

Spring 2004

## NAPLE biannual meeting in Ireland 22. and 23. April 2004

### **Brendan Teeling from the Irish organisers writes:**

Dear Colleague,  
I am delighted to send you details of the NAPLE meeting in Ireland on 23rd April 2004. As you know the meeting is being held to coincide with the annual joint conference of the Library Association of Ireland and CILIP (Ireland).

As the conference programme on Thursday has a European theme the Library Council is happy to host NAPLE members' attendance at the conference that day, and attendance at the conference banquet on Thursday evening. The Council will also host lunch for NAPLE delegates on Friday. (NAPLE delegates are of course welcome to attend all the conference and if you wish to do so please contact Brendan Teeling at [bteeling@librarycouncil.ie](mailto:bteeling@librarycouncil.ie).)

Delegates are asked to make their own arrangements for accommodation. There is a special rate of € 115 single room / night (€ 67.50 per person sharing) at the conference hotel: please contact the [Marriott Druid's Glen Hotel](#) directly (+353 1 2870800).

The Library Council will also provide a bus transfer from Dublin to the venue on Thursday morning, and back to Dublin on Friday afternoon. The exact arrangements will be made when we know the arrival times of NAPLE colleagues. To avoid any confusion here is a summary of what is covered:

#### **Contents:**

- ◆ NAPLE biannual meeting in Ireland 22 and 23 April 2004. 1
- ◆ Programme for NAPLE biannual meeting 2004. 2
- ◆ News from Flanders: Scaling up and co-operation, 3
- ◆ News from Estonia: E-era in Estonian public libraries, 5
- ◆ News from Czech Republic, 7
- ◆ News from Spain: The *Internet in Libraries* Programme, 9
- ◆ News from Portugal, 10
- ◆ News from The Netherlands: Update of the library situation in the Netherlands, 10
- ◆ News from Sweden: Two brand new investigations about Swedish libraries, 12
- ◆ News from Denmark: A new kind of access, 13

The Library Council is covering the cost of:

- Attendance at the LAI/CILIP conference on Thursday 22nd April (this includes lunch and tea/coffee);
- Attendance at the conference banquet on the evening of Thursday 22nd;
- Lunch on Friday 23rd April;
- Bus transfer from Dublin to the hotel on Thursday and back to Dublin on Friday afternoon.

Delegates must cover:

- Accommodation;
- Attendance at the conference on Tuesday and Wednesday (please contact Brendan Teeling for details).
- Transport to the conference venue other than on Thursday.

Any questions about the meeting and the arrangements can be addressed to Brendan Teeling at [bteeling@librarycouncil.ie](mailto:bteeling@librarycouncil.ie).

Delegates are asked to let Brendan know:

1. if they are attending the meeting;
2. their expected arrival time in Dublin, and
3. their expected departure time from Dublin.

Brendan Teeling  
Assistant Director  
An Chomhairle Leabharlanna (The Library Council)  
53 & 54 Upper Mount Street  
Dublin 2  
Tel. 01 6761167 Fax. 01 6766721  
E-mail [bteeling@librarycouncil.ie](mailto:bteeling@librarycouncil.ie)  
Web [www.librarycouncil.ie](http://www.librarycouncil.ie)

## Programme for NAPLE biannual meeting in Ireland April 2004



Upper Lake, Glendalough

### **NAPLE BIANNUAL MEETING, 10.00 A.M., 23RD APRIL 2004**

Marriott Druid's Glen Hotel and Country Club,  
Newtownmountkennedy, County Wicklow,  
Ireland.

#### **DRAFT AGENDA**

1. Welcome and Opening of the meeting  
Reports – **Jens Thorhauge**  
Presentation of accounts  
Election of NAPLE board  
Future activities

Tea/coffee

3. a) National authorities in Europe:  
current trends - Norma McDermott

- b) Group-discussion on common activities  
and strategies

4. Presentation on CALIMERA –  
**Chris Batt**

5. Close of meeting

6. Lunch

Please note:

An Chomhairle Leabharlanna will arrange transport from our offices in Dublin to the hotel and back once we know delegates' travel arrangements.

### **Programme for THURSDAY 22ND APRIL**

#### **9:30 EUROPA**

Lindsay Armstrong, Directorate, General Press and Communication, European Union.

#### **10:15 Work summit on the information Society**

Representative, British Council

#### **11:00 Tea/coffee/Trade Exhibition**

#### **11:30 Opening of members' day**

Gobnait O'Riordan, President of the Library Association of Ireland.

#### **11:45 Building design for the Digital Age**

Aidin O'Sullivan, Librarian, Institute of Technology, Blanchardstown  
Jens Thorhauge, Director, Danish National Library Authority

#### **12:30 Lunch**

#### **14:00 Members' day parallel sessions** (see chart on below)

#### **16:00 End of members' day**

#### **19:15 Pre- banquet reception**

hosted by Wicklow County Council

#### **19:30 Address by the Minister for Environment, Heritage and Local Government, Martin Cullen, T. D.**

#### **20:00 Conference Banquet + music by Deja Vu**

### **THURSDAY 22ND APRIL (MEMBERS' DAY PARALLEL SESSIONS)**

	<b>LIBRARY ACCESS</b>	<b>MANAGING E-RESOURCES</b>	<b>CULTURAL HERITAGE</b>
14:00	<b>1. Multicultural issues</b> (Speaker t.b.c.)	<b>1. The Information Specialist in the digital environment: CPD at a distance and motivating L.I.S. professionals</b> Dr. Judith Broady-Preston, Director of Teaching, Department of Information Studies, University of Wales, Aberystwyth	<b>1. The Act of Union Virtual Library</b> Dr. Andy White, Archivist in Records Administration, Public Records Office Northern Ireland, Belfast

14:30	<b>2. Reveal</b> David Owen, Executive Director, Share the Vision, National Library for the Blind, Stockport	<b>2. E-health Services</b> Irish Health Sciences Librarians Group	<b>2. Digitisation process for the Irish Script on Screen (ISOS) project</b> Siobhan Fitzpatrick, Librarian, Royal Irish Academy, Dublin
<b>15:00</b>	<b>Tea/coffee + Trade Exhibition</b>		
15:30	<b>3. Library Council Access Project</b> - Breda Gleeson, County Librarian, Kildare County Council and Chairperson of the City and County Librarians section, LAI - Maureen Gilbert, Consultant on disability issues to Equality Authority	<b>3. Licensing for Electronic Publications- some issues</b> Mary Doyle, Librarian, Department of Agriculture and Food, Dublin	<b>3. Digitisation</b> Chris Batt, Chief Executive, Museums, Libraries and Archives Council, London

### *News from Flanders:*

## Scaling up and co-operation: VCOB Action Plan

### **1. Flemish Center for Public Libraries: a support for the branch**

The Flemish Centre for Public Libraries, Vlaams Centrum voor Openbare Bibliotheken – VCOB, is an agency supporting public libraries in Flanders and Brussels. It was founded in 2000 and is subsidised by the Flemish Government. The VCOB develops its policy from its mission as stated in the Flemish law on Integral Local Cultural Policy (2001). The VCOB supports over 300 Flemish public libraries in Flanders and Brussels, which together have more than 1,7 million members (about 29% of the 6 million Flemish). These members borrow 54 million items each year, through some of our 880 locations. There are 4,300 people working in Flemish public libraries (2,700 full time equivalents) and this sector hosts over 4,800 workstations.

The board of the VCOB is composed of representatives from all policy levels in Flanders that deal with public libraries, which themselves are municipal institutions. These are: the Flemish Government, the municipalities, the provinces, and the Flemish Community of Brussels (as Brussels is a bilingual region).

### **2. The Action Plan**

VCOB has an action plan through to the end of 2004, in execution of the contract between the Board of VCOB and the Flemish Government covering both 2003 and 2004.

The key phrases to qualify the action plan are: scaling up and co-operation. VCOB realises that a scaling up movement for a common IT infrastructure for the sector is the most important strategic goal. VCOB has to, and intends to fulfil each of its tasks in co-operation with others.

#### **Innovation through scaling up**

The most important task of the VCOB is to establish the Central Catalogue of Flanders. This catalogue will be a stepping stone for the public libraries towards a Flemish Digital Library, which will be integrated in the day-to-day work processes. The implementation of this catalogue will have a direct impact on about 10 % of working hours in the sector, that are spent on cataloguing back office tasks.

- In 2004, the old catalogue (which is a background bibliographic pool) will be converted, and the pilot project will be set up.
- In 2005, all public libraries will be systematically included in the new catalogue.

- 
- Spread over several years, the whole project will cost about 9 million Euro.

The VCOB also has two other IT-related tasks to perform:

- Establishing an up-to-date broadband connection linking all public libraries  
Budgeted at € 256.000 in 2004
- Creating a professional website (the librarians' sub-site of [www.bibliotheek.be](http://www.bibliotheek.be)) supporting professional communication within the sector budgeted at € 230.200 in 2004

### **Building the Flemish Digital Library**

VCOB operates as a broker for contracts with providers of electronic information. Access to the digital collections is organised via subscription through the local libraries. If possible VCOB creates, in co-operation with the libraries, added value to these electronic collections. E.g.: VCOB not only acquires digital newspapers but also develops electronic clipping files especially suited for the library users.

These projects should run at break even.

### **Stimulating knowledge-based library management**

Starting from 2002, the libraries must write a policy plan and report on a regular basis their progress in realising their plan. VCOB supports the libraries during the planning process and stimulates the development of an integral local cultural policy. This is done by the VCOB in close collaboration with the Flemish government and "Local Culture", another supporting agency. In the coming two years VCOB intends to develop two instruments for the library branch:

- The innovation of library statistics, and the development of a system for benchmarking between libraries based on those statistics.
- The development of relevant and transparent indicators to support librarians in evaluating their own policy.
- Budgeted at € 115.000 in 2004.

### **Supporting the human resources management**

VCOB develops, in co-operation with the libraries, a set of job and competence profiles. This will become a first phase

towards the promotion of a competence-based human resources management in libraries.

Budgeted at € 20.000 in 2004

### **Optimising work processes**

VCOB supports libraries in optimising work processes, while taking initiatives for scaling up back office processes, focusing on cataloguing and more efficient collection development.

Budgeted at € 25.000 in 2004

### **Supporting public services of libraries via library promotion**

VCOB organises the annual Library Week and participation of public libraries at the Flemish Book Fair in Antwerp.

Budgeted at € 62.000 in 2004

### **Developing and implementing a marketing strategy**

VCOB's ambition is to thoroughly innovate the public services of libraries. To do so it is developing a marketing strategy based on a new segmentation of the library users. This segmentation is based on a large-scale user survey, which is being held in 2004 in co-operation with 169 public libraries. The data of this survey will be analysed in co-operation with TOR, a research group of the Brussels University VUB. TOR is also a partner in a scientific consortium which is organising a broad public survey on cultural participation in Flanders. Both surveys taken together will give a good picture of the socio-cultural profile of library users in comparison to the profile of Flemish people in general and in comparison to the profile of the non-library user.

Budgeted at € 80.000 in 2004; not including the contribution of municipalities and provinces to the survey of € 90.000.

### **Reader development and enhancing information literacy**

VCOB takes action and creates instruments to support libraries in enhancing the cultural and information literacy of Flemings. Two collaborations have priority:

- In collaboration with the Reading Foundation (Stichting Lezen Vlaanderen), several campaigns are organised: "Youth Book Week",

”Fahrenheit 451”, “Read to others” Week, etc.

- In collaboration with CANON, the culture team within the Department of Education, VCOB is developing a website to support librarians and teachers concerning cultural and information literacy.
- Budgeted at € 53.000 in 2004

### **Inform and communicate adequately to improve the library image**

VCOB adequately communicates about itself, the library sector and also in co-operation with others. Special attention will be given to establishing a good relationship with the press and media to improve the general image of libraries and librarians with the public.

Budgeted at € 25.000 in 2004.

### **Integrated in the general cultural policy**

VCOB strives for a good collaboration with all players in the cultural policy field, locally, in Flanders and internationally. Special attention goes to collaborations with the Netherlands with which Flanders shares its language, culture, and history. VCOB also wants to develop contacts with Great Britain, Denmark and other Scandinavian countries.

*Jan Braeckman*

Director

Vlaams Centrum voor Openbare  
Bibliotheken vzw

[jan.braeckman@vcob.be](mailto:jan.braeckman@vcob.be)

## ***News from Estonia:***

### **E-era in Estonian public libraries**



In recent years big changes have been taken place in Estonian public libraries. In addition to everyday library work great importance has been attached to construction, renovation and automatisisation of public libraries. Already in the middle of the last decennium one could say that a computer that was not connected to the World Wide Web, i.e. Internet, was not a computer in contemporary terms. Providing permanent Internet connection in towns and civilisations with a higher population density is quite an easy task. As one of the tasks of public libraries is also assuring equal opportunities for everybody and decreasing disparity between countryside and town, internetisation of public libraries situated in sparsely populated regions was also necessary. Government and local

authorities have, therefore, made great efforts to provide permanent Internet connection for public libraries in rural areas. By June this year the internetisation project of public libraries initiated by the Ministry of Culture is to be completed. The project intends to provide permanent Internet connection for almost all public libraries, among others also for the most distant rural areas and the areas, which in terms of communications network are difficult to access.

On the other hand great importance has been attached to the automatisisation of public library work. In the mid 1990s one sought to introduce public library software, which would work on the desktop principle, but as the administrative measures were weak and the state support low, the actual level of automatisisation depended a great

deal on the enthusiasm of a single librarian. However, several libraries, mostly county central libraries, succeeded in introducing the electronic lending system. In connection with the speedy spread of Internet and the need for better user service and increased efficiency of the work of librarians, the state started to develop an Internet-based public library software. This year the introduction of the system will be completed, but already now about 200 public libraries use this software. In order to be able to use this software on the spot libraries need only a web browser and permanent Internet connection. The work is especially effective when the librarian's computer has a barcode unit. The maintenance of the software and database handling is managed centrally and this saves considerable resources. The configuration of local working place is easy and does not need any specific knowledge from the librarian. Modern web based software enables the user to book necessary books and to read briefly about their content without going to the library. When going to the library the user does not have to worry whether the

book is still available. The user also receives a reminder when he/she has forgotten to take back the book and can notify the library of any reasonable excuse for having exceeded the lending time. Such a system is very convenient for users and saves a lot of money.

From now on the librarian will have more time for promoting local culture and intellectuality. Many libraries already have extensive databases on local history. In order to increase people's knowledge and deepen their feeling of identity, the next step will be to create means for systematising materials concerning local history and provide easy access to them via the Internet.

*Indrek Eensaar*

Head of IT Division, Ministry of Culture

*Meeli Veskus*

Counsellor of Libraries, Ministry of Culture

meeli.veskus@kul.ee

Information about Estonian libraries:

<http://www.nlib.ee/inglise/lib/lib.html>

#### Some figures about Estonia and its libraries:

Capital:	Tallinn
Population:	1 434 068 (01.01.2001)
National holiday:	February 24 (Independence Day)
Head of State:	President of the Republic – Arnold Rüütel
Official language:	Estonian language
Public order:	Parliamentary Republic
Area:	45 227 km <sup>2</sup>
Administrative regions:	15 counties passed on 28. June 1992
Constitution:	Estonian kroon (EEK)= 100 sents;
Currency:	1 EUR=15,6466 EEK

On 1 January 2003, there were 1,166 libraries in Estonia including

- 83 research and special libraries
- 560 public libraries
- 523 school libraries.
- The libraries reported 803,079 registered users, 11,4 million visits, and 18,7 million loans. The majority of visits (57%) and loans (70%) were registered by public libraries.
- Library collections totalled 76 million items; annual additions totalled 4,2 million items. The libraries employed 3,027 librarians, including 1,340 employed in public libraries.

## **Services of regional public libraries in the Czech Republic**

The Programme of library regional functions (services) promotion was launched in 2001. It stems from the new Library Law (Law No. 257/2001 Coll. of 29 June 2001 on Libraries and Terms of Operating Public Library and Information Services) and the Implementing Regulation No 88/2002 Coll. The regional functions of libraries are activities or /services/ carried out through this programme, which are provided by libraries authorised to do so by the plan. This programme is primarily aimed at libraries in rural regions and small towns. The basic aims of the programme are:

- The establishment of public library and information service provisions for all places in the Czech Republic.
- Eliminating differences by providing inhabitants of rural regions and small towns with public library and information services.
- Public library and information services quality and continuity assurance in link to user information needs.
- Eliminating undesirable differences in the levels of provided public library and information services between individual districts and regions.
- Useful distribution of work co-ordination of special activities in regions.
- Effective usage of public financial means.
- Guarantee of the continual updating of public library stocks in a region.
- Maintaining a special level of services in libraries of the region.
- Guaranteed continued professional development of all library employees.

### **The Programme of Internetisation of Libraries**

On January 14, 2004 the government of the Czech Republic approved 'the concept of internetisation of libraries.' Roughly 3,000 libraries should be newly connected to the Internet within this programme, which will require a total cost of 339 mil CZK (c. 1 mil EUR). The Ministry of Informatics will provide libraries with a high-quality connection to the Internet on the basis of a submitted concept. However, the computing and technical equipment of any given library remains in the jurisdiction of the library's

founders. Approximately 1,700 public libraries are connected to the Internet currently and roughly 4,500 libraries lack any connection to the Internet. This is the plight of libraries in rural regions, where more than 26% of the Czech Republic's residents live. These people are disadvantaged in comparison to the denizens of the cities. The installation of the Internet in rural regions will sharply contribute to the removal of this handicap and create conditions for both economic and social development of the Czech country.

### **Usage of structural funds**

The oncoming accession of the Czech Republic into the EU opens up possibilities for the usage of the EU structural funds for subjects from the Czech Republic.

Basic trends are:

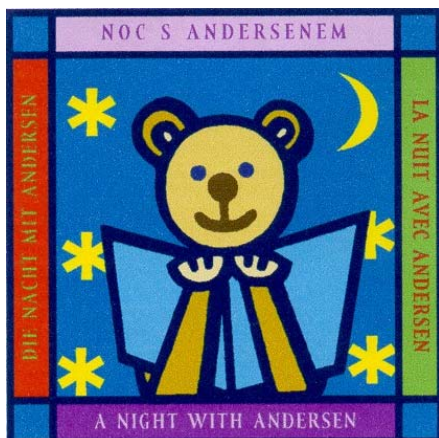
- The usage of ICT by the local administration and population for their mutual communication.
- Providing a wide information basis for the population via the Internet

Libraries can use the Joint Regional Operational Programme for their 'internetisation' programmes. Drawing down financial means always requires the participation of state and local resources, which will be invested by support receivers. In library 'internetisation' the Priority No 2 (A Regional Development of the Transport and Information Technologies ) is more applicable than all others.

It is possible to finance library equipment by technical devices. This priority includes an investment support for the capacity and material equipment developments; the investment support for an advanced infrastructure and services for ICT requires so called grassroots support, such as community involvement, volunteer organisations, civic initiatives and the like. Support will be primarily aimed at less developed regions.

---

## The Night with Andersen



We would like to let you know about a night of fairy tales which the children in the Czech Republic will experience for the fourth time this year. On Friday, April 2nd 2004, the Night with Andersen will happen in many towns and villages – at the place where imaginative librarians, teachers and educators prepare an interesting programme for the young audience with a night's reading of fairy tales. The organisers also want to draw attention to the children's book festival, which is celebrated under the occasion of the birthday of the famous Danish fairy-tale writer Hans Christian Andersen.

Last year, this event was organised in 153 places of our country. The Internet helped us to communicate and prepare competitions, quizzes and programmes in many libraries in Bohemia, Moravia, Slovakia and Poland. Thanks to the Internet we knew what happened in each place. The libraries were visited by many different creatures from the fairy-tales, and one mutual poem was written. There was also a search for a treasure in one library, in another library a discotheque was held, and in another there was a theatre and common singing. But reading of fairy-tales was not forgotten anywhere. They were read by children, librarians and in one library even read by the mayor.

On Friday, April 2nd 2004 you will be able to spend the night in the library. An attractive evening and night programme will be prepared for children: reading of fairy-tales, competitions will be held and lots of fun and adventures. This year there will also be an Internet chat so that children can share their

experience with their friends throughout the night. We believe that in this mutual electronic night conference, a new celebratory poem will evolve, as well as new friendships.

### **And this is a chance for you, dear friends from all over the world!**

If you enjoy a new experience and if you like our idea, you have a unique chance to participate! **Join us!**

Help us to celebrate the International Book Day and to beat last year's record (3506 children, 843 adults and 3 dogs spent a night in the library)!

If you have the open space possibilities and energy to organise something for the children, you can register at our email address [detske@knihovnabbb.cz](mailto:detske@knihovnabbb.cz); we will send you more information immediately. Only a little is required for a night outside of your home – a sleeping bag, a little pillow, a mattress, a book.... This night adventure is priceless.

In our over-stuffed technological times, the public, as well as experts may ask why the children do not read much. As far as the psychological studies show, the most important aspect is the personal example: in families where the adults read, children do not have any problems with reading either. And because we know that children from some families do not have the experience of "story-time", we try to offer them another possibility – a night's reading to celebrate the International Children's Book Day. The aim of our night is to increase children's interest in reading, to show them the beauty of the spoken word and the charm of mutual "story-time" aloud. All in one magical evening in many places around our planet.

*Eva Marvanova*

Library Science Section of the National Library

[Eva.Marvanova@nkp.cz](mailto:Eva.Marvanova@nkp.cz);

[Miroslav.Ressler@nkp.cz](mailto:Miroslav.Ressler@nkp.cz)

## The Internet in Libraries Programme

The Spanish Minister for Education, Culture and Sports and the Minister for Science and Technology signed on October 30th 2002 an agreement that gave start to *the Internet in Libraries programme*, included within the frame of Plan INFO XXI: *The Inform@tion Society for Everyone*. It is part of a strategic initiative by the Spanish government meant to support the development of the information society in Spain.

The programme has as a general objective to improve library services, and is composed of several activities aimed to extend the use of information technologies in Spanish Public Libraries, offering new and better services to all citizens. Some of these activities are:

- Implementation of free access to Internet in all public libraries. In order to achieve this, all libraries will receive the necessary connections and equipment.
- Development of electronic applications and library management tools aimed to facilitate all citizens' access to information.
- Improvement of library co-ordination at a national level and support for the implementation of new services, through the Spanish Public Libraries Website <http://travesia.mcu.es> and through training of librarian staff.

The Ministry of Education, Culture and Sports, through the Dirección General del Libro, Archivos y Bibliotecas (Coordination Department for Books, Archives and Libraries), is in charge of the promotion and co-ordination of these activities. The Ministry of Science and Technology, through the Secretaría de Estado de Telecomunicaciones y para la Sociedad de la Información (Government Department for Telecommunication and Information Society), is in charge of their implementation.

Since all responsibilities concerning library management in Spain have been transferred to the Comunidades Autónomas (Regional Authorities), it is their task to implement the actions included in the programme through bilateral partnerships. The Comunidades Autónomas must promote and co-ordinate the participation of local authorities managing public libraries within their territory.

The Ministry of Science and Technology funds 60% of the investments in the Comunidades Autónomas with a lower income (Priority 1 Regions, following the criteria established by the FEDER European Programme). In all other Comunidades Autónomas, Red.es contributes with 40%. The main beneficiaries of the programme *Internet in Libraries* are inhabitants of rural areas and small towns.

The total estimated investment of the programme amounts to € 38 millions between 2003 and 2005.

Among the supporting measures of the programme there is one which deserves special attention: the reduced fee for access to the Internet for public libraries, established by the Spanish government in 2002. This includes a flat rate for high speed access and a reduction of 40% of the fee charged for any other business or private use.

Two Comunidades Autónomas have signed a bilateral agreement with the Spanish government for the implementation of the programme in 2003: Andalucía and Galicia. Two other Comunidades, Cataluña and Murcia, are currently taking the necessary steps for the signing of their respective agreements.

The Secretaría de Estado de Telecomunicaciones y para la Sociedad de la Información, has launched a website

---

dedicated to the programme Internet in Libraries.  
Extensive information about this programme and other activities related to data transmission can be found at <http://www.red.es>

*Carmen Caro*  
Deputy Director for Library Co-ordination  
Secretaría de Estado de Cultura  
[carmen.caro@dglab.mcu.es](mailto:carmen.caro@dglab.mcu.es)

### *News from Portugal:*

## **Public Library Network Programme**

In 2003, the Public Library Network Programme, which already covers 237 municipalities of continental Portugal (85,3%), was finally extended to the ultra-peripheral European regions – the archipelagos of the Azores and Madeira, which are the only two Autonomous Regions of the country.

The IPLB, a body of the Ministry of Culture promoter of the Programme, by establishing protocols with the regional authorities, is now going to extend it to the entire country, thus confirming its national character.

Given the characteristics of those islands, the majority of small dimensions, it was necessary to adapt the programmatic requirements to their reality, although keeping the same public library framework recommended by the UNESCO Manifesto. It is this Manifesto that has served as a guideline to the Programme, initiated in 1987, since Portugal does not yet have a library act.

Particularly in the last few years, an effort has been made to increase the use of information and communication technologies, and all the municipal libraries provided with Internet access workstations – both in the adult section, and in the children's section – make up a

total of several dozens in some cases. In many of these, there has been an attempt to provide training in this domain (mainly, assigning the ECDL to the library staff and interested users) as part of their services regarding life-long learning, which are now being expanded, as well as other also innovative library services in the country's context.

Therefore, the professional contacts with other countries and the consequent exchange of experiences are considered very important by the IPLB, which is not only a member of the NAPLE Board, but also of the Steering Committee of the Public Libraries Ibero-American Forum (national authorities), being also an institutional member of IFLA and EBLIDA. Still within the scope of the public libraries, it participates regularly in the organisation of the Portuguese - Spanish Meetings and in the Seminars of the Nordic and Southern European Countries, which will have, in 2004, their 8th and 6th edition, respectively.

*Maria José Moura*  
Director of the Libraries Department  
Inst. Port Livro e Bibliotecas  
[mjmoura@iplb.pt](mailto:mjmoura@iplb.pt)

### *News from the Netherlands:*

## **Update of the library situation in the Netherlands**

### **Creating Public Paradise!**

Join us in a dynamic international seminar, on 19th of March 2004! On the occasion of

the Netherlands' presidency of the Council of Europe, the Netherlands Public Library Association organises in co-operation with

---

the Dutch Ministry of Education, Culture and Science a special seminar "Creating Public Paradise". The subject of the seminar is Building Public Libraries in the 21st century.

<http://www.debibliotheken.nl/news/>

### **Government/Finances**

The Ministry of Education, Culture and Science uses a 4-year cycle to consider and evaluate subsidised activities and organisations. The Netherlands Public Library Association has been working on its plan for 2005-2008 and presented this plan: *Up for gold*.

The Minister has presented the overall policy and strategy for the new cycle: 2005-2008 in November 2003 under the title: *More than the sum*. Although major budget cuts take place for many organisations, the public library network is granted new investments: 2 million in 2004, increasing to 20 million Euro for 2007 and onwards. It means that for 2004 2 million Euro will be available to the Association for innovation, quality and other investments in infrastructure and networking. Although the 20 million is much less than the former calculations for development of the hybrid network it is still proof of the Minister being willing to co-operate with the lower authorities in renovating public libraries and their services.

Due to the economic flaws, about a quarter of the libraries are expecting decreases in subsidies and income, and are cautious about engaging in new duties.

The Minister opened the new premises of the Association on 11th of December 2003.

### **Bibliotheek.nl**

The library portal [www.bibliotheek.nl](http://www.bibliotheek.nl) gradually grows in content and services. The bottom-up approach for improving digital services, such as a digital reference service, called al@din proves to be successful, with receiving about 400 questions a day.

A campaign on television targeted at young people, has highlighted the new service on which more than 250 library workers co-operate in answering questions and form editorial teams for dedicated sites of Bibliotheek.nl. A similar service including a chat-facility for children is tested in a

number of libraries, in order to make the enquiry service accessible to them.

In order to improve ICT skills for all, a major competition/quiz has been launched in co-operation with the quality newspaper NRC. Kraker-competitie asks questions, to which the answers can be found on the web, by using adequate search methods.

### **A new Concept: The Experience Library**

One of the new concepts for public library services is initiated and tested in the Public Library of Smallerland (in the north of the Netherlands). It is called: The Experience Library. We inform you about this project and initiative in order to have exchanges of ideas.

E-mail: [info@bibliotheek-drachten.nl](mailto:info@bibliotheek-drachten.nl);

Contact: D.E.Steenbergen

Inspired by B. Joseph Pine's & James H. Gilmore's book, *The Experience Economy* and its subtitle *work is theatre & every business a stage*, Smallerland Public Library has been developing the model of the Experience Library since 2001. By now the Dutch word for Experience Library, "beleefbibliotheek", has been registered as an official trade name.

An innovative model for library service, aimed at creating a stimulating and dynamic library setting. The collection is presented in a visually attractive way in distinctive environments.

The library offers customers an inspiring and enticing environment with lots of activities, books and other materials to experience and appreciate. Enabling them to participate in or experience cultural activities or appreciate culture by watching, listening, reading or tasting it.

As part of the Experience Library so-called Info-arrangements are developed and presented to the public. Befitting the key business of the library, an Info-arrangement is a specific way of presenting information; they cover a wide range of subject areas, such as: House & Garden, Food & Drink, Health, Childcare, Art, Culture, Religion, Fashion, Law, Work, Computers, Travel, Leisure and Sport. The Experience Library has a physical as well as a virtual component, complementing and reinforcing one another.

---

## Publications

Some years ago, the Association started developing a fund of professional publications. The most recent ones are about Music in the Library, and about New Library Buildings in the Netherlands (with summaries and data in English: ISBN 90 5483 495 1).

Further information:

<http://www.debibliotheken.nl/news/>

*Marian Koren*

Head of Research/International Affairs  
Netherlands Public Library Association  
([koren@debibliotheken.nl](mailto:koren@debibliotheken.nl))

## Easy Reading Plaza

Efforts are made to include children and adults with reading difficulties in the library services. Several libraries have started an alternative Reading Point; the national government supports the libraries for the blind in investing in titles on CD-ROM (DAISY-format). A fresh library

concept has been realised in Haarlem. The Children's Library at the Stadsbibliotheek Haarlem has opened a special section for children with reading difficulties, the EASY READING PLAZA. Here you will find lots of audio-visual materials to use for talks, book reviews or just for fun.

Books are attractively arranged: their cheerful and pretty front covers are a pleasure to look at and entice you to read them.

The Easy Reading Advisor holds a consulting hour for parents. She will help to find information on dyslexia, other reading difficulties and anything else related to the subject. Parents are welcome on Thursday evenings, can make an appointment or ask questions by E-mail.

Information and contact

*Nanda Geuzenbroek:*

[n.geuzebroek@haarlem.nl](mailto:n.geuzebroek@haarlem.nl)

---

## News from Sweden:

### Two brand new investigations about Swedish libraries

The Swedish Ministry of Culture has prepared a report about the status of public libraries. The key word is co-operation – between libraries and other local bodies as well as between different libraries on the local and regional level. To support co-operation is a complementary to the Library Act about local library plans. The report states that public libraries are successful, but invisible, in spite of being the most visited cultural institutions. (Om biblioteksverksamheterna. PM av direktören John Erik Forslund. Ds 2003:66)

*The Royal Library – a hub in the information society* is the name of an investigation on The Royal Library, its organisation and activities. The report

doesn't just concentrate on The Royal Library but also on the information society in a broad sense and the mission of all publicly financed libraries. There are proposals about protection of valuable books, a national strategy for digitalisation – a new Swedish Net Library and co-operation on the regional and national level. The aim of the proposals is to improve the library resources for the student. (KB- ett nav i kunskapsamhället. Betänkande från KB-utredningen. SOU 2003:129).

*Birgitta Modigh*

Director

Department of Literature and Libraries  
National Council for Cultural Affairs

[birgitta.modigh@kulturradet.se](mailto:birgitta.modigh@kulturradet.se)

## 'A New Kind of Access'

Calimera-workshop in Copenhagen  
To be organised on January 20.-21. 2005 in  
co-operation with NAPLE

One of the tasks in the Calimera project is to organise a workshop that will discuss initiatives and means to gain a new kind of access to information and cultural heritage. Calimera is an EU-funded project aiming at developing a closer co-operation between archives, museums and libraries in the digital era. The workshop will deal with best practice and national tools and policies to create a new kind of access, and it is directed at agencies, councils, ministries and similar national bodies in charge of museums, archives and libraries.

The workshop will be organised jointly by the Danish National Library Authority - in our capacity as a Calimera project-partner - and NAPLE. Number of participants will be limited to 100 (invited). The workshop will take place at the Danish Foreign Ministry (with a reception and dinner in the National Museum).

The workshop will be held on **Thursday and Friday 20.-21. January 2005**. In connection with the workshop there will on Saturday the 22nd be organised guided visits to Danish National institutions, such as the National Archives, The Royal Library, The National Museum and The National Gallery.

*Jens Thorhauge*  
Director  
Danish National Library Authority  
jth@bs.dk

### **International Standard Identifier for Libraries**

The Danish National Library Authority is  
Registration Authority for ISO 15511  
Information and documentation -

International Standard Identifier for Libraries and Related Organisations (ISIL). The purpose of ISIL is to define and promote the use of a set of standard identifiers for the unique identification of libraries and related organisations with a minimum impact on already existing systems. A national or institutional agency assigns the specific identifier for a library or an organisation.

The standard ISO 15511 is recently published and the Registration Authority now starts the work.

The national library authorities of Europe are the most obvious candidates as National Registration Agencies so the Danish National Library Authority is happy to use the NAPLE network to invite you to apply.

For application for appointment as ISIL National Registration Agency, please send an email to ISIL/RA - [isil@bs.dk](mailto:isil@bs.dk) - with this information:

#### **For display on ISIL/RA website:**

Country code (two letters - ref. ISO 3166-2))  
Official name of country  
Official name of agency  
URL for description of identifier  
URL for list of libraries/organisations and attached identifier

#### **For administration at ISIL/RA:**

Name of contact person  
Email of contact person

*Leif Andresen*  
Library advisory officer  
Danish National Library Authority  
ISIL Registration Authority

---

NAPLE Forum  
Secretariat  
c/o Danish National Library Authority  
Nyhavn 31 E  
DK-1051 Copenhagen K  
Denmark

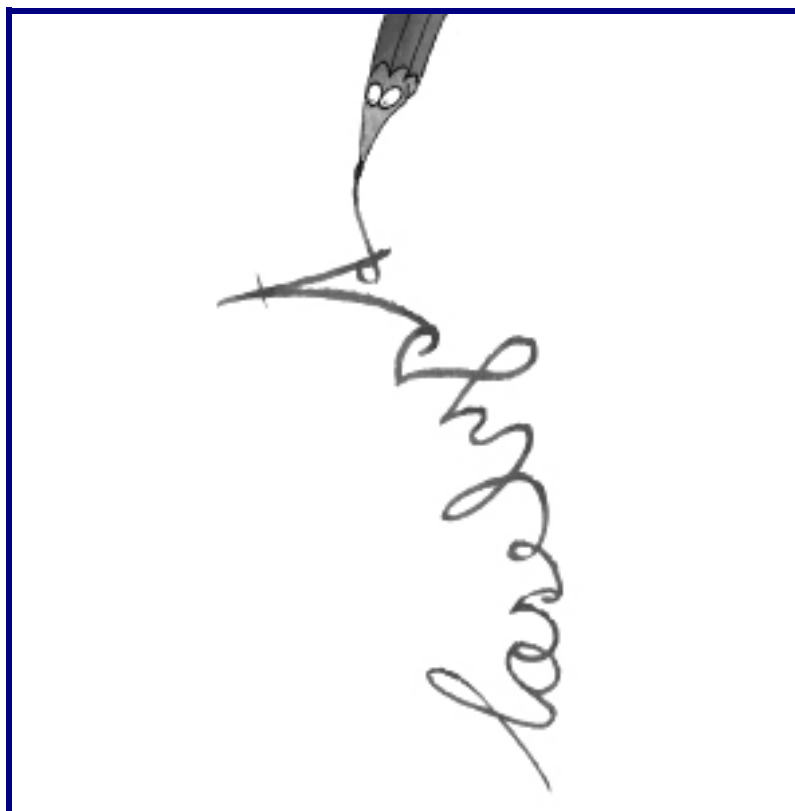
Phone +45 33 73 33 73  
Fax +45 33 73 33 72  
[bs@bs.dk](mailto:bs@bs.dk)

**Contacts:**

Vibeke Cranfield, [vhc@bs.dk](mailto:vhc@bs.dk)

Mette Udesen, [mud@bs.dk](mailto:mud@bs.dk)

Hellen Niegaard has left the NAPLE secretariat and is now working as chief consultant at The Danish Library Association.



Children and literature. The Danish Ministry of Culture's campaign about children and reading.  
Drawing by Dorte Karrebæk from *The magic of reading*

**Next issue October 1st 2004**  
**Deadline: September 1st 2004**