Libraries Under Occupation
A Conversation with Palestinian Librarians

On June 26, 2016 Librarians and Archivists with Palestine (LAP) and the Social Responsibilities Round Table (SRRT) jointly sponsored the program “Palestinian Libraries Under Occupation” at the American Library Association conference in Orlando. The featured speakers were two leading Palestinian librarians: Randa Kamal, president of the Palestinian Library Association and recently retired as director of libraries at Al-Quds University in Jerusalem, and Diana Sayej Naser, the general coordinator of the Palestinian Library and Information Consortium (PALICO) and director of the Main Library at Birzeit University in Birzeit, West Bank. Below is the text of an interview with the speakers conducted on June 26 for Progressive Librarian by Rachel

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KEYWORDS: Palestinian libraries and librarians; Palestine; Randa Kamal; Diana Sayej Naser; Palestinian Library Association; Palestinian Library and Information Consortium; Social Responsibilities Round Table, ALA; Librarians and Archivists with Palestine
Mattson, representing LAP, and Tom Twiss, representing SRRT. The interview was transcribed by Tom Twiss and edited for clarity and coherence by Rachel Mattson and Tom Twiss. Randa Kamal and Diana Sayej Naser approved the final text. For another interview with Randa Kamal and Diana Sayej Naser, see George M. Eberhart, “Academic Libraries in Palestine: Challenges and frustrations of information access in the Palestinian territories,” American Libraries, June 27, 2016 https://americanlibrariesmagazine.org/blogs/the-scoop/academic-libraries-palestine/

Figure 1. Randa Kamal (L) and Diana Sayej Naser at the ALA annual conference in Orlando, June 2016. Photo by Rachel Mattson

**Introductions**

**PL: Could you tell us a little about yourselves?**

**Randa Kamal:** I am from Jerusalem. My family has lived there since a hundred years ago. I have six sisters and two brothers. My mother is alive, but my father, who used to work as a teacher, died long ago. After I finished my school at Dar Al-Tifel Al-Arabi in Jerusalem in 1976 I studied library science in Leningrad, Russia at the N.K. Krupskaya State Institute of Culture. Now it’s called the
Saint-Petersburg State University of Culture. I got my MS there in Pedagogic, specializing in Library and Bibliography. When I came back, I worked at Birzeit University (BZU) for fourteen years. During my work at BZU, I took a training course in English Language Reference Sources at the American University in Cairo, Egypt. And in June 1983, I got a diploma in Educating Library Users from Sheffield University, England. Then I worked in Al-Quds University as the library director for nine branches, and as director for the Palestinian ISBN Agency from 2001 to 2015. In November 2015 I retired from Al-Quds University. I am still the President of the Palestinian Librarian Association.

We, as a family, suffered a lot from the Israeli occupation. My sister and my brother were arrested several times. We always get trouble at checkpoints, or when we want to travel abroad. There is a lot of questioning, stopping us, but we’re used to this. During the peace negotiations I worked with the Palestinian delegation with the technical team responsible for all documents. I provided the team with the information they needed and archived documents in the Orient House—the Palestinian Delegation Office. I was with them for fourteen rounds in Madrid and Washington. But to us it seems this was useless, because it seems the Israeli government didn’t want peace. It seems that they just wanted time to create more settlements. Now there is no land for Palestinians to live in.1

Diana Sayej Naser: I’m from Birzeit originally. It’s a small town north of Ramallah in the West Bank. I graduated from St. Joseph’s high school in Jerusalem. Then I moved to Birzeit University for my Bachelor’s of Arts for English language and translation and a minor in Education. After graduating with a Bachelor’s degree in August 1980 I worked for two years as an academic assistant in the university, working in the library. They were looking for people to go and pursue their education in library science and they offered me a scholarship. After that I went to the States to Indiana University for my MLS. When I came back to my country, I took a job in the library at Birzeit University as the head of the English cataloging section. In 1995 I was on a loan to establish the law library in the same university. When they saw all of my accomplishments in that branch library they asked me to go back to the main library and become the director in 1998. I’m currently involved with lots of consultancy projects, establishing libraries. For example, the last one we were involved with was establishing the mental health library at the Ministry of Health. For more than 20 years, I also used to teach the “Library Skills” course to freshman students at Birzeit University, and gave workshops on Cataloging and Classification and Users’ services through the British Council, and other colleges and institutes. I’m always on call whenever I’m needed for consultancy, or to give training courses on different topics. I have also been the coordinator for the Palestinian Library and Information Consortium [PALICO] since 2005. I used to be the vice president of the Palestinian Library Association when it was reactivated in 1993. I held that position for two terms, until 1998.
I’m the eldest in my family. We are two young ladies and six brothers. One brother passed away from cancer, and five are left, plus my sister. We are from a medium-level family. My father and my mother are still alive . . . and somehow in good health. Yes, we faced troubles like all Palestinian families living under occupation; two of my brothers were arrested—one was imprisoned for one year and one for six months. When they were released they left the country. One lives in Cleveland. The other one is in Russia now. He finished his studies there for a PhD in engineering, he works there as an engineer, and he lives peacefully in Moscow with his family and Russian wife.

Access to Information Under Occupation

*PL:* How has the occupation affected libraries and archives in Palestine?

**Diana Sayej Naser:** During the war of 1948, books and manuscripts were confiscated and stolen from personal libraries, from houses, from homes. After the war of 1948, they were moved to the Hebrew University or the Israel National Library. About 4.1 million books and manuscripts and documents were taken to the Hebrew University. Some—about 30%—are available to Israeli researchers in the Middle East section. The other 70% are stored on the underground floors of the Hebrew University—just given the label “Abandoned Property.”

**Randa Kamal:** This story got out by accident from one Israeli researcher. He’s doing his PhD and he went to the library and found these books and understood that these books were stolen from the Palestinian people.²

**Diana Sayej Naser:** Later, in 1982, the Israeli army invaded the research center in Beirut.³ They knew that this was a research center where they had Palestinian documents, Palestinian research, and Palestinian manuscripts. They stole it. Now we know this material is at the Hebrew University.

*PL:* Can Palestinian researchers use these confiscated materials?

**Diana Sayej Naser:** No. Maybe the students from Jerusalem who study at Hebrew University can use them. But for us, to go from Birzeit or from Bethlehem or from any other university—no. First of all, we’re not allowed to travel from the West Bank to Jerusalem; we don’t have permits. And if we get permits, we’re not allowed to use these resources.

**Randa Kamal:** During the First Intifada and after 1967 until 1993, when you wanted to get a book that Israel had censored, you could get it from the Hebrew University library. But now people from Jerusalem must go and borrow it for you.
Diana Sayej Naser: Sometimes researchers living in the West Bank need materials they can’t find—but they are available, for example, at the Hebrew University in Jerusalem. If I as a librarian need a book that I can’t get in the West Bank for our researchers, I might ask Randa or any other colleague from Jerusalem to please go to Hebrew University and bring me this book or to photocopy certain pages for me.

Banned Books and Other Challenges

PL: What obstacles do you face in acquiring books for libraries in the West Bank?

Diana Sayej Naser: We suffer from the confiscation of books at checkpoints, and confiscation of books when we acquire them from abroad. Sometimes the Israeli authorities pick certain titles and ban them simply because of their titles, without regard for the information inside. A book about Palestinian bibliography or a book of poems may be banned because the title is related to Palestine. But sometimes the title doesn’t reflect exactly what’s inside. Inside, it’s poems. Poems require free expression; you have to write whatever you feel. Why would you ban this book just because it has a title related to Palestine?

And when we order books, we don’t always get all of them. Recently, Birzeit University got a book donation through Lebanon. Dr. Anis Sayegh, who is a well-known Palestinian, donated his library to Birzeit University. We got the books at the airport through our dealer in Jerusalem. About fifteen titles were confiscated because they deal with the Israel-Arab conflict.

Before Oslo, we used to go to Jordan and buy books from the Arab countries. We could ship the books that we bought from Lebanon, from Syria, from Tunisia or Morocco to our liaison office in Amman then to Birzeit. The Israeli authorities used to stop the boxes at the borders, open them, take what they wanted, and leave the rest. They would pick and choose, then tell us we were not allowed to get the confiscated titles back. This is how it worked before. Nowadays, to overcome the problem of acquiring books from the Arab world, the Palestinian Ministry of Culture in Ramallah organizes annual book fairs. But not all publishers are allowed to travel to Ramallah with their books.

Randa Kamal: You know, the main problem is the occupation. That means you are controlled by another government. Israel is still censoring, but by other means. When publishers or dealers try to bring their books to a book fair, they have to keep their boxes of books at a tax point for days while they wait for permission. Some of them get it, and some of them don’t. After that, the publishers and dealers have to pay a floor tax. Then when the boxes are allowed to enter after the delay, there is no time to display the books. Sometimes the representative of a university library is not allowed to travel to a book fair.
And sometimes universities can’t send a representative because of the lack of money.

Also, any boxes from a publisher in Syria or Lebanon are not allowed to enter. Some universities aren’t allowed to go to book fairs. So they try to buy books from book dealers who bring books to Palestine. These dealers aren’t allowed to bring books from Lebanon or from Syria into Israel or the Occupied Territories. But Lebanon and Syria are the countries that have the best publishers in the Arab world. This is a different kind of censorship. Since Oslo, the Israeli authorities do not allow Palestinians to get books from Syria or Lebanon because they are considered enemy states. They check to see where the books are published. They even enter libraries to check shelves. And every year they send lists to libraries...

**Diana Sayej Naser**: ...lists of banned books. Books you can’t include in your collection.

**PL**: Who issues the lists of banned books?

**Randa Kamal**: It’s from the Israeli government.

**Diana Sayej Naser**: It’s a military office. We don’t know who prepares it, but we get it through a military office.

**PL**: And if you have these books you have to remove them from the library?

**Diana Sayej Naser**: If they know, yes.

**Randa Kamal**: They come and take the books, and sometimes they close the library for several days or months.

**Diana Sayej Naser**: To investigate.

**PL**: Are these books mostly about the Palestinian-Israeli conflict?

**Diana Sayej Naser**: They are books on all topics, but mainly on the Palestinian-Israeli conflict. If they are published in Syria or Lebanon, we are not allowed to have them. And many of the best books in Arabic are written and published in Lebanon and in Syria.

**Randa Kamal**: Also, when you order books, the Israelis stop them at the port or the airport. They keep the books for several months. And they ask you, when
they release the books, they tell you to come and pick them up. But then you have to pay money. Why? Because they used their floor.

**PL:** You have to pay rental fees for the floor space the Israeli authorities uses to quarantine your books?

**Randa Kamal:** Yes [laughter]. They rented it for us.

**Checkpoints and the Destruction of Libraries**

**PL:** Can you talk about some of the other ways the occupation affects libraries in Palestine?

**Diana Sayej Naser:** There are checkpoints that prevent researchers and students from reaching the libraries. Also, Israel has destroyed many Palestinian libraries. When Israel invaded Ramallah in 2002, they destroyed a few libraries, including part of Al-Haq Library, Al-Quds University library, and Birzeit University library. During the wars in Gaza in 2006-2008 several libraries were attacked. Some university libraries have been partially destroyed in these attacks—like Islamic University of Gaza, Al-Azhar University, and Al-Quds Open University.
**PL:** Sometimes we hear the argument that this was just accidental damage during the course of war, that there has been no intentional destruction of Palestinian libraries.

**Diana Sayej Naser:** Accidentally, you could destroy one, or you could destroy two. But in some cases, they went directly to a specific library on a third floor of a building—such as the Al-Haq Library for Human Rights, which was on the third floor of a building in Ramallah. They went up to the third floor where the library was and destroyed it. If you don’t have the intention to destroy it, you don’t go there. In Birzeit when they came, they went directly to the Special Collections area where we have books on the Palestine-Israel conflict. They picked up a few maps, they picked up a few titles and they took them. They know exactly where they are going.

**Randa Kamal:** During wars, they know every point where they want to bomb. They have a map. They know from UN resolutions that in any war they shouldn’t bomb any educational institutions or any kind of heritage sites. But Israel, the first things they bomb are educational institutions and heritage sites.

**PL:** Why do you think they do that?

**Randa Kamal:** To destroy the civilization of this country, to destroy the memory of Palestinians, to keep them uneducated and ignorant, to keep them living at a very minimal level. That’s it.

**PL:** Were you in your libraries in 2002-2004 when they were invaded by the army? Did you interact with the soldiers?

**Diana Sayej Naser:** No. The university was closed. When the Israeli authorities closed the university, we gave classes in Ramallah and other different places. And the students needed books. So we used to go to the library when the soldiers were around. We went illegally just to pick up books for the students and researchers and bring them to Ramallah. This is how we acted for more than a month. Being librarians, we had to do this because the universities were closed for months and the academic life has to move on.

**PL:** Let’s talk about Gaza. What is the situation for Gaza’s libraries right now?

**Randa Kamal:** You know, we can’t talk from personal experience about Gaza because it’s not allowed for anyone from the West Bank or Jerusalem to visit Gaza. When you talk about the impact of the Israeli occupation you should be honest. As I haven’t seen it with my own eyes, I can’t say. But I’ve seen pictures
and lots of people talk about it, and there are lots of detailed articles in Arabic and English about it on websites. From that I can just say they destroyed some libraries there. We even lost several librarians from the most recent war.

**PL**: They were killed?

**Randa Kamal**: Yes.

**Diana Sayej Naser**: You know it’s very hard for the librarians in Gaza. They can’t go to attend or participate in conferences or in training courses. For years now they haven’t been able to leave Gaza. They are not allowed. They are under siege. We can’t visit them; they can’t visit us. They do have library schools over there, and they have graduates with no jobs. If they were allowed to come to the West Bank they could probably solve part of our problem (the shortage in library professionals). They have librarians there with no jobs; we have jobs with no librarians.

**Randa Kamal**: Yes, because Gaza is very near to Egypt lots of them even have Master’s degrees. Some of them have PhD degrees. They have a lot of librarians.

**Diana Sayej Naser**: And they even have library programs at the Gazan universities. If they can come to the West Bank, maybe they can fill our vacancies.

**Internet and Electricity Restrictions**

**Randa Kamal**: Another important problem is that libraries and other institutions in Palestine can’t get a high bandwidth for the internet. Until now the West Bank can’t get 3G. It is not allowed.

**Diana Sayej Naser**: Except in Jerusalem.

**PL**: That’s an official restriction?

**Randa Kamal**: Yes. As I mentioned it’s not only for the libraries, it’s for the entire West Bank and Gaza, including any ministry of the Palestinian Authority. But it affects libraries in a special way. Because if you want to download any article, it’s very slow. After two or three minutes, a dealer or publisher says your time is up, so you need to try again and again to download from the internet. And it’s useless. That’s why you can’t get very good benefit from e-resources, electronic resources which need to be downloaded.
PL: There are, I guess, no restrictions like this within Israel.

Diana Sayej Naser: No. They have even 5G.

PL: Is there a justification that’s given for this?

Diana Sayej Naser: Just to put a burden. “Security reasons,” as they say.

Randa Kamal: Everything is “security.”

Diana Sayej Naser: Another issue is that sometimes you can’t access e-resources or the internet because they cut the electricity. For Gaza this is a real problem. In Gaza, in all of Gaza, they have electricity for only four hours a day. Four hours a day! Can you imagine what it’s like to live with electricity for four hours a day—with a refrigerator, with a TV, for the children, for everything? You know that twice we met with Gaza librarians as a consortium via video conferencing: once in a workshop and once in a meeting. The Gaza librarians were able to attend only fifteen minutes out of the two hours. They were cut because the electricity was cut. They called us and they said, “Sorry we can’t continue because they cut the electricity.”

PL: And what’s the justification for cutting the electricity?


Collaboration with Other Librarians

PL: It must be hard to maintain an all-Palestine consortium since you can’t go to Gaza and Gazans can’t come to you; since they have limited access to electricity; and since travel between Jerusalem and the West Bank is so difficult. How does that affect the work of consortia like PALICO?

Diana Sayej Naser: We use phone calls. Sometimes we use e-mail which everyone can read when they have the time and when they have electricity. But Gaza librarians haven’t been able to join major meetings and major workshops in-person when we have had visiting scholars and trainers. It’s a pity. Because visitors only come for certain days or for certain hours. How do we solve this? We take the presentations and the PowerPoints from the presenters, and send them by email to my colleague who is a coordinator in Gaza. That’s Mr. Rami Al-Hindawi from Al-Azhar University. He takes this material and he reads it. Then if they have someone in Gaza who is more knowledgeable about this topic, they invite him or her to present the workshop using these same
resources. (We get permission from the presenters to do this, of course.) This is one way we have solved the issue of trainings. For meetings ...most of the time we send information via e-mail, and when they have electricity they can read and respond.

**PL:** Does this limit your Gaza-based members’ ability to participate in your consortium?

**Randa Kamal:** They do their best...

**Diana Sayej Naser:** They do their best to participate. For example, last December when we had a workshop on open access and how to build repositories, the materials were very clear. So I passed the information to them. Mrs. Iryna Kuchma, the manager of the open access program of EIFL [Electronic Information for Libraries], came and held the workshop. We invited all PALICO members and all who were interested to participate. The Gaza people couldn’t come. So we passed them the information to use. In 2005 when EIFL came to hold workshops about how to build a consortium, they went to Gaza. They got permission via the Ministry of Culture. They held workshops there, and they held the same workshops in Ramallah.

**Randa Kamal:** But they can’t go directly. They can go through Jordan, Egypt, etc.

**Diana Sayej Naser:** They reach them sometimes. But not all presenters can get permits to go.

**Randa Kamal:** Most of the librarians really are committed to their work, and they want to learn.

**Diana Sayej Naser:** Sometimes it’s time consuming, because, due to checkpoints and the fact that people can’t move freely, you sometimes need to duplicate or triplicate your activities. It’s very hard to travel from north to south, from south to north, etc. With the checkpoints, a few members won’t reach the workshop until the end. Sometimes a workshop is done once and that’s it. But to help others, you have to give it in different areas and locations. This is what the EIFL representative did. She gave three workshops: one at Palestine Polytechnic University in Hebron in the south; one in the middle, at Birzeit University; and one in the north, at An-Najah University. She wasn’t allowed to go to Gaza so she wasn’t able to do it there.

**Randa Kamal:** Every day, people traveling between cities and villages in
Palestine waste a minimum one and a half or two and a half hours waiting at checkpoints. This is the minimum.

**Diana Sayej Naser:** Before they created all of the checkpoints I used to go from Birzeit to Jerusalem in 45 minutes—direct, with my car. Now, I’m not allowed to go to Jerusalem. And if I get a permit I have to go through two or three checkpoints to reach Jerusalem. Meanwhile, Randa can go from Jerusalem directly to Bethlehem in fifteen minutes...

**Randa Kamal:** …but when I come back from Bethlehem maybe it will take two hours.

**Diana Sayej Naser:** Because they have another checkpoint on the way back. Entering Jerusalem is more difficult than leaving it.

**PL:** What years did everything change, in terms of your access?

**Diana Sayej Naser:** After Oslo.

**Randa Kamal:** Oslo was the worst … for education, for health, for everything.

**Diana Sayej Naser:** We were under occupation. Now, we and our Authority are under occupation. This what I always say.

**Randa Kamal:** Our Authority is like a policeman.

**Diana Sayej Naser:** They can’t move without Israeli permission.

**Randa Kamal:** Even the president.

**Diana Sayej Naser:** Even the president. We’re not authoritative.

Creative Solutions and International Solidarity

**PL:** I’m impressed by the creative solutions you have come up with to contend with the many challenges you face. Diana, could you talk a little bit about your project to adapt old computers for current use? What was that project and how did it come about?

**Diana Sayej Naser:** OK. I was on the advisory board of EIFL from 2008 to 2010, and again from 2015-2016. One of EIFL’s programs is called the FOSS program to help developing countries use free and open source software. And
they said that one of the projects is for applying open source to your library. So I went back home and I asked one of my colleagues, Dr. Wasel Ghanem, who is an electrical engineer at the university, “Can we work on a way to use open source to get rid of the problems that we are facing with our old computers?” He said “Yes, we are working on something similar with the Ministry of Education for the schools as a pilot project. We will try to apply it in the library at Birzeit.” So he came to the library, and we looked at the computers. We had a lab with a few old computers and, due to budgeting issues, we couldn’t replace them with new ones. So we said, “OK, we will use open source software to make the old ones act as if they are new computers.” He, of course, understood things technically more than I do, but I helped from the library side. And we jointly produced a user guide that explains step by step how to apply this to old computers. Afterwards, we interviewed students in the lab and asked them “How did you like these computers?” They said “Oh, they are so fast!” These were all the old computers, but we used one new computer as the server to run the twelve in the lab. As a result, our project at Birzeit won the EIFL spotlight prize in 2008 from UNESCO: the Information for All Programme, “IFAP,” which aimed at replicating the successful stories in the EIFL member countries. Our project was replicated one year later in Mali. They said, “We applied your project and it works fine with twenty computers in our lab.”

**PL: How can librarians in the West and the international library community support your efforts?**

**Diana Sayej Naser:** Organizations or institutions could help us gain access to more free e-resources; they could help us with capacity building—training-the-trainers on modern trends in librarianship and users’ services. We could also benefit from exchange programs among librarians to gain new experience, and funding for scholarships to support the attendance of Palestinian librarians at courses, workshops, and conferences, even continuing education in library science. The ALA could pass resolutions and statements of solidarity with Palestinian libraries, and for freedom of movement and expression.

**Randa Kamal:** International library organizations could also pressure the Israeli government to stop the expropriation of books. Also, it would be helpful if we could get more tuition scholarships so that we can send ten or fifteen students to study library science. And it would be good if people our age could get six months or one comprehensive year to update our knowledge. Because, if we are honest with ourselves, we can’t teach with this old information. It would be helpful if there could be more information on the website of Librarians and Archivists with Palestine (LAP). Maybe some international libraries could link with individual Palestinian libraries to exchange books and provide training. It
would help us a lot if international libraries could provide mentoring programs, and if librarians who speak Arabic could give online courses.

*PL*: Are there young people in Palestine who are interested in doing library work and who would like to study abroad?

**Randa Kamal**: A lot of people want to.

**Diana Sayej Naser**: You know, in most cases in our country to get a scholarship a person must be below the age of 40. So if they are interested but over 40, they can’t get a scholarship. And the most younger men or women are recently married and have children. They have young families and they can’t leave. So for the last four years I have asked members of my staff if they would like to go abroad to get an MLS and then come back. I know that there are several people who were interested, but they said “No we can’t leave our families. We can’t go abroad for two years. How would our families survive?” But in 2015, one of our young staff was lucky to get a scholarship from Fulbright, and she is now in the States at Oklahoma for her MLS and will be back in August 2017.

*PL*: It sounds like the thing that interests you most is networking and connecting with other professionals.

**Randa Kamal**: You know, Diana and I benefit a lot from this because we travel more than our other colleagues, and we know more people, and we talk with them and learn more. And it is very important for other colleagues to have that experience. It would be good if others could study librarianship abroad and then come back.

**Diana Sayej Naser**: You learn a lot through networking. I learned a lot being a member of EIFL as a coordinator and on the advisory board. And they also benefitted from several ideas I raised during the meetings. That’s why they told me they wanted me on their advisory board. And lately I gave them a few ideas in regard to their strategic plan and now they are applying them. So sometimes with networking you learn and make others learn from you. It’s a give and take issue. Therefore, it is very important to get more opportunities to participate in and/or join International conferences, training courses, and workshops.

**NOTES**

1. In 1993, Yasser Arafat and Yitzhak Rabin signed the Oslo Accords, a framework that was supposed to lead to a resolution of the conflict between Israel and Palestine. Israel and the Palestine Liberation Organization agreed to recognize each other, and Israel
was supposed to withdraw from Gaza and the West Bank in favor of Palestinian self-rule. Edward Said called these accords “more flawed and, for most of the Palestinian people, more unfavourably weighted than many had first supposed.”

http://www.lrb.co.uk/v15/n20/edward-said/the-morning-after


Librarians and Archivists with Palestine http://librarianswithpalestine.org/