

Autumn 2003

NAPLE – right now: Share your knowledge

Welcome to the second NAPLE Newsletter.

When we organised NAPLE the idea was to create a public-library policy network among European library authorities. We wanted to share knowledge, we wanted to coordinate policy questions where needed, and we certainly wanted to develop and improve European public libraries.

Our vision gathered momentum along with the development of libraries in the upcoming information society. The exploding spreading of the Internet made it clear to all libraries that digital services were here to stay and that gradually 'the library' would change somehow from its appearance of an institution to a function as a portal to all stored information that you may access from your computer. Even if the traditional library remains as part of the library offer to the citizens.

Behind the universal access we will find the networking libraries. Obviously a European library policy will have to build on the possibility of creating digital library services as a means to improve the chances for all citizens to get free and fast access to all published information.

By creating NAPLE Forum we wanted a platform for being as updated as possible on what is taking place in European countries in the field of library policy, and the newsletter is a simple tool for this. *On the condition that you actually share your knowledge.* Hence the editor of the newsletter invited members to submit even short reports on

what is going on in their countries. We appreciate what we did get, but at the same time I admit we had hoped for more contributions. However, you will have another chance in the spring 2004-edition.

In the first place we also had the idea of a member-discussion forum. I still believe we should go for that. A topic that might be relevant for national library authorities is to which extent their countries are involved in the World Summit on the Information Society and to which degree the role of libraries is part of the discussion.

As you all know NAPLE also runs a website (www.naple.info) and we want that website to include a constantly updated directory on European national library authorities. We need your help for that as well. The directory is a tool for immediate action and contact – if needed – in European library matters.

Very good news is that the next NAPLE biannual meeting will take place in Ireland. The meeting is scheduled for April 23rd 2004, following a conference organised by the Library Association of Ireland and CILIP, Northern Ireland. NAPLE conference participants are invited to take part in the conference on the 23rd of April, which will include a European Day Programme with NAPLE as co-organiser. Please note the days already now.

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The 'Ruches'

The 'Ruches' (beehives) National Development Programme for Local Media Libraries in Rural Areas and Outlying Urban Districts

Rural areas and outlying urban districts have not benefited as much as town centres from the growth of libraries over the last twenty years. They are often deprived of any quality cultural facilities despite the fact that the need is as great, if not greater, than elsewhere.

This is why the Minister for Culture and Communication, Jean-Jacques Aillagon, began a development programme for local media libraries - the 'Ruches'. This programme provides support for local authorities at levels that act as an incentive, for building, planning and equipment as well as operational activities (qualification of jobs, building multimedia collections).

The State's level of investment is combined with specific quality requirements in terms of:

- Architecture
- Reception and services
- Modernity and conviviality for the spaces
- Diversity of collections and openness to information technologies.

These 'Ruches' (a ruche is literally a beehive) are destined to be spaces for social

interaction, and tools for fighting the cultural and digital divide.

To launch this programme, the Ministry of Communication and Culture simultaneously launched a Call for Ideas to sixteen teams of architects with the aim of selecting young talented architects to promote them in professional circles and to local decision-makers.

These sixteen teams were called upon to propose, starting from a framework programme and four sites, innovative reflections on the mission and the architectural stamp of these types of facilities. The accent was placed on reception and entertainment spaces, Internet access, and the expectations of users wanting local public services, while also giving priority to users' discovery of the collections (reading and music rooms for example).

All of these proposals are presented in the film projected on the France – Ministère de la Culture stand.

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Vision into action: Implementing Framework for the future

Andrew Stevens gives a follow-up on the implementation of Framework for the Future

Framework for the Future

Framework for the Future, the first national public library strategy was published by the Department for Culture, Media and Sport (DCMS) on 14 February 2003.

The Framework is a statement - a vision - of how public libraries in England could and

should serve their communities in the 21st century, and what they should offer in ten years' time. It aims to promote public libraries, give them greater visibility, and to set out why libraries matter and what they are about.

Vision into action

Resource was commissioned by DCMS in February 2003 to lead the preparation of a three year action plan to make real the vision

contained in Framework. The plan is funded by DCMS with £1m a year for the three years. There are many excellent libraries that are focal points in their communities, working at the heart of local and central government objectives for learning, and social cohesion. The ambition of Framework is that every public library achieves this potential for the benefit of all communities.

Looking out/ looking in - partnership

Framework has attracted wide support across government and other agencies, including the Secretary of State Charles Clark at the Department for Education and Skills (DfES). A number of key partnerships have been developed to support libraries in making improvements across government, local authorities and other organisations that work with libraries.

Central themes

The central themes of Framework are:

- books, reading and learning
- digital citizenship
- community and civic values.

Libraries have an important role to play in all these areas. To achieve success, many library services need to change the way they work. This has been recognised in the Action Plan.

Local authorities are central to the success of this Action Plan to achieve the Framework vision. DCMS and Resource and other Framework partners will work with them to achieve change. DCMS will fund the Action Plan with £3 million over 3 years.

Building capacity for transformation

Capacity building is about establishing the basis for long term sustainable improvement. This involves positioning libraries clearly on the agenda of local and central government, demonstrating clearly their value and impact and improving their ability to deliver.

- A marketing approach will be used to develop a clear statement of public libraries' role and value. This will shape work on identifying and demonstrating the impact and value of libraries and an advocacy strategy.
- Pilot programmes to build leadership and management skills will be in place by March 2004. Mentoring and secondment schemes for new heads of service, middle

2003/4-2005/6.

and senior managers will be developed, as will support for local council members to play a more effective role in policy formulation.

- The factors that make some library services more successful than others and address barriers to improvement will be identified. Best practice case studies and toolkits to help services improve will be developed from 2003/4.



Two ladies

Copyright: National Library for the Blind

Books, reading and learning

The promotion of reading and learning is at the heart of public library services.

- A standard offer of service that libraries can give to under 5s and their parents and carers will be developed by April 2004. This will help create a national awareness that every parent and child can turn to their library for support in encouraging an early enjoyment of reading.
- Other planned actions in 2003/4 and 2004/5 to encourage children to become enthusiastic readers and learners include extending holiday reading programmes and establishing a self-evaluation tool for school library resource centres.
- Starting this autumn, we will work with a number of learning providers to define clearly and develop libraries role in helping people access learning and address barriers to participation.

Digital citizenship

This strand will build on the success of the People's Network and develop national services for information, learning and reading

enabling libraries to play a full and active role in delivering e-government. This will be funded by the New Opportunities Fund.

- A new portal will be developed for access to the People's Network by 2005/6, building a model of the virtual library as access point to a wide range of resources responsive to specific user needs.
- Core electronic services to support all strands of the Framework plan will include enquiries, a virtual reference shelf, homework and reader development support, access to e-government, online learning materials and community information.
- The potential for national acquisition of ICT-based commercial resources will be tested.

Community and civic values

Libraries will develop their role in delivering a wide range of relevant services to help address social exclusion.

- Support will be provided to help library services and local authorities understand the needs of their communities and promote community involvement in libraries in 2004/5.
- A model for how libraries can be effective gateways to information and services for people with disabilities will be developed by 2005/6.
- A range of partners will work with local authorities to develop and test models to assist libraries to improve performance and establish their role at the heart of the local community, in 2004/5.

The first year

Implementation of Framework for the Future has already begun. By the end of March 2004

the first results of the implementation plan will be achieved. These will include:

- Leadership programme in place
- Analysis of barriers to improvement completed
- Under 5s offer defined
- Model database of new library building and refurbishment in place
- Audit of good practice in promoting social cohesion completed.

Information

If you do not have access to a copy of the plan, you can find it on the Resource website at www.resource.gov.uk or contact Andrew

Stevens at Resource if you wish to find out more.



Children at Guildford Library
photo:Jonathan Goldberg

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WSIS World Summit on the Information Society



UN brings the development of the Information Society into focus with World Summit for the Information Society (WSIS)

A new world summit meeting is under way. This time the theme is the Information Society and further developments. The background is UN resolution 56/183 which provides the International Telecommunication's Union (ITU) with a mandate to cooperate with UNESCO and other UN organisations. The summit meeting will stretch over several years, and consist of two phases. The first meeting is to take place at the beginning of December this year and the final one is scheduled for 2005 in Tunis.

WSIS is a unique opportunity for the World Community to initiate a necessary and broad debate on the development of the Information Society towards a Knowledge Society for all.

In a number of so-called prep coms, all the relevant interested parties from governments (UN's member states) as well as NGOs like

for example IFLA, civic society and representatives from the private sector for almost a year been working on the meeting's principal documents and expected result: a draft declaration of principle and an actual action plan. The summit decisions concern a broad section of society, but not least libraries, archives, media and others who create and ensure access to knowledge, and should be seen in close connection with the realisation of UN's Millennium Goals on securing the right to education for all etc. at global level in the years 2015-2020, <http://www.itu.int/wsisis/>.

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IFLA Pre-World Summit Conference Libraries@the Heart of the Information Society Geneva, 3-4 November 2003

The Pre-Summit Conference, **LIBRARIES @ the HEART of the Information Society** is an attempt to bring together knowledgeable librarians, who are powerful advocates for the potential for libraries in the rapidly developing information society, with representatives of the national delegations to the World Summit itself.

Librarians will have the opportunity to brief the delegates on the practical things libraries and librarians can do to put into place the ideals behind the concept of the global information society.

Find all relevant information about registration etc at <http://www.ifla.org/III/wsisis.html>

Libraries –beyond the digital

The 2004 annual joint conference of the Library Association of Ireland and CILIP Northern Ireland takes place in the Marriott Hotel, Druid's Glen, Wicklow, from 20th to 23rd April 2004.
(<http://www.marriott.com/epp/default.asp?MarshaCode=DUBGS>)

The theme of the conference is "Libraries – beyond the digital".

To mark Ireland's presidency of the EU the conference programme on 22nd April will have a European theme. Speakers and topics will be announced at a later date. A meeting of NAPLE will take place on Friday 23rd at the same venue.

For further information please contact *Brendan Teeling* (bteeling@librarycouncil.ie) at An Chomhairle Leabharlanna.

ABM-utvikling

Sidsel Hindal reports on the white paper on culture, The Digital Library of Norway and the revision of the Norwegian Library Act within the public library sector. Finally she introduces us to 'The Cultural Schoolbag'.

The white paper on culture

In August this year the Norwegian government presented their white paper on culture. An important document, which states the premises for the cultural sector for the next decade, 2004-2014.

Three main principles are emphasised:

- Quality-based funding of the arts and cultural expressions
- Cultural diversity as a counterbalance against the increasing commercialisation of society
- Securing the needs of a broad range of user groups.

The library sector

According to the government the main challenge within the library sector is to continue the ongoing process of making the National Library a centre of excellence and an accommodator for research. Another important goal is to develop "the seamless library services", a term and an objective introduced by the white paper Sources to knowledge and experience. Archives, libraries and museums in a society based on information technology (1999-2000). The overall goal is to establish a co-ordinated network of integrated services meeting the needs of the users, offering the same service regardless of which library she or he visits, thus combining access to actual and virtual collections and services. A major step in developing the seamless library services is the Digital Library of Norway. Finally, the government will initiate a major report on several important issues and challenges within the library sector covering public, academic and special libraries. The task of writing this report will be assigned to The Norwegian Archive, Library and Museum Authority (ABM-utvikling), and is considered very important and challenging. Hopefully, such a report may lead to a major library reform.

The field of literature is of great interest and importance to the libraries. For more than 30 years the purchase programmes for literature have been the main instrument to ensure the existence and increase of Norwegian literature. Annually, several hundred titles are purchased by the Norwegian state and distributed to the public libraries. Until now these programmes have mainly been limited to fiction. However, the government considers this such a successful instrument and therefore recommends an extension in order to include essays and non-fiction. For the library users this means improved library services.

The Digital Library of Norway

A major step in developing the seamless library services is the Digital Library of Norway.

A year ago, ABM-utvikling invited several essential institutions to a meeting as the first initiative to establishing a Digital Library of Norway (DLN). Following the meeting, ABM-utvikling established a working committee to look at the challenges in regard to such a digital library. The seven members of the committee were selected from all types of libraries and even library system suppliers. They delivered their report with recommendations in February this year and it has been very well received within the entire library sector. The working committee's assignment was to:

- Find out what the main challenges are for developing and co-ordinating resources within a digital library
- Suggest how further organisation of DLN should proceed
- Define the term 'digital library' and other terms used in the report.

The working committee has defined the term 'digital library' as follows:

An organised collection of services and content allowing users to access information in digital form transmitted via a computer network.

The committee has also created the following vision for a Digital Library of Norway:
A library system that opens the confines of each individual library and enables the public and society at large to have digital information resources and services at their disposal conveniently and efficiently.

The committee has recommended that DLN should be a 5-year programme. Furthermore, as the programme proceeds, the services that are established shall be offered as content in a permanent organisation. The committee has also focused on the importance of recognising the challenges the Norwegian library sector is facing. This is especially relevant with regard to co-operation and co-ordination between the different libraries, suppliers and others, to achieve better use of the resources as a whole and offer improved services to all users through a national digital library. An overall objective is to ensure integration of material from archives and museums in DLN. Although this is a long-term perspective, it is essential, at an early stage, to discuss which technological solutions and standards are necessary to ensure this integration.

The working committee presents a long list of additional recommendations in their report. The list includes:

- Establish research programmes
- Offer project funding to support projects aimed towards establishing permanent content and/or services within DLN, for example the making of national authority registers
- Establish national competence centres at the National Library with tasks such as copyright, metadata and digitisation
- Develop joint patron registers and common library cards
- Make research documentation available through library catalogues.

DLN has become the main library project for ABM-utvikling this year and we have high hopes of seeing the content of the report put into action. November 1 project manager Kristine Abelsnes will start her work.

Revision of the Norwegian Library Act within the public library sector

The Norwegian Library Act, together with directives from the Ministry of Cultural and Church Affairs, constituted the basis for the former Norwegian Directorate for Public

Libraries. The establishment of the Directorate in 1949 was a direct result of the Act, first introduced in 1935. Amendments to the Act were last passed in 1985, but some selected sections of the legislation have now been under review. This is a revision caused by the establishment of ABM-utvikling. Since The Norwegian Directorate for Public Libraries actually was mentioned in the Library Act, the Act needed some minor amendments. At this point the Ministry of Cultural and Church Affairs found it suitable to recommend a larger revision. A public consultation document was sent out for comments last autumn, creating quite a riot in the library sector in Norway. The recommendations were mainly based on the political strategies of the Norwegian government who are in favour of giving local municipalities greater freedom in how they organise their public services. A majority within the library sector did not applaud recommendations to remove the legislative requirement that each municipality shall have a public library of their own, and to remove the obligation of having trained library directors in public libraries. In May this year the final document for amendments in the Public Library Act were presented, now with only minor changes, and the new, revised law was passed on June 16, 2003.

The Cultural schoolbag

This is a joint initiative from the Ministry of Culture and Church Affairs and the Ministry of Education and Research. The Steering committee consists of the State Secretaries of the ministries and ABM-utvikling hosts the secretariat. Dissemination of culture of high quality (literature, music, performing arts, movies, cultural heritage i.e.) to all school children in primary and secondary school, every school year, is the main objective. In total 7,5 mil. Euro is allocated to 'The Cultural schoolbag' in 2003, a number, which will increase to 22,5 mil. Euro in 2005. In September ABM-utvikling received approximately 2,000 proposals for funding.

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Children and Literature

The Danish Ministry of Culture's reading campaign for children



Literature is a mine of experience, atmosphere and sheer pleasure for children who read or are being read to. Denmark has a tradition for writing and illustrating children's literature of a very distinct quality, just as the mediation of children's literature is a central task in libraries, schools and day-care institutions. In 2003 and 2004 focus is directed at children's meeting with literature with a view to encouraging children's pleasure in reading.

The minister for culture, Brian Mikkelsen, in December 2002 revealed his intentions for a nation-wide reading campaign and promised a grant of 5 mil. DKK for the two-year project. "Books are a unique part of children's growing up and of their entire universe of experiences. I therefore hope that through new initiatives and activities we will be able to increase children's interest and delight in reading" said the minister.

The campaign took off on 12. March 2003 with an "inspiration seminar" where a broad circle of interested parties participated and helped to anchor the foundation of the campaign. It is a common assignment for authors, researchers, publishers, booksellers, teachers, educationists, school- and public librarians and other mediators to catch the ball which the minister has thrown and see the campaign as a means of continuing the good work and further qualify and target the endeavours to stimulate children's zest for reading.

Kindergarten libraries is one of many new initiatives on the agenda and nation-wide meetings are taking place where the perspectives are being discussed.

Kindergarten libraries are a special offer to families with small children and it looks as if they influence the family's use of books (more frequent and extensive use) as well as the children's possibility for choosing books themselves. This helps remove some of the barriers for children's meeting with literature and encourages families to share a common experience in relation to children's books.

The campaign is conducted by the Council of Literature together with the Danish National Library Authority, the secretariat being placed in the Authority.

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What else is going on in Denmark?

Digital music distribution via libraries

The most exciting innovative efforts right now are negotiations between 'Phonofile', an association of rightholders to Danish Music and a consortium consisting of the Danish National Library Authority and a number of libraries, on the conditions for Danish libraries to give access to their users to digitised Danish music.

The State and University Library in Århus holds the national library function within music. The library is in the process of digitising all Danish music recordings, meaning recordings of music by Danish

composers and music performed by Danish artists.

If we agree on the conditions (presumably we will) we will next year be able to give users access to borrow music files from their homes and download on their home computer. The music files will be automatically deleted at the end of the term.

The project is supported financially by the Minister for Culture and can be seen as one of many elements in an action plan to help Danish music producers in their present crisis. By offering free of charge digital-library access to Danish and, hopefully also very soon, foreign music we hope to fight illegal internet distribution of music files. Hopefully in the next NAPLE-newsletter I can reveal more practical and organisational details.

New model for ILL-distribution

One of the consequences of the still very successful search, request and ordering service bibliotek.dk is a fast growth in the number of interlibrary loans. Users simply search the material on the site and request it to be picked up at their local library. In consequence we have examined our distribution system and decided to reorganise it.

What we want to achieve is a national coherent delivery system, driving to 10 access

points throughout the country every day, serving all types of libraries. From the access points the county libraries will be responsible for the distribution. The new model must be ready for action by Jan 1st, 2004.

Jens Thorhauge

“CALIMERA - a new EU Co-ordinating Action” on Local Institutions Mediating Electronic Resource Access

This introduction is based on the CALIMERA project description, written by Robert Davies (MDR), 2003

CALIMERA, “*Cultural Applications: Local Institutions Mediating Electronic Resource Access*” is a new EU Co-ordinating Action of 18 months’ duration running from 2004-2005. It will be funded under Call Area IST – 2002-2.3.1.12 – *Technology-enhanced learning and access to cultural heritage*. Access to cultural heritage is in the IST priority area within the 6th Framework Programme (FP6) of the European Commission (2002-2006). CALIMERA Co-ordinating Action is to ensure that local cultural institutions (public libraries, museums and archives) across Europe are well placed to benefit from and contribute to the goals of the 6th Framework Programme for Research and Technological Development (RTD) 2002 – 2006. The IST vision sets out to enable “anywhere, anytime, natural access to IST services for all”. Within this framework this Call area seeks to develop advanced systems and services needed to improve

access to Europe’s knowledge and educational resources and generate new forms of cultural and learning experiences.

The point is that local cultural institutions can play a vital role in achieving those goals by applying the new technologies and transforming them into user-centred services used by ordinary citizens in their everyday lives. In this Call Area, the Community Memory programme, is to be launched in 2004. If local cultural institutions are to be centrally involved in future IST calls addressing community-based cultural heritage services, local cultural institutions need to identify their own R & D priorities, backed by an analysis of issues deserving European attention and support.

Objectives in brief

CALIMERA therefore will monitor technical developments and solutions emerging from IST and national research and assess their potential as widely transferable technologies for use by local institutions. It will co-ordinate and sensitise the stakeholders

including professional networks, national and local authorities and industrial players, laying the groundwork for participation in future calls.

Building on FP5 CALIMERA will increase sharing of best practice, mobilising and adding European value to IST-based national programmes, producing guidelines and benchmarking tools with special focus on the needs of local archives and museums and addressing the needs of the end user. Whereas the major focus of PULMAN was public libraries building outward toward other local cultural institutions and a body like NAPLE exists to co-ordinate national authorities within the public libraries sector, work is now needed to exploit the full potential of greater cross-domain co-ordination within the local cultural sector. It is obvious that in order to ensure proper co-ordination, CALIMERA will need to investigate and take account of work being done under national research and innovation programmes and within the framework of other European and international initiatives and programmes. This involves for instance the work being done in IFLA and NAPLE. The co-ordination and preparatory work will be underpinned by a dissemination programme targeted at decision-makers, managers and professionals, including a portal website providing access to best practice, relevant research and innovative solutions.

Finally CALIMERA will develop the agenda and working structures for collaboration on local services with Europe's research partners globally and nurture the involvement of the countries of South East Europe, which may be the next candidates for EU membership.

CALIMERA Workplan

The workplan for this Co-ordinating Action consists of five work packages, the 5th providing the *management and co-ordination activities*. Robert Davies, who has recently been the Project Manager of PULMAN and Co-ordinator of PULMAN-XT, will be the Project Manager and Scientific Co-ordinator of CALIMERA.

WP1 Technologies and research for local services will identify technologies and relevant research and link this to the cultural community mapping exercise conducted in WP 2. This to identify which areas of research

that hold the most promise in offering citizens new opportunities for active participation through local institutions and what research is likely to bring the most impact and benefit in application.

WP2 Local services sharing policies and best practice. Through the involvement of national authorities, ministries and professional representative bodies throughout Europe, CALIMERA will provide the necessary forums to identify and develop tools in a form (e.g. guidelines), which will make an impact on strategic thinking and real world services.

WP3 the end user experience: a usable community memory adds a key extra dimension, establishing and validating the usability research agenda for local cultural institutions and their end-users, ordinary citizens, also producing a key guideline on this topic.

WP 4 Dissemination, networking and training provides the human network development and co-ordination activities across the national and local authorities, professional bodies, individual professionals, projects and industry players who are the broad constituency co-ordinated by CALIMERA. It also establishes the necessary dissemination vehicles including a portal website providing access to all the project results, guidelines, solutions notice board, forums and an alerting service. This work package will provide an assessment and recommend a development path to support training for the engagement with new technologies and research by local cultural services. Finally, it will ensure that those countries which are likely to become the next wave of applicants to join the EC (e.g. the countries of South East Europe) can benefit from the development of local services being undertaken in CALIMERA and FP6 in general. Also it will extend joint research activity in the area of community memory and local cultural services to Europe's research partners elsewhere in the world.

CALIMERA consortium

The CALIMERA consortium consists of several 'layers' of participants. The overall structure will consist of:

- Core partners (Lisbon (Portugal), MDR (UK), Critical Publics (Greece) Resource

(UK) Essex (UK) EBLIDA, Ljubljana (Slovenia), Veria (Greece).

- Contributing partners, including a reference group of Country Co-ordinators drawn mainly from local authority-based professionals (National Library of the Czech Republic (NLP), The Norwegian Archive, Library and Museum Authority (NALMA), The Danish National Library Authority (DNLA), Manchester Metropolitan University (MMU), Vilnius

University, Helsinki, Russian Cultural Heritage Network (RCHN))

- Two further 'reference networks', one each for national authorities and one for industrial partners.

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Access to European Public Library Programmes and Legislation

Did you find the latest news from UK, France, Norway and Denmark interesting?

We would also very much like to have all relevant information on your national library legislation.

Please send the information either as:

- A link
- A pdf-document
- Name and title (all bibliographical information) of a printed material that can be obtained directly from you or from a library.

The information should be mailed to the NAPLE Secretariat attention Vibeke Cranfield, at e-mail: vhc@bs.dk.

Membership Fee 2003 and 2004

Kindly note that membership fee (50 Euro per year) will be collected for the first time December 2003 for the years 2003 and 2004, as agreed at the Copenhagen meeting. The invoice will be mailed by post early December to the contact person of the institution, so kindly let the secretariat know as soon as possible if there are any changes in address or the like (vhc@bs.dk). Thank you in advance.

What you get for the money? Besides a lot of other things you will save money by getting cheaper access to biannual meetings.

The next NAPLE meeting takes place on Friday 23rd April 2004 in Wicklow, Ireland - following a conference organised by the Library Association of Ireland and CILIP, Northern Ireland. See page 1 and 5. Don't forget to reserve these dates in your calendar now!

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