

Future Libraries: Infinite Possibilities

**World Library and Information Congress
79th IFLA General Conference and Assembly
Singapore**

17-23 August 2013 | www.ifla.org



**IFLA WLIC 2013
SINGAPORE**



FINAL ANNOUNCEMENT

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*Let's keep sharing**Let's keep dreaming**Let's keep innovating**Let's keep learning**Let's keep gathering**Let's keep collecting**Let's keep digitising**Let's keep preserving**Let's keep discovering**Let's keep analysing**Let's keep learning**Let's keep working**Let's keep building**Let's keep dreaming**Let's keep innovating**Let's keep sharing**Let's keep learning**Let's keep gathering**Let's keep collecting**Let's keep digitising*

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Greeting from the Minister for Information, Communications and the Arts

Singapore looks forward to welcoming delegates to the International Federation of Library Associations and Institutions (IFLA) World Library and Information Congress 2013.

Libraries are well-loved spaces where people from all walks of life come together to learn, exchange ideas and bond. They are also the gateways to knowledge and ideas, helping to enrich and empower people with literacy skills.

Today, we are living in an increasingly connected world. New innovations and technologies are changing the way we consume and create knowledge. Libraries need to evolve and adopt these new technologies to better serve the changing needs of society.

The endless possibilities of merging technology and libraries are aptly reflected in the theme, *Future Libraries: Infinite Possibilities*. We can look forward to many engaging discussions on library services, best practices, continuing professional development, information literacy and library leadership at the 2013 Congress. I believe that through these discussions, we can develop a deeper understanding of the trends that are shaping the information landscape.

Singapore is a small nation where East meets West, where the traditional co-exists with the modern, and where people of different races and religions live together in harmony. Our libraries constantly ensure that knowledge, whether for education, career advancement, self improvement and leisure, is widely accessible to everyone. Libraries are therefore a key social pillar. While we started humbly, our libraries have grown over the years. They now house an impressive and ever expanding collection of books, as well as provide world class services in line with international standards. So it is with much pride that I look forward to meeting you in Singapore, to share the collective experiences of all librarians in shaping a better world.

While in Singapore, let me also invite you to enjoy the various sights, sounds and tastes that our city has to offer. Come and discover our unique blend of cultures, reflected in our food, architecture and way of life. We welcome you to Singapore in August 2013.

Dr Yaacob Ibrahim

*Minister for Information, Communications and the Arts
Singapore*



Official Invitation

On behalf of the National Committee of the International Federation of Library Associations and Institutions (IFLA) World Library and Information Congress (WLIC) 2013, I am delighted to invite you to the IFLA WLIC August 2013 in Singapore.

We are honoured to host the Congress, which is the leading professional event for the international library and information services sector. In a world of exponential information growth, WLIC's importance is underscored by the need for international collaboration to ensure equitable access to information and learning opportunities for every citizen. At the WLIC, information professionals have the valuable opportunity to share insights and shape policies that address global challenges affecting our local communities.

Libraries are at the cusp of technological developments that are revolutionising information access and use. Information has never been more conveniently available on so many devices and in many formats to provide a myriad of learning experiences. At the same time, this information deluge presents new challenges to processing, sense-making, and ethical use. Hence, libraries and information professionals have a vital role to play in harnessing the infinite possibilities that today's technologies offer for information access and service delivery.

It is timely, therefore, that the theme for IFLA WLIC 2013 is *Future Libraries: Infinite Possibilities*. Libraries have the power to be a positive force for change on multiple fronts. Libraries empower individuals with the resources to be lifelong learners, while engaging families and communities in collaborative reading and learning pursuits. To touch the minds and hearts of communities, librarians and information professionals must be connected to the local communities they serve, providing services that are relevant to local needs, and connect citizens to the world's knowledge and creativity.

We share IFLA's commitment to further the interests of library and information professionals and look forward to making this Congress a stimulating and memorable one for you. Located at the crossroads of Asia and with access to the fascinating troves of culture in our surrounding countries, Singapore is a cosmopolitan blend of modernity and multi-culturalism with its confluence of diverse races, cultures, and languages. The IFLA WLIC 2013 National Committee and the Singapore library community are pleased to invite you to experience the vibrant sights, sounds, and tastes of Singapore's cultural tapestry and warm hospitality.

See you in Singapore in August 2013!

Elaine Ng

Chair of the IFLA WLIC 2013 National Committee



Important Information

Congress Organiser

IFLA

PO Box 95312
NL - 2509 CH The Hague
Netherlands
Tel.: +31 70 31 40884
Fax: +31 70 38 34827
Email: ifla@ifla.org



IFLA WLIC 2013

National Committee Secretariat
National Library Board
#14-01, 100 Victoria Street
Singapore 188064

Tan Keat Fong

Tel.: +65 6332 3347
Fax: +65 6332 3611
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Petrina Ang

Tel.: +65 6332 3610
Fax: +65 6332 3611
Email: Petrina_Ang@nlb.gov.sg

Congress Venue

Suntec Singapore International
Convention & Exhibition Centre
1 Raffles Boulevard
Suntec City
Singapore 039593



Estella Kang

Tel.: +65 6825 2252
Fax: +65 6825 2222
Email: Estella.Kang@suntecsingapore.com

Congress Secretariat

WLIC 2013

c/o K.I.T. Group GmbH –
Association & Conference
Management
Kurfürstendamm 71
DE - 10709 Berlin
Germany
Tel.: +49 30 24 60 3-329
Fax: +49 30 24 60 3-399
Email: wlic2013@kit-group.org



Registration

c/o K.I.T. Group GmbH

Tel.: +49 30 24 60 3-380
Fax: +49 30 24 60 3-399
Email: wlic2013-registration@kit-group.org

Accommodation

c/o K.I.T. Group GmbH

Tel.: +49 30 24 60 3-380
Fax: +49 30 24 60 3-399
Email: wlic2013-hotel@kit-group.org

Exhibition / Sponsoring

c/o K.I.T. Group GmbH

Tel.: +49 30 24 60 3-275
Fax: +49 30 24 60 3-399
Email: wlic2013-sponsorship@kit-group.org

Important Dates to Remember

Start of Online Registration	1 October 2012
Start of Accommodation Booking	14 January 2013
Early Registration Fees Deadline	15 May 2013
Standard Registration Fees Deadline	14 August 2013
Onsite Registration	16 August 2013
Congress Dates	17 – 23 August 2013

About IFLA

IFLA is the international organisation for library and information associations, institutions and librarians in the user communities they serve throughout the world. It is the trusted global voice of the library and information community, and drives equitable access to information and knowledge for all.

To advance the interest of its members IFLA:

- furthers accessibility, protection, and preservation of documentary cultural heritage;
- supports a library and information profession which anticipates and responds to the needs of communities worldwide;
- drives high standards in library and information services and professional practices;
- encourages widespread understanding of the value and importance of high quality library and information services in the public, private and voluntary sectors;
- promotes libraries as vital institutions that enhance people's lives through equitable access to knowledge and information;



IFLA does this by creating strategic alliances, enhancing professional education, developing professional standards, disseminating best practice and advancing relevant scientific and professional knowledge. It is committed to enabling all members of the Federation to engage in, and benefit from, its activities without regard to citizenship, disability, ethnic origin, gender, geographical location, language, political philosophy, race or religion.

IFLA embraces the principles of freedom of access to information, ideas and works of imagination and freedom of expression embodied in Article 19 of the Universal Declaration of Human Rights, and that people, communities and organisations need universal and equitable access to these for their social, educational, cultural, democratic and economic well-being.

The Royal Library, the national library of the Netherlands, in The Hague, generously hosts our headquarters.

Congress Information

Congress Venue

Suntec Singapore International Convention & Exhibition Centre is a world-class venue located at the heart of Asia's most integrated meetings, conventions and exhibitions hub. With versatile floor space, this award-winning venue with top-notch facilities and services is designed to cater to a diverse range of events from 10 to 20,000 persons. It offers direct access to 5,200 hotel rooms, 1,000 retail outlets, 300 restaurants, 6 museums and a world-class performing arts centre, Esplanade-Theatres on the Bay, all within a 15-minute walk. Conveniently located adjacent to the Central Business District, it is a mere 20 minutes away from Changi International Airport.

Core Congress Dates

17-23 August 2013

The Opening Ceremony and the Exhibition Reception will take place at the Suntec Singapore International Convention & Exhibition Centre on Sunday, 18 August.

Exhibition

IFLA will also hold a trade exhibition at the Suntec Singapore International Convention & Exhibition Centre in conjunction with the World Library and Information Congress. Attendees are invited to visit the exhibition which will be open from the afternoon of Sunday, 18 August until Wednesday, 21 August. Final opening hours will be included in the Congress Programme.

Sponsorship

IFLA offers a range of commercial sponsorship opportunities for IFLA WLIC 2013. These can be booked online via the Exhibition and Sponsorship Ordering System (ESOS®). For further information regarding sponsorship and exhibition opportunities please contact the Congress Secretariat: wlic2013-sponsorship@kit-group.org

Congress Material

Congress material will be available for collection onsite at the registration desk.

IFLA Congress Communication

IFLA will communicate news items through several channels before and during the Congress, such as the IFLA Mailing List, a Pre-Congress Newsletter, social media and a special Congress website.

IFLA WLIC 2013 Website

Information regarding the Congress will be frequently updated on the IFLA website. We recommend visiting the IFLA website regularly to keep up-to-date with the latest news and information regarding IFLA WLIC 2013. www.ifla.org

Congress Secretariat

K.I.T. Group GmbH Association & Conference Management has been appointed as the Congress Secretariat for the IFLA World Library and Information Congress 2013.

Congress Overview

Friday 16 August	Saturday 17 August	Sunday 18 August	Monday 19 August
PC Meeting 08.30–11.00	Leadership Brief 08.00–09.30	Leadership Forums 08.30–10.00	Plenary Session 08.30–09.15
	SC Meetings 09.45–12.15	Newcomers Session 08.30–10.00	Sessions 09.30–11.30
	SC Meetings 12.30–15.00	Opening Ceremony 10.30–12.00	Sessions 11.45–12.45
GB Meetings 11.30–17.00	SC Meetings 15.15–17.45	President's Lunch (invited) 12.15–14.00 IFLA Market 12.15–13.30	Lunch Break & Exhibition Visits 12.45–13.45
	Africa Caucus Canada Caucus 17.30–18.30	Sessions 13.45–15.45	Sessions 13.45–15.45
	Caucus Meetings 18.30–19.30	Exhibition & Opening Party 16.00–18.00	Sessions 16.00–18.00
	Officers Reception (by invitation only)		

Exhibition 09.30–17.30
Poster Session 09.30–17.30

Congress Overview

Tuesday 20 August	Wednesday 21 August	Thursday 22 August	Friday 23 August
Plenary Session 08.30–09.15	Plenary Session 08.30–09.15	Sessions 08.30–10.30	Library Visits Full day & Half day
Sessions 09.30–11.30	Sessions 09.30–11.30	Sessions 10.45–12.45	
Sessions 11.45–12.45	Sessions 11.45–12.45	Lunch Break 12.45–13.45	
Lunch Break & Exhibition Visits 12.45–13.45	Lunch Break & Exhibition Visits 12.45–13.45	Sessions 13.45–15.45	
Sessions 13.45–15.45	Sessions 13.45–15.45	Closing Session 16.15–17.30	
Sessions 16.00–18.00	General Assembly 16.15–18.00		
Cultural/Social event			

Exhibition 09.30–17.30
Poster Sessions 09.30–17.30

Exhibition 09.30–14.30

IFLA WLIC 2013 National Committee

IFLA WLIC 2013 National Committee

Elaine Ng
Chair, IFLA WLIC 2013 National Committee
Chief Executive Officer, National Library Board

Gene Tan
President, Library Association of Singapore
Director, National Library Arts & Singapore Memory Office
National Library Board

Choy Fatt Cheong
University Librarian
Nanyang Technological University

Puspa Yeow
Deputy Director
Temasek Polytechnic Library

Sylvia Yap
University Librarian
National University of Singapore

Christopher Khoo
Associate Professor
Wee Kim Wee School of Communication and Information
Nanyang Technological University

Liew Choon Boon
Senior Director, Industry and the Arts
Director, Arts and Heritage Division
Ministry of Information, Communications and the Arts

Jeannie Lim
Executive Director
Conventions & Meetings and Exhibitions & Conferences, Singapore Tourism Board

Ngian Lek Choh
Deputy Chief Executive
Director, National Library
National Library Board

Tay Ai Cheng
Assistant Chief Executive
Chief Librarian, Public Library Services
National Library Board

Winston Ong
Assistant Chief Executive
Corporate Development and Relations
National Library Board

IFLA WLIC 2013 Advisory Board

Schubert Foo
Associate Dean (General Studies)
College of Humanities, Arts & Social Sciences
Nanyang Technological University

Dato' Raslin bin Abu Bakar
Director General
National Library of Malaysia

Wilawan Sapphansaen
Director
National Library of Thailand

Sri Sularsih
Director
National Library of Indonesia

Satellite Meetings

1. Title/Theme: Copyrights Notwithstanding: Collaborative Newspaper Digitization, Access and Preservation
Dates: 13 to 15 August 2013
Location: National Library of Malaysia, Kuala Lumpur, Malaysia
Sponsor: Newspapers Section

2. Title/Theme: Creating Tomorrow's Libraries
Dates: 13 to 15 August 2013
Location: TBA
Sponsor: Public Libraries Section

3. Title/Theme: Advocacy for School Libraries
Dates: 24 August 2013
Location: University of Malaya, Kuala Lumpur
Sponsor: School Libraries & Resource Centers Section

4. Title/Theme: Redefining and Refining Information Literacy and Reference Services in the Digital Age
Dates: 15 and 16 August 2013
Location: to be provided by the National Library of Singapore
Sponsor: Information Literacy Section and Reference & Information Services Section

5. Title/Theme: Preserving and Digitizing All Forms of Children's Literature, to Create the Future (working title)
Dates: 14 and 15 August 2013
Location: Bangkok, Thailand – Host TBA
Sponsor: Libraries for children & Young Adults and PAC

6. Title/Theme: In recent years, many libraries have used ethnographic research models to conduct research on undergraduate student work habits and how these might influence the design of library spaces and services. - The focus of the meeting is to present research on the topic and bring together librarians from research institutions who might wish engage in collaborative research in this area
Dates: 14 and 15 August 2013
Location: Agency For Science, Technology And Research (A*STAR), Singapore
Sponsor: Library Theory & Research Section

Satellite Meetings

- 7.** **Title/Theme:** The Future of LIS Education in Developing Countries: The Road Ahead
Dates: 14 and 15 August 2013
Location: School of Communications and Information, Nanyang Technological University, Singapore
Sponsor: LIS Education in Developing Countries Special Interest Group, Div V
-
- 8.** **Title/Theme:** Establishing the Librarian in the Health Research Process
Dates: 15 August 2013
Location: TBA
Sponsor: Health & Biosciences Section
-
- 9.** **Title/Theme:** IFLAcamp²
Dates: pre-conference 2 days, dates TBA
Location: Li Ka Shing Library, Singapore Management University, Singapore
Sponsor: New Professionals Special Interest Group, Div IV
-
- 10.** **Title/Theme:** Global Collaboration of Information Schools
Dates: pre-conference 1 full day, TBA
Location: Nanyang Technological University, Singapore
Sponsor: Education & Training Section
-
- 11.** **Title/Theme:** Making Ends Meet: High Quality Design of Libraries on a Low Budget
Dates: 14 and 15 August 2013
Location: Goethe Inst., Li Ka Shing Library, Singapore Management University, Singapore
Sponsor: Library Buildings & Equipment Section

Registration Information

Definitions

K.I.T. Group GmbH Association & Conference Management is the Professional Conference Organiser appointed by IFLA for the IFLA World Library and Information Congress, 17 – 23 August 2013 in Singapore. The organiser leads the Congress Secretariat and is responsible for registration services, hotel accommodation, sponsorship opportunities, exhibition management and the logistics for social events.

General Terms and Conditions for Registration

These General Terms and Conditions are valid for each attendee registered for the IFLA World Library and Information Congress, 17 – 23 August 2013 in Singapore (hereafter referred to as the "Congress"). Any person, delegate, accompanying person, student, media representative, speaker, or exhibitor is considered an attendee.

Congress Registration

The registration deadlines are as follows:

Early Registration deadline:

15 May 2013 24.00 CET

Standard Registration deadline:

14 August 2013 18.00 CET

Onsite Registration:

from 16 August 2013

Only fully completed registrations will be accepted. The registration fee is based on the date of the receipt of the registration and the payment in full in accordance with the deadlines mentioned above. Should one deadline be missed, the next applicable fee will be charged automatically. The registration will only be confirmed upon receipt of payment in full. Each participant will receive electronic confirmation of their registration.

If the maximum attendee capacity is reached, the organisers reserve the right to refuse any registration.

To be eligible to register for the Congress, attendees must be at least 18 years old. Attendees may be asked to present an official identity card stating their age.

Registration Fees

The registration fee for regular delegates includes entry to all sessions, the exhibition area, the poster area, the Opening Ceremony, the Closing Session, the Exhibition Opening Party, the Cultural Evening and one library visit (based on availability).

The registration fee for one-day registrations includes entry to all sessions on the day of registration, the exhibition area on the day of registration (if applicable), the poster area on the day of registration (if applicable) and to the official Congress Reception on the day of registration (if applicable).

The registration fee for accompanying persons includes entry to the exhibition area, the Opening Ceremony, the Closing Session, the Exhibition Opening Party and the Cultural Evening as well

Registration Information

as one library visit (based on availability) and one half-day sightseeing tour. Only one accompanying person can be registered per delegate.

All IFLA members are entitled to register at the member rates published. If you are not an IFLA Personal Affiliate or Institutional Member, but a member of your national association which is a member of IFLA, please contact your national association or IFLA Headquarters for the correct membership number. This number should be entered on the registration form.

To be able to register as a student, you must present a proof of fulltime enrolment at a recognised university or college for both the time of registration and during the Congress.

To register as a media representative, please contact K.I.T. Group at wlic2013-registration@kit-group.org in order to receive a media registration form. There is no registration fee for accredited media representatives. However, to register as a media representative, you must submit a copy of your official press card.

Group Registration

Group Registration will be accepted for a minimum of 10 participants.

Please contact K.I.T. Group at wlic2013-registration@kit-group.org for further information.

Congress Registration in EUR(€)*	Early Fees	Standard Fees	Onsite Fees
	until 15 May 2013	until 14 August 2013	from 16 August 2013
Full Rate - Non Member	600	710	830
Full Rate - IFLA Member**	445	535	630
IFLA Non-salaried Affiliate**	220	255	280
IFLA New Graduate Affiliate**	220	255	280
Student***	220	255	280
Accompanying Person	290	355	420
Day Ticket	155	180	210

* All prices, categories and dates are indicative and subject to change.

** IFLA membership number required.

*** Student ID or official letter of University must be provided.

Registration Information

Congress Material

If the registration form and full payment are received no later than the early registration deadline (15 May 2013) a Congress bag is included in the registration fee for full delegates, students, speakers and media representatives. If the registration form and/or full payment are received after the early registration deadline, the Congress Secretariat cannot guarantee that a Congress bag will be available. Day Delegates receive a Day Bag. All Congress materials will be handed out onsite at the Congress bag counter.

Accepted Methods of Payment

All registration fees should be paid in advance in EUR and made out to K.I.T. Group, mentioning WLIC 2013. Please do not forget to indicate your first and last name on the payment. Payments can be made by:

1. Credit Card

Visa, AMEX or Eurocard/Mastercard are accepted. Credit cards are debited in EUR.

2. Bank Transfer

Account Holder: K.I.T. Group GmbH, Commerzbank AG, Kurfürstendamm 237, DE-10719 Berlin

Bank Sorting Code: 100 800 00
 K.I.T. Group Account Number: 05 140 018 08
 SWIFT-CODE: DRESDEFF100
 IBAN: DE55 1008 0000 0514 0018 08
 Reference: Participant number, name, code
 (e.g. WLIC 2013)

Please make sure all bank fees are covered by the submitting account and that the payment is free of charge for the receiver account. Please mention your first and last name and "WLIC 2013" on the bank transfer. All bank transfers must be made by 31 July 2013.

Letter of Confirmation / Payment Receipt

A letter of confirmation / payment receipt will be sent by email once the Congress Secretariat has received the fully completed registration form and the related payment.

Please bring this confirmation to the Congress venue and go directly to the Self Printing Terminals. The barcode on this document will allow you to print your Congress name badge.

General Information

In addition to the payment receipt, general City/Congress information will be sent to all delegates by email approximately six weeks prior to the Congress in addition to being available on the Congress website. This will provide information and advice helping you to prepare for your visit in Singapore and attendance at IFLA WLIC 2013. Please be certain to submit your email address when registering.

Registration Information

Letter of Invitation

Individuals requiring an official Letter of Invitation can request one through the Congress website. The Letter of Invitation does not financially obligate the Congress organisers in any way. All expenses incurred in relation to the Congress are the sole responsibility of the attendee.

Visa Requirements

It is the sole responsibility of the attendee to take care of his / her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications. It is recommended to apply for a visa at least 3 months in advance of the Congress. When the registration has already been paid, the registration fee minus a handling fee of 50 EUR will be refunded after the Congress if the visa was applied for in time, and proof of this, together with an official notice from the embassy confirming that a visa could not be granted, is forwarded to the Congress Secretariat.

Certificate of Attendance

A Certificate of Attendance for regular delegates and students can only be acquired in the designated areas in the congress centre. It cannot be issued after the Congress.

Registration Cancellation Policy

Notification of cancellation must be made in writing and sent to the Congress Secretariat Registration Department by email or fax. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

If the written notification of cancellation is received before 15 May 2013 the paid registration fee less an administration fee of 50 EUR will be refunded. No refunds will be made for cancellations received after this date. Credit will not be given for unattended events or early termination of attendance.

Registration Name Change

A handling fee of 50 EUR will be charged for every name change to an existing Congress registration. A new registration form for the substitute attendee should be submitted, as well as a proof for the reduced fee if applicable. Name changes will only be accepted until the standard registration deadline indicating clearly the new and old name. After the standard registration deadline (14 August 2013), all name changes must be carried out onsite.

Lost Name Badge

The name badge must be worn at all times during the Congress. Access to the Congress facilities will not be granted without a proper name badge. If an attendee loses, misplaces or forgets the name badge, a handling fee of 50 EUR will be charged for a new name badge. Upon handing out a new name badge, the lost badge will become invalid.

Registration Information

Modification of the Congress Programme

The Congress Secretariat and the Congress Organiser reserve the right to modify the programme, which is published as an indication only.

Cancellation of the Congress

In the event that the Congress cannot be held or is postponed due to events beyond the control of the Congress Organisers (Force Majeure) or due to events which are not attributable to wrongful intent or gross negligence of the Congress Organisers, the Congress Organisers cannot be held liable by attendees for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, financial losses, etc.

Under these circumstances, the Congress Organisers reserve the right to either retain the entire registration fee and to use it for a future congress, or to reimburse the attendee after deducting costs already incurred for the organisation of the Congress and which could not be recovered from third parties.

General Terms and Conditions for Library Visits

Full-day Library Visits, Malaysia

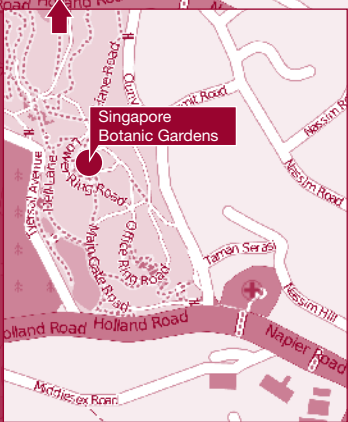
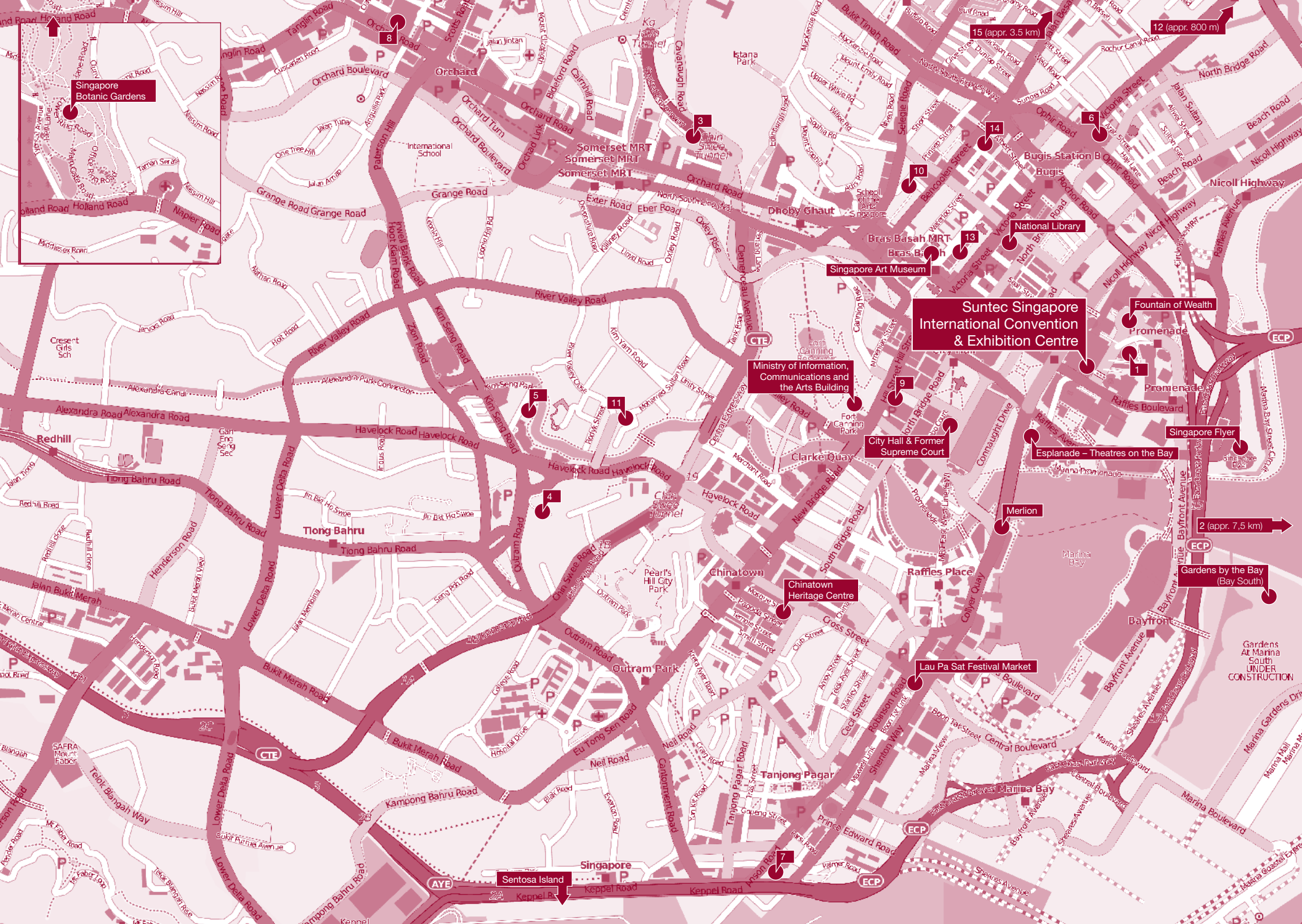
All Full-day Library Visits to Malaysia require pre-registration with a fee and are based on a minimum number of 15 attendees. These visits will take place on a coach with an English-speaking volunteer. Should the minimum number attendees not be reached, the Congress Secretariat reserves the right to cancel the tour and refund the amount paid. Prices may be subject to change for exceptional reasons beyond the control of the Congress Secretariat.

Notification of Cancellation

Notification of cancellation must be made in writing and sent to the Congress Secretariat Registration Department by email or fax. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

If the written notification of cancellation is received before 15 May 2013 the paid fee will be refunded. No refunds will be made for cancellations received after this date. Credit will not be given for unattended library visits.

All buses for Full-day Library Visits to Malaysia, start and end at the entrance of the Suntec Singapore International Convention & Exhibition Centre.



Singapore Botanic Gardens

Suntec Singapore International Convention & Exhibition Centre

Ministry of Information, Communications and the Arts Building

City Hall & Former Supreme Court

Fountain of Wealth

Promenade

Singapore Flyer

Esplanade - Theatres on the Bay

Merlion

Gardens by the Bay (Bay South)

Gardens At Marina South UNDER CONSTRUCTION

Chinatown Heritage Centre

Lau Pa Sat Festival Market

Sentosa Island

15 (appr. 3.5 km)

12 (appr. 800 m)

2 (appr. 7.5 km)

6

3

14

6

10

13

5

11

4

9

1

SAFRA Mount Faber
Blangah
Kampong Bahru Road
Lower Delta Road
Tanjong Pagar
Singapore
Keppel Road
Keppel Island

Hotel Reservation

Reservation

Please note that demand for hotel rooms in Singapore is always very high. In order to avoid disappointment, early bookings are recommended. Telephone reservations will not be accepted.

Hotel accommodation is subject to availability and will be allocated on a first come, first served basis. All rates include breakfast, GST and service.

All reservations must be made using the official booking form. Reservation by email or telephone cannot be accepted.

Should the selected hotel be sold out, the Congress Secretariat Accommodation Department reserves the right to book a hotel in a similar category and price range. Should you plan to arrive at your hotel after 18.00, please inform the Congress Secretariat Accommodation Department at wlic2013-hotel@kit-group.org.

Payment

1. Credit Card

Upon receipt of the hotel booking the Congress Secretariat Accommodation Department will charge a deposit of 35 EUR. The remaining amount due for the entire accommodation costs will be charged on 3 June 2013, and the Congress Secretariat will send out an accommodation invoice.

2. Bank Transfer until 3 June 2013

Account Holder: K.I.T. Group GmbH,
Commerzbank AG, Kurfürstendamm 237,
DE-10719 Berlin

Bank Sorting Code: 100 800 00
K.I.T. Group Account Number: 05 140 018 00
SWIFT-CODE: DRESDEFF100
IBAN: DE77 1008 0000 0514 0018 00
Reference: Participant number, name, code
(e.g. WLIC 2013)

Alternatively a bank transfer for the entire accommodation amount can be made by this date. Please note that all bank transfer costs must be prepaid by the transmitter.

Cheques will not be accepted.

From 3 June 2013, only payments made by credit card will be accepted, which will be debited upon receipt of the booking.

No invoice will be sent until the Congress Secretariat has received full payment.

Should the Congress Secretariat not receive the payment on time or not be able to debit the provided credit card on 3 June 2013, the hotel reservation will be cancelled corresponding to the cancellation conditions.

Please indicate WLIC 2013 Hotel, your name and participant number on all payments.

Confirmation & Invoice

Confirmation of the hotel booking will be sent out upon receipt of the housing request. The invoice will follow after the payment has been made after 3 June 2013.

Hotel Reservation

Changes and Cancellations

All changes and cancellations must be sent in writing (fax, letter or email), to the Congress Secretariat Accommodation Department. Please note that hotels will not accept any changes or cancellations directly.

The Congress Secretariat will retain the deposit of 35 EUR for cancellations received before 3 June 2013.

Regarding cancellations received between 3 June 2013 and 10 July 2013; one full night accommodation cost will be charged by the Congress Secretariat. For cancellations after 10 July 2013 no refunds will be possible. After this date, the full value of reservation indicated on the hotel reservation form will be charged under all circumstances. For a reduction in the length of stay or in case of a no-show, no refunds will be made. The entire number of nights booked on the hotel booking form and confirmed by the Congress Secretariat Accommodation Department will be charged. No-shows will be released at 09.00 the following day, and the accommodation will not be refunded. If the hotel room can be resold, any resulting refunds will be made after the Congress.

Alternative Accommodation

Delegates are welcome to book their own accommodation other than the accommodation service offered by the Congress Secretariat.

Hotel Reservation

No.	Hotel	* Double single use	* Double room	Webpage	**Public transport to SUNTEC Singapore International Convention & Exhibition Centre
5 Stars					
1	Conrad Centennial Singapore	S\$ 450	S\$ 480	http://singapore.conradmeetings.com/	Walk to the Promenade MRT Station and take the train to Esplanade MRT Station. SUNTEC is less than 200m from this station.
4 Stars					
2	Grand Mecure Roxy Hotel	S\$ 270	S\$ 294	http://www.grandmercure-roxy.com.sg/	Walk to the Joo Chiat Rd, Katong Mall bus stop and take bus number 16 to Nicoll Highway, Suntec City. SUNTEC is less than 300m from this station.
3	Holiday Inn Orchard	S\$ 407	S\$ 430	http://www.holidayinn.com	Walk to the Somerset MRT Station and take the train to (CCL) Dhoby Ghaut MRT Station. Change here and take the train to Esplanade MRT Station. SUNTEC is less than 200m from this station.
4	Copthorne King's Hotel Singapore	S\$ 329	S\$ 353	http://www.millenniumhotels.com.sg/copthorne-kingsingapore/index.html	Walk to the Zion Rd, Blk 94 bus stop and take bus number 195 to Raffles Boulevard, Pan Pacific Hotel. SUNTEC is less than 250m from this stop.
5	Grand Copthorne Waterfront Hotel	S\$ 378	S\$ 400	http://www.millenniumhotels.com.sg/grandcopthornewaterfront/index.html	Walk to the Zion Rd, Blk 94 bus stop and take bus number 195 to Raffles Boulevard, Pan Pacific Hotel. SUNTEC is less than 250m from this stop.

Hotel Reservation

No.	Hotel	* Double single use	* Double room	Webpage	**Public transport to SUNTEC Singapore International Convention & Exhibition Centre
6	Landmark Hotel	S\$ 282	S\$ 306	http://www.stayvillage.com/landmark/	Walk to the Bugis MRT Station and take the train to the City Hall MRT Station. SUNTEC is approx. 500m from this stop.
7	M Hotel Singapore	S\$ 320	S\$ 340	http://www.millenniumhotels.com.sg/mhotelsingapore/index.html	Walk to the Palmer Rd, Bef Shenton Way bus stop and take bus number 700 to Esplanade Dr, Esplanade Bridge. SUNTEC is approx. 400m from this stop.
8	Orchard Hotel Singapore	S\$ 340	S\$ 360	http://www.millenniumhotels.com.sg/orchardhotelsingapore/index.html	Walk to the Orchard Rd, Delfi Orchard bus stop and take bus number 36/106/111 to Temasek Boulevard, Suntec Convention Ctr. SUNTEC is less than 100m from this stop.
9	Peninsula Excelsior Hotel	S\$ 306	S\$ 329	http://www.ytchotels.com.sg/peninsulaexcelsior/	Walk to the Bras Basah MRT Station and take the train to Bras Basah MRT Station. Change here and travel to the Esplanade MRT Station. SUNTEC is less than 200m from this stop.
10	Rendezvous Grand Hotel Singapore	S\$ 300	S\$ 330	http://www.rendezvous-hotels.com/singapore/	Walk to the Bras Basah MRT Station and take the train to Bras Basah MRT Station. Change here and travel to the Esplanade MRT Station. SUNTEC is less than 200m from this stop.

Hotel Reservation

No.	Hotel	* Double single use	* Double room	Webpage	**Public transport to SUNTEC Singapore International Convention & Exhibition Centre
11	Studio M Hotel	S\$ 301	S\$ 353	http://www.studiomhotel.com/	Walk to the River Valley Rd, Opp Mohd Sultan Rd bus stop and take bus number 195 to Raffles Boulevard, Pan Pacific Hotel. SUNTEC is approx. 200m from this stop.
12	V Lavender Hotel	S\$ 225	S\$ 240	http://www.vhotel.sg/	Walk to the Lavender MRT Station and take the train to the City Hall MRT Station. SUNTEC is approx. 500m from this stop.
3 Stars					
13	Hotel Grand Pacific	S\$ 339	S\$ 387	http://www.hotelgrandpacific.com.sg/	Walk to the Bras Basah MRT Station and take the train to Bras Basah MRT Station. Change here and travel to the Esplanade MRT Station. SUNTEC is less than 200m from this stop.
14	Ibis Singapore on Bencoolen	S\$ 235	S\$ 253	http://www.accorhotels.com/gb/hotel-6657-ibis-singapore-on-bencoolen/index.shtml	Walk to the Bras Basah MRT Station and take the train to Bras Basah MRT Station. Change here and travel to the Esplanade MRT Station. SUNTEC is less than 200m from this stop.
15	Ibis Singapore Novena	S\$ 220	S\$ 235	http://www.accorhotels.com/gb/hotel-7451-ibis-singapore-novena/index.shtml	Walk to the Thomson Rd, Opp Thomson Med Ctr bus stop and take bus number 851 to North Bridge Rd, Cosmic Insurance Bldg. SUNTEC is less than 500m from this stop.

* All rates are per room and night including GST and breakfast and are indicative and subject to change. Please see final rates when booking online.

** Distances and times indicate approximate travel via public transport to the Suntec Exhibition and Convention Centre.

Accompanying Persons Tours

A half-day sightseeing tour is included in the Accompanying Persons registration package. IFLA and the National Committee are delighted to offer two options for the Accompanying Persons Programme. Tickets for one half-day guided bus tour can be reserved during the online registration process or when registering onsite at the Congress. Please note these tours are subject to availability.

Accompanying Persons Tour 1

Heritage Tour

Date: 19 August 2013

Time: 09.00

Trace the amazing adventures of the early Chinese immigrants with a glimpse of the Chinese culture and local lifestyle. Learn about the rich cultural history of old Chinatown and gain an insight into the appalling living conditions in the dark and cramped quarters of a typical Chinatown shop house in the 1950s. The walking tour involves visits to medical halls, a temple, a wet market with fresh produce and the opportunity to interact with the locals.

Accompanying Persons Tour 2

Garden City Tour

Date: 20 August 2013

Time: 09.00

Discover why Singapore is known as the city in a garden! Visit the National Orchid Garden, home to over 1,000 species and 2,000 hybrids; the HortPark, a one-stop gardening hub of gardening-related, recreational, educational research under one vast canopy in a park setting. Explore Gardens by the Bay: 101 hectares with three waterfront gardens.

Library Visits

Library Visits Programme

The library visits will take place on Friday 23 August 2013.

The assembly place for all library visits will be outside the main entrance of the Suntec Singapore International Convention & Exhibition Centre (please note this is subject to change).

Each group will be met by a volunteer bearing a sign with the name of the Library Visit in question. Buses will collect attendees for Half-day Library Visits within Singapore. Full-day Library Visits to Malaysia require chartered buses for which participants must pay a small fee. Full library descriptions will be available on the Congress website, along with further information.

Half-day Library Visits: Singapore

Half-day Library Visits can be booked onsite only and these visits are subject to availability. Buses will be provided for these visits.

A. National and Public Libraries

	Name of Library	Time
A1	National Library Singapore	Morning Afternoon
A2	Woodlands Regional Library	Morning Afternoon
A3	Jurong Regional Library	Morning Afternoon
A4	Bishan Public Library	Morning Afternoon
A5	Choa Chu Kang Public Library	Morning Afternoon

B. Academic Libraries

	Name of Library	Time
B1	National University of Singapore (NUS) Central Library	Morning
B2	NUS Medical Library	Morning
B3	NUS Music Library	Morning
B4	NUS Science Library	Morning
B5	NUS Chinese Library	Morning
B6	NUS Hon Sui Sen Memorial Library	Afternoon
B7	NUS C J Koh Law Library	Morning

Library Visits

B. Academic Libraries

	Name of Library	Time
B8	Nanyang Technological University (NTU) Lee Wee Nam Library and Business Library	Morning Afternoon
B9	NTU Wang Gungwu Library	Morning Afternoon
B10	NTU Art, Design & Media Library	Morning Afternoon
B11	Singapore Management University Li Ka Shing Library	Morning Afternoon
B12	Temasek Polytechnic Library	Morning
B13	Raffles Institution Hullett Memorial Library & Shaw Foundation Library	Morning

C. Special Libraries and Library Supply Centre

	Name of Library	Time
C1	Library Supply Centre (NLB)	Morning Afternoon
C2	Institute of Southeast Asian Studies Library	Afternoon
C3	Singapore Press Holdings Information Resource Centre	Afternoon
C4	Supreme Court Library	Afternoon

Full-day Library Visit: Malaysia

IFLA and the National Committee are delighted to offer delegates a library visit to Malaysia. It is essential that delegates book this visit prior to the Congress on the IFLA website. Please note delegates are required to pay a small fee for a bus to the destination. There may be a possibility for delegates to book this visit onsite, however, this is subject to availability.

D. Overseas Libraries

	Name of Library	Time
D1	University of Technology Malaysia Libraries* * Price: 25 EUR Register online	Morning Afternoon

Library Visits

Library Name	Description	Time
A1 National Library Singapore www.nl.sg	The National Library is a national knowledge institution empowering individuals and businesses with knowledge and information as it continuously expands its vast array of reference collections and services. It preserves and makes accessible Singapore's literary and publishing heritage and intellectual memory through the Lee Kong Chian Reference Library occupying seven floors (from Levels 7 to 13) with a floor area of 60,000 square metres. The Lee Kong Chian Reference Library, named after Dr Lee Kong Chian, in honour of the Lee Foundation's S\$60 million donation, aims to be the premier resource for works on or about Singapore and the region for local and overseas researchers and academics.	Morning Afternoon
A2 Woodlands Regional Library www.pl.sg	Woodlands Regional Library, officially opened on 28 April 2001, is NLB's first full-fledged regional learning and information hub built to serve the cultural, educational, and informational needs of the communities in the northern sector of Singapore. The library is co-located with the Woodlands Civic Centre, with a total floor area of 11,000 square metres. The library has an extensive collection of print and non-print items in the network of public libraries. It has a collection size of about 475,000 volumes of print and audio-visual materials, more than 700 periodicals and over 30 international newspapers, and all local newspapers. Woodlands Regional Library has a distinct Children's collection, including resources on Asian Children's Literature for parenting materials and educators. In keeping with the theme of nature,	Morning Afternoon

Library Visits

Library Name	Description	Time
A3 Jurong Regional Library www.pl.sg	the Children's section is designed as a Reading Park to provide an environment conducive for families to read together. The décor boasts an enchanted tree and animal-dominated murals. Woodlands Regional Library has recently undergone a refresh exercise to upgrade its library environment. It also houses NLB's first thematic collection on early education and the prized Asian Children's Literature. Jurong Regional Library was officially opened on 4 June 2004 after it completed a round of refurbishment that same year to upgrade the Jurong East Community Library into a regional library. As the third regional library under the National Library Board's network of public libraries, the library has four storeys and a basement, with a gross floor area of 12,000 square metres. This makes it Singapore's largest public library. The two wings of the building are linked by the main atrium. With the expansion of space and facilities from the previous library building, this regional library is well poised to serve the cultural, educational and information needs of the community in the western region of Singapore. Strategically located within the Jurong East Industrial and Business Hub, the library serves as an urban development model for a creative, entrepreneurial, vibrant, culturally rich and technologically savvy community. One of its objectives is to identify and catalyse projects to promote the fusion of the arts, business and technology so as to unlock the collective creativity of the community and to achieve a new level of connectedness.	Morning Afternoon

Library Visits

Library Name	Description	Time
	<p>Jurong Regional Library is the first library in Singapore to offer a dedicated Teens Library service called “Verging All Teens (V.A.T.)”, a library space created for teens, by teens, to inspire teens. Taking up approximately 1,200 square metres on the fourth level, VAT has a distinct comics, manga and graphic novels collection in both English and Chinese. Single-word signs and zoning rationale, for example, Oasis, Coollections, Stage, Multimedia, Earth, were conceptualized by the teens and allow for the areas within the space to be easily identified. Black shelves, that are different from the rest of the library provides a unique identity and a contemporary look to the space. VAT won the 2010 Japan Creation Award for its innovative approach and space to connecting with and engaging the youth.</p>	
A4 Bishan Public Library www.pl.sg	<p>Bishan Public Library was officially opened on 1 September 2006. It aims to serve the general information and recreational needs of the community of families, students, and general users through collections such as fiction, recreation, health, family and parenting, and business-related topics within an approximate gross floor area of 4,000 square metres spread over five levels.</p> <p>Bishan is a bustling residential area. The library is strategically located near the Bishan MRT Station and serves the residents of Bishan, Marymount, and Upper Thomson.</p> <p>Its unique features lie with a concept that excites children while delighting adults. The metaphor of</p>	<p>Morning</p> <hr/> <p>Afternoon</p>

Library Visits

Library Name	Description	Time
	<p>a tree house is invoked through individual pods in the building’s main façade and atrium to create more private spaces. They act as spaces for quiet reflection by individual users.</p>	
A5 Choa Chu Kang Public Library www.pl.sg	<p>Choa Chu Kang Public Library was officially opened on 22 February 1997. It was located on the third storey of Lot 1 Shoppers Mall and relocated to Level 4 within the same mall on 21 November 2008 with a bigger space. This is the largest shopping mall library in Singapore. This concept of a ‘shopping-mall-library’ provides the residents with the convenience of shopping and borrowing books from a library with a visit to the neighbourhood shopping mall. The shopping mall is served by the Choa Chu Kang MRT and LRT Stations and Choa Chu Kang Bus Interchange which are next to the building.</p> <p>The library serves a large working class population focusing on self-improvement, daily living, and work-related needs. There is a high percentage of loans for children’s and Chinese language books.</p>	<p>Morning</p> <hr/> <p>Afternoon</p>

Library Visits

Library Name	Description	Time
B1 NUS Central Library http://libportal.nus.edu.sg/frontend/ms/central-library/about-central-library	<p>The Central Library hosts a multi-disciplinary collection that serves primarily the staff and students from the Faculty of Arts and Social Sciences, the Faculty of Engineering, the School of Computing, and the School of Design and Environment. The Central Library is the largest library in the NUS Libraries system and has a collection of 1.5 million volumes and over 4,000 current journal subscriptions housed in a six-storey complex.</p> <p>The Central Library is home to the Singapore/Malaysia Collection, a prized collection of primary and secondary sources. The value of this collection lies in its broad and in-depth coverage of the economic, geographical, historical, political, and social developments of Singapore, Malaysia, Brunei and the Association of Southeast Asian Nations (ASEAN) as an entity.</p> <p>The Singapore/Malaysia Collection is an excellent complement to the National Library's collection on Singapore and Southeast Asia and the resources of the National Archives of Singapore. Together, the three make for a magnificent resource for researchers interested in Singapore and the region, and forms an important part of our national heritage.</p>	Morning
B2 NUS Medical Library http://libportal.nus.edu.sg/frontend/ms/medical-library/about-medical-library	<p>The Medical Library is one of the seven NUS libraries. It is the oldest special library whose origin can be traced back to 1905 when the Straits and Federated Malay States Government Medical School was set up. The library caters to staff and students from the Yong Loo Lin School of Medicine, Faculty of Dentistry, Alice Lee Centre for Nursing</p>	Morning

Library Visits

Library Name	Description	Time
	<p>Studies, Department of Pharmacy and Duke-NUS Graduate Medical School. Besides NUS staff and students, the largest medical library is also widely used by the medical and related communities in Singapore.</p> <p>The role of the Medical Library has evolved over the years. From merely providing information in the form of printed books and journals, it now provides medical and related resources in different formats including electronic and multimedia to support staff in their teaching and research, and students in their study, learning, research, and professional training.</p> <p>In its recent history, the former two-storey Medical Library building was demolished in 2007 and was co-located with the Science Library. In December 2011, Medical Library moved to its new premises on Level 5 of the Centre of Translational Medicine, on the same plot of land as the former Medical Library. Besides a thirty-seater training room, new perks offered by the Medical Library include 3 discussion rooms, one with movable furniture, and a 24-hour Reading Area opened to all staff and students. Students have deemed Medical Library to be "providing a conducive environment for us to study and prepare for our training to be good doctors."</p>	

Library Visits

Library Name	Description	Time
B3 NUS Music Library http://libportal.nus.edu.sg/frontend/ms/music-library/about-music-library	<p>The Music library is situated on the ground floor of the Yong Siew Toh Conservatory of Music building and it is the youngest of all NUS Libraries. It was opened in July 2006.</p> <p>The collection is focused on western art music tradition. As of June 2012, there are over 7,500 books, 23,000 music scores, 11,000 CDs, 1,200 DVD titles and 170 journals. There are listening and multimedia viewing stations as well as computers in the library.</p> <p>As a general guide, CDs, DVDs, and Current Journals are found on Level 1. Books, full scores, bound journals and collected works of composers are located on Level 2. Part scores of chamber music are located in the library office, as are CDs and DVDs.</p>	Morning
B4 NUS Science Library http://www.lib.nus.edu.sg/slb	<p>The Science Library began operating on 19 May 1986 as a special library. Located in the Bio-Science Complex, it hosts a rich science collection and serves the needs of the staff and students of the Faculty of Science, the Graduate School of Science, and the various Research Institutes.</p> <p>The Science Library is the second largest library in the NUS Libraries system and has a collection of 300,000 volumes and over 1,000 current journal subscriptions housed in a four-storey complex. Its collection focuses on the biological and life sciences, chemistry, mathematics, statistics and applied probability, materials science and physics.</p>	Morning

Library Visits

Library Name	Description	Time
B5 NUS Chinese Library http://libportal.nus.edu.sg/frontend/ms/chinese-library/about-chinese-library	<p>NUS Chinese Library, established in 1953, is one of the special libraries within the NUS Libraries system. The primary purpose of the Chinese Library is to support the teaching and research of the Department of Chinese Studies and Department of Japanese Studies. It is notable for its strengths in traditional thread-bound Chinese books, Four Treasure Library series, Chinese newspapers published outside China, Taiwan, Hong Kong and Macau, rare Chinese periodicals during the Republic of China, and Southeast Asian Chinese Studies materials.</p> <p>As of June 2011, the Chinese Library has a combined collection of nearly 574,000 volumes of Chinese and Japanese materials. The collection forms one of the largest library resources of its kind in Southeast Asia. As for Chinese materials alone, the 505,540 volume-strong collection makes it one of the largest Chinese academic collection outside China, Taiwan, Hong Kong and Macau.</p>	Morning
B6 NUS Hon Sui Sen Memorial Library http://libportal.nus.edu.sg/frontend/ms/hon-sui-sen-memorial-library/about-hon-sui-sen-memorial-library	<p>The Hon Sui Sen Memorial Library is a Business Library within the NUS Libraries. It is built from public funds raised by the Havelock Constituency and the Civil Service in memory of the former Finance Minister of Singapore, Mr Hon Sui Sen, for his selfless dedication to Singapore. It was opened for service on 15 June 1987.</p> <p>The three-storey building occupying a floor area of about 6,100 square metres caters primarily to the NUS Business School. A conference room, auditorium and multi-function hall are spaces for the School to conduct their events and for the</p>	Afternoon

Library Visits

Library Name	Description	Time
	<p>MBA students. The unique collection focusing on business, finance and management and includes Singapore and Malaysia company annual reports and working papers.</p> <p>A special highlight of the Library is the Hon Sui Sen Room which houses the memorabilia of Mr Hon featuring the bird and orchid series money notes signed by him, handwritten notes by his daughter on solving the rubic puzzle as well as Mr Hon's office furniture during his term as the Minister of Finance.</p>	
B7 NUS C J Koh Law Library http://libportal.nus.edu.sg/frontend/ms/c-j-koh-law-library/about-c-j-koh-law-library	<p>The Law Library was established in September 1957. It was then part of the former Raffles College (now the Bukit Timah Campus). In April 1980, the library moved to new premises at Kent Ridge and was later renamed the C J Koh Law Library on 1 January 2001 in appreciation of the late Mr Koh Choon Joo's generous donation to upgrade its facilities and collection.</p> <p>In August 2006, the Law Library made its historic return to its first home at Bukit Timah. The C J Koh Law Library building was gazetted as a national monument on 11 November 2009.</p> <p>The strength of the collection lies in the common law and Singapore legal resources are acquired comprehensively. The library also has extensive collections of legal resources from Australia, Canada, India, Malaysia, New Zealand, the United Kingdom, and the United States of America. Over the years, the library has also developed collections on international and comparative law, international trade law as well as the laws of the European Community.</p>	Morning

Library Visits

Library Name	Description	Time
	<p>The C J Koh Law Library is the largest law library in Singapore and boasts one of the largest collections in the Asia-Pacific region. As of June 2011, the library had a collection of 123,942 volumes and current subscriptions to 3,247 periodicals. Major legal databases also form part of the library's collection.</p>	
B8 NTU Lee Wee Nam Library http://www.ntu.edu.sg/library/	<p>Lee Wee Nam Library</p> <p>This is the NTU flagship library building and was named in recognition of a generous donation by the family of the late Mr Lee Wee Nam. LWN Library houses the Engineering and Science collections and the Library administration. This well-photographed building has reading spaces to cater to group discussions and learning (Learning Commons) as well as individual quiet reading. The window seats, particularly on Level 5, overlook the green campus surroundings and have an excellent view of Jurong West and even parts of the Straits of Johor.</p> <p>Business Library</p> <p>This library houses the core business collection comprising books and journals in the fields of accounting, banking, business law, entrepreneurship, finance, hospitality management, international business, management, marketing, and strategy. It also holds the main audio-visual collection comprising music albums as well as video titles in all subject areas and genres. Ample workstations and media viewing rooms (including a mini Cinema) are provided for the listening and viewing pleasure of these audio-visuals. Distributed over four floors, the Business Library is a popular place for many students as it has quiet spaces and individual study rooms as well as a Learning</p>	Morning Afternoon

Library Visits

Library Name	Description	Time
	Commons which provide discussion pods and workstation clusters ideal for collaborative work. In addition, there are rooms available for language learning and an area for engaging in career research work. Students can also access selected financial databases at the Business Lounge.	
B9 NTU Wang Gungwu Library http://www.ntu.edu.sg/library/	Wang Gungwu Library is a special library on overseas Chinese studies. It was formerly the Resource Centre of the Chinese Heritage Centre and was renamed Wang Gungwu Library in recognition of the Professor's contribution to research on overseas Chinese and his generous donation of 20,000 volumes to the Centre in 2003. Since 2007, its operation has been managed by NTU Library and it is now part of the university's library system. The library focuses on collecting materials related to overseas Chinese, covering the fields of history, literature and philosophy, genealogical records, school magazines, Chinese clan association publications, and early Chinese text books in Southeast Asia. Currently it has about 50,000 books and periodicals in both Chinese and English languages.	Morning Afternoon
B10 NTU Art, Design & Media Library http://www.ntu.edu.sg/library/	The NTU Art, Design & Media Library is located within the School of Art, Design & Media and is specifically designed to reflect the creative and artistic nature of its environment. It houses a growing collection of resources in the visual arts, architecture, drawing, design, illustration, painting, photography and a strong collection of AV materials. Interesting areas in the library include a mini cinema, individual AV viewing carrels, a	Morning Afternoon

Library Visits

Library Name	Description	Time
	flexible seating space and a large, writable black glass wall.	
B11 Singapore Management University – Li Ka Shing Library http://library.smu.edu.sg	The Li Ka Shing Library is the centre for the academic and professional knowledge resources and services to support the research and learning needs of the Singapore Management University community. Centrally located in the City Campus, the library building offers a range of work spaces including open areas for individual or collaborative use, quiet individual carrels, project rooms for four to six students equipped with LCD panels, and a cafe within the library for study breaks. The four floors together comprise about 11,000 square metres of space and about 8,800 square metres of public space. The library is also proud for being innovative and creative in creating new spaces and providing a wide range of services to its users.	Morning Afternoon
B12 Temasek Polytechnic Library http://spark.tp.edu.sg	Temasek Polytechnic Library, an eleven-storey building located in the centre of the campus, houses a wide-ranging collection and provides a whole host of facilities and services to meet the teaching, learning, and enrichment needs of its staff and students. With a collection size of 250,000 items, the library is constantly enhancing its collection of books, AV titles, journals, and magazines. Besides academic titles, leisure reading materials are available in the form of fiction, lifestyle magazines and books at the Lifestyle Floor. The Lifestyle floor houses facilities such as the Cable TV Room and the Podium where regular performances are held. Other facilities that can	Morning

Library Visits

Library Name	Description	Time
	<p>be found on this and other floors include Internet PCs equipped with MS applications, scanners, printers, and photocopier machines. Project and study rooms, reading carrels, and tables are also readily available.</p> <p>In addition, the Library Portal features a wide selection of online videos, databases, e-books, e-exam papers, e-archives of corporate memories and more. The library is also at the forefront of social media endeavours with its presence in facebook, wikis, and blogs. The library also has mobile apps for the convenience of its members to access library resources and information anywhere, any time from mobile devices.</p> <p>The library also provides the heartware that makes learning a positive experience. Lifelong information searching skills are instilled in the students in the form of on-site user education classes and PASS (Project Advisory Services for Students) where students are given guidance throughout the research process via various kinds of research assistance.</p>	
B13 Raffles Institution Hullett Memorial Library & Shaw Foundation Library www.ri.edu.sg	Raffles Institution (RI), founded in 1823 by Sir Thomas Stamford Raffles, is a premier educational institution in Singapore for boys (aged 13-18) and girls (aged 17-18). The Institution's two libraries, the Hullett Memorial Library, the oldest library in Singapore, and the modern Shaw Foundation Library, collectively house a collection of more than 120,000 items and e-resources. Together, they support the teaching, learning and research needs of the school's 350 academic staff and 4,000 students. RI's libraries strive to be on the leading-edge of school library services in Singapore.	Morning

Library Visits

Library Name	Description	Time
C1 Library Supply Centre, NLB http://www.librarysupplycentre.sg/	Library Supply Centre (LSC) houses the Resource Discovery & Management (RDM) Group, and is where the selection, acquisition, licensing, cataloguing, processing, and distribution of NLB's physical and electronic collections take place. It also manages legal deposit, gifts and exchange, donations, digitization, preservation and conservation of heritage collections. Occupying a total floor area of 7, 252 square metres, it houses more than 800,000 heritage materials and five in-house storage facilities where special materials are being kept under a temperature and RH-controlled environment. The RDM Group supports NLB's network of Public Libraries, the National Library, and libraries of corporate clients and aims to serve, share and expand the National Library Board's knowledge network, while being the preferred provider of library technical services.	Morning Afternoon
C2 Institute of Southeast Asian Studies Library http://www.iseas.edu.sg/library.html	The ISEAS Library, which was established in 1967, is a unique de facto regional library and information centre on Southeast Asia. It houses an excellent print and multimedia collection of Southeast Asian materials on the applied social sciences in Southeast Asian and East Asian languages, English, and other European languages, dating from the seventeenth century.	Afternoon
	While the collection emphasis is on contemporary Southeast Asia, the library has also a large collection of archival titles in microform and print, audiovisual, published and ephemeral material. The Private Archives Collection of the library contains materials deposited by prominent personalities of the region including David Marshall, S. Rajaratnam and Tan Cheng Lock. In	

Library Visits

Library Name	Description	Time
	<p>addition, the library also houses a multimedia collection of audiovisual, photographs, and slides on ethnicity, habitat, culture and traditions of South-east Asia.</p> <p>The library supports the research programmes of its parent institution, and serves in-house researchers, visiting scholars, researchers, and specialists. It is also open to government officials, postgraduate students, professionals, the business and diplomatic communities, and any person interested in Southeast Asian studies.</p>	

C3	<p>Singapore Press Holdings Information Resource Centre http://www.sph.com.sg</p> <p>The Singapore Press Holdings Information Resource Centre is a corporate library serving the editorial and corporate needs of staff of Singapore Press Holdings Ltd. Its collection centres on the newspaper publications of Singapore Press Holdings such as The Straits Times, The Sunday Times, Business Times, Lianhe Zaobao, and Lianhe Wanbao. The collection includes hardcopy newspapers, microfilm, news clippings, picture negatives, hardcopy and digital pictures, electronic newspaper database, and videos.</p> <p>The tour will have two parts:</p> <p>i. Visit to SPH Print Centre (Jurong) where the newspapers of the Singapore Press Holdings group are printed. Delegates may be able to see the printing presses at work. Address: 2 Jurong Port Road SPH Print Centre Singapore 619088</p>	Afternoon
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Library Visits

Library Name	Description	Time
	<p>ii. Tour of SPH IRC (Toa Payoh North) – briefings by SPH IRC, IBU (Internet Business Unit) and ST Press. This tour will include a briefing and visit to The Straits Times RazorTV, an online television service that broadcasts from SPH's Multimedia Centre.</p>	

C4	<p>Supreme Court Library http://www.supremecourt.gov.sg</p> <p>The Supreme Court Library was set up to meet the information needs of the Judges and Judicial Officers of the Supreme Court. It moved from the old Supreme Court Building to City Hall Building in June 1991 and to its present location in June 2005, and has a floor area of 1,624 square metres. It has a total collection of approximately 45,000 volumes which includes a comprehensive collection of common law statutes, established journals, leading law reference books and law reports from thirteen countries ranging from United Kingdom, Australia, United States to South Africa. The library also provides access to an extensive range of electronic databases such as LexisNexis, Westlaw and Lawnet.</p>	Afternoon
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Full-day Library Visit: Malaysia

D1	<p>University of Technology Malaysia Libraries* http://utm.my/psz</p> <p>University of Technology Malaysia libraries play active roles in providing access to information to support the university's teaching, learning, research, consultancy, and publication activities. There is a wealth of material of almost one million printed volumes and more than one million of high quality electronic resources.</p> <p>The main library, Perpustakaan Sultanah Zanaiah (PSZ), is centrally located at the University of Technology Malaysia (UTM) main campus in</p>	<p>Morning</p> <p>Afternoon</p> <p>*Price: 25 EUR Register online</p>
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Library Visits

Library Name	Description	Time
	<p>Skudai, Johor Bahru, while a newly-built research library is located approximately 3 km away. Besides that, there is branch campus library at the UTM International Campus, Kuala Lumpur, and other smaller libraries in several faculties, learning centers, and Centers of Excellence in both Johor Bahru and Kuala Lumpur campuses.</p>	
	<p>The UTM libraries feature high-technology IT facilities which are well-blended with a relaxing and conducive learning and research ambiance. The services are geared not only toward fulfilling the needs of University of Technology Malaysia academic community but also catering research and development information needs of business and corporate sectors around the country.</p>	
	<p>PSZ has received various awards as recognition for excellence in its management and services. It has been chosen as the recipient of the first Vice-Chancellor's Quality Award in 1999. In 2005, PSZ was declared the first recipient of the Excellent Library Award by the Librarians Association of Malaysia for its distinction in providing excellent service, in educating library users and for its involvement in community service. 10 July 2007 marked a significant date when UTM became the first Malaysian Public University to implement the "Open Access Policy" for its academic materials through UTM libraries.</p>	

Congress Tours

Tours During Congress

Should your schedule allow, there are many sights to see in Singapore and the surrounding areas. A number of tours are on offer during and after the Congress. Tours can be booked directly with the tour operator via a link on the Congress website or at the tour desk located in the registration area in the Congress venue. The meeting place for all tours will be at the entrance of the Suntec Singapore International Convention & Exhibition Centre.

* *Prices are per person.*

* *Full booking details will be available via the Congress website.*

* *Please note all tours and prices are subject to change.*

City Tour with Flyer

Price per person: S\$ 55
Duration: 4 hours

Drive through the colonial district and stop at Merlion Park, the oldest Chinese temple in Chinatown and a local handicraft centre. Proceed to the National Orchid Garden, located within the Singapore Botanic Gardens, which boasts a sprawling display of 60,000 orchid plants. The final stop at Little India will enchant you with the scent of joss sticks, jasmine and spices.

East Coast & Changi

Price per person: S\$ 30
Duration: 3.5 hours

Soak in the rich cultural heritage of the Malays at the Malay Ethnic area. Your guide will recount stories of the collective spirits that rose through the darkest times of World War II as you proceed with a tour of Changi Chapel and Museum. A drive through the rustic and laid-back Changi Village to see the relaxing side of Singapore provides a contrast to your final stop at Tampines New Town, a typical heartland township of present day Singapore.

Morning @ the Zoo

Price per person: S\$ 40
Duration: 4 hours

The tour will bring you north to Mandai for a visit to one of the world's most spectacular zoos. The Singapore Zoo, with over 28 hectares, is a haven to over 2,100 mammals, birds and reptiles including some rare and endangered species. It uses natural barriers like streams, rock walls and vegetation to separate animals from visitors creating an "open zoo" effect. Experience this new concept in animal-keeping highlighted by beautiful landscaping and very few cages from the comfort of your tram. Breakfast is also included in the tour.

Congress Tours

Jurong Bird Park

Price per person: S\$ 37
Duration: 4 hours

Home to 8,000 birds of 600 species, Jurong Bird Park spans 20.2 hectares of lush greenery. Visit the world's largest aviary, Lory Flight Aviary. Ride on the Panorail for a panoramic view of the Park and into a tropical world of jungle mists at the African Waterfall Aviary. Enjoy the spectacular Penguin Expedition and Birds and Buddies Show at the Pools Amphitheatre. The Bird Park's exhibits and aviaries closely resemble the natural habitats of the birds.

Morning @ Sentosa

Price per person: S\$ 60
Duration: 4 hours

Sentosa - an island of peace and tranquillity is just minutes away from the main island of Singapore. Visit Images of Singapore to experience the colourful culture and vibrant heritage of Singapore. See the oceanarium at Underwater World Singapore and the Dolphin Lagoon with adorable pink dolphins performing their natural antics such as spy-hop, tail-flapping and vocalisation. Enjoy a cable car ride from Sentosa to Mount Faber for views of the beautiful cityscape.

Night Safari

Price per person: S\$ 72
Duration: 4 hours

The world's First Night Safari in 40 hectares of secondary jungle unfolds the mystery and drama of the tropical jungle after dusk with stunning effect. See nocturnal animals in their natural habitat under subtle moon glow lighting. Roam the jungle in the complete safety and comfort of a tram that takes you through the East and West Loop from the Himalayan Foothills to the Southeast Asian Rainforest and Indian Subcontinent. View some of the animals at closer quarters on a walking trail and enjoy dinner as part of the tour.

Singapore by Night

Price per person: S\$ 69

Visit Clarke Quay, Singaporean's latest sunset haunt. En route to the "Fountain of Wealth", the world's largest fountain, see the beautiful sight of the central business district via Benjamin Sheares Bridge. Explore the night market or 'pasar malam' at Bugis Street for bargains you never imagined. The last stop is at Raffles Hotel for a "Singapore Sling". A night experience not to be missed.

Congress Tours

Post-Congress Tours

Post-congress tours can be booked directly with the tour operator via the IFLA website or at the tour desk in the Congress Venue.

2-day Malacca Tour

Singapore/Malacca/Singapore

Date: 24 - 25 August 2013
Time: 08.00
Price: S\$705 by car (Twin-share),
Minimum 2 Persons
S\$515 by minivan (Twin-share),
Minimum 6 Persons

The journey takes you across the famous Causeway and into the city of Johor Bahru. While travelling, admire the rural countryside, cultivated areas of oil palm, rubber and small holdings of vegetable and fruit plantations. En route, enjoy a refreshment stop at a town in the state of Johor. On arrival in Malacca, check-in at the Equatorial Hotel (1 night). Commence a historical city tour on foot visiting the various heritage sites such as St's Paul Hill, Porta De Santiago, Cheng Hoon Teng Temple and Jonkers Street, also known as "Antique Street". The next day, after breakfast, return to Singapore.

Price Includes:

- 2-day charter of vehicle (car or minivan)
- Services of a qualified Malaysian guide in Malaysia (guide will meet you at Johor Checkpoint)
- Accommodation and meals for driver and guide
- 1 night room/breakfast at Equatorial Hotel
- Applicable taxes

2-day Bintan Island

Singapore/Bintan/Singapore

Date: 24 - 25 August 2013
Time: 08.00
Prices: start from S\$490 per person
per night, range of hotels available*
(Tour operates with a minimum of 6 adults.)

Situated less than an hour away from the modern and culturally vibrant city of Singapore via comfortable catamarans, Bintan Resorts is located on the largest of Indonesia's enchanting Riau islands in the South China Sea. Experience endless beaches, a wide variety of international-class resorts, and a refreshing host of tropical holiday activities. Discover a holiday within a holiday, when you visit Singapore and Bintan Resorts today!

Price Includes:

- Return transfers to Singapore
- Return ferry: TMFT/ BBT / TMFT (Exclude taxes)
- Return transfers in Bintan: BBT / hotel / BBT
- Choice of accommodation with private facilities
- Applicable taxes

General Information A - Z

Airport

Singapore Changi Airport is on the eastern tip of Singapore and it is located about 20-30 minutes from the city centre by taxi.

Airport Transfer

Airport Shuttle

There is an airport shuttle bus service which serves most hotels in Singapore. The cost of a ticket is approximately S\$9.00 per adult.

Free Airport Shuttle

There are also free shuttle bus services from Ang Mo Kio, Sengkang, Toa Payoh MRT stations and Changi Business Park, going to Singapore Changi Airport and back.

Public Bus

The number 36 public bus service brings you to the city centre. A single fare costs below S\$2.00 and takes about an hour. Bus stops are located at the basement bus bays of Terminals 1, 2 and 3. As no change will be given, it is recommended to prepare the exact fare.

Taxi

Taxis are available at the taxi stands at the Arrival level of each Terminal. The journey to the city is estimated to cost between S\$18.00 and S\$38.00 and takes approximately 30 minutes. Fares are metered and there is additional airport surcharge for all trips originating from the airport.

S\$5.00 airport surcharge - 17.00-24.00 (Fridays to Sundays)

S\$3.00 airport surcharge - all other times
Midnight surcharge of 50% of final metered fare - 24.00-06.00 (daily)

Train (MRT)

To get to the city, passengers need to transfer to the west bound train at Tanah Merah train station. The last train service leaving Changi Airport station which would allow a transfer to the last west bound train at Tanah Merah station is scheduled at 23.18.

Further information can be found on the Changi Airport website, <http://www.changiairport.com/getting-around/to-and-from-the-airport>.

Banks and Exchange Offices

Banking hours are as follows:

Monday – Friday:	10.00-15.00
Saturdays:	09.30-13.00 (some banks open until 15.00)
Sundays:	09.30-13.00 (only applies to some bank branches along Orchard Road)

Climate

Singapore is warm and humid all year round. The daily average temperature is 28°C. The average daytime temperature is 31°C (88°F), dropping to around 24°C (75°F) in the evenings. Abundant rainfall can be expected during monsoon season from June to August, as well as December to March. Most buildings are air conditioned (sometimes to the point that bringing a sweater may be advisable).

General Information A - Z

Culture and Entertainment

Diversity doesn't get any wider than in Singapore. Being a multiracial society, Singapore is home to a collage of communities, cultures and religions, each accompanied by a rich heritage that dates far back. Beyond just co-existing with one another, there is also mutual respect and this can be seen in daily interactions and festive celebrations. As night falls, Singapore takes on another persona to offer a vibrant array of nightlife and entertainment choices. There are nightclubs, bars and lounges, and live entertainment venues.

Currency

The currency used in Singapore is the Singapore dollar (S\$ or SGD). Money changing services can be found not only at the Singapore Changi Airport but also most shopping centres and hotels around the island. Automated teller machines (ATMs) are located everywhere in Singapore and they accept most main credit cards such as Visa, MasterCard and American Express. The US and Australian Dollars, as well as the Japanese Yen, the British Pound and the Euro are also accepted in many major shopping centre and department stores.

Electricity

Singapore uses 220-240 volts AC, 50 cycles per second. Power plugs are usually of the three-pin, square-shaped type.

Emergency Numbers

General Emergencies:	999
Police:	999
Ambulance and Fire:	995

Food and Drink

With its rich multicultural heritage, the city serves up a true melting pot of flavours and foods. Singapore's cultural diversity is reflected in the array of local cuisines on the menu – Chinese, Malay, Indian and Peranakan among others. Singapore also offers a wide range of international cuisines – from Mongolian and Korean food to Italian and French food and much more.

Health and Medicare

Healthcare in Singapore is of a high quality. There are physicians and hospitals in the city centre. Pharmacists are available from 09.00 to 18.00 and can be found in major shopping centres. For further information, see the Singapore Medicine website, www.singaporemedicine.com

Insurance

Attendees are advised to arrange their own adequate travel and medical insurance against medical treatment, accidents, cancellation of bookings, etc. No responsibility will be accepted by the Congress Organisers.

General Information A - Z

Internet

Attendees will have access to free Wi-Fi at the Congress venue.

Language

The four official languages are English, Malay, Mandarin and Tamil. English is the working language and is widely spoken throughout Singapore.

Lunches and Refreshments

Lunches and refreshments are not included in the registration fees. However, attendees can purchase a variety of food and beverages in the various food courts at the Congress venue.

Passports, Visas and Letters of Invitation

Attendees requiring a Letter of Invitation in order to attend the Congress are asked to visit the Congress website for an online personalised Letter of Invitation. This must be submitted to the relevant embassy together with a copy of your registration confirmation.

Most foreigners coming into Singapore do not require visas for entry and may be given social visit passes for up to 30 days upon their arrival in Singapore. However, it is the sole responsibility of the attendee to take care of his/her visa requirements and it is best to consult your local consular office for the latest information with regards to entering Singapore. Attendees who require an entry visa must

allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications. It is recommended to apply for a visa at least 3 months in advance of the Congress.

Shopping and Opening Hours

Opening hours vary; the standard is from 10.00-21.00. There is late-night shopping on selected days as well, when shops are open until 23.00.

Simultaneous Interpretation

Simultaneous interpretation services will be available in seven languages: English, French, German, Russian, Spanish, Chinese (Mandarin) and Arabic. This service will be available for the Opening Ceremony, the Closing Session and other selected sessions. Please look for the SI mark in the Congress Programme.

Smoking

Smoking is prohibited in air-conditioned areas such as shopping centres, restaurants, entertainment outlets and cinemas, on the SMRT (Singapore Mass Rapid Transit system), public buses, taxis and in lifts. There is also a smoking ban imposed on public eateries and within a five-metre radius from most building entrances, except for allocated smoking areas that are clearly marked with bright yellow paint. A maximum fine of S\$1,000 may be imposed on first-time offenders.

General Information A - Z

Tax Refund Schemes

While you are in Singapore, it is possible to get a refund on the seven percent Goods and Services Tax (GST) on purchases. This is possible with retailers who display the "Tax Refund" logo and when you spend S\$100 or more in a single receipt. GST is refunded directly to you at selected retailers, Changi International Airport or Seletar Airport on goods that are brought out of Singapore. A handling fee for the refund service may be deducted from the GST amount. Please note that tax refund is available for departure by air only. Refunds are available via the Electronic Tourist Refund Scheme (eTRS).

Taxis

The most convenient way around in Singapore is using taxis. In most parts of Singapore, it should be easy to hail a taxi without any problems. For groups or for those carrying a load of shopping or luggage, booking a taxi to a designated location is recommended.

Major taxi companies include:

Comfort Transportation Pte Ltd / CityCab Pte Ltd:	Tel.: +65 6552 1111
Premier Taxis Pte Ltd:	Tel.: +65 6476 8880
Maxi Cab:	Tel.: +65 6535 3534
SMRT Taxis:	Tel.: +65 6555 8888

Telephone and Postal Services

Singapore's international dialling code is + (65).

Singapore Post has about 1,300 postal outlets island-wide for your convenience and most of the branches are open Monday through Friday from 08.30 to 17.00 and until 13.00 on Saturday. For more information visit <http://www.singpost.com/>

Tipping

Tipping is appreciated but not common practice because most hotels and restaurants in Singapore already levy a 10% service charge on customers' bills. Taxis are metered and there is no need to add a tip beyond the reading.

Tourist Information Office

Singapore Visitors Centre (SVC) at Arrival Halls in Changi Airport Terminals 1, 2 and 3

Opening Hours: 06:00-24:00 daily (T3 until 02.00)
Nearest MRT Station: Changi Airport (CG2)

Singapore Visitors Centre @ Orchard

Opening Hours: 09.30-22.30 daily
Nearest MRT Station: Somerset (NS23)

General Information A - Z

Transportation

By Car

All drivers of foreign-registered vehicles can drive into Singapore for a maximum of 10 days in each calendar year without having to pay VEP (vehicle entry permit) fees. However, toll charges still apply. Toll charges are calculated on a per trip basis, to be paid on arrival and departure at the Tuas Checkpoint, but only on departure at the Woodlands Checkpoint. For further information, please visit www.yoursingapore.com

By Train

Besides being Singapore's mass rapid transit operator, SMRT also runs bus services primarily in northern parts of Singapore. SMRT also operates the popular NightRider service, which is a safe and affordable alternative transport option for commuters who spend weekends partying till late. The seven late-night routes operate from the city to different housing estates of Singapore between 11:30-04:00. Whether you travel with SBS Transit or SMRT, you can either use cash or purchase an ez-link card from any Transitlink Ticket Office in Singapore with a minimum stored value of S\$10.00. For more information, please visit www.smt.com.sg

By Bus

SBS Transit is Singapore's major bus service operator. Operating convenient bus services all around Singapore, SBS Transit services also serve destinations that are less accessible. SBS Transit also provides special bus services called the Nite Owl, which operate on Fridays, Saturdays and the eve of Public Holidays. Fares are S\$4.00 for both ez-link and cash payments. If you are travelling within the city area, you only need to pay S\$1.50. For further information, please visit www.sbstransit.com.sg

Transportation Card

All attendees will receive a transportation card with S\$10 credit for travel during the Congress.

Official Airline Network

SAVE UP TO 20% ON TRAVEL with the Star Alliance™ Network



The Star Alliance member airlines are pleased to be appointed as the Official Airline Network for IFLA World Library and Information Congress 2013.

To obtain the Star Alliance Conventions Plus discounts please follow the below steps to access the Conventions Plus online booking tool:

- Visit www.staralliance.com/conventionsplus/delegates/
- Under "Delegates login" enter conventions code **SQ01S13**
- The online booking tool opens in a separate window*

* Should the online booking tool not open, please ensure that your Pop-Up blocker is disabled.

Registered participants plus one accompanying person travelling to the event can qualify for a discount of up to 20%, depending on fare and class of travel booked.

The participating airlines for this event are:

Adria Airways, Aegean Airlines, Air Canada, Air China, ANA, Austrian Airlines, Blue1, Brussels Airlines, Croatia Airlines, EgyptAir, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Singapore Airlines, South African Airways, SWISS International Air Lines, TAM Airlines, TAP Portugal, THAI, Turkish Airlines, United, US Airways

Discounts are offered on most published business and economy class fares, excluding website/internet fares, senior and youth fares, group fares and Round the World fares.

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