



## ***IFLA/FAIFE Workshop Manual on Transparency, Good Governance and Freedom from Corruption***

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## **1. Introduction**

### ***Why a training manual for librarians on Transparency, Good Governance and Freedom from Corruption?***

*“Libraries are in their very essence transparency institutions, dedicated to making available the most accurate and unbiased educational, scientific and technical, and socially relevant information to each and everyone. The information materials and access provided by libraries and information services contribute to good governance by enlarging the knowledge of citizens and enriching their discussions and debates. Libraries and information services should extend their mission so as to become more active components in good governance and the struggle against corruption. In particular they can perform a significant role in informing citizens of their rights and entitlements.”*

IFLA Manifesto on *Transparency, Good Governance and Freedom from Corruption*, page two

By providing access to print and electronic resources, libraries already contribute to a kind of transparency social, political, economic and other fields, but we don't usually think of transparency as one of the reasons for providing libraries. The purpose of this manual is to raise awareness of libraries' potential role in transparency and anti-corruption matters, and incidentally to consider corruption within libraries.

The IFLA manifesto on transparency and these Learning Materials call on the library profession to make its own house as clean as possible, before recommending means by which the library can be made a practical contributor to transparency activities and become an effective partner in society's struggle against corruption.

It will not necessarily be an easy policy to adopt for librarians in countries where corrupt and authoritarian governments suppress criticism in brisk and heavy-handed fashion. In such environments it will represent an ideal to be pursued over the long term, but wherever there is scope for change and improvement, these Learning Materials and the IFLA Transparency Manifesto provide a platform to guide the profession.

### ***Who developed the manual***

The manual was developed at an IFLA/FAIFE workshop that took place in December 2008 in Karlsruhe, Germany. Participants in the workshop represented a wide range of cultural backgrounds. The working group consisted of librarians and experts in information science from Russia, Denmark, Mexico, South Africa, New Caledonia, Nigeria, United Kingdom, Croatia and Germany.

### ***How to use the manual***

The manual outlines a one day workshop for a group of 10 to 20 participants (and upwards) working in libraries or in other professions dealing with the

provision of information. The workshop facilitator does not need to be an expert in anti-corruption or transparency but should be familiar with the work of librarians.

The kit primarily consists of two elements:

1. **A workshop manual** (present paper) with short descriptions of each of the workshop sessions. Also contains tips to the presenter
2. **PowerPoint slides for the presenter:** Opening slides and Presentation slides: what is corruption, who fights it and how.

The content can also be used as Learning Materials for self-study by individual professionals.

## 2. Preparation for the day

### What is needed?

Beforehand:

- ✓ Agenda handouts with practical information
- ✓ A laptop and a projector for a PowerPoint presentation (if available)
- ✓ If there is no laptop and projector available, it is recommended to print out some of the PowerPoint slides and some information on the anti-corruption material for the discussion and interactive session in the afternoon
- ✓ Video and audio material can be used if the necessary devices are available
- ✓ Paper for the participants to write on
- ✓ Print-outs of the group discussion instructions for each participant
- ✓ IFLA's Transparency Manifesto (See appendix)

After meeting:

- ✓ Handout questionnaire to take home (see appendix: Evaluation form)
- ✓ Appropriate attendance certificate

### What the facilitator needs to prepare:

The manual is intended to be self-explanatory. The facilitator should read through it carefully and look at the PowerPoint slides and the additional information in the appendices. It is important to adapt the manual to the local context, and this means that three aspects need special preparation in advance.

1. Pictures, posters, cartoons: Identify pictures you want to use so as to prompt participants to tell their own stories of experiences with corruption.
2. Localisation / legislation structures: the facilitator should collect information about local institutions and potential partners – preparing a list for the participants
3. Questions for discussion: Corruption in libraries. Choose some examples from the information materials provided, or devise local materials, so as to open the session on corruption in libraries.

## An agenda

1. session (30m)	2. session (1h)	3. session (1h)	4. session(30m)	5. session (45m + 20m report back)	6. session (45 m)
<p><b>Opening:</b> Welcome</p> <p>Practical information</p> <p>FAIFE</p> <p>Introduction to transparency and anti-corruption (use pictures, cartoons, posters, etc.)</p> <p>Stories from participants</p>	<p><b>Presentation:</b> What is corruption, who fights corruption</p> <p>Present</p> <ul style="list-style-type: none"> <li>• Characteristics</li> <li>• Extent</li> <li>• How to fight it</li> </ul> <p>A high level, global, comparative perspective</p> <p>"Sunshine is the best disinfectant"</p>	<p><b>Presentation:</b> The local scene: legislation structures</p> <p>Presenter: Invited local speaker.</p> <ol style="list-style-type: none"> <li>1. What laws exist, local FOI legislation</li> <li>2. Who is involved, who campaigns (See appendix)</li> <li>3. Raising awareness, identifying success stories, showing forward-looking development.</li> </ol>	<p><b>Discussion:</b> Corruption in libraries</p> <p>Involve all participants</p> <p>Examine the role of transparency and accountability with regard to libraries, financial systems, vendors, etc.</p> <p>Handout: Produce FAQ or best practice handout to support this</p> <p>Relates to Clauses 1,2 in the Transparency Manifesto</p>	<p><b>Group work:</b> Building on existing library practice.</p> <p>Relates to Manifesto Clauses 3, 6, 7, 8</p> <p>Assignment: Divide into four groups, one to discuss each of these Clauses.</p> <p>Hand outs: instructions to the groups, a checklist of expected findings as follow-up to the discussion.</p>	<p><b>Final session:</b> Campaigning</p> <p>Develop resolutions</p> <p>OR</p> <p>Review of workshop by the invited speaker</p> <p>Develop personal action plans for participants and their institutions</p> <p>Feedback mechanism.</p> <p>Relates to Clauses 4, 5, 9, 10 in the Transparency Manifesto</p>
	<b>Break</b>		<b>Lunch</b>		

This full seven and a half to eight hours schedule gives room to touch upon important aspects of transparency and anti-corruption and leaves sufficient time for discussion of local settings and cultural context. However if less time is available the presenter can select elements from those suggested, if more time is available the schedule can be extended to create a longer workshop.

### 3. Session One: Opening

- Welcome the audience! And introduce yourself/-selves
- Practical information
- Introduce FAIFE
- Introduction to transparency and anti-corruption (use pictures, cartoons, posters, etc.)
- Stories from the audience: “What are your experiences of corruption – or do you have a friend who has told you of experiences...?”

**Note to the facilitator:** The introduction session serves to familiarize participants with the workshop setting and explain the purpose of the workshop. The participants learn what FAIFE is and how it works.

The session also aims at personalizing the issue of corruption through talking about the participants’ personal experience of corruption in society.

Make clear nobody is required to provide names or specific details to their experience: *anonymity is imperative.*

#### **Welcome and practical information**

See slide: *Schedule* (should be adapted to your need).

Introduce yourself/-selves. Practical information for participants, e.g. emergency procedures, when and where is lunch, where are the bathrooms, etc., (depending on circumstances).

#### **Introduce FAIFE**

See slide: *About FAIFE and About FAIFE’s work*

*“IFLA/FAIFE was founded in 1997. It is an initiative within IFLA (International Federation of Library Association and Institutions) to defend and promote the basic human rights defined in Article 19 of the United Nations Universal Declaration of Human Rights...”*

FAIFE promotes similar workshops on Access to HIV/AIDS Information and the IFLA/UNESCO Internet Manifesto.

#### **Quick introduction to the issue: transparency and anti-corruption**

See slide *What is corruption, anti-corruption and transparency.*

NOTE. This is about corruption in society (at this point in the workshop *not* corruption in libraries).

Corruption:

- Threatens good governance, sustainable development, democratic process, and fair business practices.
- Damaging to national competition, development and citizens rights.
- Definition of the word corruption: *“inducement to wrong by improper or unlawful means (as bribery), impairment of integrity, virtue, or moral principle”*. Merriam-Webster’s dictionary

*“Transparency is the basis of good governance and the first step in fighting corruption. It provides a universal rationale for the provision of good records management systems, archives, and financial regulatory and monitoring systems. It is directly linked to the practice of socially responsible authorship and journalism, the work of editors, the publishing and the distribution of information through all media.”*

IFLA Manifesto on  
Transparency, Good Governance  
and Freedom from Corruption

**Libraries can play an important in the creation of transparency**

See slide *Corruption and the Information Profession*

The role of librarians is changing - from guardians of resources to information counsellors. This workshop aims to raise awareness among librarians of the capacity and potential of libraries when it comes to transparency. *Libraries are in their very essence transparency institutions.*

***Stories from the participants***

See slide *Your own stories...*

Ask for stories from the participants. Possible questions:

- What are your experiences of corruption in society?
- What are your opinions on corruption?
- Do you have experience of standing up to corruption?

**Note to the facilitator:**

Note their stories so as to be able to use them later on in the workshop for illustration.

## 4. Session Two – presentation: What is corruption and who fights it?

### Structure

1. Characteristics of corruption
  - Definitions
  - Effects of corruption on society
  - Effect on people's lives
2. Extent of corruption
  - Corruption Perception Index
3. How to fight corruption
  - Transparency
  - FOI legislation

### The purpose of this

**section** is to provide a comparative perspective on corruption. Definitions of corruption can be presented along with an emphasis on the damaging effect of corruption.

### 4.1 Characteristics of corruption

#### How do you define corruption?

See slide *Characteristics of corruption*.

Transparency International (TI) provides the following operational definition: *"The misuse of entrusted power for private gain."*

TI further differentiates between "*according to rule*" corruption and "*against the rule*" corruption:

- *According to rule*: Facilitation payments, where a bribe is paid to receive preferential treatment for something that the receiver is actually required to do by law, constitute the former.
- *Against the rule* is a bribe paid to obtain services the receiver is prohibited from doing by law.

#### What are the effects of corruption?

See slide *The effects of corruption*<sup>1</sup>

The effect of corruption is four-fold:

1. Political
2. Economic
3. Social
4. Environmental

#### Political effect:

On the political front, corruption constitutes a major obstacle to democracy and the rule of law. In a democratic system, offices and institutions lose their

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<sup>1</sup> Adapted from Transparency International's FAQ

legitimacy when they are misused for private advantage. Accountable political leadership cannot develop in a corrupt climate.

**Economic effect:**

Economically, corruption leads to the depletion of national wealth. It is often responsible for the channeling of scarce public resources to uneconomic high-profile projects, such as dams, power plants, pipelines and refineries, at the expense of less spectacular but more necessary infrastructure projects such as schools, hospitals and roads, or the supply of power and water to rural areas. Furthermore, in free market economies, it hinders the development of fair market structures and distorts competition, thereby deterring investment.

**Social effect:**

The effect of corruption on the social fabric of society is the most damaging of all. It undermines people's trust in the political system, in its institutions and its leadership. Frustration and general apathy among a disillusioned public result in a weak civil society. That in turn clears the way for despots as well as democratically elected yet unscrupulous leaders to turn national assets into personal wealth. Demanding and paying bribes becomes the norm. Those unwilling to comply often emigrate, leaving the country drained of its most able and most honest citizens.

**Environmental effect:**

Environmental degradation is yet another consequence of corrupt systems. The lack of, or non-enforcement of, environmental regulations and legislation has historically allowed the North to export its polluting industry to the South. At the same time, careless exploitation of natural resources, from timber and minerals to elephants, by both domestic and international agents has led to ravaged natural environments. Environmentally devastating projects are given preference in funding, because they are easy targets for siphoning off public money into private pockets.

ATLANTA DECLARATION AND PLAN OF ACTION FOR THE ADVANCEMENT OF  
THE RIGHT OF ACCESS TO INFORMATION

"Acknowledging that the right of access to information is a foundation for citizen participation, good governance, public administration efficiency, accountability and efforts to combat corruption, media and investigative journalism, human development, social inclusion, and the realization of other socio-economic and civil-political rights;"

**Can the cost of corruption be measured?**

The short answer is "no".

Some experts use regression analyses and other empirical methods in order to try to put a money figure on the cost of corruption. It is virtually impossible, though, since payments of bribes are not publicly recorded. No one knows exactly how much money is being "invested" in corrupt officials annually. And bribes do not take only monetary form: favours, services, presents and so on are just as common. At most, one can research the relationship between the level of



corruption and, say, democratisation, economic development or environmental degradation.

The social costs of corruption are even less quantifiable. No one knows how much the loss of an energetic entrepreneur or an acclaimed scientist costs a country. Moreover, any estimated social costs in dollars would be inadequate to the task of measuring the human tragedy behind resignation, illiteracy, or inadequate medical care. A general skepticism vis-à-vis any attempt at quantifying the costs of corruption is thus warranted.

The following example illustrates the dilemma of pressing the issue into facts and figures: A power plant is being built somewhere in the world, at a cost of US\$ 100 million. It could be argued that - were it not for corruption - the cost could have been as low as US\$ 80 million. The financial damage to the public would then be US\$ 20 million. In practice, quite often projects are planned simply so that those involved can make huge private profits.

Assuming that the power plant was superfluous, the financial damage would have to be assessed at US\$ 100 million.

Yet no major construction project leaves the environment untouched. The results may be: increased pollution, a lowering of land prices, resettlement of local residents, an increased debt burden for the country, etc. This calculation - probably closest to reality - is immensely complex. On a global scale, it seems almost impossible. But even if one were able to calculate the environmental damage, the increase of the debt burden and other factors, how would one measure the erosion of public confidence and the deterioration of a government's legitimacy, which are the direct result of corruption?

### **How does corruption affect people's lives?**

See slide *examples of corruption*

Around the globe, corruption impacts people's lives in a multitude of ways. In the worst cases, corruption costs lives. In countless other cases, it costs their freedom, health, or money.

Here are a few examples:

#### **The Dutch fireworks factory:**

In May 2000, 950 people were injured and 22 killed, when a fireworks factory in Enschede, the Netherlands, burst into flames. The explosion reached such catastrophic levels because government regulators had turned a blind eye to grave safety breaches with regard to storing explosives on the factory premises. In return for remaining silent, the officials are said to have received free fireworks for years. Even an illegal enlargement of the factory was approved by the authorities. The local government official in charge of monitoring fireworks factories in the area admitted to not knowing the specific regulations on the storage of explosives. Though considered an expert, he hadn't read the relevant literature, nor had he taken part in any training seminars. He only followed the instructions of his superiors, one of whom was subsequently arrested on corruption charges.

**The Penan people:**

A Swiss activist for the rights of the Penan, a nomadic people in the Malaysian rainforest, has been missing since May 2000, after he successfully drew international attention to the problem of the unscrupulous logging of Borneo's woods. Turning rainforest into palm plantations, the logging companies and government officials destroy the habitat of the indigenous rainforest nomads. In addition to threatening the lives of the Penan and those who support them, the excessive logging in Borneo contributes to the worldwide problem of deforestation, affecting the earth's climate. The corrupt co-operation between loggers and government also hurts the Malaysian people on the whole, as the money made by logging companies does not flow back into Malaysia's economy. A 1993 study showed that "log exports to Japan were under-declared by as much as 40 percent, thereby reducing the amount of export tax paid to the national treasury". (Sizer, Nigel: Practical Measures for Promoting Integrity and Curbing Corruption in the Forest Sector: A Contribution to the World Commission on Forests and Sustainable Development. Washington, D.C.: World Resources Institute, 1997.)

**Other examples:** Take the residents of shanty towns, who need to pay off city officials so that the little bit of living space they have built does not get torn down; or citizens harassed by police in their daily activities, having to pay illegal 'fees' to go about their business. Some bureaucrats only work if they are offered additional "rewards". Corruption, both large and small scale, is making life more difficult and actually threatens the lives of many people all over the world.

**What are the conditions for corruption?**

See slide: *Conditions for corruption.*

Corruption thrives where temptation coexists with permissiveness. Where institutional checks on power are missing, where decision making remains obscure, where civil society is thin on the ground, where great inequalities in the distribution of wealth condemn people to live in poverty that is where corrupt practices flourish.

*It cannot be stressed enough that corruption is alive and well even where political, economic, legal and social institutions are well entrenched.*

**4.2 The Extent of Corruption****The Corruption Perception Index**

See slide *The Corruption Perception Index*  
and appendix: *The Corruption Perception Index*

The Transparency International (TI) *Corruption Perceptions Index* (CPI) ranks countries in terms of the degree to which corruption is perceived to exist among public officials and politicians. It is a composite index, a poll of polls, drawing on corruption-related data from expert and business surveys carried out by a variety of independent and reputable institutions. The CPI reflects views from

around the world, including those of experts who are living in the countries evaluated.

### **Why is the CPI based only on perceptions?**

It is difficult to assess the overall levels of corruption in different countries based on hard empirical data, e.g. by comparing the amount of bribes or the number of prosecutions or court cases. In the latter case, for example, such comparative data does not reflect actual levels of corruption; rather it highlights the quality of prosecutors, courts and/or the media in exposing corruption across countries. One strong method of compiling cross-country data is therefore to draw on the experience and perceptions of those who are most directly confronted with the realities of corruption in a country.

### **The results of 2008 CPI**

The Transparency International (TI) CPI measures the perceived levels of public-sector corruption in a given country and is a composite index, drawing on different expert and business surveys. The 2008 CPI scores 180 countries (the same number as the 2007 CPI) on a scale from zero (highly corrupt) to ten (highly clean).

Denmark, New Zealand and Sweden share the highest score at 9.3, followed immediately by Singapore at 9.2. Bringing up the rear is Somalia at 1.0, slightly trailing Iraq and Myanmar at 1.3 and Haiti at 1.4.

While score changes in the Index are not rapid, statistically significant changes are evident in certain countries from the high to the low end of the CPI. Looking at source surveys included in both the 2007 and 2008 Index, significant declines can be seen in the scores of Bulgaria, Burundi, Maldives, Norway and the United Kingdom.

Similarly, statistically significant improvements over the last year can be identified in Albania, Cyprus, Georgia, Mauritius, Nigeria, Oman, Qatar, South Korea, Tonga and Turkey.

### **Reflections on the results of 2008**

At a first, indiscriminate glance, the Corruption Perceptions Index (CPI), published annually by TI, seems to confirm the stereotypical notion that corruption is predominantly a problem of the South. While the Scandinavian countries come out on top, most of sub-Saharan Africa ranks at the bottom.

It would not only be wrong to conclude, however, that - according to the CPI 2007 - Somalia and Myanmar are the most corrupt countries in the world; it would also be counterproductive. The index is not intended to brand any one country, or to pit the North against the South. Rather, it is a tool to raise public awareness of the problem and promote better governance.

*Corruption is as much a problem of the North as it is of the South.* It is well-established checks and controls that make the difference in proportion. People are as corrupt as the system allows them to be. It is where temptation meets permissiveness that corruption takes root on a wide scale. Such an environment is more likely in the emerging democracies of the South and East. There,

administration and political institutions are still weak and pay scales are generally very low, tempting officials to "supplement" their income. In dictatorial systems, meanwhile, administrative and political institutions are nothing but an extension of the governing power's corrupt practices.

The North also carries part of the responsibility for the situation in the South due to its role as the bribe-payer. After all, it is largely Northern corporate interests that supply the bribe payments. Until recently, governments of the North not only tolerated these corrupt practices, but they even rewarded them with tax deductibility. Fortunately, the 1999 OECD Anti-Bribery Convention has made the bribing of foreign officials a criminal offence. TI has addressed this aspect with its Bribe Payers Index (BPI), the logical complement to the CPI (both can be found on TI's website).

In addition to the question of the regional pervasiveness of corruption, the issue of corruption by sector is also often raised. The BPI provides some statistical evidence as to which business sectors are most prone to corruption. According to these results, the problem of corruption is particularly prevalent in public works and construction, followed by the arms and defense industry. The sector with the least detected corruption was agriculture.

### **4.3 How to fight corruption?**

#### **What is transparency?**

See slide: What is transparency

"Transparency" can be defined as a principle that allows those affected by administrative decisions, business transactions or charitable work to *know not only the basic facts and figures but also the mechanisms and processes*. It is the duty of civil servants, managers and trustees to act visibly, predictably and understandably.

#### **How to combat corruption**

See slide: How to combat corruption.

Anti-corruption programmes worldwide include various elements:

- Administrative and institutional reform
- Legal sanctions and energetic policing
- Creation of regulatory systems

These rely on transparency to be effective

They are complemented by the moral effects of transparency

*"Sunshine is the best disinfectant"*, Judge Louis D. Brandeis

#### **Implementing transparency**

See slide *Implementing Transparency*

Exposing the activities of both public and private sectors to general scrutiny will limit corruption – but who will do it?

- Democratically elected representatives

- Regulatory bodies
- NGOs such as Transparency International
- Other information institutions such as libraries?

### **Important institutions**

See slide *Important Institutions*

United Nations Development Programme

- Anti-corruption and good governance are central elements in achieving the Millennium Development Goals (MDGs)

Investment banks (regional information) World bank, Asian Development Bank  
Transparency International

[Insert local or regional institutions]

### **Transparency International**

See slide *Transparency International*

- A global network including
- +90 locally established national chapters and chapters-in-formation.
- Their mission is to bring together relevant players from government, civil society, business and the media to promote transparency in elections, in public administration, in procurement and in business.
- Publishes the CPI each year

### **Freedom of Information/Access to Information legislation**

See slide: *Freedom of Information*

Freedom of information legislation, also described as open records or (especially in the United States) sunshine laws, are laws which set rules on access to information or records held by government bodies. In general, such laws define a legal process by which government information is to be made available to the public. In many countries there are constitutional guarantees for the right of access to information, but usually these are unused if specific legislation to support them does not exist.

Over 70 countries around the world have implemented some form of such legislation. Sweden's Freedom of the Press Act of 1766 is thought to be the oldest.

Other countries are working towards introducing such laws, and many regions of countries with national legislation have local laws. For example, all states of the United States have laws governing access to public documents of state and local taxing entities, in addition to that country's Freedom of Information Act which governs records management of documents in the possession of the federal government.

A basic principle behind most freedom of information legislation is that the burden of proof falls on the body *asked* for information, not the person *asking* for it. The requester does not usually have to give an explanation for their request, but if the information is not disclosed a valid reason has to be given.

### **Professional implications of transparency**

See slide *Professional implications of transparency*

- A free press, investigative journalism and independent authors
- Records management to ensure preservation of documentation
- Ethical Information and Communication Technology
- Healthy debate on personal privacy, official and commercial secrecy
- **Libraries that fight censorship and promote and protect access to information**

### **Libraries and transparency: reality or fantasy?**

See slide *Libraries and transparency: reality or fantasy?*

Libraries are *potential* transparency institutions. Particularly *national* and *public* libraries have the potential to be important contributors to transparency. However there are questions about the idea of libraries as transparency institutions. Libraries have traditionally guarded information very effectively, but have been less good at disseminating it.

## 5. Session Three: Presentation: Local Campaigning and Legislation

The purpose of this presentation is to inform the participants of the national legislation structure. Is there already an existing FOI/sunshine law? What effect does it have?

It is recommended that a local speaker be invited to give this presentation.

Issues to be covered:

1. **What** laws exist, local FOI legislation (See Annex for links on relevant information)
2. **Who** is involved, who campaigns? (Describe the campaign)
3. **Progress:** What progress has been made? What can be learnt from the campaign? As far as possible, show forward-looking developments and identify success stories.

**An outside presenter:** This lecture is to be presented by a carefully selected and briefed/advised outside speaker: a lawyer, legal advisor, journalist or politician (be aware to avoid a party political agenda). Also consider civil society representatives.

**Advice to presenter: Make it local!** Finding local information: There exist many different online portals to assist in locating FOI facts for your country. Look in the appendices for links that might help you.

### The connection with libraries

As the presentation draws to an end the presenter should pose the question to the participants: How do we connect this campaigning with libraries?

Look at the Transparency manifesto and see how far it answers the question. Libraries can connect users and NGOs, offer a support to people wanting to make FOI requests. If FOI laws are absent can libraries assist in promoting campaigns to create them?

### Alternative:

Deliver some of this content without an outside speaker using comparative statistics. (Suggest presenter to see material under Section 2), etc.

----- **Lunch** -----

## 6. Session Four: Discussion: Corruption in libraries

The purpose of this section is to facilitate an open discussion on corruption in libraries. It relates to clauses 1 & 2 of the Transparency Manifesto.

Just like any other sector the library sector is vulnerable to corruption. Corruption can occur through the libraries' relationship with corrupt finance officials or commercial organisations, such as book vendors, IT suppliers, or equipment and furniture suppliers.

### Hand outs:

The questionnaire:  
*Corruption in libraries* (See appendix)

The facilitator should try to respond by making clear the need for accountability and transparency in the daily life of the library

### Sample discussion questions

Relationship to vendor or a sponsor:

- What should be the response if a vendor offers a warehouse visit with hotel, restaurant and travel paid?
- What do you do if a vendor offers a training/conference opportunity at his expense?
- What if a book vendor offers the library a partnership, with bonus services included? These bonuses could include free vending machine, new software for the librarians' workstations, etc?

*More discussion questions in the Appendix: Discussion questions for corruption in the libraries*

----- 15 MINS COFFEE BREAK -----



## 7. Session Five: Group work: Building on existing library practice.

The purpose of this section is to discuss *existing* library practice and how it can contribute to the goals of the Transparency Manifesto. It relates to clauses 3, 6, 7 and 8 of the Transparency Manifesto.

The discussion should be carried out in four groups, one for each clause. Groups will need a chairperson and a rapporteur.

*NOTE: Rapporteurs should be told very clearly of the time limits for their report back.*

### Discuss clause 3:

Librarians should reassert their role in **educating citizens by developing strong collections** and facilitating access to information on philosophical and socio/economic/political topics.

This clause is about what librarians already do well: it is concerned with reinforcing librarians existing practice that *already* serves the goal of good governance.

Group could deal with:

- Outlining a library policy that will have acquisition policies (based on a community profile) designed to support good governance.
- Planning assessment of existing collections and response to the community profile.
- Outlining what a checklist for an existing collection should contain? What authors, sources, (publishers, NGOs, governments, etc.), what subjects, what formats and types of material are included?
- Developing expertise on the Internet that will make it possible to give good advice on important, useful online resources and databases.

### Discuss clause 6:

**Training** should be organised for librarians and users in the use of the type of information that will improve citizens' understanding of the FOI and anti-corruption laws and assist them in the pursuit of their rights and entitlements.

Regarding training of librarians, *who* should provide training? NGOs, universities, library associations, associations of lawyers, training companies, aid agencies, etc?

Suggested content for training of librarians,

- Transparency: what is corruption, what is the outcome of corruption, what are the conditions for corruption, how is it fought, etc.
- Acquisition of/access to government and NGO publications and promoting use of these materials.

- Techniques of advising users, incl. advice on IT/electronic resources – (for advice on access see the internet manifesto).

Further content for training of users: (Adapted to the education and literacy levels.)

- What are their rights? How do we train user on freedom of access to information? Providing legal advice through pointing to legal advice centres. Use law librarians where available.
- Relevant aspects of information literacy.

### Clause 7

Libraries should collect information materials issued by official bodies, particularly those that deal with citizens' rights and entitlements. They should seek to make information that is issued by official bodies more comprehensible and accessible (through indexes, abstracts, search support, etc). They should also organise digitisation and other preservation programmes for official information relating to laws, rights and entitlements, and facilitate access to existing databases of these types of information.

This clause is already more explicit than the others and provides a set of topics that the group can discuss and assess.

### Discuss clause 8

Libraries should be made available as **venues** for the promotion of information rights (through posters and other publicity methods) and librarians should seek to raise awareness of the right to information.

It is far from universal practice for libraries to be used as a venue for community activities and the ideas of focusing these activities on good governance themes is comparatively new.

The group should be encouraged to speculate on the library as a centre for community advice and information activities in partnership with local civil society organisations, displays providing information on rights and entitlements, exhibitions, open days for local and national government agencies and NGOs, providing meeting facilities for groups

## 8. Session Six: Campaigning

The purpose of this section is to make sure that the participants leave with specific ideas and commitments. This can be achieved in various ways. Participants can be encouraged to:

Develop resolutions. Examples:

- Encourage a local library association to adopt the Transparency Manifesto
- Call on the local library association, to create a manual on promoting good governance-related services in libraries.
- Suggest creating a good governance and/or anti-corruption award to be presented to a library or partner organisation or individual.

- Suggest an update if needed to the local Library Association's Code of Ethics / Code of Conduct taking Good Governance issues into account.
- Find partners for FOI campaigns (incl. record managers and archivists).
- More...

### *And/or*

Develop action plans for individuals and institutions (a commitment/a pledge)  
Participants to be encouraged to:

- Examine their own conduct and identify any connection with corruption
- Examine activities within their own institutions and identify potential for corruption and existing mechanisms to address specific issues and cases.
- In cases where mechanisms are known to be failing, review possible alternatives and improvements.

### **Alternative**

The outside speaker (used for session three) could be asked to review the workshop and suggest action lines.

This sixth session relates to Manifesto clauses 4, 5, 9 and 10.

# Appendices

## 9.1 Pictures



## **9.2 The Transparency Manifesto**

### **IFLA Manifesto on Transparency, Good Governance and Freedom from Corruption**

IFLA has on numerous occasions and in many forums made clear its belief in the positive role of libraries in society and its commitment to enhancing this role. It has consistently linked this to the principle of Freedom of Access to Information and Freedom of Expression, as set out in Article 19 of the UN Universal Declaration of Human Rights, 1948.

In particular:

the IFLA/UNESCO Public Library Manifesto (1994) (<http://www.ifla.org/VII/s8/unesco/eng.htm> ) states the importance of ‘the ability of well-informed citizens to exercise their democratic rights and to play an active role in society’;

The Glasgow Declaration on Libraries, Information Services and Intellectual Freedom (2002) (<http://www.ifla.org/faife/policy/iflastat/gldeclar-e.html>) states that libraries and information services ‘help to safeguard democratic values and universal civil rights’;

The Alexandria Manifesto on Libraries, the Information Society in Action (2005) (<http://www.ifla.org/III/wsis/AlexandriaManifesto.html>) reasserts the principle that ‘libraries and information services [are] vital to a democratic and open Information Society’;

and adds that ‘Libraries are essential for a well informed citizenry and transparent governance’.

### **Transparency, Good Governance and Freedom from Corruption**

Transparency is the basis of good governance and the first step in fighting corruption. It provides a universal rationale for the provision of good records management systems, archives, and financial regulatory and monitoring systems. It is directly linked to the practice of socially responsible authorship and journalism, the work of editors, the publishing and the distribution of information through all media.

Corruption undermines basic social values, threatens the rule of law, and undermines trust in political institutions. It creates a business environment in which only the corrupt thrive. It hinders scientific work and research, weakens the functions of the professions and obstructs the emergence of the knowledge society. It is a major contribution to the creation and prolongation of human misery and the inhibiting of development. Corruption succeeds most under conditions of secrecy and general ignorance.

IFLA asserts that libraries are in their very essence transparency institutions, dedicated to making available the most accurate and unbiased educational, scientific and technical, and socially relevant information to each and everyone. The information materials and access provided by libraries and information services contribute to good governance by enlarging the knowledge of citizens and enriching their discussions and debates.

Libraries and information services should extend their mission so as to become more active components in good governance and the struggle against corruption. In particular they can perform a significant role in informing citizens of their rights and entitlements.

**IFLA therefore calls on all library and information professionals, and all those responsible for the governance of library and information services at national and local level to support the following programme**

1. Librarians should counter corruption directly affecting librarianship, as in the sourcing and supply of library materials, appointments to library posts and administration of library contracts and finances. Library Associations should support this through the creation or strengthening of Codes of Professional Ethics.
2. Librarians should strive to improve professional status of all information professionals and promote better pay for professionals to reduce their susceptibility to corruption.
3. Librarians should reassert their role in educating citizens by developing strong collections and facilitating access to information on philosophical and socio/economic/political topics.
4. Where a country has information access or freedom of information laws, librarians should seek to make the library a centre where citizens can be assisted in drawing up and submitting information requests.
5. Where a country does not have information access or freedom of information laws, or such laws are not effective, librarians should support initiatives to draft, amend, promote and protect such laws from neglect.
6. Training should be organised for librarians and users in the use of the type of information that will improve citizens' understanding of the laws and assist them in the pursuit of their rights and entitlements.
7. Libraries should collect information materials issued by official bodies, particularly those that deal with citizens' rights and entitlements. They should seek to make information that is issued by official bodies more comprehensible and accessible (through indexes, abstracts, search support, etc). They should also organise digitisation and other preservation programmes for official information relating to laws, rights and entitlements, and facilitate access to existing databases of these types of information.

8. Libraries should be made available as venues for the promotion of information rights (through posters and other publicity methods) and librarians should seek to raise awareness of the right to information.
9. Libraries should create or cooperate in the creation of anti-corruption portals which link content from official sources, anti-corruption NGOs and other relevant sources.
10. Libraries should support existing and planned citizens' advice centres provided by anti-corruption NGOs with information provision, technical assistance with databases and all other relevant aspects of their professional expertise.

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## 9.3 Internet sources

### 1. General FOI Overview Sites and Guides

- Access Info Europe  
[FOI Lobby Organisation / EU]  
[www.access-info.org](http://www.access-info.org)
- The Access Initiative [TIA]  
[A global coalition promoting access]  
[www.accessinitiative.org/](http://www.accessinitiative.org/)
- Article 19  
[Freedom of opinion and expression / UK]  
[www.article19.org](http://www.article19.org)  
and  
[www.article19.org/docimages/1112.htm](http://www.article19.org/docimages/1112.htm)  
[for a FOIA model]
- Carter Center  
[Access to information project / UK]  
<http://www.cartercenter.org/peace/americas/information.html>
- Charter 88  
[Monitors a.o. openness and devolution / UK]  
[www.charter88.org.uk/home.html](http://www.charter88.org.uk/home.html)
- Commonwealth Human Rights Initiative  
[Monitors the level of freedom of information]  
[www.humanrightsinitiative.org/programs/ai/rti/international/laws\\_&\\_papers.htm#1](http://www.humanrightsinitiative.org/programs/ai/rti/international/laws_&_papers.htm#1)
- Council of Europe  
[The recommendation 2002-2 on FOIA's]  
[www.coe.int](http://www.coe.int)
- FOIANet  
[Worldwide exchange of FOI information / Madrid based]  
[www.foiadvocates.net](http://www.foiadvocates.net)
- FOI Laws of the World  
[FOI Lobby Organisation / OSJI / OSI]  
[www.justiceinitiative.org/activities/foifoe/foi/foilaws/index.html?start:int=20](http://www.justiceinitiative.org/activities/foifoe/foi/foilaws/index.html?start:int=20)
- FOI Resources  
[National and foreign FOI law from Prof. Alasdair Roberts]  
<http://faculty.maxwell.syr.edu/asroberts/foi/>
- FOIA Asia  
[FOI in Asia]  
<http://foi-asia.org/>  
and  
<http://homepage1.nifty.com/clearinghouse/main.html>
- Freedominfo  
[A one-stop Portal on FOI Worldwide]  
[www.freedominfo.org](http://www.freedominfo.org)
- Global Integrity  
[“Independent Information on Governance and Corruption”]  
<http://www.globalintegrity.org/>
- Privacy International  
[WatchDog on surveillance / site in liaison with EPIC / UK]  
[www.privacyinternational.org/](http://www.privacyinternational.org/)
- Publish What You Pay  
[Campaign founded by a.o. Transparency UK and OSI]  
[www.publishwhatyoupay.org/english/](http://www.publishwhatyoupay.org/english/)
- Right 2 Info  
[FOIA Worldwide by OSI]  
[www.right2info.org](http://www.right2info.org)
- Statewatch  
[Superb Watchdog, a.o. on FOI in EU / UK]  
[www.statewatch.org/foi.htm](http://www.statewatch.org/foi.htm)
- Transparency International  
[www.transparency.org/global\\_priorities/access\\_information](http://www.transparency.org/global_priorities/access_information)
- U4 Anti-Corruption Resource Centre  
[U4 serves seven development agencies]  
<http://www.u4.no/>
- Wobbing Europe  
[European Freedom of Information Portal / EU]  
[www.wobbing.eu](http://www.wobbing.eu)
- World Bank – Public Sector Governance  
<http://go.worldbank.org/I8RR3IVL30>  
- anti-corruption  
<http://go.worldbank.org/6PLK10DXR0>



## 2. Countries\*\*

### **Australia**

Freedom of Information Review  
[University is Tasmania, Australia]  
[www.law.utas.edu.au/foi/foi\\_rev.html](http://www.law.utas.edu.au/foi/foi_rev.html)

### **Bulgaria**

AIP: Access to Information Programme  
[FOI NGO]  
[www.aip-bg.org](http://www.aip-bg.org)

### **Canada**

Canadian Access and Privacy Association  
[www.capa.ca](http://www.capa.ca)

### **CAPAPA**

[Can Ass of Professional Access and Privacy Administrators]  
[www.capapa.org](http://www.capapa.org)

### **Open Government Canada**

[FOI in Canada]  
[www.opengovernmentcanada.org/](http://www.opengovernmentcanada.org/)

### **Germany**

FOIA in Bundesländern  
[Brandenburg]  
[www.lda.brandenburg.de/sixcms/detail.php?id=68313&template=allgemein\\_lda](http://www.lda.brandenburg.de/sixcms/detail.php?id=68313&template=allgemein_lda)

### **[Berlin]**

[www.datenschutz-berlin.de/recht/bln/ifg/ifg.htm](http://www.datenschutz-berlin.de/recht/bln/ifg/ifg.htm)

### **[Schleswig-Holstein]**

[www.datenschutzzentrum.de/material/rec ht/infofrei/infofrei.htm](http://www.datenschutzzentrum.de/material/rec ht/infofrei/infofrei.htm)

### **[Nordrhein-Westfalen]**

[www.lfd.nrw.de/fachbereich/fach\\_0\\_kompl ett.html](http://www.lfd.nrw.de/fachbereich/fach_0_kompl ett.html)

### **FOIA in Germany**

[The German FOIA: IFG on the site of the Ministry of Justice]  
[www.gesetze-im-internet.de/ifg/BjNR272200005.html](http://www.gesetze-im-internet.de/ifg/BjNR272200005.html)

### **Informationsfreiheit**

[Blog on Implementation of FOI in Germany / Germany]  
[www.informationsfreiheit.info/de/blog/](http://www.informationsfreiheit.info/de/blog/)

### **Transparency Int. - Deutschland**

[Comment on IFG]  
[www.transparency.de/Informationsfreiheit.85.0.html](http://www.transparency.de/Informationsfreiheit.85.0.html)

### **India**

Nat. Camp. For People's Right to Info

### **[FOI in India]**

[www.righttoinformation.org/](http://www.righttoinformation.org/)

### **Ireland**

FOI Law Page  
[Project of the Law Faculty of the University of Cork]  
[www.ucc.ie/law/lawonline/foi\\_links.shtml](http://www.ucc.ie/law/lawonline/foi_links.shtml)

### **Netherlands**

Fringe: FOIA and Wob  
[Site starts somewhere in 2008 / in Dutch and English]  
[roger.vleugels@planet.nl](mailto:roger.vleugels@planet.nl)

### **Wobpagina Villa Media**

[FOI snippets of the NV]: journalists trade union / in Dutch]  
<http://villa.intermax.nl/wob/start/default.htm>

### **Wobverzoek.nl**

[News on the Wob, the Dutch FOIA / in Dutch]  
<http://wobverzoek.kuunders.info/>

### **Romania**

Apador: Romanian Human Rights  
[FOI NGO / Romanian Helsinki Committee]  
[www.apador.org](http://www.apador.org)

### **South Africa**

Open Democracy Advice Centre  
[FOI in South Africa]  
[www.opendemocracy.org.za/](http://www.opendemocracy.org.za/)

### **South African History Archive**

[FOI in South Africa]  
[www.saha.org.za](http://www.saha.org.za)

### **United Kingdom**

Campaign for FOI in Scotland  
[THE site for Scotland]  
[www.cfoi.org.uk/scotland.html](http://www.cfoi.org.uk/scotland.html)

### **Campaign for FOI in the UK**

[THE site for the UK]  
[www.cfoi.org.uk](http://www.cfoi.org.uk)

### **FOI**

[Guardian]  
<http://politics.guardian.co.uk/foi>

### **FOI Help at Hand**

[www.excelsior.pwcglobal.com/knowledge/article.asp?artID=1442](http://www.excelsior.pwcglobal.com/knowledge/article.asp?artID=1442)

FOI in the UK  
[www.freedomofinformation.co.uk/](http://www.freedomofinformation.co.uk/)

FOI in Wales  
[www.foi-cymru.org/home.html](http://www.foi-cymru.org/home.html)

FOIA  
[www.parliament.uk/commons/lib/research/rp2004/rp04-084.pdf](http://www.parliament.uk/commons/lib/research/rp2004/rp04-084.pdf)

FOIA Blog  
<http://foia.blogspot.com/>

FOIA Guide [BBC]  
[www.bbc.co.uk/dna/ican/A2515790](http://www.bbc.co.uk/dna/ican/A2515790)

FOIA Guide [CFOI]  
[www.cfoi.org.uk/pdf/foi\\_guide.pdf](http://www.cfoi.org.uk/pdf/foi_guide.pdf)  
Information Request Generator  
[http://community.foe.co.uk/tools/right\\_to\\_know/request\\_generator.html](http://community.foe.co.uk/tools/right_to_know/request_generator.html)

Open Government  
[A Journal on Freedom of Information]  
[www.opengovjournal.org/](http://www.opengovjournal.org/)

Scottish Parliament on FOI  
[www.scottish.parliament.uk/cnPages/foi/index.htm](http://www.scottish.parliament.uk/cnPages/foi/index.htm)

Tracking UK FOIA Requests  
[www.spy.org.uk/foia/](http://www.spy.org.uk/foia/)

Your Right to Know  
[www.yrtk.org](http://www.yrtk.org)

### **United States of America**

Access Reports  
[Provides news and analysis on FOI from Harry Hammitt]  
[www.accessreports.com](http://www.accessreports.com)

ACLU: A Step-by-Step Guide  
[Guide by Using the US FOIA]  
[www.aclu.org/library/foia.html](http://www.aclu.org/library/foia.html)

ASAP  
[American Society of Access Professionals]  
[www.accesspro.org](http://www.accesspro.org)

Citizen's Guide on Using the FOIA  
[Made by the US House of Representatives]  
[www.fas.org/sgp/foia/citizen.html](http://www.fas.org/sgp/foia/citizen.html)  
or <http://thomas.loc.gov/cgi-bin/cpquery>

Coalition of Journalists for Open Government  
[FOI and transparency in government]  
[www.cjog.net](http://www.cjog.net)

EPIC and FOIA  
[www.epic.org/open\\_gov](http://www.epic.org/open_gov)  
or [www.epic.org/bookstore/foia2004/](http://www.epic.org/bookstore/foia2004/)

FOI Advocates  
[Project of attorneys David Bahr & Daniel Stotter]  
[www.foiadvocates.com/](http://www.foiadvocates.com/)

FOI Case List by DoJ  
[For Attorneys and Access Professionals]  
[www.usdoj.gov/oip/04foia/ci-tofc.html](http://www.usdoj.gov/oip/04foia/ci-tofc.html)

FOI Center  
[University of Missouri]  
<http://foi.missouri.edu/laws.html>  
or <http://foi.missouri.edu/index.html>

FOI Center of the IRE  
[FOI tips and portal of Investigative Reporters and Editors]  
[www.ire.org/foi](http://www.ire.org/foi)  
FOIA Case Logs  
[www.thememoryhole.org/foi/caselogs/](http://www.thememoryhole.org/foi/caselogs/)

FOIA Guide by DoJ  
[Online training]  
[www.usdoj.gov/oip/foia-act.htm](http://www.usdoj.gov/oip/foia-act.htm)

FOIA Guide / Federal FOIA by RCFP  
[www.rcfp.org/foiact/index.html](http://www.rcfp.org/foiact/index.html)

FOIA Letter Generator by RCFP  
[DIY: Just Fill in the Blanks]  
[www.rcfp.org/foi\\_lett.html](http://www.rcfp.org/foi_lett.html)

Guide to Declassified Docs for US Foreign Politics  
[By David N. Gibbs, University of Arizona]  
[www.gened.arizona.edu/dgibbs/declassified.htm](http://www.gened.arizona.edu/dgibbs/declassified.htm)

National Security Archive  
[Worldwide THE leading FOI requester]  
[www.nsarchive.org](http://www.nsarchive.org)

National Freedom of Information Coalition  
[www.nfoic.org](http://www.nfoic.org)

OMB-Watch  
[Provides resources, news and analysis on the right to know]  
[www.ombwatch.org/info](http://www.ombwatch.org/info)

Open The Government  
[A coalition to combating government secrecy & promoting foi]  
<http://openthegovernment.org>

Open Government Journal  
[www.opengovjournal.org/](http://www.opengovjournal.org/)

Public Citizen  
[A User's Guide to the FOIA]  
[www.citizen.org/litigation/free\\_info/article.s.cfm?ID=5208](http://www.citizen.org/litigation/free_info/article.s.cfm?ID=5208)

Project on Government Oversight  
[Independent investigations to promote  
openness / Watchdog]  
[www.pogo.org](http://www.pogo.org)

Resource Shelf

[Government information policy & links to  
source documents]  
[www.resourceshelf.com](http://www.resourceshelf.com)

Secret no More  
[www.newstrench.com/01secret/01secret.h  
tm](http://www.newstrench.com/01secret/01secret.htm)

Society of Professional Journalists  
[FOI Resources for Journalists]  
[www.spj.org/foia\\_opendoors.asp](http://www.spj.org/foia_opendoors.asp)

Sunshine Week  
[www.sunshineweek.org](http://www.sunshineweek.org)

## 9.4 The Corruption Perception Index



This table provides the 2008 Corruption Perceptions Index. For information on data and methodology please consult the press release and the methodology paper at [www.transparency.org](http://www.transparency.org) or [www.ICGG.org](http://www.ICGG.org)

Country Rank	Country / Territory	CPI 2008 Score	Surveys Used	Standard Deviation	High-Low Range	Confidence range
1	Denmark	9.3	6	0.2	8.9 - 9.6	9.1 - 9.4
1	New Zealand	9.3	6	0.2	8.9 - 9.6	9.2 - 9.5
1	Sweden	9.3	6	0.1	9.1 - 9.4	9.2 - 9.4
4	Singapore	9.2	9	0.3	8.4 - 9.6	9.0 - 9.3
5	Finland	9.0	6	0.8	7.5 - 9.4	8.4 - 9.4
5	Switzerland	9.0	6	0.4	8.5 - 9.4	8.7 - 9.2
7	Iceland	8.9	5	0.9	7.3 - 9.5	8.1 - 9.4
7	Netherlands	8.9	6	0.5	8.0 - 9.4	8.5 - 9.1
9	Australia	8.7	8	0.7	7.2 - 9.4	8.2 - 9.1
9	Canada	8.7	6	0.5	8.0 - 9.4	8.4 - 9.1
11	Luxembourg	8.3	6	0.8	7.3 - 9.2	7.8 - 8.8
12	Austria	8.1	6	0.8	7.3 - 8.9	7.6 - 8.6
12	Hong Kong	8.1	8	1.0	6.3 - 9.3	7.5 - 8.6
14	Germany	7.9	6	0.6	7.3 - 8.5	7.5 - 8.2
14	Norway	7.9	6	0.6	7.3 - 8.9	7.5 - 8.3
16	Ireland	7.7	6	0.3	7.3 - 8.0	7.5 - 7.9
16	United Kingdom	7.7	6	0.7	6.6 - 8.4	7.2 - 8.1
18	Belgium	7.3	6	0.2	7.1 - 7.6	7.2 - 7.4
18	Japan	7.3	8	0.5	6.3 - 8.1	7.0 - 7.6
18	USA	7.3	8	0.9	5.3 - 8.2	6.7 - 7.7
21	Saint Lucia	7.1	3	0.4	6.6 - 7.5	6.6 - 7.3
22	Barbados	7.0	4	0.5	6.3 - 7.5	6.5 - 7.3
23	Chile	6.9	7	0.5	5.9 - 7.6	6.5 - 7.2
23	France	6.9	6	0.7	5.9 - 7.7	6.5 - 7.3
23	Uruguay	6.9	5	0.5	6.4 - 7.5	6.5 - 7.2
26	Slovenia	6.7	8	0.5	6.1 - 7.5	6.5 - 7.0
27	Estonia	6.6	8	0.7	5.3 - 7.2	6.2 - 6.9
28	Qatar	6.5	4	0.9	5.3 - 7.5	5.6 - 7.0
28	Saint Vincent and the Grenadines	6.5	3	1.5	4.7 - 7.5	4.7 - 7.3
28	Spain	6.5	6	1.0	4.6 - 7.3	5.7 - 6.9
31	Cyprus	6.4	3	0.8	5.9 - 7.3	5.9 - 6.8

32	Portugal	6.1	6	0.9	5.2 - 7.3	5.6 - 6.7
33	Dominica	6.0	3	1.3	4.7 - 7.3	4.7 - 6.8
33	Israel	6.0	6	0.6	5.3 - 6.7	5.6 - 6.3
35	United Arab Emirates	5.9	5	1.4	3.9 - 7.5	4.8 - 6.8
36	Botswana	5.8	6	1.0	4.6 - 7.3	5.2 - 6.4
36	Malta	5.8	4	0.6	5.3 - 6.6	5.3 - 6.3
36	Puerto Rico	5.8	4	1.1	4.8 - 7.3	5.0 - 6.6
39	Taiwan	5.7	9	0.5	4.9 - 6.4	5.4 - 6.0
40	South Korea	5.6	9	1.1	3.8 - 8.0	5.1 - 6.3
41	Mauritius	5.5	5	1.1	4.6 - 7.3	4.9 - 6.4
41	Oman	5.5	5	1.4	3.5 - 7.5	4.5 - 6.4
43	Bahrain	5.4	5	1.1	3.5 - 6.3	4.3 - 5.9
43	Macao	5.4	4	1.4	3.4 - 6.6	3.9 - 6.2
45	Bhutan	5.2	5	1.1	3.9 - 6.6	4.5 - 5.9
45	Czech Republic	5.2	8	1.0	4.3 - 7.5	4.8 - 5.9
47	Cape Verde	5.1	3	1.6	3.4 - 6.6	3.4 - 5.6
47	Costa Rica	5.1	5	0.4	4.6 - 5.6	4.8 - 5.3
47	Hungary	5.1	8	0.6	4.2 - 5.9	4.8 - 5.4
47	Jordan	5.1	7	1.9	2.9 - 7.6	4.0 - 6.2
47	Malaysia	5.1	9	1.1	3.3 - 6.8	4.5 - 5.7
52	Latvia	5.0	6	0.3	4.6 - 5.4	4.8 - 5.2
52	Slovakia	5.0	8	0.7	3.5 - 5.9	4.5 - 5.3
54	South Africa	4.9	8	0.5	3.8 - 5.3	4.5 - 5.1
55	Italy	4.8	6	1.2	3.3 - 6.3	4.0 - 5.5
55	Seychelles	4.8	4	1.7	3.2 - 7.3	3.7 - 5.9
57	Greece	4.7	6	0.6	3.5 - 5.3	4.2 - 5.0
58	Lithuania	4.6	8	1.0	3.2 - 6.2	4.1 - 5.2
58	Poland	4.6	8	1.0	3.3 - 5.9	4.0 - 5.2
58	Turkey	4.6	7	0.9	3.3 - 5.9	4.1 - 5.1
61	Namibia	4.5	6	1.1	3.2 - 5.9	3.8 - 5.1
62	Croatia	4.4	8	0.7	3.5 - 5.3	4.0 - 4.8
62	Samoa	4.4	3	0.8	3.4 - 4.9	3.4 - 4.8
62	Tunisia	4.4	6	1.6	3.2 - 7.1	3.5 - 5.5
65	Cuba	4.3	4	0.9	3.2 - 5.3	3.6 - 4.8
65	Kuwait	4.3	5	1.4	2.5 - 5.9	3.3 - 5.2
67	El Salvador	3.9	5	1.0	2.7 - 4.9	3.2 - 4.5
67	Georgia	3.9	7	1.2	2.7 - 5.6	3.2 - 4.6
67	Ghana	3.9	6	0.8	3.3 - 5.1	3.4 - 4.5
70	Colombia	3.8	7	1.0	2.7 - 5.2	3.3 - 4.5
70	Romania	3.8	8	0.8	2.7 - 4.9	3.4 - 4.2
72	Bulgaria	3.6	8	1.1	2.4 - 5.6	3.0 - 4.3
72	China	3.6	9	1.1	2.5 - 6.2	3.1 - 4.3
72	FYR Macedonia	3.6	6	1.1	1.8 - 5.1	2.9 - 4.3
72	Mexico	3.6	7	0.4	3.2 - 4.5	3.4 - 3.9
72	Peru	3.6	6	0.6	3.3 - 4.8	3.4 - 4.1
72	Suriname	3.6	4	0.6	3.2 - 4.6	3.3 - 4.0
72	Swaziland	3.6	4	1.1	2.7 - 5.3	2.9 - 4.3
72	Trinidad and Tobago	3.6	4	0.7	3.0 - 4.6	3.1 - 4.0
80	Brazil	3.5	7	0.6	3.0 - 4.9	3.2 - 4.0
80	Burkina Faso	3.5	7	1.0	2.5 - 5.3	2.9 - 4.2
80	Morocco	3.5	6	0.8	2.5 - 4.6	3.0 - 4.0
80	Saudi Arabia	3.5	5	0.7	2.5 - 4.6	3.0 - 3.9

80	Thailand	3.5	9	0.8	2.4 - 4.5	3.0 - 3.9
85	Albania	3.4	5	0.1	3.2 - 3.5	3.3 - 3.4
85	India	3.4	10	0.3	2.7 - 3.9	3.2 - 3.6
85	Madagascar	3.4	7	1.1	1.8 - 4.9	2.8 - 4.0
85	Montenegro	3.4	5	1.0	1.8 - 4.6	2.5 - 4.0
85	Panama	3.4	5	0.6	2.5 - 4.3	2.8 - 3.7
85	Senegal	3.4	7	0.9	2.7 - 5.3	2.9 - 4.0
85	Serbia	3.4	6	0.8	2.7 - 4.9	3.0 - 4.0
92	Algeria	3.2	6	0.3	2.7 - 3.5	2.9 - 3.4
92	Bosnia and Herzegovina	3.2	7	0.6	2.6 - 3.9	2.9 - 3.5
92	Lesotho	3.2	5	1.0	1.6 - 4.6	2.3 - 3.8
92	Sri Lanka	3.2	7	0.5	2.5 - 3.9	2.9 - 3.5
96	Benin	3.1	6	0.5	2.7 - 3.9	2.8 - 3.4
96	Gabon	3.1	4	0.3	2.7 - 3.4	2.8 - 3.3
96	Guatemala	3.1	5	1.2	1.8 - 5.1	2.3 - 4.0
96	Jamaica	3.1	5	0.3	2.7 - 3.4	2.8 - 3.3
96	Kiribati	3.1	3	0.5	2.5 - 3.4	2.5 - 3.4
96	Mali	3.1	6	0.4	2.6 - 3.4	2.8 - 3.3
102	Bolivia	3.0	6	0.3	2.7 - 3.3	2.8 - 3.2
102	Djibouti	3.0	4	0.7	1.9 - 3.4	2.2 - 3.3
102	Dominican Republic	3.0	5	0.4	2.6 - 3.4	2.7 - 3.2
102	Lebanon	3.0	4	1.0	1.8 - 4.2	2.2 - 3.6
102	Mongolia	3.0	7	0.5	2.0 - 3.4	2.6 - 3.3
102	Rwanda	3.0	5	0.4	2.5 - 3.3	2.7 - 3.2
102	Tanzania	3.0	7	0.6	1.8 - 3.4	2.5 - 3.3
109	Argentina	2.9	7	0.7	1.8 - 3.5	2.5 - 3.3
109	Armenia	2.9	7	0.4	2.3 - 3.4	2.6 - 3.1
109	Belize	2.9	3	1.2	1.8 - 4.2	1.8 - 3.7
109	Moldova	2.9	7	1.1	1.8 - 5.3	2.4 - 3.7
109	Solomon Islands	2.9	3	0.5	2.5 - 3.4	2.5 - 3.2
109	Vanuatu	2.9	3	0.5	2.5 - 3.4	2.5 - 3.2
115	Egypt	2.8	6	0.7	2.0 - 3.5	2.4 - 3.2
115	Malawi	2.8	6	0.6	1.8 - 3.3	2.4 - 3.1
115	Maldives	2.8	4	1.7	1.5 - 5.3	1.7 - 4.3
115	Mauritania	2.8	7	1.2	1.8 - 5.3	2.2 - 3.7
115	Niger	2.8	6	0.5	1.9 - 3.3	2.4 - 3.0
115	Zambia	2.8	7	0.4	2.1 - 3.3	2.5 - 3.0
121	Nepal	2.7	6	0.5	1.8 - 3.4	2.4 - 3.0
121	Nigeria	2.7	7	0.5	1.9 - 3.3	2.3 - 3.0
121	Sao Tome and Principe	2.7	3	0.6	2.1 - 3.3	2.1 - 3.1
121	Togo	2.7	6	1.4	1.5 - 5.3	1.9 - 3.7
121	Viet Nam	2.7	9	0.7	1.8 - 3.9	2.4 - 3.1
126	Eritrea	2.6	5	1.3	1.4 - 4.6	1.7 - 3.6
126	Ethiopia	2.6	7	0.6	1.9 - 3.3	2.2 - 2.9
126	Guyana	2.6	4	0.2	2.3 - 2.7	2.4 - 2.7
126	Honduras	2.6	6	0.5	1.8 - 3.5	2.3 - 2.9
126	Indonesia	2.6	10	0.6	1.8 - 3.6	2.3 - 2.9
126	Libya	2.6	5	0.6	1.8 - 3.4	2.2 - 3.0
126	Mozambique	2.6	7	0.4	2.1 - 3.3	2.4 - 2.9
126	Uganda	2.6	7	0.7	1.8 - 3.5	2.2 - 3.0
134	Comoros	2.5	3	0.8	1.9 - 3.4	1.9 - 3.0
134	Nicaragua	2.5	6	0.4	1.8 - 2.9	2.2 - 2.7

134	Pakistan	2.5	7	0.7	1.3 - 3.3	2.0 - 2.8
134	Ukraine	2.5	8	0.5	1.8 - 3.2	2.2 - 2.8
138	Liberia	2.4	4	0.7	1.8 - 3.2	1.8 - 2.8
138	Paraguay	2.4	5	0.5	1.8 - 2.9	2.0 - 2.7
138	Tonga	2.4	3	0.4	1.9 - 2.7	1.9 - 2.6
141	Cameroon	2.3	7	0.7	1.8 - 3.3	2.0 - 2.7
141	Iran	2.3	4	0.5	1.8 - 2.7	1.9 - 2.5
141	Philippines	2.3	9	0.4	1.8 - 2.7	2.1 - 2.5
141	Yemen	2.3	5	0.7	1.8 - 3.4	1.9 - 2.8
145	Kazakhstan	2.2	6	0.7	1.7 - 3.4	1.8 - 2.7
145	Timor-Leste	2.2	4	0.4	1.8 - 2.7	1.8 - 2.5
147	Bangladesh	2.1	7	0.5	1.4 - 2.7	1.7 - 2.4
147	Kenya	2.1	7	0.4	1.8 - 2.7	1.9 - 2.4
147	Russia	2.1	8	0.6	1.6 - 3.4	1.9 - 2.5
147	Syria	2.1	5	0.6	1.3 - 2.7	1.6 - 2.4
151	Belarus	2.0	5	0.7	1.3 - 3.2	1.6 - 2.5
151	Central African Republic	2.0	5	0.3	1.8 - 2.5	1.9 - 2.2
151	Côte d'Ivoire	2.0	6	0.7	1.5 - 3.3	1.7 - 2.5
151	Ecuador	2.0	5	0.3	1.8 - 2.5	1.8 - 2.2
151	Laos	2.0	6	0.5	1.5 - 2.7	1.6 - 2.3
151	Papua New Guinea	2.0	6	0.6	1.0 - 2.7	1.6 - 2.3
151	Tajikistan	2.0	8	0.5	1.5 - 2.9	1.7 - 2.3
158	Angola	1.9	6	0.5	1.0 - 2.7	1.5 - 2.2
158	Azerbaijan	1.9	8	0.4	1.3 - 2.5	1.7 - 2.1
158	Burundi	1.9	6	0.7	1.0 - 2.9	1.5 - 2.3
158	Congo, Republic	1.9	6	0.1	1.8 - 2.1	1.8 - 2.0
158	Gambia	1.9	5	0.6	1.4 - 3.0	1.5 - 2.4
158	Guinea-Bissau	1.9	3	0.2	1.8 - 2.1	1.8 - 2.0
158	Sierra Leone	1.9	5	0.1	1.8 - 2.1	1.8 - 2.0
158	Venezuela	1.9	7	0.1	1.8 - 2.1	1.8 - 2.0
166	Cambodia	1.8	7	0.2	1.5 - 1.9	1.7 - 1.9
166	Kyrgyzstan	1.8	7	0.2	1.5 - 2.0	1.7 - 1.9
166	Turkmenistan	1.8	5	0.5	1.1 - 2.7	1.5 - 2.2
166	Uzbekistan	1.8	8	0.7	1.1 - 3.2	1.5 - 2.2
166	Zimbabwe	1.8	7	0.5	0.9 - 2.7	1.5 - 2.1
171	Congo, Democratic Republic	1.7	6	0.2	1.5 - 2.1	1.6 - 1.9
171	Equatorial Guinea	1.7	4	0.2	1.4 - 1.9	1.5 - 1.8
173	Chad	1.6	6	0.2	1.4 - 1.9	1.5 - 1.7
173	Guinea	1.6	6	0.4	1.0 - 2.1	1.3 - 1.9
173	Sudan	1.6	6	0.2	1.3 - 1.9	1.5 - 1.7
176	Afghanistan	1.5	4	0.3	1.0 - 1.8	1.1 - 1.6
177	Haiti	1.4	4	0.4	1.0 - 2.0	1.1 - 1.7
178	Iraq	1.3	4	0.3	1.0 - 1.8	1.1 - 1.6
178	Myanmar	1.3	4	0.4	1.0 - 1.8	1.0 - 1.5
180	Somalia	1.0	4	0.6	0.3 - 1.8	0.5 - 1.4

### 9.5 Discussion questions for corruption in the libraries

Please adapt to local context as needed.

Question	Your answer
<b>On donations / gifts</b>	
<p>Gifts from book vendors or other service providers can be practiced but they can also include hidden commitments.</p>	<p>Do you see that there is a danger connected to receiving gifts and why?</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p>
<p>A sponsorship can hold the promise of a money-saving deal for a library, but what if the sponsorship involves a monopoly?</p>	<p>Please provide examples where you found yourself in a similar situation.</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p>
<p>A drawback to a certain sponsorship could involve a “lock-in”* where you are forced to choose from a specific range of products or services.</p> <p>* = A lock-in makes a customer dependent on a vendor for products and services, unable to use another vendor without substantial switching costs.</p>	<p>Please provide examples where you found yourself in a similar situation.</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p>
<b>Nepotism / cronyism</b>	
<p>Taking care of your family can be expected in many different cultures.</p>	<p>What if family member wants to apply for a high level position?</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p>



	<p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>What if family members are involved in a libraries bidding process?</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p>
<p>Please reflect upon how it would sensible to implement transparency and accountability measures in this (library bidding) process?</p>	<p>What reporting mechanisms can you think of that would provide transparency?</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p>
<b>Other</b>	
<p>What about funds secretly channelled into the libraries' budget? Issue of false accounting?</p>	<p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p> <p>...</p>
<p>More?</p>	

## **9.6 Corruption in libraries questionnaire**

Respondent's Institution/Organisation:

(The FAIFE Office will treat all responses with the utmost confidentiality. Should you wish your institution/organisation to remain anonymous you may leave this text box blank).

The following questionnaire was piloted at the Workshop organised by the Croatian Library Association for IFLA FAIFE on December on 9th December, 2006, and held in the National Library of Croatia, Zagreb. Following analysis of the responses it has been updated to its current form (further suggestions for improvement are welcome).

The aim of the questionnaire is threefold:

- a) A set of questions/ideas to provoke thought & debate during the workshop on Transparency, Good Governance and Freedom from Corruption (please complete during the meeting)
  - b) Development of questionnaire as part of materials for the use of the profession that could include an information pack, learning materials, etc.
  - c) A snapshot of current practice and thoughts regarding 'Corruption in libraries'
- 

### QUESTIONNAIRE

Sex  M  F

#### **1. Education**

- a) High school
- b) University, MLIS
- c) PhD

#### **2. Your library is**

- a) National
- b) Public
- c) Academic
- d) School
- e) Special

**3. Library staff**

- a) 1
- b) under 10
- c) under 100
- d) over 100

**4. Your work experience**

- a) under 10 years
- b) 10 to 20 years
- c) More than 20 years

**5. Position in the library**

- a) Director/ Head of department
- b) Children & Young adults services
- c) Adult services
- d) Collection services – cataloging, etc.
- e) Other

**6. Are you a member in a library association?**

- a) Yes
  - b) No
- 

**1. Does your library have a code of ethics / policies or/ & bylaws in place that deal with transparency issues regarding**

a) **Internal decisions**  Yes  No  Don't know

b) **General ethics towards transparency and corruption in wider society**

Yes  No  Don't know

**2. Does your library provide access to government reports, statistics, Freedom of Information rights, codes of ethics for public officials?**

a) **Local:**  Yes  No  Don't know

**If Yes is this via:**

- Direct library provision of resource
- Availability of library guides

- Ability of reference staff to direct patrons to resource
- Library created html links to Internet resources
- Provision via Internet access in library

**b) Regional:**  Yes  No  Don't know

**If Yes is this via:-**

- Direct library provision of resource
- Availability of library guides
- Ability of reference staff to direct patrons to resource
- Library provided html links to Internet resources
- Provision via Internet access in library

**c) Central**  Yes  No  Don't know

**If Yes is this via:-**

- Direct library provision of resource
- Availability of library guides
- Ability of reference staff to direct patrons to resource
- Library provided html links to Internet resources
- Provision via Internet access in library

**d) Other** (e.g. Health service)  Yes  No  Don't know  
Please list:

**If Yes is this via:-**

- Direct library provision of resource
- Availability of library guides
- Ability of reference staff to direct patrons to resource
- Library provided html links to Internet resources
- Provision via Internet access in library

**3. Does your library provide access to lists/databases of:**

**a) Public office holders' disclosure of interest**

Yes  No  Don't know

**If Yes is this via:-**

- Direct library provision of resource
- Availability of library guides
- Ability of reference staff to direct patrons to resource
- Library provided html links to Internet resources
- Provision via Internet access in library

**b) Political party membership**  Yes  No  Don't know

**If Yes is this via:-**

- Direct library provision of resource
- Availability of library guides
- Ability of reference staff to direct patrons to resource
- Library provided html links to Internet resources
- Provision via Internet access in library

**c) Political party funding**  Yes  No  Don't know

**If Yes is this via:-**

- Direct library provision of resource
- Availability of library guides
- Ability of reference staff to direct patrons to resource
- Library provided html links to Internet resources
- Provision via Internet access in library

**d) Company directors / shareholders**  Yes  No  Don't know

**If Yes is this via:-**

- Direct library provision of resource
- Availability of library guides
- Ability of reference staff to direct patrons to resource
- Library provided html links to Internet resources
- Provision via Internet access in library

**e) Lobbying organisations**  Yes  No  Don't know

**If Yes is this via:-**

- Direct library provision of resource
- Availability of library guides
- Ability of reference staff to direct patrons to resource
- Library provided html links to Internet resources
- Provision via Internet access in library

**4. Does your library provide access to leaflets, pamphlets and posters that are intended to help the individual with their personal dealings with government?**

**Local**  Yes  No  Don't know

**Regional**  Yes  No  Don't know

**Central**  Yes  No  Don't know

**Other** (e.g. Health service)  Yes  No  Don't know

**5. Does your library provide advice on Freedom of Information requests?**

Yes  No  Don't know

**If Yes is this via:-**

- Direct library provision of advice
- Availability of library guides
- Ability of reference staff to direct patrons to other organisations
- Library provided html links to Internet resources
- Provision via Internet access in library

**6. Is your library asked for advice on how to deal with government / official agencies?**

**a) Local**  Yes  No  Don't know

**b) Regional**  Yes  No  Don't know

**c) Central**  Yes  No  Don't know

**d) Other** (e.g. Health service)  Yes  No  Don't know

**7. If yes, does your library regard dealing with such requests as a normal part of their work?**

Yes  No  Don't know

**8. Is your library aware of advice centres, legal assistance centres, pressure groups and community groups that help individuals and groups in their relations with official agencies?**

Yes  No  Don't know

Please list:

9. **Has your library ever had a cooperative relationship of any kind with such entities (ranging from stocking their publications, putting up their posters, through to referring users to them, and even liaising over activities and making premises available for their work?)**  
 Yes  No  Don't know

Please list and describe:

10. **Has your library displayed (or encouraged the display of) posters containing anti-corruption information and/or contact details for whistleblowers, etc.?**  
 Yes  No  Don't know

11. **Do you believe it is realistic to expect support for libraries anti-corruption / transparency activities from:**

a) **Citizens**  Yes  No

b) **Government:**

- **Local**  Yes  No
- **Regional**  Yes  No
- **Central**  Yes  No
- **Other (e.g. Health service)**  Yes  No

12. **Have any of your colleagues become aware of official corruption in the course of their work?** (meaning not just requests for illegal payments, but manipulation of public service delivery to unfairly favour an individual or groups).  
 Yes  No  Don't know

13. **Do you regard your own library as being transparent in its own work and decision making?**  
 Yes  No
-

## 9.7 Evaluation form

IFLA / FAIFE WORKSHOP 2008 ON

TRANSPARENCY, GOOD GOVERNANCE AND ANTI-CORRUPTION

1. How do you rate your experience of **the workshop**?

<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>

2. How do you rate the quality of **the content of the presentations**?

<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>

3. How do you rate the quality of **the presentations themselves**?

<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>

4. How do you rate the quality of **the workshop materials**?

<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>

5. How do you rate the **organisation of the workshop** (scheduling of sessions, time keeping in sessions, breaks etc.)?

<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>

6. Please identify one key "take-away" from this conference?

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7. Tell us what you liked the most and what you liked least



