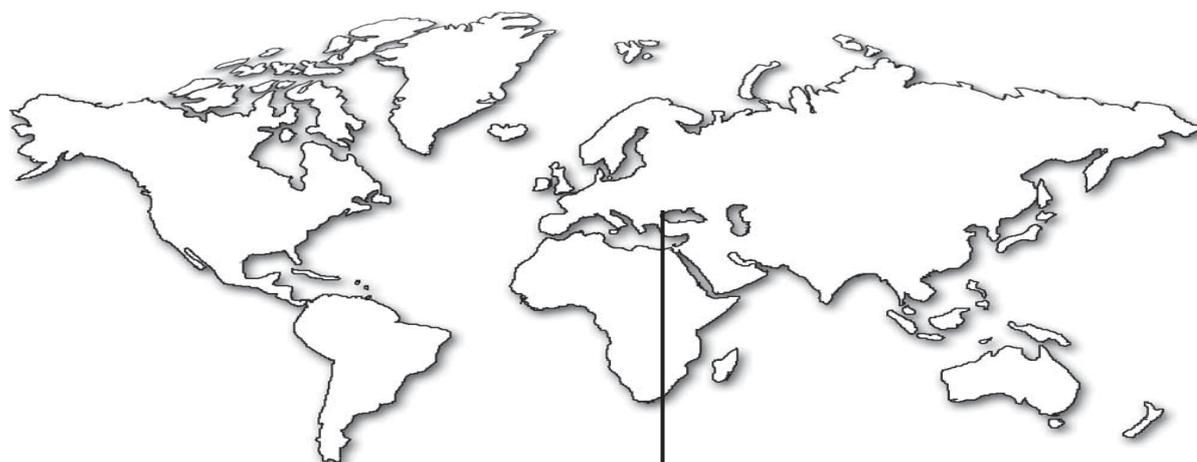
The Mexican Library Association supports a code of ethics adopted by the Colegio Nacional De Bibliotecarios
When was the code instituted? 1991

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: MEXICO
POPULATION: 103,400,165
MAIN LANGUAGE: SPANISH, OTHER REGIONAL LANGUAGES
LITERACY: 89.6% (1995)
POPULATION ONLINE: 3.38% (2002)
NUMBER OF INTERNET SERVICE PROVIDERS: 51 (2000)



Overview

Moldova is a first-time contributor to the World Report. The low Internet penetration within the country is indicated from statistics some four years old now and it is to be hoped that access is increasing as time goes on. In public libraries however, less than 20% of institutions offer Internet access to their users and for research libraries the figure is 41-60%. Access is free in both types of library, although no extra funding has been made available from the state or other library authorities to increase levels of Internet access at the time of writing.

The Moldovan Library Association sees the lack of resources available on the Internet in the country's native tongue as a problem, and states that an increase in relevant language resources

would make searching for information on the Internet easier for users. Perhaps unsurprisingly for one of the poorest countries in Europe, financial barriers are seen as the major obstacle to providing Internet access in libraries.

The library association does not advocate filtering of information on library terminals and the use of filtering software is not widespread. Internet use records are not retained, although the association does not believe that doing so would impair freedom of expression.

There is a code of ethics, and the Internet Manifesto and the Glasgow Declaration have both been adopted.

No violations of intellectual freedom have been reported in the last two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 41-60%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, although it is not believed that doing so would hinder freedom of expression for the user

Is it free of charge to access the Internet on library computers?
Yes

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Moldova has adopted the Internet Manifesto, and has published it in professional periodicals. It has been distributed in the territories and disseminated at national library events

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Moldova has also adopted the Glasgow Declaration, and has published it in professional periodicals. It has also been distributed in the territories and disseminated at national library events

Ethics

The library association does have a code of ethics which has been published in professional periodicals and published in the Moldovan territories

When was the code instituted? 2000

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: MOLDOVA

POPULATION: 4,434,547

MAIN LANGUAGE: MOLDOVAN, RUSSIAN (BOTH OFFICIAL)

LITERACY: 96% (1989)

POPULATION ONLINE: 0.34% (2000)

NUMBER OF INTERNET SERVICE PROVIDERS: 2 (1999)



Overview

Mongolia is a first time respondent to the World Report series. The Internet infrastructure in this huge country is underdeveloped with a low rate of penetration that is reflected in the percentage of public and research libraries offering access - less than 20% of both types of institution are able to do so. Financial barriers are seen as the biggest obstacle to accessing information on the Internet in the country, although the state or other authorities have made some extra funding available for increasing Internet access in the library system. The questionnaire does not indicate whether or not Internet access is charged for in any of the country's libraries. In terms of making things easier for users searching for information, the Mongolian response indicates that more

training for library users in how to use the Internet would be appropriate.

The library association is not in favour of filtering information on library Internet terminals and the use of filtering software is not widespread. User activity records are not kept, and the association believes that doing so would hinder individuals' freedom of expression.

Mongolia reports there have been no violations of freedom of expression within the last two years.

No code of ethics exists and there is no intention of adopting one in the next two years. Both the Internet Manifesto and the Glasgow Declaration have been adopted.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, and it is believe that doing so would hinder users' freedom of expression

Is it free of charge to access the Internet on library computers?
No answer to this question. Extra help has been forthcoming from state or other library authorities to increase Internet access

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The Internet Manifesto has been adopted and promoted in Mongolia, with the Metropolitan State Library delivering the Manifesto to Cultural and State officers

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has also been adopted and translated into Mongolian

Ethics

Mongolia does not currently have a code of ethics for its librarians and has no intentions of adopting on in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: MONGOLIA

POPULATION: 2,694,432

MAIN LANGUAGE: KHALKHA MONGOL 90%, TURKIC, RUSSIAN

LITERACY: 97.8% (2000)

POPULATION ONLINE: 1.48% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 5 (2001)



Overview

Namibia is a first time contributor to the World Report series. Compared to the other Africa respondents it has a slightly higher level of public libraries offering Internet access (21-40%) and is also slightly above average score for the research libraries as well - 41-60% are offering Internet access to their users. The Namibian respondents believe that more training in how to use the Internet would make it easier for users to search for information online.

State or other authorities have helped provide extra funding to increase Internet access in the country's libraries, and using the net is free in all institutions. However, Namibia still sees financial barriers as the biggest obstacle to accessing information on the Internet in the country.

The association is in favour of filtering Internet access on library terminals to a certain degree but gives no motivation for this stance. It is also not indicated whether or not filtering software is widespread in the country's libraries. Records of users' Internet activities are not kept, although if they were it would not be thought to impair individual's freedom of expression.

There are no reported violations of intellectual freedom in Namibia.

No code of ethics exists in Namibia, and neither has the Internet Manifesto or the Glasgow Declaration been adopted. All three are to be implemented in the next two years.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access:* 41-60%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree (no motivation indicated)

Use of filtering software widespread in country's libraries? No answer

Do libraries keep records of user's Internet activities? No, and the association believes that keeping records does not impair users' freedom of expression

Is it free of charge to access the Internet on library computers? Yes, in all libraries. Extra funding has been made available to increase access

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The Internet Manifesto has not been adopted or promoted, but it is hoped that it will be adopted in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not been adopted or promoted in Namibia, but it is hoped that it will be adopted in the next two years

Ethics

There is currently no code of ethics in Namibia and there is no intention of adopting one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: NAMIBIA

POPULATION: 1,820,916

MAIN LANGUAGE: ENGLISH 7% (OFFICIAL), AFRIKAANS, GERMAN 32%

LITERACY: 38% (1960)

POPULATION ONLINE: 2.47% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 2 (2002)



Overview

This is the first time Nepal has contributed to the World Report. Internet penetration in the country is extremely low at present, and this is reflected in the number of public libraries offering Internet access - less than 20%. The research institutions fare better however with the response from Nepal indicating that 81-100% of research libraries offer their users access to the Internet. Nepal would like to see more training for Internet users as a way of making information searching easier.

Using the Internet in the libraries where it is available is not free, and no extra state or other library authority funding has been made available to increase access in the country's library system. The greatest obstacle to accessing information on the Internet is consequently marked as financial barriers.

The library association is in favour of filtering information on library Internet terminals and indeed the use of filtering software is widespread within the libraries that are offering Internet access. The motivation for this situation is the protection of children from harmful content, safeguarding the national ethos/culture and safeguarding public morality.

Although records of users' Internet activities are not kept, the library association does not believe that doing so would infringe upon the freedom of expression of the individual user.

No violations of intellectual freedom were reported.

No code of ethics has yet been adopted, but it is hoped that one will be in the next two years. The same situation exists with regards to the Internet Manifesto and the Glasgow Declaration - they should be adopted within two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, with the motivation of protecting children, safeguarding the national ethos/ culture and safeguarding public morality

Use of filtering software widespread in country's libraries? Yes

Do libraries keep records of user's Internet activities? No, but the association doesn't believe doing so would infringe upon users' freedom of expression

*Is it free of charge to access the Internet on library computers?*No

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Nepal has not adopted the Internet Manifesto nor has it promoted it, but it intends to adopt it in the next two years

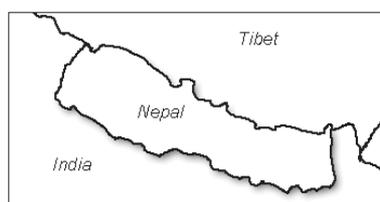
IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Likewise, the country has not adopted the Glasgow Declaration nor has it promoted it, but it intends to adopt it in the next two years

Ethics

There is at present no code of ethics and no promotional activities have taken place but it is hoped to implement a code within the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: NEPAL

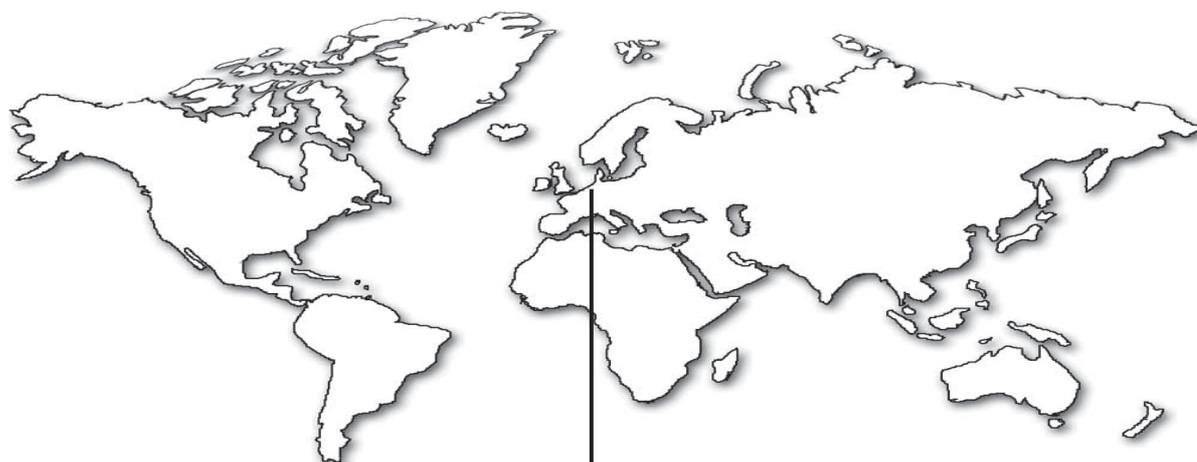
POPULATION: 25,873,917

MAIN LANGUAGE: NEPALI

LITERACY: 27.5% (1995)

POPULATION ONLINE: 0.23% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 6 (2000)



Overview

The Netherlands responded to the 2001 World Report, and pointed out the problems facing the national library network at the time - a decline in the number of branches and the struggle of coping with an increasing number of print and digital publications while budgets go down. The 2001 report mentioned the need to find new ways of serving people in light of these limitations and to this end the government supported the effort to connect all public libraries to the Internet in the year 2000.

This plan has evidently paid off, in that the 2003 report confirms that 81-100% of both public and research libraries offer their users access to the Internet. The Netherlands has reached the stage where searching for information in libraries would be made easier for users if more training

were available to show them the best way to retrieve useful Internet resources. The Digital Divide is the biggest obstacle facing libraries in their quest to provide Internet access.

Filtering is not a big issue in the Netherlands - the library association does not support it and its use is not widespread in the country's libraries. Internet use records are not kept, and the association believes doing so would impair freedom of expression for the individual user.

There is some degree of charging in the system, in both public and research libraries, and the government has made extra help available to increase access, as is mentioned above.

No violations of intellectual freedom are mentioned.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, and the association believes that doing so would impair individuals' freedom of expression

Is it free of charge to access the Internet on library computers? No, although extra funding for Internet access in libraries has been forthcoming from the government

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The country has adopted the Internet Manifesto, and has promoted it on the association website and via an article in Library Journal

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Netherlands has adopted the Glasgow Declaration, and has promoted it on the association website and via an article in Library Journal

Ethics

The Netherlands does not have a code of ethics and does not intend to adopt one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: NETHERLANDS

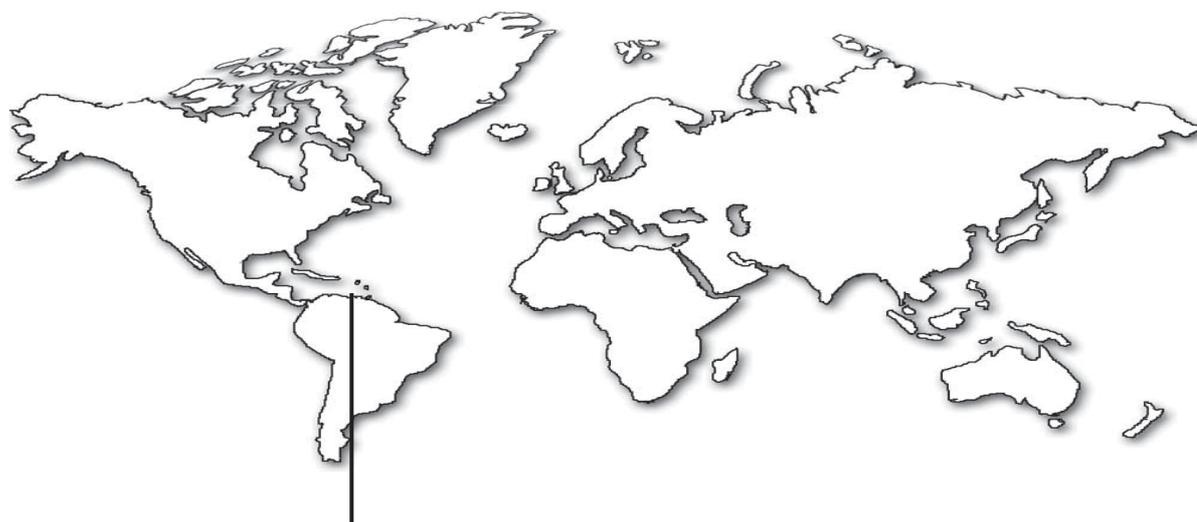
POPULATION: 16,067,754

MAIN LANGUAGE: DUTCH

LITERACY: 99% (2000)

POPULATION ONLINE: 60.56% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 52 (2000)



Overview

The information following comes from St Maarten in the Netherlands Antilles. St Maarten is a small island, half of which forms - together with four other islands - the Netherlands Antilles. This “country” does not have a library association, but the library community on the island replied to the questionnaire with information about Internet access in the area. It is the first time the World Report has received information from this region.

The Internet penetration rate for the whole of the Netherlands Antilles is very low indeed, so it is encouraging to find that St Maarten provides Internet access in 81-100% of its public libraries and 41-60% of its research libraries. Providing more computers with Internet access is identified as the course of action to take to make searching on the Internet easier for users and the Digital

Divide is highlighted as the biggest obstacle to accessing information on the net.

Accessing the Internet in libraries is not free and the state or other library authorities have not made any extra funds available to increase Internet access. As there is no library association, there is no indication for or against filtering information on library Internet terminals, but it is indicated that filtering software is not widespread in the country’s libraries. User records are not kept, but the link between keeping records and freedom of expression is not explored in the questionnaire response.

There are no reported incidents of violations of intellectual freedom.

There are no responses relating to codes of ethics, the Internet Manifesto or the Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research* libraries offering Internet access: 41-60%

Library Association in favour of filtering information on library Internet terminals? No answer

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
No

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Country has adopted the IFLA Internet Manifesto? No answer

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Country has adopted the Glasgow Declaration? No answer

Ethics

Does the country have a code of ethics? No answer

* Research libraries include the libraries of educational institutions

Main Indicators

COUNTRY NAME: NETHERLANDS ANTILLES ST. MAARTEN

POPULATION: 214,258

MAIN LANGUAGE: DUTCH (OFFICIAL), PAPIAMENTO

LITERACY: 98% (1981)

POPULATION ONLINE: 0.93% (2000)

NUMBER OF INTERNET SERVICE PROVIDERS: 6 (2000)





Overview

New Caledonia, a collection of islands in the South Pacific east of Australia, is a first time contributor to the World Report. There is no library association, and this response comes from the secretariat of the Pacific Library Community. Internet access being offered by libraries in the islands is low, with less than 20% of public and research libraries being able to offer users an Internet connection. Consequently, it is stated that more computers with Internet access would improve searching for library Internet users. Financial barriers are identified as the main obstacle to accessing information on the Internet. In light of this, it should be noticed that Internet access in libraries is not free, despite extra funding being made available to the library system to increase access.

While the respondent indicates the library community are not in favour of filtering on library Internet terminals, it is pointed out that

the use of filtering software is widespread in the islands' libraries. The reasons given for this are interesting - the impetus comes very much from IT sections trying to safeguard themselves from legal and other criticism. This is usually couched in terms of protection of children, but it is not done on any real policy basis.

Records of Internet use are also kept, although the library community believes that doing this affects users' freedom of expression.

Incidents relating to intellectual freedom are reported - see below.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries?

Yes, with the impetus coming from IT sections trying to safeguard themselves from legal and other criticism. This is usually couched in terms of protection of children, but it is not done on any real policy basis

Do libraries keep records of user's Internet activities? Yes, but the local library community believes this adversely affects users' freedom of expression

Is it free of charge to access the Internet on library computers?

No, although extra funds have been made available to the library system from state or other library authorities

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

Internet filtering by non library personnel (usually IT) is rife - often with no prior consultation with library management. In New Caledonia, a showing of a film on Algeria with a discussion afterwards was prevented by local government. Media censorship is also a problem in the

region, eg. the recent banning of MatangiTonga newspaper in Tonga

IFLA Internet Manifesto

New Caledonia has not yet adopted the IFLA Internet Manifesto but it is discussed on a regional email list. It is intended to be adopted in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Likewise, the Glasgow Declaration has not yet adopted, but it is discussed on the same list and should be adopted within two years

Ethics

While New Caledonia does not have a code of ethics, ethics are a topic on the main regional email discussion list. A code is intended to be adopted in the next two years

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: NEW CALEDONIA

POPULATION: 207, 858

MAIN LANGUAGE: FRENCH (OFFICIAL), 33 MELANESIAN-POLYNESIAN DIALECTS

LITERACY: 91% (1976)

POPULATION ONLINE: 11.55% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 1 (2000)



Overview

New Zealand contributes to the World Report for the first time. Internet penetration is very good in the country, and this is reflected in the percentage of research and public libraries offering access to the Internet - 81-100% of both types of institutions make the Internet available to users. From the questionnaire response it is not apparent if access is charged for. The state has not made any extra funding available to libraries specifically to increased Internet services.

With Internet access in libraries so high, the respondent believes that searching for information would be made easier at this point by making more training for users available. The respondent also points out the need for better search engines, consistent metadata and structured search mechanisms.

The respondent points out they cannot answer for the library association, so it is unclear whether

or not the association is in favour of filtering or not. However, filtering software is apparently widespread to a certain degree within the country's libraries, with the motivation being the protection of children and the safeguarding of public morality.

There is also no answer regarding the keeping of Internet records but it is indicated that doing so would not affect users' freedom of expression.

The Digital Divide is highlighted as the biggest obstacle to accessing information on the Internet, and the respondent also comments separately on the need for increased information literacy.

There are reported violations of intellectual freedom.

A code of ethics apparently exists, but further information regarding it is not indicated. No answers were received relating to the Internet Manifesto or the Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No answer

Use of filtering software widespread in country's libraries? Yes, to a certain degree, with the motivation of protecting children and safeguarding public morality

Do libraries keep records of user's Internet activities? No answer, although the respondent indicates that doing so would not affect users' freedom of expression

Is it free of charge to access the Internet on library computers? No answer, and no extra funding has been made available to libraries to increase Internet access

The single most significant obstacle to accessing information on the Internet is: The Digital Divide (with information literacy also mentioned)

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

There are no answers as to whether New Zealand has adopted the Internet Manifesto

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

There are no answers as to whether New Zealand has adopted the Glasgow Declaration

Ethics

The country apparently does have a code of ethics but no further details are given

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: NEW ZEALAND

POPULATION: 3,908,037

MAIN LANGUAGE: ENGLISH, MAORI (BOTH OFFICIAL)

LITERACY: 99% (1980)

POPULATION ONLINE: 52.71% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 36 (2000)



Overview

Nicaragua is a first time contributor to the World Report. The extent of Internet penetration in the country is extremely low so it is encouraging to see the high percentage (81-100%) of research libraries that have Internet access available to users. The questionnaire response came from Institute of the History of Nicaragua and Central America (IHNCA) who pointed out they were unable to answer as a library association. This could account for the lack of a figure for Internet access in public libraries as perhaps the respondents were unable to access figures for these institutions.

No response was forthcoming on whether or not the library association as in favour of filtering information on the Internet therefore, although the respondents did indicate that the use of filtering software was widespread within the country's libraries. The motivation for this was

given as the protection of children, safeguarding national culture and safeguarding public morality.

Accessing the Internet in libraries (presumably research libraries, although the questionnaire indicated 'All Libraries') was free although no extra funding had been made available from the state or other library authorities to increase Internet access.

User records are kept, but it is felt that this does affect users' freedom of expression. It was felt that more computers with Internet access would make searching easier for Internet users, but that financial barriers were the biggest obstacle to making this happen.

There is an incident concerning intellectual freedom reported below.

No replies were forthcoming regarding a code of ethics, but both the Internet Manifesto and the Glasgow Declaration have been adopted.

Libraries and the internet

Public libraries offering Internet access: No answer

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No answer

Use of filtering software widespread in country's libraries? Yes

Do libraries keep records of user's Internet activities? Yes, and it is felt that this does affect users' freedom of expression

Is it free of charge to access the Internet on library computers? Yes, although no extra funding has been made available to increase Internet access within the system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

A foreign user wanted to obtain information on biographies of Nicaraguan scientists and some libraries

(unnamed) turned down his request saying that it was restricted information

IFLA Internet Manifesto

Nicaragua has adopted the IFLA Internet Manifesto. The Manifesto was read to all the staff of Biblioteca y Archivo Histórico and was sent to the University's Public Relations Office for divulgation among colleagues

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has also been adopted, and it has been promoted too

Ethics

There were no answers to this question

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: NICARAGUA

POPULATION: 5,023,818

MAIN LANGUAGE: SPANISH

LITERACY: 68.2% (2000)

POPULATION ONLINE: 0.4% (2000)

NUMBER OF INTERNET SERVICE PROVIDERS: 3 (2000)



Overview

Niger is a first time contributor to the World Report. It is another country with an extremely low Internet penetration and only one Internet Service Provider. Perhaps unsurprisingly, less than 20% of all public and research libraries offer Internet access and more computers with Internet access are needed if this situation is to change and searching for Internet-accessible information is to be made easier for users. Use of the Internet in libraries is free however, despite extra funding from state or other library authorities not being forthcoming. Financial barriers are therefore named as the principle obstacle to accessing information on the Internet.

Use of filtering software in libraries is not widespread in Niger, although the library association

is to some degree in favour of using filtering on library Internet terminals, on the grounds of protecting children and safeguarding public morality. Libraries in the country do keep Internet user records, and the association sees no problem with this, as it does not believe it affects users' freedom of expression.

There are no reported incidents of violations of intellectual freedom.

The Internet Manifesto and the Glasgow Declaration are not yet adopted, although both should be within two years. A code of ethics is also likely to be adopted in the next two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? Yes, and this is not believed to harm freedom of expression

Is it free of charge to access the Internet on library computers?
Yes, although no extra funding has been forthcoming from state or other library authorities

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Niger has not yet adopted the IFLA Internet Manifesto, nor has it promoted it, but it does intend to adopt it in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not yet been adopted but copies have been distributed to members of the library association to make them aware of it. It is intended that the declaration be adopted in the next two years

Ethics

Niger does not currently have a code of ethics, nor is it likely to implement one in the next two years. The respondent does, however, indicate that promotional activities have taken place but declines to elaborate on these

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: NIGER

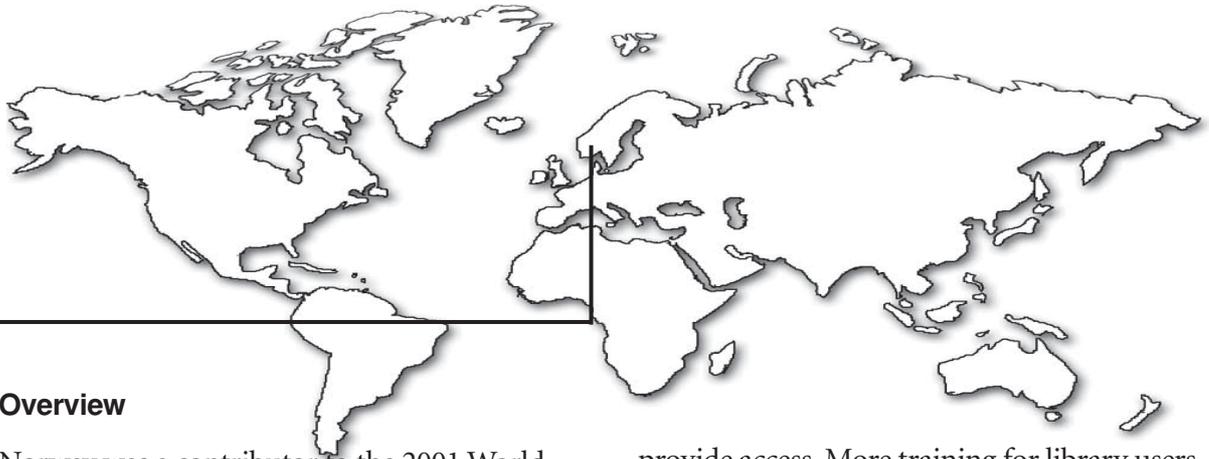
POPULATION: 10,639,744

MAIN LANGUAGE: FRENCH (OFFICIAL), HAUSA, DJERMA

LITERACY: 15,3% (2002)

POPULATION ONLINE: 0.11% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 1 (2002)



Overview

Norway was a contributor to the 2001 World Report. Its previous entry detailed the then current freedom of access to information situation in the country, asserting that libraries generally have no restrictions regarding purchasing policy, within the boundaries of the law. Revisions to the Law on Public Access within the public sector gave rise to an information environment where public access to information was not enough - the Norwegian administration had to take positive steps to inform the public regarding existence of information on activities. Generally, the 2001 entry reported that there were no censorship authorities in Norway for published material or library lending, and that cases prohibiting libraries from lending material (should that material be published in violation of the Norwegian Constitution - which admits the right to all expressions with few exceptions such as defamation, racism and pornography) were very rare in recent decades.

In 2003, Norway has one of the highest Internet penetration rates in Europe and this is reflected in libraries providing Internet access to users - 81-100% of both public and research libraries

provide access. More training for library users was specified in replies from both the Library Association and the National Library as being the action that would make searching for information on the Internet easier for users. The Digital Divide was recognised as the greatest obstacle. Filtering is not widespread in the country, and the association is not in favour of it. Records are not kept - it is thought they affect users' freedom of expression. Access is free in all libraries and extra funding has been made available to the library system.

There have been no reported violations of intellectual freedom in the last two years.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, it is believed to affect users' freedom of expression

Is it free of charge to access the Internet on library computers?

Yes

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years: None
IFLA Internet Manifesto

The Internet Manifesto has been adopted. The text was distributed to all members of the association before the 2003 annual general meeting. After the annual general meeting the text was distributed to relevant ministries and government library offices. It is also accessible on the website of the library association. During 2003 it will be promoted in different ways in the Norwegian library community and society

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has also been adopted. The text was distributed to all members of the association before the 2003 annual general meeting. After the annual general meeting the text was distributed to relevant ministries and government library offices. It is also accessible on the website of the library association. During 2003 it will be promoted in different ways in the Norwegian library community and society

Ethics

There is not yet a code of ethics in Norway, but activities towards adopting one within the next two years are taking place. A code was discussed in 1979-1980 and again in 1990 but not until 2001 was the library association was invited by a government office for research libraries (Riksbibliotekstjenesten) to participate in a

working group which should develop a code of ethics for libraries. The library association was positive to participate but wanted library trade unions to participate. The library association also wanted to know who should eventually decide on the final code of ethics. Riksbibliotekstjenesten refused to have library trade unions involved in the committee work and in addition refused to inform in beforehand about who should decide on the final code of ethics. As mentioned the library association was originally positive to take part in the work but based on the negative answers from Riksbibliotekstjenesten the library association decided not to take part on those conditions mentioned.

The library association also decided at the same time to raise the question of a code of ethics in an umbrella organisation for all Norwegian library organisations (which was established at that time - spring 2001). On the first regular meeting of the Norwegian library umbrella 23.10.02 the question was discussed based on the proposal from the library association. Robert Vaagan was on initiative from the library association invited to take part and introduce the topic. The Umbrella decided to discuss the topic again at a meeting 5.2.03. At that meeting it was decided that each member of the umbrella should investigate about relevant problems and challenges among own members. The library association will now look more closely into the topic of a code of ethics for libraries during 2003 and 2004. The Umbrella will later sum up the attitudes and results in each member organisation and decide on a further procedure.



Main Indicators

* Research libraries include the libraries of educational institutions

COUNTRY NAME: NORWAY

POPULATION: 4,525,116

MAIN LANGUAGE: NORWEGIAN

LITERACY: 100% (NO DATE)

POPULATION ONLINE: 59.22% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 13 (2000)



Overview

This is Panama's first contribution to the World Report. Internet access in the country is very low, and it is in the lowest group of contributors from the Latin American and Caribbean region. Less than 20% of public and research libraries offer Internet access and access to the service is not free. No extra funding has been made available from the state or other library authorities to change this situation.

Panama sees the problems caused by a lack of native language resources on the Internet as a stumbling block for users, and believes that more understandable content would make information searching easier for users. It sees the Digital Divide as the main obstacle in the way of accessing information on the Internet and it seems there is a long way to go to start addressing this problem via the Internet in the country's libraries.

The library association is currently unable to give answers relating to filtering as it has no policy towards the issue at this moment. Records of users' Internet activities are kept, and this is not thought to impair freedom of expression.

No reported incidents of violations of intellectual freedom are reported.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No answer

Use of filtering software widespread in country's libraries? No answer

Do libraries keep records of user's Internet activities? Yes, and it is not thought to impair users' freedom of expression by doing so

Is it free of charge to access the Internet on library computers? No, and no extra funding has been made available to libraries to improve Internet access

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

No violations are reported. The respondent states "The acquisitions budget is very limited, [but] one can reach collections of interest through the libraries."

IFLA Internet Manifesto

The Panamanian Library Association has not adopted the IFLA Internet Manifesto, nor has it publicised it. It is not indicated if they intend to adopt it in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

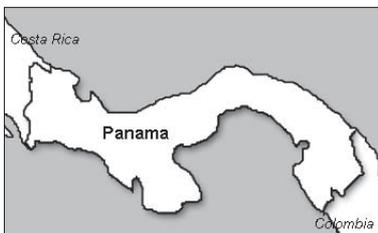
Nor has the country has adopted the Glasgow Declaration. No promotional activities have taken place, and it is not clear if they intend to adopt it in the next two years

Ethics

Panama does have a code of ethics which it has publicised through publications and at conferences

When was the code instituted? 1996

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: PANAMA

POPULATION: 2,882,329

MAIN LANGUAGE: SPANISH (OFFICIAL), ENGLISH

LITERACY: 90.8% (1995)

POPULATION ONLINE: 1.56% (2000)

NUMBER OF INTERNET SERVICE PROVIDERS: 6 (2000)



Overview

The Philippines is contributing to the World Report for the first time. The country has a large population with a low level of Internet penetration and although the amount of public libraries providing access to the Internet is common for the Asia region (less than 20%), the amount of research libraries providing access (less than 20%) is in the bottom group compared to other Asian respondents. Unsurprisingly, providing more computers with Internet access is recommended as a way of making searching for information on the Internet easier for library users. Internet access is also charged for, and no extra help has been forthcoming from state or other library authorities. The Philippines ticked three boxes indicating the biggest obstacle to accessing information: The digital divide; user privacy; and financial barriers.

Many boxes were also ticked when discussing

motivation for filtering information on library terminals. The library association is to a certain degree in favour of filtering although the use of filtering software in the country's libraries is not widespread. All boxes indicating a motivation for filtering were ticked: protection of children; protecting national security; safeguarding of religious values; safeguarding of national ethos/culture; prevention of criminal activity; safeguarding of public morality. Libraries do not keep records of user's Internet activities however - and the library association believes that doing so would infringe upon users' freedom of expression.

There were no reported incidents/violations of intellectual freedom in the last two years.

Although the Philippines intends to adopt a code of ethics in the next two years, it has no intention of adopting the Internet Manifesto or the Glasgow Declaration in the same timeframe.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree.

Motivation for this included protecting of children; protecting national security; safeguarding religious values; safeguarding national ethos/culture; preventing criminal activity and safeguarding public morality

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?

No, and no extra funding has been made available by library authorities for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is (nb. three boxes ticked): The digital divide, user privacy and financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has not adopted the Internet Manifesto, nor does it intend to do so

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not been adopted, and the library association does not intend to do so

Ethics

The Philippines does not currently have a code of ethics but does intend to adopt one in the next two years. No promotional activities to this end have yet been carried out

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: PHILIPPINES

POPULATION: 84,525,639

MAIN LANGUAGE: FILIPINO, ENGLISH (BOTH OFFICIAL)

LITERACY: 94.6% (1995)

POPULATION ONLINE: 5.32% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 33 (2000)



Overview

This is Poland's first contribution to the World Report. Encouraging Internet penetration figures are backed up by the highest rating for the number of research libraries providing Internet access, although access via public libraries is in the lowest category. This situation was confirmed by a second reply from the Polish library community. More computers with Internet access are needed (note both responses) to make searching for Internet information easier for users. Charging for services also takes place, perhaps because extra funding for Internet access has not appeared from state or other library authorities. Financial barriers are named as the biggest obstacle to access.

Filtering of information is not a big issue for Polish libraries, with the association being against it and the use of software not being widespread throughout the country's libraries. Internet activity records of users are not kept either, although the keeping of such records are not thought to be a burden on users' freedom of expression.

There have been no examples of library users being denied access to information over the past two years.

As yet, Poland has no code of ethics and has not adopted the Internet Manifesto or the Glasgow Declaration. Within two years it is intended that all three items will be adopted.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No, although it is not felt that doing so would infringe upon users' freedom of expression

Is it free of charge to access the Internet on library computers?
No

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Poland has not adopted the IFLA Internet Manifesto but intends to do so in the next 2 years. No promotional activities or preparations for implementation have yet taken place

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Neither has Poland adopted the Glasgow Declaration but it intends to do so in the next 2 years as well. No promotional activities or preparations for implementation have yet taken place

Ethics

There is at present no library code of ethics in Poland, although some unspecified promotional activities have taken place and it is intended that a code be adopted in the next 2 years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: POLAND

POPULATION: 38,625,478

MAIN LANGUAGE: POLISH

LITERACY: 99% (1978)

POPULATION ONLINE: 16.57% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 19 (2000)



Overview

Russia is a first time contributor to the World Report. Despite an encouraging amount of the population coming online in recent years (an increase of just over six percent between 2000 and 2001 - nua.com) the libraries within the country are unable to offer large amounts of Internet access to their users. Both research and public libraries are in the lowest brackets and less than 20% of these institutions provide a connection to the Internet for users. Unsurprisingly, more computers with Internet access is highlighted as something which would make searching for online information easier for users. Use of the Internet, however, is free in both public and research libraries despite no extra funding being made available to the library system. More funding is clearly needed - the most significant obstacle to accessing information on the Internet was listed as financial barriers.

There are further problems with the filtering of information on Internet terminals, in that the library association is not in favour of filtering at all while the use of filtering software is widespread in the country's libraries. This suggests that the use of filtering software could be imposed through legislation that libraries are unable to influence. The motivation for the use of the software is given as the protection of children, as well as the safeguarding of public morality. A further reason was also given - the limitation of traffic and finances - but it is unclear exactly what this means.

A similar situation exists with regards to the keeping of Internet use records. The library association sees this activity as infringing on users' freedom of expression and yet libraries across the country keep the records anyway.

There have been no reported violations of intellectual freedom in the last two years.

Russia has a library code of ethics, adopted in 1999, and intends to adopt both the Internet Manifesto and the Glasgow Declaration in the next two years

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? Yes

Do libraries keep records of user's Internet activities? Yes, but library association believes this to affect library users' freedom of expression

Is it free of charge to access the Internet on library computers?

Yes. No extra funding has been received by the library service to increase Internet access

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The IFLA Internet Manifesto has not yet been adopted, although it was published in Russia in 2002. It should be adopted in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Likewise, Russia has not yet adopted the Glasgow Declaration but intends to in the next two years

Ethics

Russia has a library code of ethics which has been promoted in seminars and discussion groups organised by the library association, and discussed in professional publications by experts

When was the code instituted? 1999

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: RUSSIA

POPULATION: 144,978,573

MAIN LANGUAGE: RUSSIAN

LITERACY: 98% (1989)

POPULATION ONLINE: 12.42% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 35 (2000)



Overview

Serbia and Montenegro is contributing to the World Report series for the first time. Internet infrastructure in the country is very much in its infancy, although it is by no means on its own in Europe regarding the extent of public libraries offering Internet access (less than 20%). There are more research libraries offering access and, perhaps thanks to extra funding being made available, accessing the Internet is free in all institutions.

According to the reply of the library association, the emerging Internet infrastructure in the country's libraries would be helped by more computers with Internet access, and the identification of financial barriers as the main obstacle to accessing information fits in with this.

Use of filtering software is not widespread in the library network and the association is not in

favour of it being used on library terminals. No records of Internet use are kept, with the association believing that this affects users' freedom of expression.

There have been no incidents of library users being denied access to information within the last two years.

There is a code of ethics in Serbia and Montenegro from 1998, and both the Internet Manifesto and the Glasgow Declaration are to be adopted within two years

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 41-60%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No
Is it free of charge to access the Internet on library computers?
 Yes, and extra funding has been made available to increase Internet access

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Serbia and Montenegro has not adopted the IFLA Internet Manifesto but the librarians of the Serbian Academic Library Association are to be informed about it via the publishing of the original document and its translation in a forthcoming issue of the Journal INFOteka. It is intended that the Manifesto will be adopted in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Again, Serbia and Montenegro has not adopted the Glasgow Declaration but the librarians of the Serbian Academic Library Association are also to be informed about it via the publishing of the original document and its translation in a forthcoming issue of the Journal INFOteka. It is intended that the Declaration will be adopted in the next two years

Ethics

Serbia and Montenegro does have a library code of ethics. Activities promoting/implementing the code have included:
 I. Organising of the 4th Consultative Meeting of Serbia Librarians 1998 with a sub theme "Code of Serbian Librarians", held in Vrnjacka Banja 1998.
 II. Publishing of the Proceedings - Librarianship at the end of the century, Book 4. The Librarians Society of Serbia, Belgrade 1999.
 III. Publishing of the Code of Serbian Librarians on the site of the National Library of Serbia and can be found at:
<http://www.bg.ac.yu/kodeks.htm>
When was the code instituted? 1998

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: SERBIA AND MONTENEGRO

POPULATION: 10,656,929

MAIN LANGUAGE: SERBIAN 95%, ALBANIAN 5%

LITERACY: 93% (1991)

POPULATION ONLINE: 3.75% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 9 (2000)



Overview

Singapore is contributing to the World Report for the first time. The completed questionnaire bears out the high Internet penetration figures by showing 81-100% of both public and research libraries provide access to the Internet. The state has made extra funding available for Internet access within the library system, but it appears public libraries still charge for Internet use. Perhaps because of the high level of access to Internet enabled machines, the National Library Board indicated that more training for library users would be the best way of making it easier for users to access information on the web. It was also indicated that the problems caused by the Digital Divide are the most serious obstacle to accessing information on the Internet.

There is a degree of favour towards the filtering of information on library Internet terminals - with a motivating factor of wishing to protect children – and filtering software is present to a certain degree in libraries.

Libraries do not keep records of users' Internet activities, and the profession believes that to do so would infringe on individual library users' freedom of expression when searching for information.

No violations of intellectual freedom were reported in the last two years.

There is a code of ethics for the library association, but the Internet Manifesto and Glasgow Declaration have not been adopted.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree. This is motivated by a desire to protect children from harmful content

Use of filtering software widespread in country's libraries? Yes, to a certain degree

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers? Yes, in research libraries. Extra funding has been made available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The IFLA Internet Manifesto has not been adopted or promoted. There is no indication whether it will be adopted in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow declaration has also not been adopted or promoted. Again, there is no indication whether it will be adopted in the next two years

Ethics

Singapore does have a code of ethics and members of the library association are reminded of it at meetings

When was the code instituted? in the late 1980s

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: SINGAPORE

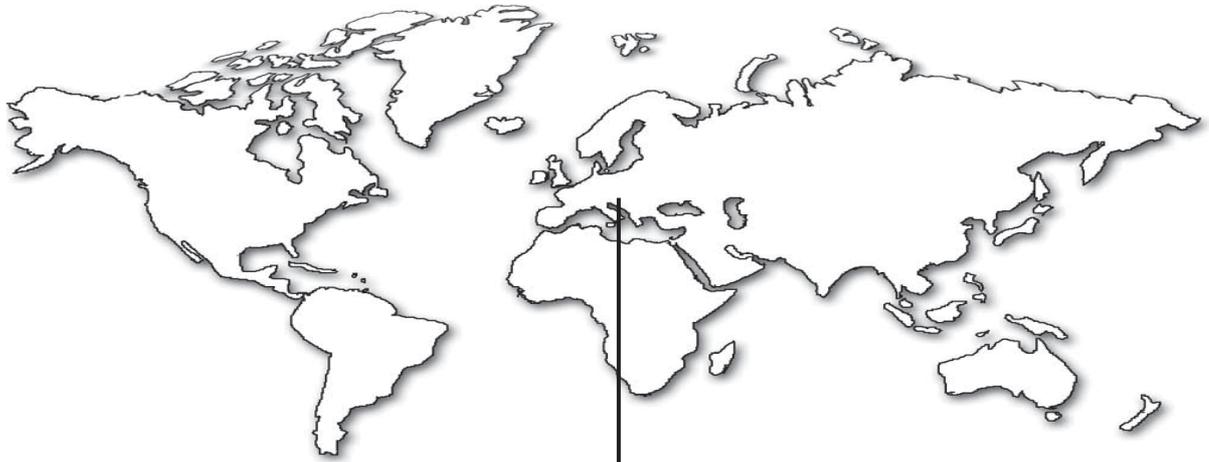
POPULATION: 4,452,732

MAIN LANGUAGE: CHINESE, MALAY, TAMIL, ENGLISH (ALL OFFICIAL)

LITERACY: 93.5% (1999)

POPULATION ONLINE: 51.88% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 9 (2000)



Overview

This is the Slovak Republic's first contribution to the World Report. Access to the Internet in public and research libraries is fairly average for the European respondents and it is charged for in both types of institution. More computers with Internet access is the preferred solution for making online information searching easier for users, while the charging situation is perhaps highlighted by the identification of financial barriers as the main obstacle to providing access to information on the Internet. This is despite extra funding for Internet access from the state or other library authorities in the past.

Filtering is not favoured by the association nor is it widespread, and records of users' Internet activities are not retained. The questionnaire does not indicate whether or not the association sees the keeping of records as affecting a users' freedom of expression.

There were no reported violations of freedom of access to information in the past two years.

No answers were received with regards to the Internet Manifesto or the Glasgow Declaration, and it is unclear whether the Slovak Republic will adopt a code of ethics in the next two years despite indications that some promotional activities towards this end have taken place

Libraries and the internet

Public libraries offering Internet access: 41-60%

Research libraries offering Internet access:* 61-80%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
No, although extra funding has been made available from state or other library authorities for increasing Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

There are no answers for this section

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

There are no answers for this section

Ethics

The Slovak Republic Library Association does not have a code of ethics. The questionnaire indicates that some promotional activities have taken place but does not mention whether or not a code will be adopted in the next two years

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: SLOVAK REPUBLIC

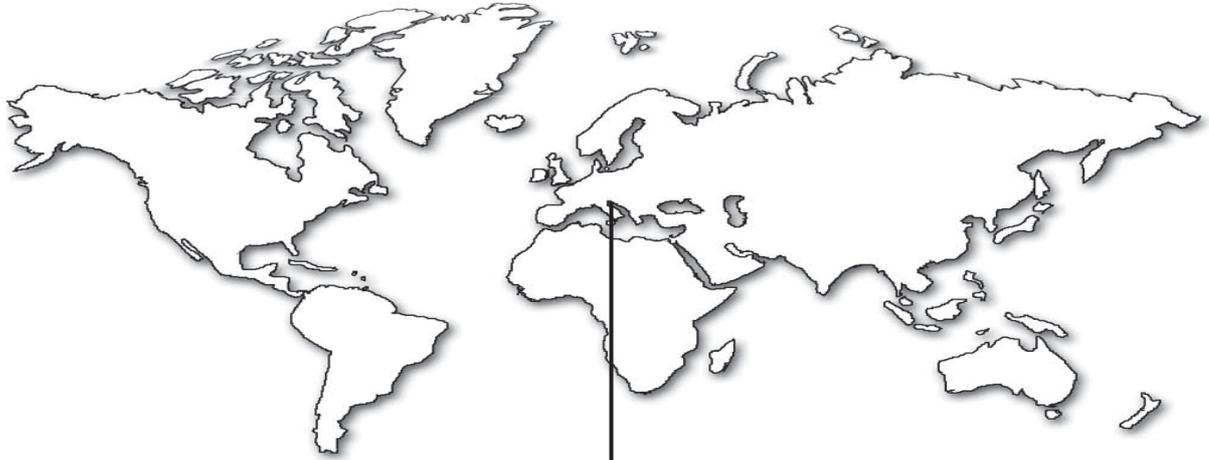
POPULATION: 5,422,366

MAIN LANGUAGE: SLOVAK (OFFICIAL), HUNGARIAN

LITERACY : 100% (2000 – SOURCE: UNICEF)

POPULATION ONLINE: 12.91% (2000)

NUMBER OF INTERNET SERVICE PROVIDERS: 6 (2000)



Overview

This is Slovenia's second entry in the World Report series. In 2001 it was reported that limitations on free access to information were the result of financial restraints that prevented equal opportunities for all users. The insufficient knowledge of librarians with regards to their professional role was also named as a contributing factor. Payment services in libraries were singled out for criticism as a barrier that affected all, but the needs of ethnic minorities and users with special needs were also highlighted as going unmet.

The Slovenian questionnaire reply for 2003 cannot address these issues in depth, but with funding being made available to libraries to offer Internet access and with general Internet penetration up by over 10% there are some good things to consider. 81-100% of research libraries are offering Internet access to users, and use in

public libraries is free. More computers with Internet access would make accessing information easier, and the biggest obstacle identified to accessing information is the Digital Divide.

Of interest is the Library association's favourable attitude to filtering Internet information which it states is in accordance with Slovene legislation. It is unsure if the library association would be in favour of filtering if it was not compelled to do so. Filtering software is widespread to a certain degree within the country's libraries, motivated by a desire to protect children.

Internet user records are not kept, and the association believes this would affect users' freedom of expression.

Libraries and the internet

Public libraries offering Internet access: 41-60%

Research libraries offering Internet access: 81-100%*

Library Association in favour of filtering information on library Internet terminals? Yes

published in a librarianship newsletter and on the library association website

Use of filtering software widespread in country's libraries? Yes, to a certain degree, motivated by desire to protect children

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Do libraries keep records of user's Internet activities? No

The Glasgow Declaration has been translated into Slovene and published in a librarianship newsletter and on the library association website. It is to be adopted in the next two years

Is it free of charge to access the Internet on library computers? Yes, in public libraries

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Ethics

Reported incidents/violations of intellectual freedom in the last two years:

In a public library, a child was denied access to the adult collection material. The library inspector and the Human Rights Ombudsman were dealing with the case

The Slovenian Library Association has adopted a code of ethics. It was translated into English and published as a leaflet (in two sizes, English and Slovene version), leaflets were sent to all member associations; it was also published in a brochure with a statute and rules of procedures of the library association and on the library association website
When was the code instituted? 1995

IFLA Internet Manifesto

The IFLA Internet Manifesto is to be adopted within the next two years. It has been translated into Slovene and

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: SLOVENIA

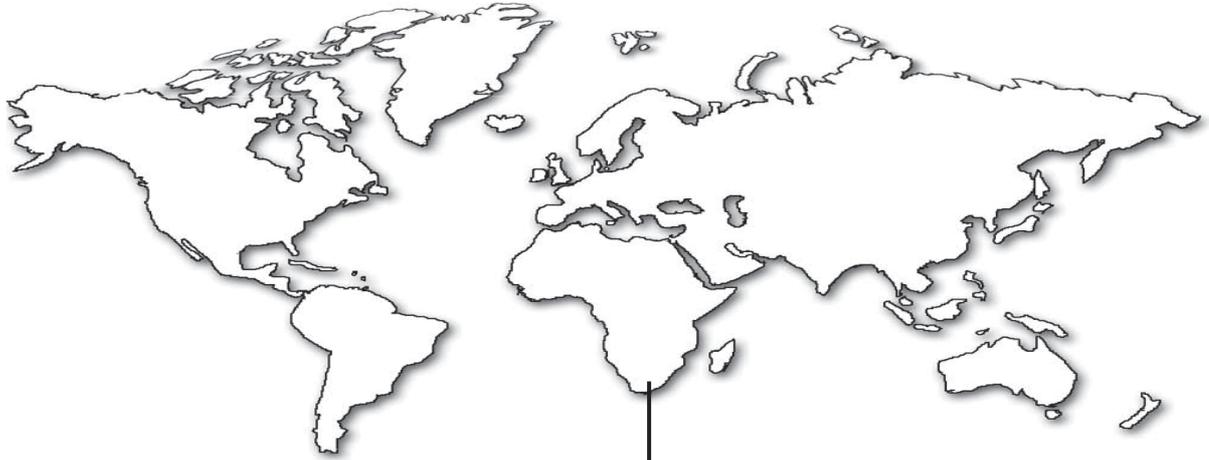
POPULATION: 1,932,917

MAIN LANGUAGE: SLOVENIAN 91%, CROATIAN 6%

LITERACY: 99% (NO DATE)

POPULATION ONLINE: 31.04% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 11 (2000)



Overview

South Africa responded to the previous World Report. The entry indicated that for the first time South Africans were enjoying a constitutionally protected right to freedom of expression and freedom of access to information. The report was generally optimistic, although it warned that vigilance and public debate about the new freedoms was needed, along with a drive to address the 'new' censorship effects that come from huge numbers of people not having adequate access to the means of receiving and producing information.

Two years on the number of people with access to the Internet in South Africa has increased, but only by 3%. In the country's research libraries however, there is a far rosier picture with Internet access being offered in 81-100% of libraries. Public libraries are further down the scale however, at 21-40% offering access.

Costs seem to be a problem, with no extra funds being allocated to libraries and charges for library users accessing the net. It was indicated that searching for information on the Internet would be made easier for users through the provision of cheap access to the Internet and adequate bandwidth, and this ties in with the main obstacle to accessing information being financial barriers.

While the library association is not in favour of filtering information on library terminals, there was no indication in the questionnaire response how widespread, if at all, the use of filtering software was in the country. A motivation for filtering was pointed out however - the safeguarding of public morality and the stopping of institutions accessing pornographic websites – but it is hard to know how to interpret this. User records are kept, but this is seen as a brake on users' freedom of expression while using the Internet in libraries.

There were no reported violations of freedom of expression.

South Africa has a code of ethics, but has not adopted either the Internet Manifesto or the Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No answer

Do libraries keep records of user's Internet activities? Yes, and it is felt that doing this harms the freedom of expression of the individual library user

Is it free of charge to access the Internet on library computers? No

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The country has not adopted the IFLA Internet Manifesto, or promoted it, and it is unclear if they intend to adopt it in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not been adopted or promoted, but it should be adopted in the next two years

Ethics

There is a code of ethics, although it has not been promoted

When was the code instituted? 2002

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: SOUTH AFRICA

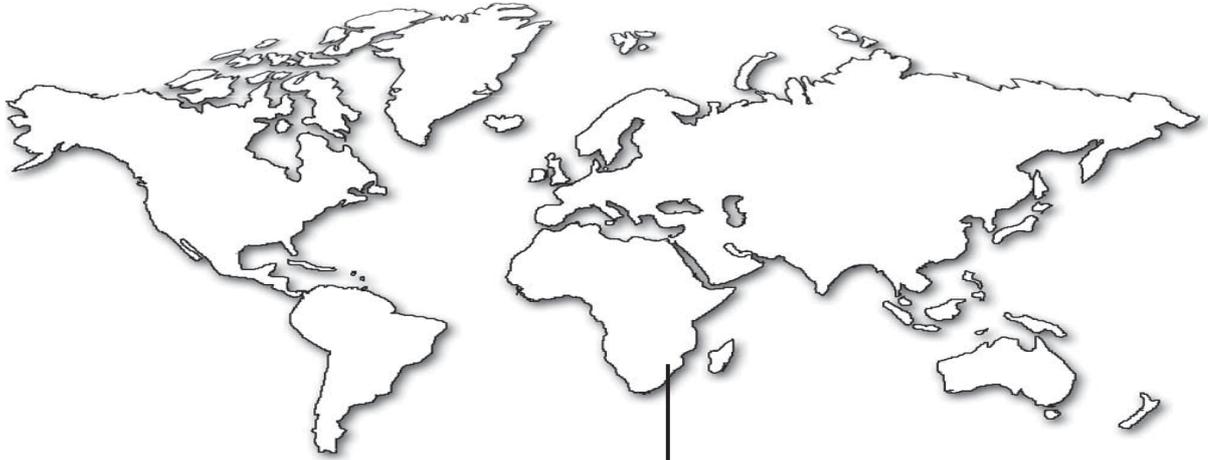
POPULATION: 43,647,658 (JULY 2002 EST.)

MAIN LANGUAGE: 11 OFFICIAL LANGUAGES INCLUDING AFRIKAANS, ENGLISH

LITERACY: 85% (2000)

POPULATION ONLINE: 7.01% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 150 (2001)



Overview

Swaziland is a first time contributor to the World Report series. Levels of Internet access in libraries are fairly typical of countries who responded from Africa, with both public and research libraries offering access to the Internet in 21-40% of institutions.

Extra funding has been made available to libraries in Swaziland but the questionnaire response still indicated that more computers with Internet access are needed if users are to get full benefits of information on the Internet. It is not known from the questionnaire however whether access to the Internet, where it does exist in libraries, is at a cost or for free. If access is free this may be where the additional funding went to – but it is difficult to tell. Whatever is the case, the main obstacle to accessing information on the Internet is seen as financial barriers - something found right across the African respondents.

The library association is to a certain degree in favour of filtering information on the Internet and filtering software is found to a certain extent across the library system. The only motivation given for this is the safeguarding of national ethos/culture. While the information about activities of library users on the Internet are not retained, it is not felt that user's freedom of expression would be affected if they did.

There were no indications made for question 9 relating to violations of intellectual freedom within the last two years.

A code of ethics is to be adopted in the next two years, but the questionnaire replies were vague as to the status of the Internet Manifesto and Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research libraries offering Internet access:* 21-40%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries?
Yes, to a certain degree

Do libraries keep records of user's Internet activities? No, but it is not felt that doing so would impair an individual's freedom of expression

Is it free of charge to access the Internet on library computers?
No

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

No entry

IFLA Internet Manifesto

The status of the Internet Manifesto in the country is unsure, as it was indicated that it has been adopted, promoted and intended to be adopted in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

No responses were received with regard to the Glasgow Declaration

Ethics

There is currently a draft of a code of ethics in circulation in the country - it is hoped that the code will be adopted in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: SWAZILAND

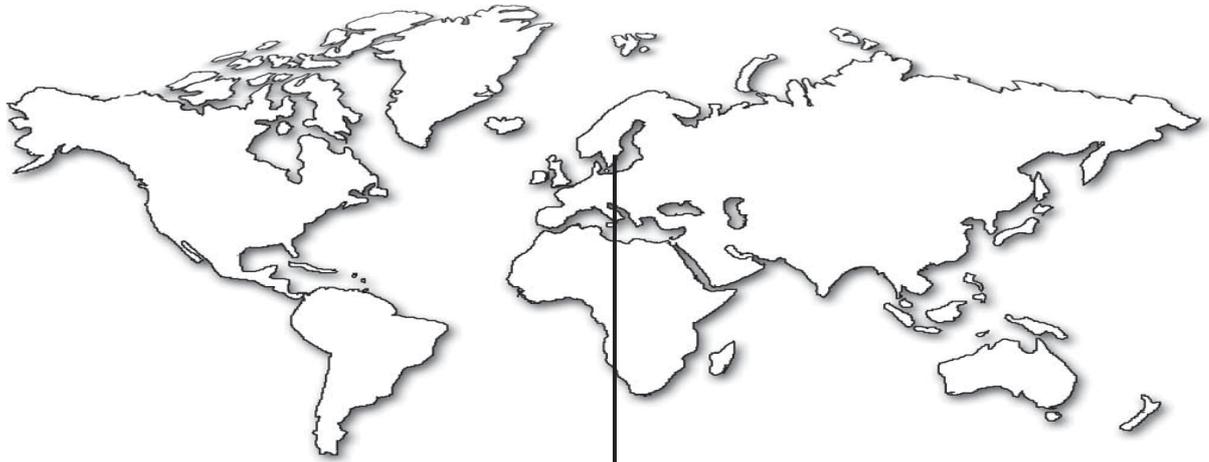
POPULATION: 1,123,605

MAIN LANGUAGE: ENGLISH, SiSwATI (BOTH OFFICIAL)

LITERACY: 78.3% (1999)

POPULATION ONLINE: 1.25% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 6 (2001)



Overview

Sweden was listed in the 2001 World Report. The situation with regards to intellectual freedom was then detailed as being generally very good, although the report did detail situations in which librarians can sometimes find themselves in a “censorship-like” situation. The 2003 response mentions no specific incidents of relating to violations of intellectual freedom, although we must assume the situation is generally similar to 2001.

In the past 3 years Internet access within the country has increased by approximately 10% making it one of the best-connected countries in Europe. This is reflected in access to the Internet in both public and research libraries which is in the highest category. Also use of the Internet is free in both types of libraries, despite no extra funds being made available to the libraries by the state or other library authorities.

High levels of access may also explain why the Swedish response sees more training for library users, rather than more computers with Internet access, as the action that would make it easier for library users to search for information on the Internet. The biggest obstacle to access is seen as the Digital Divide.

Internet information is also unfiltered in Swedish libraries, and the library association is not in favour of filtering information at all. Internet user activity records are not kept either, and it is indicated that this would be a violation of users’ freedom of expression.

The Swedish Library Association has a code of ethics, and has adopted both the Internet Manifesto and the Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research* libraries offering Internet access: 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
Yes

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

While there are no promotional activities noted, the Internet Manifesto has been adopted by the Swedish Library Association

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Again, there are no promotional activities noted, but the Swedish Library Association has adopted the Glasgow Declaration

Ethics

The Swedish Library Association does have a code of ethics
When was the code instituted? 1992

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: SWEDEN

POPULATION: 8,876,744 (JULY 2002 EST.)

MAIN LANGUAGE: SWEDISH

LITERACY: 99% (1979)

POPULATION ONLINE: 67.82% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 29 (2002)



Overview

Switzerland's response is their first contribution to the World Report. Internet access in Switzerland is advanced but the percentage of public libraries online could be considered quite low in comparison with the rest of the western European respondents in the 2003 survey. It also is not free, although this may be a result of no extra funds being allocated from the state or other library authorities for extra Internet facilities. Access in research libraries, however, is in the top bracket and is free to users.

The Digital Divide and the gap between those who have access to information technologies and those who do not is mentioned as the main obstacle to accessing information on the Internet in Switzerland, and the library association

believes situation could be made easier through more Internet training for library users. A separate reply from the Swiss National Library also mentions the technical barriers created by a lack of broadband access in the country - telecoms operators are unable to keep up with demand for bandwidth thus depriving some library users from access to high-quality information resources.

Filtering is not favoured but the association reports that it is widespread to a certain degree within the country's libraries. The motivation for its use is to protect children, although safeguarding public morality and the prevention of online criminal activity are also mentioned as justification.

There are no reported incidents or violations of intellectual freedom in the past two years.

Libraries and the internet

Public libraries offering Internet access: 41-60%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries?
Yes, to a certain degree

Do libraries keep records of user's Internet activities? No, and the association believes to do so would interfere with users' freedom of expression

Is it free of charge to access the Internet on library computers?
Yes, in research libraries

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The IFLA Internet Manifesto has not yet been adopted, although there is a link on the association's website promoting it and it was published in the association's journal. It is intended to be adopted within two years.

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The country has not adopted the Glasgow Declaration, although it will do within the next two years and has been published in the association's journal.

Ethics

The Swiss Library Association does have a code of ethics which has been discussed in articles in professional literature.

When was the code instituted? 1998

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: SWITZERLAND

POPULATION: 7,301,994

MAIN LANGUAGE: GERMAN, FRENCH, ITALIAN (ALL OFFICIAL)

LITERACY: 99% (1980)

POPULATION ONLINE: 52.73% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 44 (2000) INCLUDING LIECHTENSTEIN



Overview

This is Thailand's second response to the World Report Series. In 2001 economic pressures were listed as obstacles to the provision of information to a certain extent, and the same looks true in 2003. The 2001 report contained little information on problems regarding freedom of access to information and the situation seemed generally good. This time round the state of affairs seems similar - there have been no reported incidents or violations of intellectual freedom in the last two years.

The percentage of population online has hardly changed in 3 years however. Only a small percentage of the Thai population has access to the Internet but access in the library service is impressive. Access in public libraries is especially good for the Asia/Pacific region respondents to the questionnaire, and with 81-100% of research libraries providing Internet access for free the situation looks good.

With such a large indigenous population it is unsurprising that the respondent indicated that more Internet resources in the native Thai language were needed to make searching for information on the Internet easier. Financial barriers were listed as being the main obstacle to this goal.

While filtering software is not widespread in libraries in the country, the library association is clearly concerned with the types of information available over the Internet. It is to a certain degree in favour of filtering information on library Internet terminals but lists all available options as motivation for this stance: Protection of Children; Protecting national security; Safeguarding religious values; safeguarding national ethos/culture; Prevention of criminal activities and safeguarding public morality. Perhaps as a result of this, records of individuals' Internet use are retained - this is not thought to have an affect on the user's freedom of expression.

The Thai Association does have code of ethics but is not yet signed up to the Internet Manifesto or Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: 61-80%

Research libraries offering Internet access:* 81-100%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries? Yes

Do libraries keep records of user's Internet activities? Yes

Is it free of charge to access the Internet on library computers? Yes, in research libraries. Extra funding has been allocated by the state or other library authorities for Internet access in libraries

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Thailand has not adopted the IFLA Internet Manifesto nor has it promoted it, but it does intend to sign up to it within the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not yet been adopted, but it should be in the next two years. No promotional activities have yet been carried out

Ethics

The Thai library association has a code of ethics which is pledged by all members at the yearly meeting. The code was adopted on the 30th April 1978 at the auditorium of the Public Relation Department presided over by the Minister of University Affairs

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: THAILAND

POPULATION: 62,354,402

MAIN LANGUAGE: THAI, ENGLISH, ETHNIC AND REGIONAL DIALECTS

LITERACY: 93.8% (1995)

POPULATION ONLINE: 1.96% (2001)

NUMBER OF INTERNET SERVICE PROVIDERS: 15 (2000)



Overview

Trinidad and Tobago is a first time contributor to the World Report. Internet access in libraries is quite polarised, with less than 20% of public libraries offering access but 61-80% of research libraries letting users go online. It is free to use the Internet in both types of library unlike in most countries from Latin America and the Caribbean that responded to the questionnaire.

While financial barriers are seen as the most significant obstacle to accessing information on the Internet, Trinidad and Tobago would like to see more training for Internet users to help make it easier for users to search for relevant information on the web.

The library association is worried about the threat to users caused by pornography on the Internet and as a result is to a certain degree in favour of using filtering software on library

Internet terminals. User activity on the Internet remains private though, and the association sees a restriction on freedom of expression if user Internet records are retained.

While it was indicated that violations of intellectual freedom took place in the last two years, these events were not detailed in the response.

Trinidad and Tobago has not adopted a code of ethics or the Glasgow Declaration and has no intention of doing so, although the Internet Manifesto has been adopted.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 61-80%

Library Association in favour of filtering information on library Internet terminals? Yes, to a certain degree

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?

Yes, in both public and research libraries. Extra funding has been made available for Internet access in the library system

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

Trinidad and Tobago indicated that there had been examples of library users being denied access to information but did not elaborate on any incidents

IFLA Internet Manifesto

Trinidad and Tobago has adopted the IFLA Internet Manifesto but has not yet promoted it

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not been adopted by Trinidad and Tobago and there are no plans to adopt it in the next two years

Ethics

The library association does not have a code of ethics and does not intend to adopt one in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: TRINIDAD AND TOBAGO

POPULATION: 1,163,724 (JULY 2002 EST.)

MAIN LANGUAGE: ENGLISH (OFFICIAL), HINDI, FRENCH, SPANISH, CHINESE

LITERACY : 94% (2000)

POPULATION ONLINE: 10.31% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 17 (2000)

**Overview**

This is Uganda's first contribution to the World Report series. Internet access levels in libraries in public libraries are low, with research libraries providing only a slightly higher level of access. Access is not free and the state or library authorities in the country have as yet not provided any additional funding to either increase the number of computers or bring down costs of access. The respondent indicated that more computers with Internet access are needed to make searching on the Internet for information easier for users. Problems with libraries financial situation are thought to be the single most significant obstacle to accessing information on the Internet.

Use of filtering software is not widespread in Uganda and the association is not in favour of using it. Libraries in the country do not keep records of any individual's Internet use and doing so is thought to affect the freedom of expression of the user.

No incidents or violations of freedom of access to information are reported.

While the library association has adopted both the Internet Manifesto and the Glasgow Declaration, a code of ethics has not yet been implemented. It should be adopted within the next two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 21-40%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
No, and no extra funding has been made available to increase Internet access in libraries

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

The library association has adopted the IFLA Internet Manifesto and has distributed widely. It has also been discussed on the association's listserve

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Uganda has adopted the Glasgow Declaration and once again, it has been discussed on the association's listserve

Ethics

Uganda does not have a code of ethics and while it has carried out no promotional activities as yet, it does intend to adopt one within the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: UGANDA

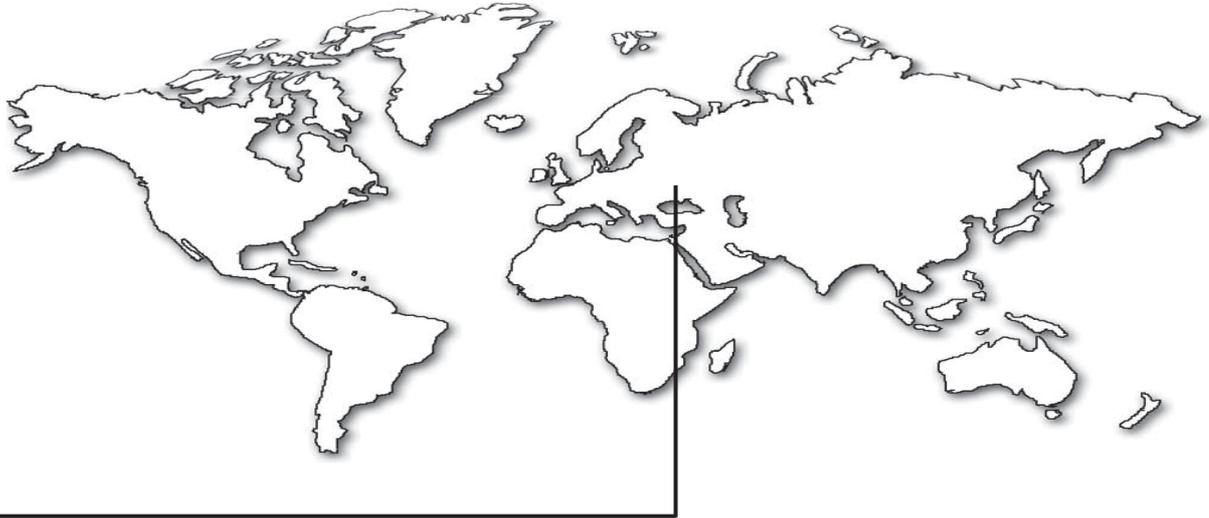
POPULATION: 24,699,073

MAIN LANGUAGE: ENGLISH (OFFICIAL), GANDA OR LUGANDA

LITERACY: 62.7% (2000)

POPULATION ONLINE: 2.42% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 2 (2000)



Overview

This is the second contribution that Ukraine has made to the World Report series. Internet access has moved only slightly forward in this country, and despite the information needs of such a large number of inhabitants the percentage of the population online has only improved by approximately one percent in 3 years. Levels of Internet access in libraries are very low in both public and research libraries. It is apparent that the problems listed in the 2001 World Report entry relating to economic instability are still evident, and the association believes financial barriers to be the biggest obstacle to accessing information on the Internet in the country. Despite this, Internet access in all libraries is free.

Filtering of available information however, is not a problem – the association is not in favour of it and its use is not widespread. Use records are not

kept either, and it is thought that doing so hinders users' freedom of expression.

The Ukrainian Library Association has a code of ethics adopted in 1996 and has signed up to the Internet Manifesto. It intends to adopt the Glasgow Declaration in the next two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?

Yes, and state or other library authorities have made extra funding available for library Internet access

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

There are occasions when state and local authorities enquire as to the reasons for subscribing to opposition newspapers. Demands are made to cancel these subscriptions if a library director does not want to be fired. Also, the poor financial situation in libraries does not allow them to subscribe to newspapers and magazines, or to provide Internet access for users

IFLA Internet Manifesto

The IFLA Internet Manifesto has been adopted by the association and has been translated into Ukrainian. It has

also been published in the Library Planet Journal, discussed at workshops and conferences and published on the Ukrainian Library Association homepages and on IFLANET

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Ukraine has not adopted the Glasgow Declaration nor has it promoted it, but it does intend to adopt it in the next two years

Ethics

The Ukrainian Library Association does have a code of ethics which has been promoted at workshops, conferences, in publications and at a special course at the Centre for Continuing Information and Library Science Education

When was the code instituted? 1996

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: UKRAINE
POPULATION: 48,396,470 (JULY 2002 EST.)
MAIN LANGUAGE: UKRAINIAN, RUSSIAN
LITERACY: 98% (1989)
POPULATION ONLINE: 1.55% (2001)
NUMBER OF INTERNET SERVICE PROVIDERS: 260 (2001)



Overview

This is Uruguay's first contribution to the World Report. The Internet access situation stands at less than 20% of public libraries offering the Internet to users, although access is for free. It is better in the country's research libraries (and again free) and the country's library association believes more computers with Internet access is the key to solving this problem and making online information searching easier for users.

Filtering of information does not seem to be an issue in Uruguay, with the association not in favour of it and use of the software not being widespread. Internet use records are not kept and the association believes doing so would impair freedom of expression.

Despite Internet access being free the state or other authorities have not made any extra

funding available for furthering Internet access in libraries. This could be why financial barriers are seen as being the most significant obstacle to accessing information on the Internet in Uruguay.

No incidents or violations of freedom of access to information are reported.

Uruguay has a code of ethics instituted in 2000 and intends to adopt both the Internet Manifesto and the Glasgow Declaration.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 61-80%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

online on the association's Internet-related discussion list and is intended to be adopted in the next two years

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
Yes

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Uruguay has not adopted the IFLA Internet Manifesto. The Steering Committee of the library association agrees with the Manifesto on a personal base but has not discussed collectively. That is the reason why it has not been adopted it formally. It has, however, been posted

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The Glasgow Declaration has not yet been adopted by Uruguay. The members of the association agree with the Declaration but have not yet discussed it collectively. It has also been posted online on the association's Internet-related discussion list and will be adopted in the next two years

Ethics

The Uruguayan Library Association does have a code of ethics and every member has a copy of it
The code was adopted on the 14th November 2000

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: URUGUAY

POPULATION: 3,386,575

MAIN LANGUAGE: SPANISH

LITERACY: 97.3% (1995)

POPULATION ONLINE: 11.81% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 14 (2001)



Overview

The United States response to the 2001 World Report noted the frequent challenging of library materials across the nation on the grounds of ideas and views contained within them. In 2001 censorship on the Internet was discussed, and the variety in federal and state legislation highlighted in relation to policies relating to the use of filtering software on library computers. In 2003 there still exists a broadly similar situation, as detailed in the answer to the question relating to violations of intellectual freedom below.

The extent of Internet access in US libraries is very high although more computers connected to the net is identified as the most important action that could be taken to improve things further. The Digital Divide within the country has not gone away - hence its naming as the most significant obstacle to accessing information on the Internet. With regards to the filtering of

information, the American Library Association (ALA) is not in favour of filtering on library Internet terminals, although filtering software can be found in libraries, motivated by a desire to protect children.

It is free to use the Internet in all US libraries, and extra funding has been made available to bring this about.

The ALA has a code of ethics, detailed below, and has also adopted the Internet Manifesto. It intends to adopt the Glasgow Declaration within two years.

Libraries and the internet

Public libraries offering Internet access: 81-100%

Research libraries offering Internet access: 81-100%*

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries?

Yes, to a certain degree

Do libraries keep records of user's Internet activities? No. The ALA believes that keeping records affects a user's freedom of expression

Is it free of charge to access the Internet on library computers?
Yes

The single most significant obstacle to accessing information on the Internet is: The Digital Divide

Reported incidents/violations of intellectual freedom in the last two years:

Although libraries in the US generally provide free and open access to information there are always exceptions. Books are challenged everyday, some libraries filter Internet access, some restrict access based on age, and some have policies and procedures that jeopardize user privacy and confidentiality. Nonetheless, ALA and its members continue to raise awareness of these issues and to promote "best practices" for library services.

For further information on freedom of access to information in US libraries, visit the Office for Intellectual Freedom section of the ALA's website at www.ala.org/

IFLA Internet Manifesto

The US has adopted the IFLA Internet Manifesto but as yet has not promoted it

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

The US has not yet adopted or promoted the Glasgow Declaration but does intend to adopt it in the next two years

Ethics

The ALA does have a code of ethics, and promotes it through its Committee on Professional Ethics which presents programs at national, regional and division conferences

The code was initially adopted in 1939, with the current version being adopted in 1995

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: UNITED STATES OF AMERICA

POPULATION: 280,562,489

MAIN LANGUAGE: ENGLISH

LITERACY: 97% (1979)

POPULATION ONLINE: 59.08% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 7000 (2000)

**Overview**

Uzbekistan is responding to the World Report for the first time. It is a country with a large population but very low levels of Internet penetration. Despite this, 41-60% of research libraries are offering users Internet access and public libraries are able to offer access to the Internet for free. More computers with Internet access are seen as the key to improving the low access situation in libraries.

Filtering is not favoured by the library association and is not widespread in libraries. Records of users' activities however are kept, but this is not felt to hinder freedom of expression.

While extra funding has been made available for Internet access in the library system, financial barriers are still seen as the most significant obstacle to access information on the Internet in Uzbekistan.

There are no violations of intellectual freedom reported.

Uzbekistan intends to adopt a code of ethics, the Internet Manifesto and the Glasgow declaration within the next two years.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* 41-60%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? Yes

Is it free of charge to access the Internet on library computers?
Yes, in public libraries

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

While Uzbekistan has not adopted the IFLA Internet Manifesto it has only recently become a member of IFLA. The library association has, however, published the manifesto in the 'Publications' section of its website: <http://ula.uzsci.net>

It intend to adopt the manifesto in the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

While the Glasgow Declaration has not been adopted it has been promoted in the country and will be adopted in the next two years

Ethics

Uzbekistan has not adopted a code of ethics but does intend to do so within the next two years. So far there have been no promotional activities in support of a code

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: UZBEKISTAN

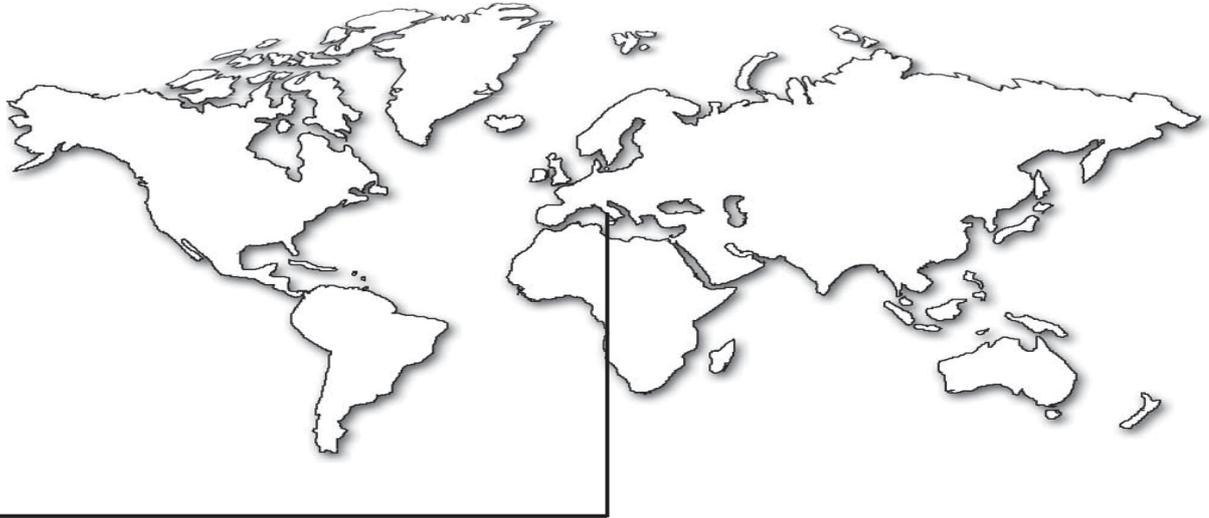
POPULATION: 25,563,441

MAIN LANGUAGE: UZBEK 74,3%, RUSSIAN 14,2%

LITERACY: 99% (1996)

POPULATION ONLINE: 0.39% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 42 (2000)



Vatican City

Overview

The Vatican City (Holy See) is by far the smallest country responding to the World Report questionnaire. It is also a first time respondent, and is fairly unique in that there is no library association in the country and public information access via the Internet is not offered. Readers who use the Vatican City library are professional scholars who are expressly studying manuscripts. Space limitations mean that offering the Internet at the moment is difficult, although it is hoped to provide it in the future so that readers who come long distances can check their email.

Despite this situation, Vatican City did supply answers to the questionnaire where possible. More training for Internet users was seen as being the key to making information searching on the Internet easier. User activity records were kept on the small number of computers with access, and this was not felt to hinder freedom of expression.

A code governing use of the Internet does exist, but Vatican City has not adopted the Internet Manifesto, or a code of ethics. The Glasgow Declaration, however, has been adopted.

Libraries and the internet

Public libraries offering Internet access: Not Applicable

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? Not applicable

Use of filtering software widespread in country's libraries? No

Do libraries keep records of user's Internet activities? Yes

Is it free of charge to access the Internet on library computers?
Not applicable

The single most significant obstacle to accessing information on the Internet is: Lack of space

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Vatican City already has an Internet code not very different to the manifesto. It is in accordance with the main purpose of the library, to ensure it is open to all qualified researchers and scholars

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Vatican City has adopted the Glasgow Declaration

Ethics

Vatican City does not have a code of ethics and does not intend to adopt one in the next two years

* Research libraries include the libraries of educational institutions

Main Indicators



COUNTRY NAME: VATICAN CITY

POPULATION: 900

MAIN LANGUAGE: ITALIAN, LATIN, FRENCH, OTHERS

LITERACY: 100% (NO DATE)

POPULATION ONLINE: N/A

NUMBER OF INTERNET SERVICE PROVIDERS: N/A



Overview

Venezuela is a first time contributor to the World Report. Access to the Internet is slightly higher in research libraries than in public libraries, and the country indicates that more computers with Internet access would make searching for information much easier for library users. Access to the Internet is free in all libraries, perhaps because authorities have made extra funding available to the library system for Internet access.

The country is definitely in favour of filtering access on library Internet terminals and, in light of this, use of filtering software is widespread. The motivation for such a situation is the protection of children.

Records of user's activities are not kept in Venezuelan libraries, and it is believed doing this would affect individuals' freedom of expression.

While there is no code of ethics in the country and neither the Internet Manifesto nor the Glasgow Declaration have been adopted at the time of writing, these are all to be put in place in the next two years.

No incidents or violations of freedom of access to information have been reported.

Libraries and the internet

Public libraries offering Internet access: 21-40%

Research* libraries offering Internet access: 41-60%

Library Association in favour of filtering information on library Internet terminals? Yes

Use of filtering software widespread in country's libraries? Yes

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
Yes

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

None

IFLA Internet Manifesto

Venezuela has not adopted the IFLA Internet Manifesto but does intend to adopt it in the next two years. No activities in support of the Manifesto have yet been taken

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Venezuela has not adopted the Glasgow Declaration but, like the Internet Manifesto, it does intend to adopt it in the next two years. No activities in support of the Declaration have yet been taken

Ethics

Venezuela does not have a code of ethics but, while no promotional activities in support of one have yet been undertaken, it does intend to adopt one within the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: VENEZUELA

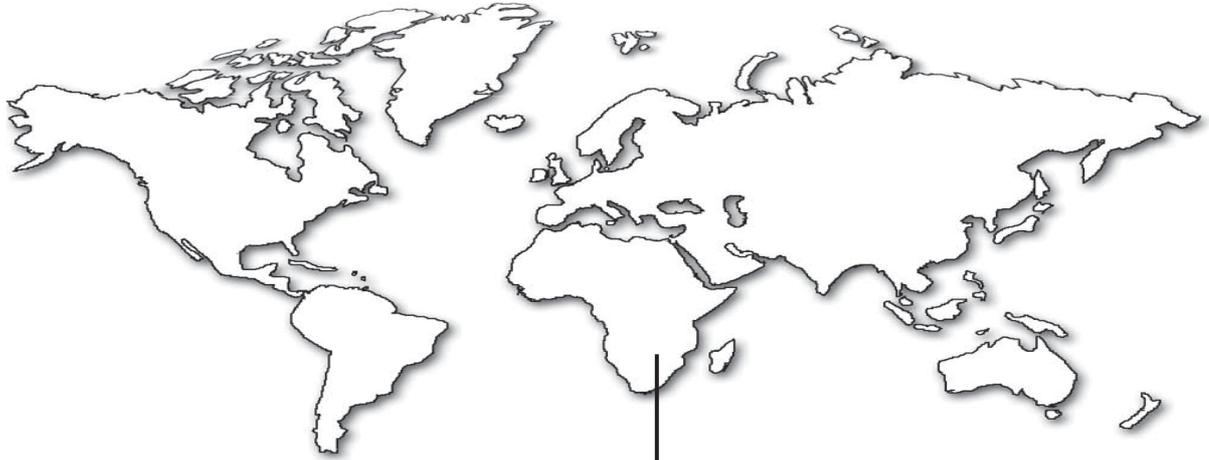
POPULATION: 24,287,670

MAIN LANGUAGE: SPANISH (OFFICIAL)

LITERACY: 91.1% (1995)

POPULATION ONLINE: 5.35% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 16 (2000)



Overview

The present situation in Zimbabwe is of major concern and calls for further investigations regarding libraries and freedom of access to information. There is no news on the re-opening of the British Council Library in Harare - a case IFLA/FAIFE reacted on in 2001 with a letter to President Robert Mugabe stating the severe consequences for students' access to library information and services. IFEX reports regularly on imprisonment of journalists and harassment of human rights.

Internet access in both public and research libraries is very low and as a result more com-

puters with Internet access is seen as the solution to this problem.

While the country is not in favour of filtering Internet information, filtering software is used to an extent within libraries on security grounds (e.g. securing servers) but also to safeguard public morality. No records of user's Internet activity are kept, and the country responded that such an activity would affect a user's freedom of expression. State or other library authorities have made extra funding available for Internet access, and the Internet is free to use in research libraries.

No entry was made for question 9 relating to violations of intellectual freedom.

Libraries and the internet

Public libraries offering Internet access: Less than 20%

Research libraries offering Internet access:* Less than 20%

Library Association in favour of filtering information on library Internet terminals? No

Use of filtering software widespread in country's libraries?
Yes, to a certain degree

Do libraries keep records of user's Internet activities? No

Is it free of charge to access the Internet on library computers?
Yes, in research libraries

The single most significant obstacle to accessing information on the Internet is: Financial barriers

Reported incidents/violations of intellectual freedom in the last two years:

No entry

IFLA Internet Manifesto

Zimbabwe has neither adopted nor undertaken no activities relating to the Internet Manifesto but did indicate that it intends to adopt it within the next two years

IFLA Glasgow Declaration On Libraries, Information Services And Intellectual Freedom

Zimbabwe has not adopted the Glasgow Declaration and has undertaken no activities relating to its promotion. It did, however, indicate that it intends to adopt the declaration within the next two years

Ethics

Zimbabwe has not adopted a code of ethics, has made no promotional activities in support of one, and did not indicate whether one would be adopted in the next two years

* Research libraries include the libraries of educational institutions



Main Indicators

COUNTRY NAME: ZIMBABWE

POPULATION: 11,376,676

MAIN LANGUAGE: ENGLISH (OFFICIAL) SHONA, SINDEBELE

LITERACY: 85% (1995)

POPULATION ONLINE: 0.88% (2002)

NUMBER OF INTERNET SERVICE PROVIDERS: 6 (2000)

Analysis and conclusions

Stuart Hamilton & Susanne Seidelin

The data collected in from the 2003 World Report surveys has provided some extremely interesting information about the state of Internet access in the international library community. The purpose of this chapter is to break down the information into manageable sections and highlight some of the trends and findings from the data collection exercise. Before the analysis of this year's report is presented, it is informative to revisit the findings of the 2001 World Report to provide some context and background to the findings in 2003.

Conclusions of the World Report 2001

The individual country reports bore witness to professional dedication and a focus on identified problems and challenges. Many reports depicted the future library vision of their country, and almost all embraced international cooperation as the instrument for development and the safeguarding of free access to information. The reports provided a very interesting historical

overview of the state of library services worldwide. They demonstrated the effects wars, colonialism, ideology and religion have or have had on the development of libraries and their role in society. Not surprisingly, the traditional differences between developed and less developed countries were evident. The economic, educational and constitutional barriers and differences are enormous, and many countries called upon the international community for help with specific pleas to IFLA/ FAIFE for support.

A great variety of problems were described: absence of constitutional rights; censorship be it systematic or occasionally inflicted; economic barriers to the acquisition of materials (often reported as one of the main obstacles to free access to information); inadequate national bibliography and cataloguing tools; outdated or damaged library premises; under-staffed libraries; and a lack of professionals and professional training. The stark differences in opportunities to access the Internet were said to be expanding the

information gap between the information haves and the information have nots. In response, many reports recommended that freedom of access to information on the Internet should be a high priority issue not only in their own country but internationally as well.

In general, the work of IFLA and FAIFE was highly rated. Many countries have since translated the IFLA/FAIFE statement and have followed the encouragement to publish a professional code of ethic.

Key issues

The enormous differences reported worldwide in the approach to human rights, freedom of access to information, finances and library services were so profound that a general picture would mask important local considerations. Some countries operated at a high level in regard to legislation and access to information (including via the Internet) while others operated within a frame of censorship and limited political attention to the role of libraries. Nevertheless, there are some key issues which emerge from these reports.

Formal and informal censorship

In addition to limits on publication, in many countries a censorship office approved all library acquisitions and did not allow librarians to operate as professionals. In many countries, authorities or groups imposed such interventions by including their representatives on library

boards or by exercising a veto through bureaucratic approval mechanisms. Community groups with particular moral, political or religious views were reported to impose their views on acquisitions, especially on grounds of protecting children, thus violating the professional integrity of librarians.

Freedom of information

Many of the reports focus on access to governmental information and administrative files. In some countries freedom of information laws or similar legislation had secured this right, in others it was on its way but in most there was still a long way to go. Even when such legislation existed, it was often circumscribed by limitations on the grounds of privacy, national security and the like, or effectively limited by charges for access. "Commercial in confidence" restrictions on government contractual arrangements were similarly being used to limit access to potentially embarrassing records and thus used to silence critics. In addition, even if constitutional safeguards exist, certain laws prevent free access to archives containing historical and politically sensitive documents for long periods of time -typically 30-50 years but in some countries as much as 70 years.

Access to the Internet

In many censorship inflicted countries, the Internet was regarded a vital instrument to develop and safeguard freedom of access to information. However, in some countries, state owned and

operated providers were reported to monitor Internet traffic, especially that from institutions like libraries. Even in countries with long-standing democratic traditions, examples of attempted and imposed censorship were given along with regulation of freedom of access to information on the Internet by way of filtering, often motivated by a desire to protect for children.

The Digital Divide

The information gap was reported to rapidly increasing between those countries that had safeguarded library and information services through legislation, adequate financing and high standards, and those, that, of various reasons, were unable to provide similar services. The “Digital Divide” between the information rich and information poor countries was a major concern. The ever-increasing prices of principal scientific, technological and medical publications challenged the budgets of libraries in developed countries leading to cancellation of subscriptions. In developing countries, the situation was appalling. In other disciplines, there was a similar but not quite so extreme picture. But the general situation was grim: the researchers and policy makers of those nations cannot obtain first hand access to the information required to address the needs of their nations.

The Internet has the potential to provide rapid access to that wealth of information and connect researchers and other users globally (and also to enable ‘local’ information to be made available

globally). However, only the most advanced nations can afford the network infrastructure, the up-to-date hardware and software, and the highly trained staff to exploit fully that potential. And, despite the rapid spread of the Internet, the gap is growing wider as the technological standard grows ever higher. Faster networks, higher-level machines, more complex software and more capable professionals are required. But in many nations the funding is not available to support such developments. This was the situation in 2001 and the latest figures of Internet penetration shows that this has not significantly changed in 2003.

Regional trends

There are two broad regions in which marked trends can be discerned through the diversity of the experiences and challenges reported. While many of the trends evident in Eastern Europe and African countries can also be seen in other parts of the world, they are highlighted here because of the special challenges they face.

Eastern Europe

A positive political attitude towards freedom of access to information and freedom of expression underpinned by the appropriate constitutional rights and legislation was reported. However, in many new democracies in Eastern Europe the good intentions were not supported with adequate funding and library services were unable to meet even the most basic needs of their

clients and heavily dependent on external funding. Lack of resources also affected professional standards. Many libraries were reported understaffed with non-professionals or professionals unable to take post-graduate courses but the profession embraced the concept of freedom of access to information nonetheless. Often one of the first initiatives taken was to open collections of banned books previously closed to the public. Network building helping that helped ensure the development of libraries and library associations was also reported successfully established.

African countries

Censorship was reported to play a key role in some countries and violation of human rights part of daily life. While the first attempts at rebuilding library services were taken the general picture presented a region in tremendous need of help from outside. In many rural regions library services, if existing at all, were concentrated on the school libraries. And nationally,

Pacific area

The big differences in the approach to human rights and freedom of access to information, economy and library services were reported so profound that a general picture was impossible to draw. Some countries operated on a high level in regard to legislation, organisation and provision of free access to necessary materials including the Internet, while others operated on a very small economic and professional scale within a

framework of censorship and minimal political attention to the role of libraries.

Western Countries

The information gap, between countries that had safeguarded services in regard to legislation, economy and high-level quality and those who, for various reasons, were unable to provide similar services, was reported to be rapidly increasing. However, countries with old democratic traditions also reported on attempted censorship or had already implemented censorship of books and regulation of free access to the Internet by way of filtering. Some professionals referred to the problem as an attempt to inflict censorship whereas others accepted filtering as a necessary tool for the protection of minors or other groups that could be offended by certain Internet information. However, debating the issue helped library communities to focus on the role of libraries and fragility of democracy

The findings of the 2003 World Report

Before analysing the findings of the 2003 World Report, a brief recap shall be given relating to the number of respondents before each question is examined first on a global and then on a regional scale. For the purposes of this breakdown, regions are defined as per the United Nations World Population Prospects Database which classifies the regions thus: Africa; Asia; Europe; Latin America and the Caribbean; North America and Oceania¹.

88 countries responded to the IFLA/FAIFE questionnaire. This corresponds to 58% of IFLA member countries and 42 countries more than were represented in the *World Report 2001*. The replies came from all six regions and constituted a good geographical spread. To recap:

REGION	NUMBER OF COUNTRIES RESPONDING
AFRICA	16
ASIA	18
EUROPE	33
LATIN AMERICA AND THE CARIBBEAN	14
NORTH AMERICA	2
OCEANIA	5

Drawbacks of the questionnaire

Not all respondents filled out the questionnaire correctly, although the majority did do so. The main problems experienced were incomplete questionnaires, or too many ticks being made when only one was specifically asked for. Some respondents felt unable to answer certain questions on behalf of their library associations and this especially affected questions 2, 6, 7 and 8. Sometimes the first part of a question was attempted but no answers provided for the following parts, as was occasionally the case for questions 6, 7 and 8. On other occasions the reverse was true, as in question 2.

In hindsight, some of the questions were flawed and could be improved in future IFLA/FAIFE questionnaires. Question 1 split the library

community in each country into 'Public Libraries' and 'Research Libraries' which is perhaps too black and white. Future questions relating to Internet access may wish to make this question more inclusive for special libraries, or split school libraries off from university libraries. Some respondents commented on this issue via email.

Question 2 was seeking to understand the motivation for filtering Internet information but suffered from an ambiguity in question 2c, which did not make it clear that if either 2a or 2b had been answered 'Yes, to a certain degree' then the respondent was required to indicate motivation. The result of this was some respondents ticking 'Yes, to a certain degree' for 2a, 'No' to 2b and then leaving 2c blank. It is also possible that respondents saw the example given for the answer 'Yes, to a certain degree' - referring to protection of children - and felt associated with this example, thus declining to indicate motivation further in 2c. Future questionnaires should perhaps be more explicit in what input is required from the respondents.

In question 4a respondents were invited to declare if Internet access was free of charge in libraries in their countries. The ambiguity in this question is closely related to the problems with question 1a, in that some respondents ticked both 'Yes, in Public Libraries' and 'Yes, in research libraries'. This response could have been condensed - in the black and white terms of this questionnaire - into a single tick in the box marked 'Yes, in all libraries'. Respondents either

felt ‘Yes, in all libraries’ was too definite and covered libraries outside of the realms of ‘Public’ or ‘Research’ or failed to notice the box. Either way, it looks like a re-categorisation of libraries in question 1 may make things simpler in the future.

Question 5 may have suffered from a lack of definitions, especially with regards to the obstacle marked ‘Financial barriers’. It could be that financial barriers should have been explained to cover issues such as the commodification of information. As things stand, it could well have been interpreted this way but it is difficult to tell. Also, the need for more money to upgrade infrastructure and provide more computers comes under the obstacle of the ‘Digital Divide’ as well, so these two obstacles have quite a bit of overlap. More clarification might be needed in future surveys.

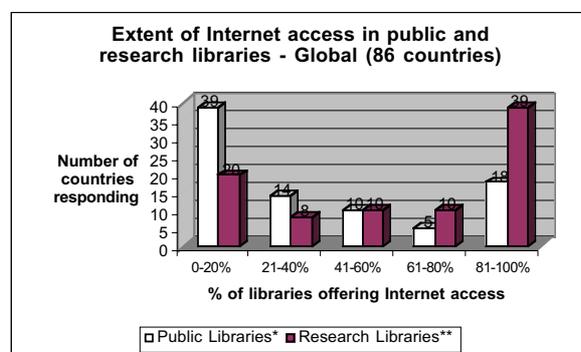
Finally, question 9 almost invited the time-strapped respondent to tick the box marked ‘No’. As the questionnaire was advertised to potential respondents as being easy and quick to complete, the opportunity to spend a long time on a final question may not have been appealing. It is one such explanation for the lack of in-depth answers to this question, especially in countries such as e.g. China, Ethiopia, Iran, or Zimbabwe where the *2001 World Report* described violations of freedom of expression in the country and other reports from human rights organisations in the past year have indicated severe problems. Alternatively, respondents may have been too fearful of describing any of these activities.

The Digital Divide

“Libraries and information services have a responsibility to facilitate and promote public access to quality information and communication. Users should be assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently.”

The IFLA Internet Manifesto

On a global scale, the results of question 1 showed that access to the Internet in public libraries in the international library community is not as advanced as it is in research libraries. 86 countries responded to question 1 correctly and the results are displayed in Table 1 below:



*No answer from Nicaragua and Vatican City** No answer from Costa Rica
 (1) Research libraries include the libraries of educational institutions

Table 1: Extent of Internet access in public and research libraries - global

While it is encouraging to note that over 50% of respondents were able to offer Internet access in

between 61 and 100% of their research libraries, it is sobering to discover that just over 45% of countries in the survey have Internet access in less than 20% of their public libraries. As far as access in public libraries is concerned there appears to be a real gap between the nations at the top and the majority of contributing nations at the bottom. To fully assess this gap it is educational to see the results of Question 1 broken down into regions, to examine the differences according to geographical location.

Africa

16 countries responded to question 1 in Africa, as illustrated in Table 2 below:

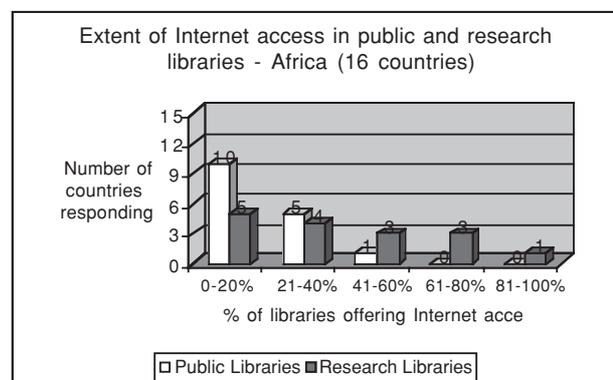


Table 2: Extent of Internet access in public and research libraries - Africa

There were no countries responding from Africa that could offer Internet access in over 60% of their public libraries, and indeed only one (Kenya) that could offer access in 41-60%. Access in research libraries was spread across all the

categories, with South Africa providing the most access followed by Botswana, Ghana and Kenya. Ten countries were providing Internet access in less than 20% of their public libraries, and of these ten Angola, Benin, Cape Verde and Chad had the same levels of access being offered by their research libraries. The extent of access for the majority of respondents seems to be very poor, especially in public libraries, and it appears difficult for the majority of countries to provide high levels of access at this point in time, perhaps due to telecommunications infrastructure difficulties and lack of funding. It will be interesting to note the findings of future World Reports with regard to Internet access on the African continent to see if these problems can be solved over time.

Asia

18 countries from Asia responded to Question 1, as illustrated in Table 3 below

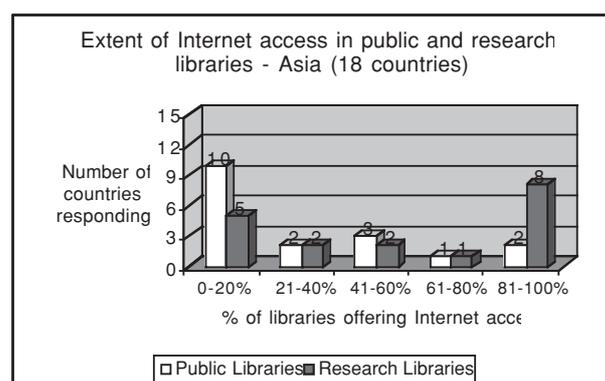


Table 3: Extent of Internet access in public and research libraries - Asia

Asia is facing a similar situation to Africa with regards to access in public libraries, with the majority of respondents - 10 out of 17 - offering Internet access in less than 20% of their public libraries. Access in research libraries is in better shape than in Africa however, with 8 countries able to offer access in 81-100% of their research libraries. Encouragingly, 50% of the Asian respondents are offering Internet access in over 61% of their research libraries. Two countries (Hong Kong and Singapore) are able to provide the Internet in 81-100% of both public and research libraries, although five countries (Azerbaijan, Georgia, Mongolia, the Philippines, and Russia) are offering less than 20% in both categories.

Europe

33 countries from Europe responded to the survey, although Vatican City provides no public Internet access and does not feature in the results for public libraries. Table 4 below illustrates the extent of access:

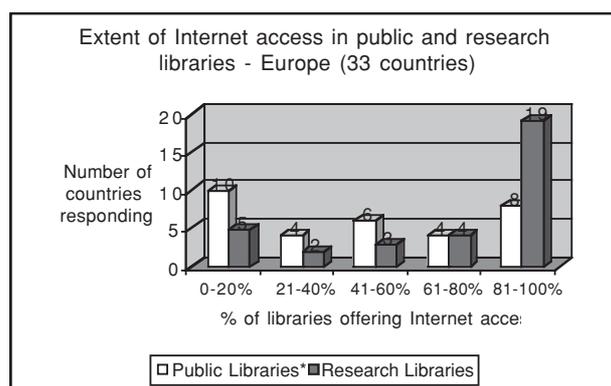
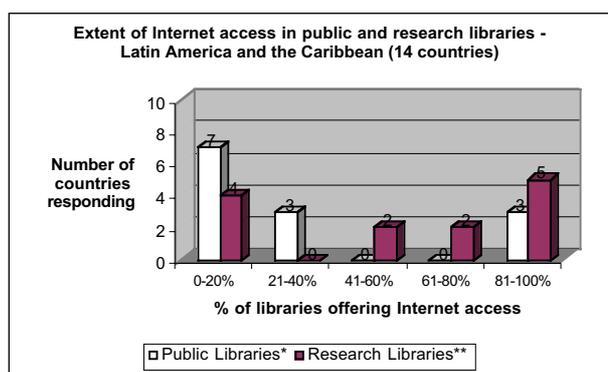


Table 4: Extent of Internet access in public and research libraries – Europe

Europe has encouraging levels of Internet access, especially in research libraries - 57% of respondents were able to offer Internet access in 81-100% of research libraries. Those countries offering very little access were generally Europe's smaller countries (Andorra, Cyprus, Vatican City) or suffered from poor telecommunications infrastructure (Bosnia and Herzegovina). The Ukraine, however, only provides Internet access in less than 20% of research and public libraries, and yet has a population of over 48 million so there is a long way to go before access reaches levels appropriate for such a large country. Other countries have problems providing access in public libraries too - four out of ten respondents cannot provide access in more than 41% of public libraries - but there is a generally good spread across all categories. The Nordic countries lead the way in Europe, with Denmark, Finland, Iceland, Norway and Sweden all providing access in 81-100% of public and research libraries. The countries of Eastern Europe and the former Soviet Union are lagging behind the rest of Europe somewhat, but there are encouraging signs for all in the research libraries sector and a good showing for Estonia, Slovenia and Slovakia in public library Internet access.

Latin America and the Caribbean

14 countries responded to the survey from the Latin America and the Caribbean region, although Costa Rica did not provide an indication of access in research libraries and Nicaragua gave no results for public library access. The results are outlined in Table 5 below:



* No reply from Nicaragua ** No reply from Costa Rica

Table 5: Extent of Internet access in public and research libraries – Latin America and the Caribbean

The results for public library access in this region are quite polarized, with over half the respondents providing very low levels of access but almost a quarter providing access in 81-100% of public libraries (Aruba, Chile and St Maarten in the Netherlands Antilles). Access in research libraries in the region is generally good, with the majority of respondents able to provide access in over 61% of their libraries and 5 countries providing access in 81-100%. Aruba and Chile are providing access at the highest level in both public and research libraries, although there are four countries (Belize, Bolivia, Guatemala and Panama) who have Internet access at levels of less than 20% in both their research and public libraries.

Northern America

Northern America is one of the easiest regions to discuss in this section, for there are only two countries to consider:

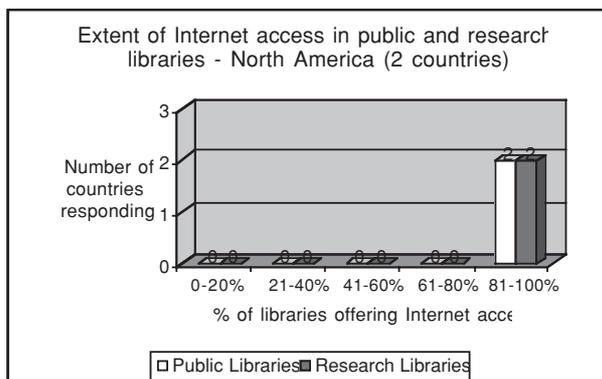


Table 6: Extent of Internet access in public and research libraries – Northern America

Both the United States and Canada are able to offer Internet access in 81-100% of both public and research libraries, perhaps unsurprising in the region that could arguably be called the home of the Internet. According to the UN Population Prospects Database, there are only 5 countries in the Northern American region (the US and Canada plus Bermuda, Greenland and Saint-Pierre-et-Miquelon) and the World Report will endeavour to cover these countries next time round to provide a total picture of the region.

Oceania

Oceania has five countries represented in the 2003 World Report. The results are polarized, and are displayed in Table 7 below:

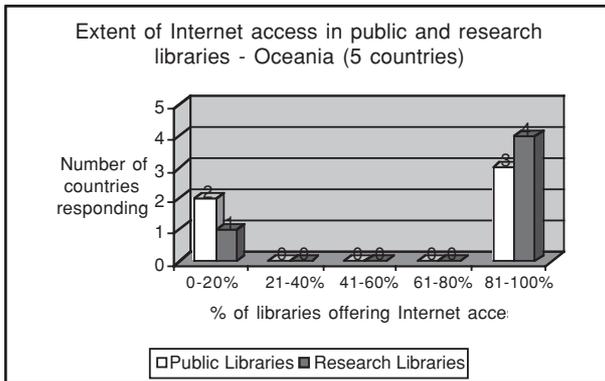


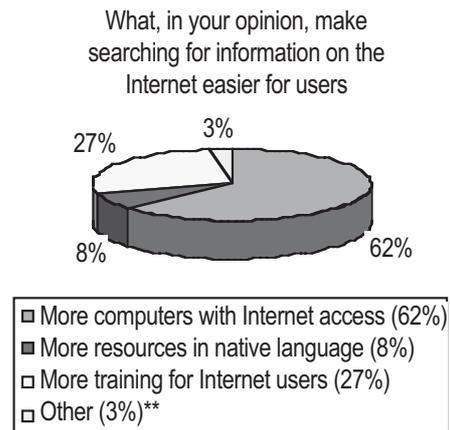
Table 7: Extent of Internet access in public and research libraries – Oceania

Australia and New Zealand are the largest countries represented from this region, and both of them, along with the smaller Guam, offer Internet access in 81-100% of public and research libraries. The other countries who took part in the survey (Fiji and New Caledonia) are far smaller island nations although this has not stopped Fiji from providing access in 81-100% of research libraries. New Caledonia evidently has shortcomings in access at this point in time and can provide only the lowest levels of access in both public and research libraries. The next World Report will need to solicit information from more countries to fully assess access in this region, for it would be interesting to get more data on the levels of access in the island nations that make up the rest of the Oceania region.

Searching for Information

Question one also asked respondents to indicate

what would make searching for information on the Internet easier for library users. Four options were given: more computers with internet access; more resources in the country’s native language; more training for library users and an option allowing the respondent to indicate ‘Other’, along with space for an explanation. The vast majority of respondents indicated that access would be made easier if more computers with Internet access were provided for users, with more training for Internet users in second place. The pie chart below illustrates the responses:



Global results - 79 Countries*

*No answer from Armenia, Aruba, Azerbaijan, Bolivia, Columbia, Guam, Lebanon, Macedonia, Norway

** Developing infrastructure for Internet (Iran), Cheaper Access to the Internet/ Adequate Bandwidth (South Africa)

Chart 1: What makes searching for information on the Internet easier for users?

Across the regions this distribution of results was repeated, although in Africa nearly all respondents (11 out of 16) indicated that more computers with Internet access are needed to improve the

service for users. The need for more computers with an Internet connection shows that for countries with low levels of Internet access there is a strong need for hardware to begin providing a better service for users. Even in countries with high levels of access it appears that more computers are always going to be needed to satisfy user demand and make information searching easier.

Training programmes for users were selected by just under a quarter of respondents but in Europe and Asia approximately one third of respondents indicated that more Internet training for users would be useful. Analysis of the results revealed an interesting trend - in many countries where 81-100% of public or research libraries were providing access respondents were more likely to point out that an alternative was needed to more computers. Countries such as Chile, Iceland, Ireland, the Netherlands, New Zealand, Singapore, and Sweden conformed to this pattern by indicating more training for library users. It is tempting to speculate that once Internet access in library services reach acceptable levels then attention is turned to improving user skills.

The Flemish speaking part of Belgium was another country with high levels of access which indicated something other than more computers. Very few countries believed more resources in a country's native language was the best way to make information searching easier for users. The six respondents who did indicate this were the Flemish part of Belgium, Botswana, Cape Verde,

Moldova, Panama and Thailand. It should not be thought that more countries did not want more native language resources but with only one tick asked for it was felt by most to a lower priority than more computers with Internet access. Alternatively, it may be that respondents are used to the domination of English on the Internet and users are capable of working with it, or that resources in native languages are more available than perhaps previously suspected. However, to conclude this on the basis of these results is unwise. Whatever the reason the clearest indication is that libraries all around the world, regardless of levels of access currently offered, want more computers with Internet access.

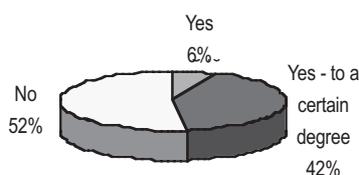
Filtering and blocking of information

“The global interconnectedness of the Internet provides a medium through which freedom of expression may be enjoyed by all. Consequently, access should neither be subject to any form of ideological, political or religious censorship, nor to economic barriers.”

The IFLA Internet Manifesto

Overall, 83 countries answered question 2a relating to whether or not the country's library association was in favour of filtering Internet access on library terminals. The results show a slight majority opposed to filtering information, with a significant percentage in favour to a certain degree i.e. to protect children from harmful web content. The chart below illustrates the results:

Is the library association in your country in favour of filtering information on library Internet terminal?



Legend: Yes (white), Yes - to a certain degree (grey), No (black)

Global results - 83 Countries (No answer from Netherlands Antilles, New Zealand, Nicaragua, Panama, Vatican City)

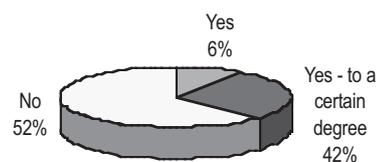
Chart 2: Is the library association in favour of filtering information on library Internet terminals?

IFLA/FAIFE maintains that a free flow of information on the Internet is required for freedom of access to information and freedom of expression to flourish in cyberspace. The use of filtering software can act as an impediment to information flow due to the imperfections in the blocking process and impairs users' access to information on the Internet. In light of this, it is encouraging to see that 52% of respondents reported that their national library associations are not in favour of filtering at all, and that only 6% of respondents are in favour (Belize, Cape Verde, Nepal, Slovenia and Venezuela). Of course, the issue is not as simple as to filter or not to filter, and a large part of the filtering debate concerns the access of children to harmful Internet content. Many libraries provide filters for children's Internet terminals and the results of the survey show that 42% of respondents answered that they are

to a certain degree in favour of filtering information.

The issue was further explored in Question 2b which asked whether, regardless of the library associations' position, the use of filtering software in libraries is widespread in the respondent's country. Here it was apparent that the software is not extensively used in the international library community. The chart below shows the results:

Is the use of filtering software widespread in your country's libraries?



Legend: Yes (white), Yes - to a certain degree (grey), No (black)

Global results - 84 countries (No answer from Costa Rica, Namibia, Panama and South Africa)

Chart 3: Is the use of filtering software widespread in your country's libraries?

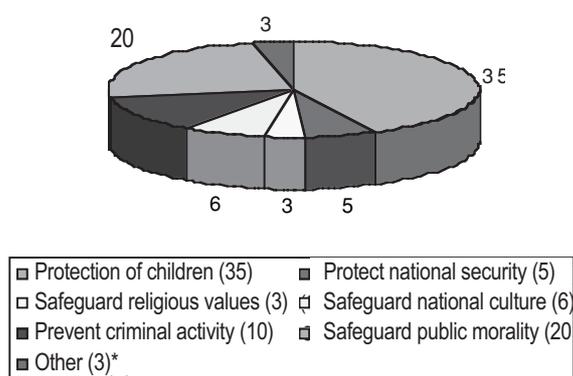
84 countries answered this question which showed that the use of filtering software is not prevalent in the participating countries. The use of filtering software was widespread in more countries than the number found to be in favour of using it, which is an interesting situation. In Russia and New Caledonia, for example, the library associations are not in favour of filtering and yet filtering software is widespread in the

countries' libraries. Belarus and Japan are only in favour to a certain degree and yet use of filtering is also widespread (use of filtering is also widespread in Nicaragua but unfortunately the library association's position was not revealed in the questionnaire). These results could be interpreted to mean that in some countries a situation exists where libraries are forced to filter even if they do not wish to, or at the least employ more filtering that they believe is necessary. Further investigation into this issue could prove interesting, and give some idea of how much influence libraries actually have over issues such as Internet policy. Because of the charged nature of the debate about children's access to harmful materials, for example, decisions about filtering can often be removed from libraries' responsibility and placed in the hands of alternative authorities. It is not possible to speculate further about such situations from these results however, and for now countries employing filtering software are in a minority among the respondents.

The questionnaire also tried to discover the motivation for filtering Internet-accessible information. Questions 2a and 2b gave the example of filtering being used to a certain degree on children's terminals, but question 2c asked those respondents who had answered 'Yes' or 'Yes, to a certain degree' at any point to pinpoint precisely the reasons why they are in favour of or use filtering software. 42 countries indicated the reasons behind their motivation for filtering, and these respondents were allowed to tick as many reasons as they wished from the list provided.

The results are thus:

If Yes, or Yes, to a certain degree, what is motivation for the use of filtering software?



*Other reasons were: Virus protection (Belize), Porn (Trinidad and Tobago) and Safeguarding servers (Zimbabwe)

Chart 4: Motivations for the use of filtering software

The figures indicate the number of respondents who ticked a motivation. Protection of children was top of the list but a significant number of contributors felt the need to safeguard public morality through the use of filtering. It must be assumed that this means preventing users accessing pornographic websites or violent materials online. Preventing criminal activity, such as stopping users gambling online in countries where it is illegal, was an option chosen by a quarter of respondents to this question, which may reveal either the existence of new problem library user in some countries (Andorra, Angola, Belarus, Belize, Ghana, Hong Kong, Macao, the Philippines, Switzerland and Thailand) or may simply reflect the beliefs of the respondent with

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regards to filtering. The remaining categories were chosen by very few countries, indicating that few libraries are using filtering software to safeguard religious values and national culture or to protect national security.

All in all, question 2 showed that the use of filtering software is not widespread within the responding countries. This is despite a large proportion of the respondents being to some degree in favour, or totally in favour of using the software. This discovery reaffirms the belief of IFLA/FAIFE that the library community must continue to debate these issues as freedom of access to information is lost when filters are placed between the user, whatever their age, and information resources. This is because the effectiveness of filtering software is open to question and numerous studies point to the overblocking and underblocking of information. Once a filtering policy is adopted by an association or seen as acceptable it becomes difficult to go back, and this will make the next World Report's investigations into this issue even more interesting to examine.

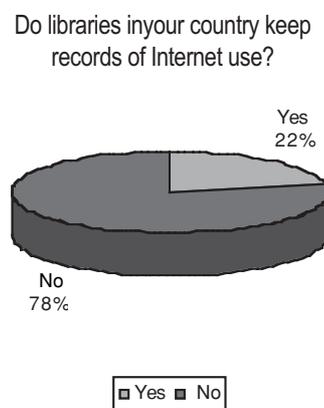
User privacy

"Libraries and information services should respect the privacy of their users and recognize that the resources they use should remain confidential." The IFLA Internet Manifesto

Question 3 examined user privacy on the Internet and attitudes of the profession towards this

new area of controversy. Freedom of expression relies on the ability of the individual to have no fears regarding their information seeking activities and it is the responsibility of the library to provide an environment conducive to this. The Internet, at the same time as offering access to a vast range of information resources, is also a digital medium that can be manipulated to retain details of users' activities. The mere threat of this may discourage certain users from accessing information resources that are much needed and in this situation freedom of access to information and freedom of expression are placed under threat.

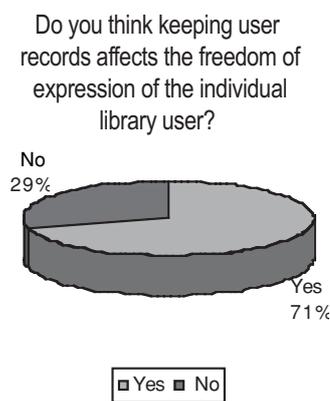
Question 3a asked if libraries in the respondent's country keep records of users' Internet activities. The chart below shows the overall results:



Global results - 82 countries (No answer from Canada, Columbia, Gambia, Netherlands Antilles, New Zealand and the Slovak Republic)
Chart 5: Do libraries keep records of Internet use?

As the chart shows, over three quarters of the respondents do not keep records of users'

Internet activities. The question followed up by asking respondents if they could see a link between the keeping of Internet use records and freedom of expression. This question was posed because it could shed some light on respondent's motivations for not keeping records for it could be that records of use are not kept because of resource constraints, or because it had simply never occurred to the country's libraries. The results are shown below:



Global results - 82 countries (No answer from Canada, Columbia, Gambia, Netherlands Antilles, New Zealand and the Slovak Republic)

Chart 6: Does keeping records affect freedom of expression?

Again, the results indicate that almost three quarters of the respondents believed that the keeping of user records affects an individual user's freedom of expression. This is an encouraging result for freedom of expression for it indicates clearly that in the minds of the majority of respondents there is a clear link between user privacy and the freedom to express oneself in the choice of one's information resources.

The question was not without some further interesting aspects however. The link was clearly not seen in ten of the countries covered in the survey. Angola, Aruba, Estonia, Fiji, Ghana, Lithuania, Niger, Panama, Thailand and Vatican City kept records of Internet activity but did not believe this affected users' freedom of expression. There were another eight countries that, despite believing it to affect freedom of expression, kept Internet use records anyway (Belarus, Egypt, Lebanon, New Caledonia, Nicaragua, Russia, South Africa and Uzbekistan). The motivation behind this situation is unclear but again it could be speculated that this data retention is being carried out as a result of being compelled by law. It could be that the decision to do so is not in the hands of the country's library authorities. As a further note, Russia and New Caledonia are two countries where the use of filtering software is widespread despite the library association not being in favour of filtering. This question shows that Internet use records are kept despite an awareness that it is against the ideals of freedom of expression and suggests further investigation is needed into the situation in the future.

Financial barriers

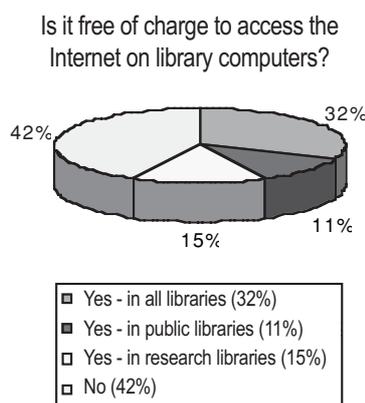
"In common with other core services, access to the Internet in libraries and information services should be without charge."

The IFLA Internet Manifesto

Question 4 looked at a fundamental barrier to accessing information on the Internet - the cost

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of access. Charges can be made for a variety of services in libraries and in the era of digital information resources there are more ways than ever that the costs of information can be passed onto the end user. Database access fees and printing costs are just two of the ways users can pay for online services, but question 4a was more interested in whether or not countries made a specific charge simply to access the Internet - a charge for time on library terminals. The results are shown below:



Global results - 73 countries (No answer from Mongolia, New Zealand, Swaziland and Vatican City. The following countries - Canada, Egypt, France, Hong Kong, Italy, Malta, Moldova, Russia, Sweden, Trinidad and Tobago and Uruguay - ticked two boxes (e.g. one tick each for 'Yes, in public libraries' and 'Yes, in research libraries') and are not included in this chart because of ambiguity about what they meant by this. Please see section 'Problems with the questionnaire' for further explanation)

Chart 7: Is Internet access free of charge in libraries?

The amount of respondents offering some degree of access free of charge in their libraries is higher than those where it is charged for, but this should not obscure the fact that 42% of respondents have to charge for Internet services within libraries. IFLA/FAIFE states in the *Internet Manifesto* that

basic access to the Internet is considered a core service and therefore should be free of charge to users but this is not happening in many parts of the International library community. Africa especially is unable to provide free access, with 10 out of 14 respondents indicating that services are charged for. 50% of respondents from Latin America and the Caribbean also reported charging for access. In other regions the results are more mixed, with a fairly even split between charged and free in Oceania. Europe has the smallest proportion of countries that charge for access (6 out of 33).

The second part of question 4 asked whether or not the state or other library authorities had made any extra funding available for Internet access in the library system. The idea was to find out whether libraries were being adequately supported in moving into the new era of the information society. Many countries have had specific initiatives to bring libraries online, but others have had to adapt to new times using old budgets. The results of question 4b are shown below:

Has the state or other library authorities made any extra funding available for internet access in the library system?

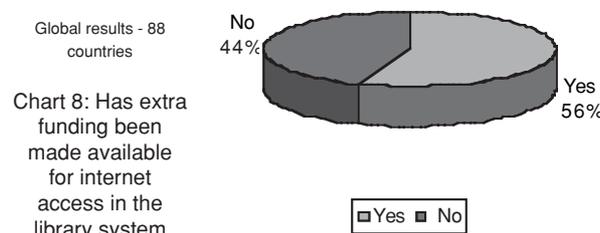


Chart 8: Has extra funding been made available for internet access in the library system

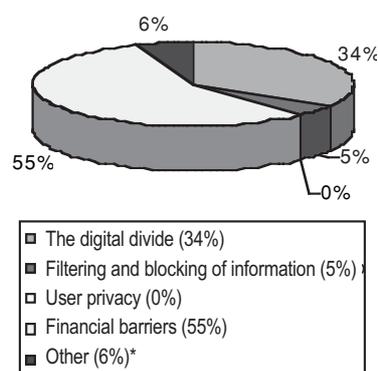
Just over half the respondents indicated that they had benefited from extra funds to increase Internet access in the library system. The data is more interesting when looked at regionally however, where it is possible to see that in Africa 8 out of 13 respondents had not received extra funds. In Latin America and the Caribbean there was an even split of 7 who had and 7 who had not, while in Oceania 2 countries received funds to 3 who did not. In Europe 21 countries did receive funding which was almost two thirds of European respondents. Again it appears there is a divide between the regions and the results from this question tie in with findings from question 5.

Comparison of barriers

Question 5 offered respondents a chance to indicate which of the issues discussed in the previous four questions presented the most significant obstacle to accessing information on the Internet in their country. This question has significance for the IFLA/FAIFE PhD project examining barriers to information on the Internet, as it gets feedback from IFLA members all around the world about the obstacles thus far identified in the project. It also helps IFLA/FAIFE prioritise areas to concentrate on in the future when discussing Internet issues in libraries. The results are shown below.

Financial barriers were considered to be the most significant obstacle by the majority of respondents. The Digital Divide was next and the other barriers received very little support. There is an issue in the results of this question in that 'Financial barriers' and the 'Digital Divide', when presented in this way without further clarification have some areas - such as the provision of funds for new computers for example - of overlap. While question 4 addressed financial barriers in the form of charging for access it is unclear if all respondents were thinking of the commodification of information and the need to pay to access information services when indicating their choice in question 5. In the next edition of the World Report this issue will be clarified to collect less ambiguous results.

Which of the following barriers do you believe is the most significant obstacle to accessing information on the Internet in your country?



Global results - 88 countries (Two ticks from Belize and three from the Philippines
 ** Other reasons were: Not knowing how to use the Internet (Aruba); Lack of information on where to access the Internet (Austria); Lack of networked equipment (Columbia); Hurdle for certain parts of the population (e.g. certain socio-economic groups and age groups) to start using computers (Malta); Lack of Space (Vatican City)

Chart 9: What is the most significant obstacle to accessing information on the Internet?

Nevertheless, the large amounts of respondents nominating financial barriers as the main obstacle are making a point that more resources are needed to increase access to information via the Internet. Taken together with the results of question 1a, where a large majority pointed out that more computers with Internet access were needed to make information searching easier for users, and question 4, where countries indicated if they had received extra funding for Internet access, the results of question 5 suggest that whether funding has been made available or not, more financial resources are needed to provide access to information on the Internet.

Therefore it appears the very real presence of financial complications and restricted budgets and resources haunts most library associations around the world when considering provision of Internet access. This is perhaps unsurprising and it was the most indicated obstacle on all 5 continents. The other obstacles received a very low vote. The only countries that believed filtering and blocking of information was the most significant obstacle were Canada, Denmark, Egypt and France. No one saw user privacy as a problem, or certainly not a significant one.

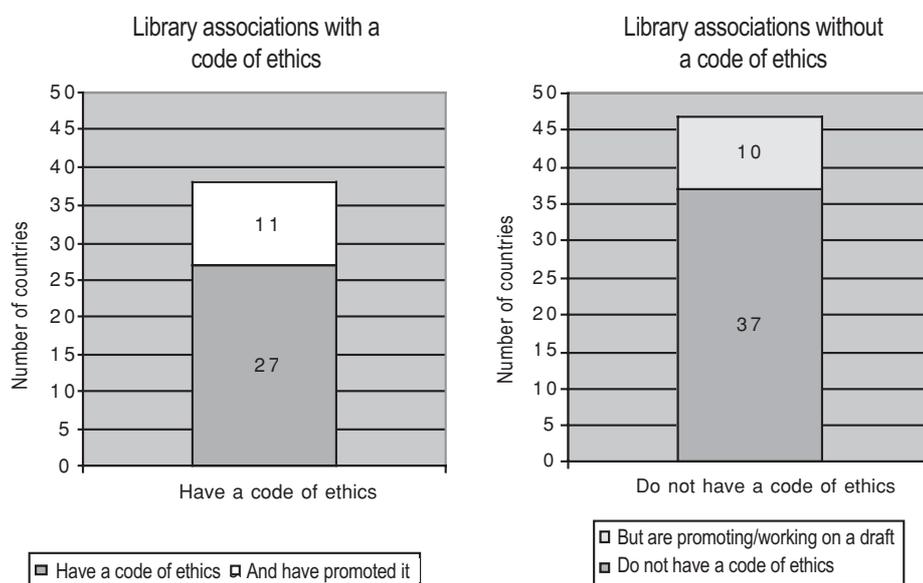
Some countries ticked a box and included an 'Other' comment as well. These comments were: Just a lack of computers and Internet access in Libraries (Azerbaijan); Trained staff and users (Cyprus); Education, training and computer literacy (Egypt); Language problems - with

English - and the digital divide (Lithuania).

Codes of Ethics

In question 6a, 6b and 6c responders were asked to provide details of the national library association's position with regards to the adoption, promotion or intentions to adopt a code of ethics in the next two years. The result covers 85 of the 88 contributing countries. Columbia, Kuwait and the Netherlands Antilles did not respond. The results are shown below.

Overall, 38 countries have adopted a code of ethics, and another 24 intend to adopt a code in the next two years. Of the 38 countries that have adopted a code, 28 have also promoted it. 47 countries have not adopted a code but 10 have promoted the development of a code. The result indicates that within the next two years 62 of the responding countries may have adopted a code of ethics. However, it does not reveal the position of the 48% of IFLA membership countries that are not covered in this survey. For further information and discussion on the development and adoption of codes of ethics and professional conduct, we therefore refer to *The Ethics of Librarianship – an International Survey*, edited by Dr Robert Wallace Vaagan of the University of Oslo, IFLA and KG Saur Verlag, 2002.



Global results - 85 countries (No responses from Columbia, Kuwait and the Netherlands Antilles)

Chart 10: Library associations with and without codes of ethics

Implementation of IFLA policies

One of the aims of the survey was to assess the status of newly adopted IFLA policies related to intellectual freedom within member countries. Taking the initiative and being in charge of the development of *The IFLA Internet Manifesto* and *The Glasgow Declaration on Libraries, Information Services and Intellectual Freedom*, IFLA/FAIFE concluded in its annual report of 2002 that IFLA is facing a challenge on how to proactively and efficiently implement the federation's policies on national level.

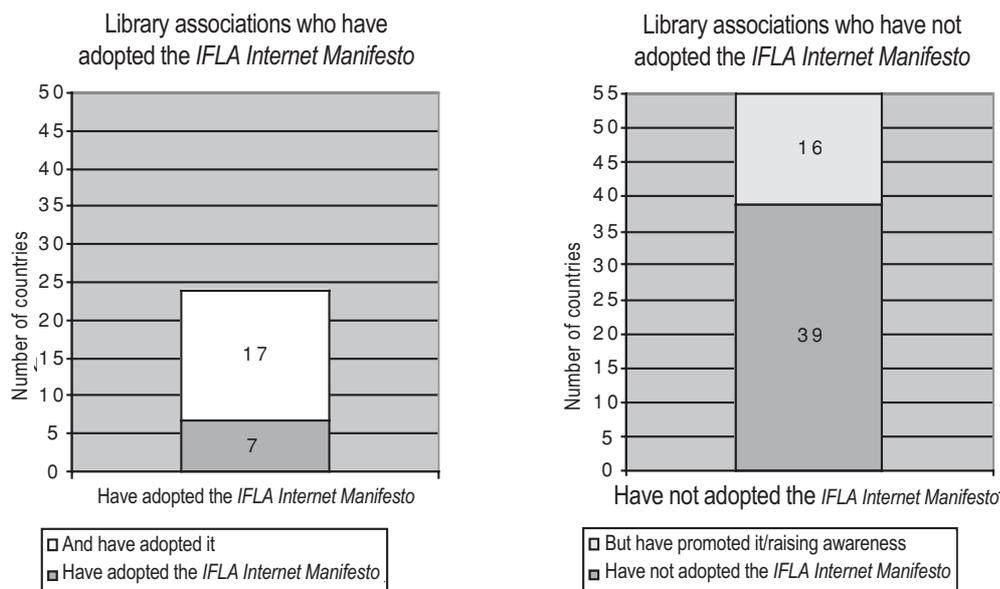
One method of examining the state of was to include questions on the issue in the question-

naire. In question 7a, 7b, 8a, and 8b responders were asked to detail the status of the national library association's position with regards to the adoption, promotion, or intentions in the next two years to adopt the *Internet Manifesto* and the *Glasgow Declaration*.

The IFLA Internet Manifesto

The result covers 79 of the 88 contributing countries. Columbia, Kuwait and the Netherlands Antilles did not respond, and Aruba, Benin, Finland, Guatemala, Kenya and Swaziland indicated that they had adopted the manifesto but also that they intended to do so within the next two years, thus confusing the issue. As a

result their indicators had to be removed from the results which are displayed below:



Global results - 79 Countries
 No responses from Columbia, Kuwait and the Netherlands Antilles
 The following countries indicated that they had adopted the manifesto but also that they intended to adopt it in the next two years, thus confusing the issue. As a result their indications have been removed from the results here – Aruba, Benin, Finland, Guatemala, Kenya, Swaziland
 Chart 11: Library associations that have and have not adopted the IFLA Internet Manifesto

24 countries have adopted and another 36 countries intend to adopt the manifesto in the next two years. Of the 24 countries that have adopted the manifesto, 17 have also promoted it. 55 countries have not adopted the manifesto, but 16 of these have promoted it, or raised awareness of its existence. The result indicates that in three years time we can estimate that around 60 of the responding countries may have adopted it. However, considering that the survey only covers 58% of IFLA membership countries we are facing a challenge on how best to promote and further

the implementation of the manifesto in IFLA membership countries.

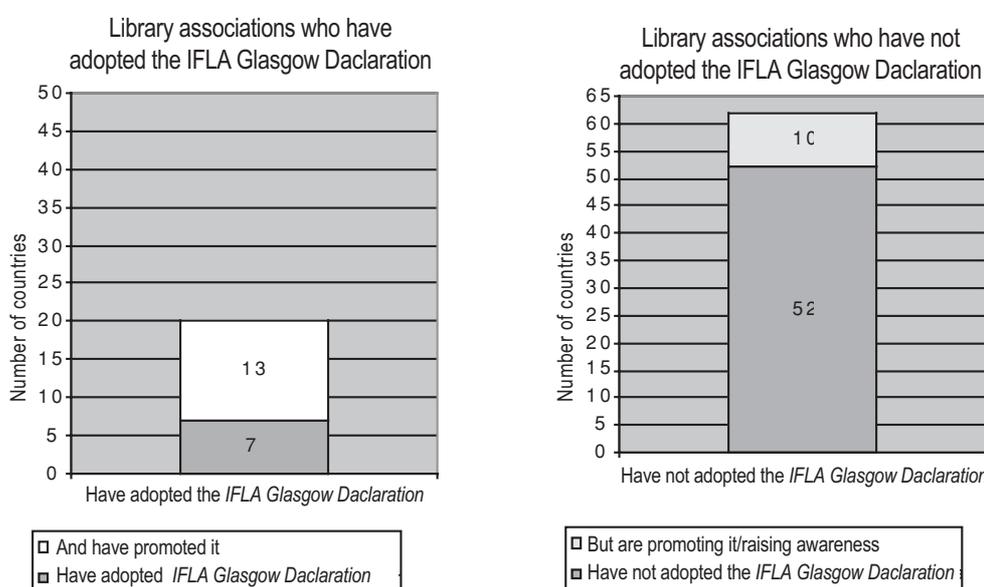
In the next report it may prove interesting to track the positions of library authorities who have adopted the *Internet Manifesto* on filtering issues. In this report it has been seen that a slight majority of countries are opposed to filtering (52%) whereas 42% were in favour of filtering to a certain degree i.e. for protecting of children, and 6% favoured filtering of information on library Internet terminals. If more countries sign

up to the *Internet Manifesto* it could be expected that fewer library associations will endorse filtering in the future.

The Glasgow Declaration

The result covers 82 of the 88 contributing countries. Columbia, Kuwait and the Netherlands

Antilles did not respond, and Belarus, Finland and Kenya indicated that they had adopted the *Glasgow Declaration* but also that they intended to do so within the next two years, thus confusing the issue. As a result their indicators had to be removed from the results displayed below:



Global results - 82 Countries No responses from Columbia, Kuwait and the Netherlands Antilles

The following countries indicated that they had adopted the manifesto but also that they intended to adopt it in the next two years, thus confusing the issue. As a result their indications have been removed from the results here – Belarus, Finland and Kenya

Chart 12: Library associations that have and have not adopted the Glasgow Declaration

20 countries have adopted and another 44 countries intend to adopt the declaration in the next two years. Of the 20 countries that have adopted the declaration, 13 have also promoted it. 62 countries have not adopted the declaration, but 10 of these have promoted it, or raised awareness

of its existence. In light of this, we can estimate that around 64 of the responding countries may have adopted it in three years time. Again, when it is considered that the survey only covers 58% of IFLA membership countries we are facing a challenge on how best to promote and further the

implementation of the declaration in IFLA membership countries.

In so far as the *Glasgow Declaration* proclaims the fundamental rights of human beings both to access and express information without restriction, it may be interesting to look at the track the positions of library authorities who have adopted the *Glasgow Declaration* on privacy issues. Overall, 58 out of 81 countries are seeing a link between the keeping of records of user's Internet activities and the freedom of expression of the individual library user while 9 countries are keeping records and do not believe this affects freedom of expression and another 8 keeps records and believe this affects freedom of expression. Future adoption of the *Glasgow Declaration* should see more library associations in future recognising the link between user privacy and freedom of expression.

Reported incidents

One of the aims of the World Report is to provide of status of the general state of freedom of access to information. In question 9 responders were asked if, within the last two years, there have been examples of library users being denied access to information in their country.

There were few responses to this question. We have seen that the positive signs towards freedom of access to information in former non-democratic countries in the eastern part of Europe are continuing. However, taking into consideration the numerous reports on violations of civil rights

from independent human rights and media organisations we hesitate to conclude that the lack of reported incidents indicate an encouraging general development worldwide. Many reports from independent sources refer to countries that, in this survey, have indicated that there were no incidents to report.

Analysing our methodology, we concluded that the low number of responses to this question reflected a weakness of method, however necessary due to resources. Despite anonymity of the individual responders, authorities in the country in question can discover their organisation relatively easily and thus their personal identity. We therefore assume that lack of total anonymity and reports from independent sources are the reasons for the few responses to the question. However, it is interesting to note that in those cases where we have received responses from persons with special knowledge of intellectual freedom their response differs from those of the library association or national library. This might suggest that the official reporter of a country may not have knowledge of incidents.

The following 14 countries responded with some examples of information access denial: Austria, Azerbaijan, Belarus, Canada, Chad, Ethiopia, France, Italy, Japan, New Caledonia, Nicaragua (in Spanish), Slovenia, Ukraine, and the United States. Trinidad and Tobago ticked the box, but did not specify further.

The reported incidents of access denial fall into the following categories:

- Filtering and blocking of information: Inflicted by authorities, IT personal, or library policy
- Censorship in libraries: Censorship of library acquisitions by local authorities, censorship of specific titles by authorities and special interests groups
- Censorship inflicted by professionals
- Censorship of newspapers and the media in general: Inflicted by authorities
- Control, suppression and threats of the press: By authorities
- Threats of professionals: By authorities
- Economic problems: Underfunding of libraries in general, of school libraries, and of Internet access
- Technical problems: lack of Internet connections that leads to monopolisation and control of Internet traffic

Though more examples would have provided a better ground for drawing conclusions, the reported incidents in this year's report are very similar to those of the World Report 2001. National, local authorities or special interest groups attempt to, or inflict censorship on library acquisitions and freedom of access to Internet accessible information by use of filtering and blocking of information. A library director has been threatened to either unsubscribe to opposition newspapers or be fired. In some cases, libraries and library professionals deny their users access to, in most cases, specific websites motivated by protecting children (pornography, violent

content) but also to specific book titles. In the most severe case a librarian removed 100 titles from the shelves within a month on political grounds. As was the case in 2001, financial barriers and lack of Internet connections and terminals prevent access to information and library services in general. Also suppression and censorship of the press and other media affects the freedom of expression and freedom of access to information.

Conclusion

By choosing to fund a PhD project which focuses on barriers to accessing information on the Internet, and which will explore further the themes of this report, IFLA/FAIFE has shown it is seriously committed to tackling the information gap.

In the past two years IFLA has been strongly involved in the preparatory work of the World Summit of the Information Society (WSIS) as an advocate for the important role of libraries as institutions effectively contributing to the development and maintenance of intellectual freedom as well as safeguarding democratic values and universal civil rights. Libraries provide good quality services and unhindered access to information: they serve as gateways to knowledge and lifelong learning.

The 2003-2005 IFLA presidential theme is "Libraries for Lifelong Literacy"². The theme provides "a focus for activities designed to

implement IFLA Core Values on freedom and equity of access to information, ideas and works of imagination and freedom of expression". By supporting unrestricted access to information as a means of promoting literacy, reading and life-long learning, librarians and information professionals "need to develop creative strategic actions to meet the challenge faced, in particular, by the developing world's diverse communities and by urban and isolated poor people everywhere".

The results of the IFLA/FAIFE survey discussed in the World Report 2003 have once again disclosed the huge gaps and differences between the regions of the world - between the information have and the information haves not. There is a long way to go before countries, their libraries and their staff are suitably equipped and properly trained to meet the challenge of safeguarding their clients' full participation in the information and knowledge society. With regards to Internet access, the most significant problems as defined by the contributing countries are a lack of computers with Internet access, financial barriers, and training of users and staff. And with regards

to freedom of access to information and freedom of expression, censorship and the blocking of information are still issues of great concern that need to be addressed.

By its continuing engagement in the WSIS process, the international library community can raise awareness of these problems and challenges by advocating the role of libraries and influencing the results of the summits to the benefit of users around the world. The IFLA/FAIFE World Report series gives the international library community a mechanism to monitor our progress as we continue to move towards a more equitable information society for all. The World Report is a major contribution in clarifying what obstacles we have yet to tackle and identifying the issues that need to be resolved if we are to accomplish our goals.

Notes

- 1 World Populations Prospects: 2002 Population Database - <http://esa.un.org/unpp/definition.html>
- 2 <http://www.ifla.org/III/gb/prtheme03-05.htm>

The IFLA Internet Manifesto

Unhindered access to information is essential to freedom, equality, global understanding and peace. Therefore, the International Federation of Library Associations (IFLA) asserts that:

- Intellectual freedom is the right of every individual both to hold and express opinions and to seek and receive information; it is the basis of democracy; and it is at the core of library service.
- Freedom of access to information, regardless of medium and frontiers, is a central responsibility of the library and information profession.
- The provision of unhindered access to the Internet by libraries and information services supports communities and individuals to attain freedom, prosperity and development.
- Barriers to the flow of information should be removed, especially those that promote inequality, poverty, and despair.

Freedom of Access to Information, the Internet and Libraries and Information Services

Libraries and information services are vibrant institutions that connect people with global information resources and the ideas and creative works they seek. Libraries and information services make available the richness of human expression and cultural diversity in all media.

The global Internet enables individuals and communities throughout the world, whether in the smallest and most remote villages or the largest cities, to have equality of access to information for personal development, education, stimulation, cultural enrichment, economic activity and informed participation in democracy. All can present their interests, knowledge and culture for the world to visit.

Libraries and information services provide essential gateways to the Internet. For some they offer convenience, guidance, and assistance, while for others they are the only available access points. They provide a mechanism to overcome the barriers created by differences in resources, technology, and training.

Principles of Freedom of Access to Information via the Internet

Access to the Internet and all of its resources should be consistent with the United Nations Universal Declaration of Human Rights and especially Article 19:

“Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.”

The global interconnectedness of the Internet provides a medium through which this right may be enjoyed by all. Consequently, access should neither be subject to any form of ideological, political or religious censorship, nor to economic barriers.

Libraries and information services also have a responsibility to serve all of the members of their communities, regardless of age, race, nationality, religion, culture, political affiliation, physical or other disabilities, gender or sexual orientation, or any other status.

Libraries and information services should support the right of users to seek information of their choice.

Libraries and information services should respect the privacy of their users and recognize that the resources they use should remain confidential.

Libraries and information services have a responsibility to facilitate and promote public access to quality information and communication. Users should be assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently.

In addition to the many valuable resources available on the Internet, some are incorrect, misleading and may be offensive. Librarians should provide the information and resources for library users to learn to use the Internet and electronic information efficiently and effectively. They should proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people.

In common with other core services, access to the Internet in libraries and information services should be without charge.

Implementing the Manifesto

IFLA encourages the international community to support the development of Internet accessibility worldwide, and especially in developing countries, to thus obtain the global benefits of information for all offered by the Internet.

IFLA encourages national governments to develop a national information infrastructure which will deliver Internet access to all the nation's population.

IFLA encourages all governments to support the unhindered flow of Internet accessible informa-

tion via libraries and information services and to oppose any attempts to censor or inhibit access.

IFLA urges the library community and decision makers at national and local levels to develop strategies, policies, and plans that implement the principles expressed in this Manifesto.

This Manifesto was prepared by IFLA/FAIFE

*Approved by the Governing Board of IFLA 27
March 2002, The Hague, Netherlands.*

Proclaimed by IFLA 1 May 2002.

Latest Revision: May 01, 2002

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The Glasgow Declaration on Libraries, Information Services and Intellectual Freedom

**Meeting in Glasgow on the occasion of
the 75th anniversary of its formation, the
International Federation of Library
Associations and Institutions (IFLA)
declares that:**

IFLA proclaims the fundamental right of human beings both to access and to express information without restriction.

IFLA and its worldwide membership support, defend and promote intellectual freedom as expressed in the United Nations Universal Declaration of Human Rights. This intellectual freedom encompasses the wealth of human knowledge, opinion, creative thought and intellectual activity.

IFLA asserts that a commitment to intellectual freedom is a core responsibility of the library and information profession worldwide, expressed

through codes of ethics and demonstrated through practice.

IFLA affirms that:

- Libraries and information services provide access to information, ideas and works of imagination in any medium and regardless of frontiers. They serve as gateways to knowledge, thought and culture, offering essential support for independent decision-making, cultural development, research and lifelong learning by both individuals and groups.
- Libraries and information services contribute to the development and maintenance of intellectual freedom and help to safeguard democratic values and universal civil rights. Consequently, they are committed to offering their clients access to relevant resources and services without restriction and to opposing any form of censorship.

- Libraries and information services shall acquire, preserve and make available the widest variety of materials, reflecting the plurality and diversity of society. The selection and availability of library materials and services shall be governed by professional considerations and not by political, moral and religious views.
- Libraries and information services shall make materials, facilities and services equally accessible to all users. There shall be no discrimination for any reason including race, national or ethnic origin, gender or sexual preference, age, disability, religion, or political beliefs.
- Libraries and information services shall protect each user's right to privacy and confidentiality with respect to information

sought or received and resources consulted, borrowed, acquired or transmitted. IFLA therefore calls upon libraries and information services and their staff to uphold and promote the principles of intellectual freedom and to provide uninhibited access to information.

This Declaration was prepared by IFLA/FAIFE.

Approved by the Governing Board of IFLA 27 March 2002, The Hague, Netherlands.

Proclaimed by the Council of IFLA 19 August 2002, Glasgow, Scotland.

Latest Revision: August 30, 2002

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