

Summer 2006

Welcome to Naple News

NAPLE Forum at a crossroads

This NAPLE Newsletter is somewhat delayed. We usually publish a spring newsletter, and we are now right into the summer season. The reason for the delay is simple - it is hard to get news!

Since 2001 NAPLE Forum has done what we set out to do: publish a bi-annual newsletter, run a website and organise conferences for national public library authorities at least twice a year. But the question is if this is enough? More could certainly be done, particularly in relation to EU-programmes. Many of us were involved in PUBLICA and CALIMERA with good results, but we could be more proactive in designing projects and networks.

At board meetings we have likewise discussed several ideas for more knowledge-sharing, but - alas - none of these ideas have been implemented yet. We actually did establish a discussion forum at our NAPLE website, but so far it has

never been used. The fact is that if we want something done, then somebody must be willing to act. The present board did what it promised to do - what we would like now is for colleagues to promise - and to do more in relation to knowledge-sharing and EU-cooperation.

During the third NAPLE-conference in Helsinki announced below, we will run our assembly. I strongly urge all of you to consider if you would like to join, to promise and to make some of these efforts for our common good.

Have a nice summer - I look forward to seeing you in Finland.

Jens Thorhauge

Danish National Library Authority

jth@bs.dk

Contents

NAPLE Forum at a crossroads	1	Internet in Czech Public Libraries	4
3rd NAPLE Conference in Helsinki 19-20 October 2006	2	Irish Libraries on the way to the Forum.....	4
Public Lending Right in the Czech Republic...	3	From information to knowledge— en route to the library of the knowledge society	8

3rd NAPLE Conference in Helsinki 19-20 October 2006

Proposing bright autumn colours and a white paper

Dear colleagues all over Europe

Arranging a library conference during an EU presidency is by no means a foregone conclusion. As we all know, library matters tend to be missing from these agendas. When proposing a meeting for experts on strategic library development, cautious questions tend to be posed - why a library meeting, what need could there be to discuss library matters? The European library network in itself seems to be seen as something quite self-explanatory, a sector where things happen of their own accord.

We, the professionals, know only too well that library development is not something that happens automatically. There is a long way from the quiet book libraries of the past to today's hybrid libraries, and this development is based on library expertise, on anticipating social and technological change. The right choices had to be made, the right planning done. Cooperation has been essential, both nationally and internationally, for a continuous exchange of ideas, for sharing skills and experiences. Last but not least, strategic development has been politically anchored, in order to secure the financial preconditions for national development.

Recently many European library authorities have presented national library strategies in order to secure access to information, knowledge and cultural expe-

riences in the library networks. There has been a tremendous development of public library services all over Europe. However, developing libraries is a job never completed; library services change with the demands of the surrounding society, with new development of information technology, with new user expectations.

Nothing happens of its own accord. Nothing is self-evident.

Personal invitations to the 3rd NAPLE Conference in Helsinki will be sent out in the beginning of June to national authorities or organizations working with national library development.

The conference theme is 'New Technology - New Services'. There will be presentations of current development in a choice of European countries, and certainly an exchange of experiences and views between all participating countries. And, as we are in Helsinki, Finland takes the opportunity to present current Finnish projects a little more in depth. On Saturday, after the conference, there will be a library tour.

A proposal for a white paper will be presented at the conference. The proposal is published in this issue of NAPLE Newsletter.

European public library authorities should finally claim their own seats in the European cooperation, alongside experts on culture, youth and sports. Cultural

committees are not necessarily capable of planning programmes and projects for European public libraries of today. In the European context public libraries belong to the memory organisations, but that is only one part of the activities - focus is definitely on serving citizens in the knowledge society of today's Europe, on promoting equality, democracy and integration, on guarding against marginalisation, functional illiteracy and ignorance.

I wish I could welcome every reader of this NAPLE Newsletter to Helsinki in October! I am happy and proud to announce the 3rd NAPLE Conference to be held during the EU-presidency. There are, however, certain restrictions. There is no European money to count on for arranging a meeting of library experts, nor are we on the official agenda of the presidency. The Finnish Ministry of Education and Culture finances the NAPLE conference as well as a couple of other so-called expert meetings, but national budgets tend to be strained during EU-presidencies. That is why the participation in this conference has to be by invita-

tion only, to a limited number of persons. This is the situation we have to live with for the time being, but let us all try to make things happen to change all this, just as we have managed to make them happen in library services and library networks in Europe. Let us claim our seats as experts on strategic library development in the European cooperation! Public libraries are essential in the creating of a European knowledge society, we know that - let us spread this message together!

Please comment on the white paper proposition, whether receiving an invitation or not. Please forgive me for not being able to say welcome to all of you. Believe me, I wish I could.

Barbro Wigell-Ryynänen

Counsellor for Library Affairs

Ministry of Education and Culture

Finland

Czech Republic:

Public Lending Right in the Czech Republic

The amendment to the Copyright Act was accepted in May 2006, recognizing the public lending right system. Libraries have to provide authors with remuneration for the lending of their works, but neither the libraries nor the founders will pay the authors. The remuneration for the lending of an author's work will come from

the state budget via the National Library of the Czech Republic. The National Library negotiated the license agreements with associations of authors' right. The amount is about 0,017 Euro per loan, which means roughly 900,000 Euros per year. Some libraries, such as school and university libraries, the National Library

of the Czech Republic and other central libraries will be free of payment.

The license agreement for lending audio recordings has been accepted before through the state budget. The payment is

about 156,000 Euros per year. The libraries can lend audiovisual records, videos, CR-ROM, DVD only for in-house use.

PhDr. Eva Marvanova

Internet in Czech Public Libraries

In 2004 the Czech Government approved 'The Programme of Internet-isation of Libraries.' This Programme supports Internet connections in libraries. Each library can get free Internet connection (capable of transmitting 512 kilobits per second (Kbit/s). The communication payments are paid through 'Programme' from the state budget. The libraries have to provide free Internet access for users during working hours. More than 3,000 public libraries are currently connected to the Internet. 87% of the inhabitants of the Czech Republic are living in areas where libraries have Internet access. On

May 2006 the Government of the Czech Republic approved the continuation of 'The Programme of Internet-isation of Libraries' until 2010 with payment of communication fees through the state budget. The speed of Internet access will increase in June from 2 Mbit/s - to 10 Mbit/s. The costs of the project will amount to 6,5 millions Euros per year.

PhDr. Eva Marvanova
eva.marvanova@nkp.cz

The National Library of the Czech Republic

Irish Libraries on the way to the Forum

Public notices in the Irish press announced in February that the National Economic and Social Forum (NESF) invited the public to make submissions on the role of the Irish state in promoting cultural inclusion. A public plenary session in November at which Government Ministers and the opposition parties may attend will have an impressive international line-up and the major findings will be presented. NESF will publish a report in

2007. Librarians are taking stock. Why?

NESF is a state agency which focuses on the achievement of equality and social inclusion in Ireland and is considering for the first time how culture could combat exclusion. NESF comprises representatives from four strands:

the Oireachtas, the Irish houses of Parliament employer, trade unions and farm organisations the voluntary and commu-

nity sector and central government, local government and independent representatives.

The Chair and Vice Chair are appointed by Government.

A 15 member project team representative of all the strands is reviewing all types of cultural activity but concentrating on drama, visual arts and libraries. NESF has received eighty submissions including a strong library dimension. The Policy Analyst consulted individuals and groups including the Library Association of Ireland. The Donegal County Librarian and I addressed the project team and NESF members.

Irish libraries believe that the NESF will focus on their collective value. Areas of particular concern which the marginalized could and do benefit from include policies and measures contributing to strengthening civility and cultural citizenship, raising learning aspirations and improving educational attainment. NESF has recognized libraries as agents of cultural inclusion through this intervention and is concentrating on the instruments used and their effectiveness.

What happened at the forum? We told our story and NESF listened, made comments and asked questions.

A culturally inclusive library service provides, through its staff, stock, buildings and facilities, the necessary conditions to welcome all users. Library services are inclusive when they respond and attend to the sensibilities of their users, when they discern and are thoughtful about their users' requirements, and alert to

developing further engagement as and when appropriate. We submitted a detailed overview of policy instruments and evaluated developments, outlined the barriers and proposed solutions and further areas for research. Our submission can be downloaded from our website, <http://www.librarycouncil.ie>

A flavour of the interchanges follows.

We proposed that inclusion in the library context can be participation in a cultural experience/activity (personal or collective), the production of creative works, enabling creativity in the cultural domain, decision making or a combination of these elements. Cultural inclusion in and through the library service matters because library resources, including staff, contribute to these elements as a means of realising the potential of all their users. We gave examples from both a national and a local perspective. The Taobh Tire project illustrated the issues and challenges of delivering a culturally inclusive library service to rural and island populations in Donegal, on the sparsely populated north-western seaboard of Ireland.

As we have a relatively small population: 4 million with only 57 people per square kilometre, there are many areas, particularly in the western half of Ireland and on the islands which have very low population density. We commissioned a map to accompany the submission showing the relative levels of wealth and poverty and plotted the central and branch libraries to show the primary distributed network of services and the areas where there were gaps.

The public library service, we contend,

has further collective unrealised potential. Particular target groups are and should continue to be the focus of intensive cultural inclusion measures. We instanced those that are hard to reach - among them, the new Irish, the disabled, the unemployed, the homeless, rural and isolated populations and the newly literate.

To highlight just one target group to illustrate future growth, let's look at the new Irish. In terms of the ethnic mix, currently 10.45% or 4000,000 of the people living in Ireland have been born in other countries. This is the eight highest of the OECD countries where the average is 7.8%. By 2030, the Irish Central Statistics Office is forecasting that the figure will rise to 1 million. This is based on strong and sustained migration. The rate would be higher than the present rate in Sweden, US, Germany and Austria but lower than the present rate in Canada, New Zealand and Switzerland. As Ireland was a largely homogenous country, we have moved from two languages spoken generally to listening to over 200 tongues in our streets, schools, workplaces and libraries.

Progress in relation to participation and access is measured and assessed through a range of instruments: user and non-user surveys, consultation, focus groups, submissions, statistical analyses, partnership arrangements, reviews of interventions including the public library government programme, our 8 year Branching Out agenda. All of these are in place and show growing engagement. We gave the figures and made recommendations for further progress. We de-

monstrated the intention to be inclusive as outlined in national and local policies and strategies that form the context in which library services operate.

Library services are engaging in cultural processes, developing products and services. We share the concern of NESF in broadening access. The public library is growing at a time when we are experiencing shrinkage in the civic space in local communities. The library as a long serving symbol of free access, as a space to be as well as to do has to be valued all the more. With ever more churches closed in the evening, police stations in rural Ireland disappearing, the loss of a local post office in our neighbourhoods, the marginalised will otherwise have less local resources to enhance identity, to encourage engagement and to value them, either collectively or as individuals. How is one otherwise a part of civic life? A beautiful open civic and cultural space serves to reflect our sense of what we are and aspire to be. NESF would like to have an exhibition at the Plenary Session showcasing some 40 libraries that have opened their doors since Branching Out was launched in 1998.

We argued that reading is one of the most enduring, popular, habitual, enjoyable and enriching means of accessing culture. The commonplace nature of reading in a generally literate society might lead us to overlook its importance as a cultural experience. Reading has a value for the individual and benefits communities, society, and the collective cultural life of the nation through the contributions of 'well-read' individuals.

In Ireland as in other European countries, reading groups are prospering. Like you, we have a strong sense of place. In collecting and making available resources for the history and culture of communities, people and places, we have the primary function in cherishing the collective community memory for present and future generations. Archives and museum services are not as well developed as in some European states. Making parts of these collections available over the Internet has connected us to a wider world. We deliver a credible service while preserving and enhancing understanding of who we are through targeted products based on needs identified by users and those who serve them. Could we demonstrate examples at the Plenary Session?

Providing materials in a wider range of foreign languages is a new and exciting challenge in Ireland. Would you imagine that reading Roddy Doyle in Italian is popular? We provide books in translation of the literature of Ireland in order to help our newest clienteles to come to know us. The non-Irish nationals are the most enthusiastic newcomers to using the Internet. Of course, they want material in their own languages. We are renting and buying and pushing for larger book funds to keep up with demands. The need to contact home, learn about their rights and how to prosper in Ireland are pressing concerns. Of course, it is the quality of the welcome in the library that really matters. We have been used to emigration and now we must open up the world through libraries to those who come to our shores. Could we highlight work to

new emigrants and asylum seekers also at the Plenary Session?

NESF is, we feel, noting the impact that libraries are having in raising aspirations, in broadening participation and access to culture. The social capital of libraries can grow and we can play our part in meeting the challenges set by developing further the cultural inclusion agenda. The Chair said that the NESF needs to tell our story.

Issues needing further intervention include adult learner support and improving the size and quality of some of our spaces for cultural activities. Opening hours have grown by 20% since 1999. Access to libraries after 5 pm, on Saturdays and in the evening has grown to a quarter of the national total for all branches. This is in response to public demand. We want to provide more. This may well have implications for staffing levels. All of these issues are being addressed in Branching Out which will enter its second 8 year programme next year and more besides. We are moving in the right direction. The Chair of NESF was impressed with the commitment of library staff to providing a service outside the nine to five, Monday to Friday hours and the footfall.

Marketing and reaching the 'hard to reach' is a particular challenge when you consider geographical and social isolation in both urban and rural areas. The levels of literacy we still need to enhance. Strengthening the concept of a space for all and making it a reality is a continuing focus. Projects are underway addressing these issues and the stage is set to combat cultural exclusion through targeted

niches. We are changing libraries through ICT services in order to extend availability and simplify access to cultural services and collections. Partnerships with other national institutions cultural players and information providers are in hand. We need to create more synergies with schools and the education authorities to improve lifelong learning. The list goes on. NESF can endorse these challenges and influence the capacity to deliver results through appropriate mechanisms. At the forum, members voiced support for the school service, the mobile service, local study resources and reader support.

NESF will hold its Plenary Session in November to present its major findings. All

<http://www.nesf.ie/>

<http://www.libraryassociation.ie/>

<http://www.donegallibrary.ie/>

<http://www.donegallibrary.ie/findit/taoibh/taoibh.htm>

http://www.librarycouncil.ie/publications/documents/BranchingOut_report.pdf

parties to submissions will be invited to attend. Watch this space.

This piece is commissioned by Information Scotland.

From information to knowledge — en route to the library of the knowledge society

In spring 2006 The Danish National Library Authority presented its strategy proposal *From information to knowledge* which is based on two opposing scenarios:

Zombies or initiators?

“Librarians could be zombies in 15 years time: Checkout assistants, postmen and librarians are a dying breed. Very soon technology will have taken over their jobs completely”, maintained the Institute for Future Research recently.

“Libraries can be an important resource for each citizen and for Danish businesses in the global economy, because they can develop a unique knowledge network that gives everybody access to

information, advice and assistance. At the same time there is a growing market for knowledge dissemination in society”, concluded the weekly newsletter *Mandag Morgen* in January 2006.

Both scenarios are possible: That the libraries are superfluous in 2020, or that they have turned into culture, learning and activity centres, playing a significant role as disseminator of knowledge to both citizens and the business community.

But for the positive scenario to win through, a more intensified effort is required. And on the other hand – if the libraries do not progress considerably over the coming years, the Zombie scenario is hardly unrealistic.

The strategy

In spring 2006 The Danish National Library Authority presented its proposal for a strategy – From information to knowledge – at various meetings and conferences all over the country and has since received a number of written as well as oral comments.

A clear picture has now emerged of the library community's response to the proposal:

There is a definite endorsement of the analysis and the general tendency in the proposals presented, and thereby also an acceptance of the vision for development which must be the driving force for the libraries' work in the years to come.

Libraries must strive to integrate access to electronic information structures in the users' daily lives, and they must support the process of turning information into knowledge. The most important aspects can be summarised in the following way:

Consolidation of a national infrastructure with national e-services, development of the research libraries' e-services and development of the public libraries as scheduled culture, learning and meeting places.

The strategy paper and the ensuing dialogue and debate have resulted in an electronic full-length publication and a smaller printed version of this. So far, the strategy is unfortunately only available in Danish.

In the strategy *From information to*

knowledge we point to 23 action lines and concrete proposals for strengthening the library's position in the knowledge society. Locally as well as nationally, we have to follow up on the action lines in the shape of action plans.

We have chosen to place a large part of the work with vision and strategy with the local libraries. In order for the libraries to gain as much impact as possible, we have to meet the challenges and find the solutions together. The individual library cannot, for example, be a proper match for Google.

The strategy contains three main areas: 1) national infrastructure for both digital and non-digital services, 2) the research libraries with focus on single sign on integrated services in universities' and other institutions' e-frames, 3) public libraries – with focus on establishment of both learning and cultural centres with more knowledge-based services and extended e-access to all types of media.

It is very important for the strategy for library development to be included in the general Danish development strategies for the global knowledge society, published by the government earlier this year.

11 important points in the strategy

1. We must very clearly define the library's roles and strategies in relation to the needs of the knowledge society. The overall objective of the library's initiatives and services must be to strengthen society's in-

novation and cohesive force: The librarians' competences must be placed at the centre instead of the building and the collection, network instead of institution, personal service instead of standard products, and help to turn information into learning/knowledge instead of purely access to information.

2. Virtual library services must have more 'clout' – we don't want 20 different services, but one heavily branded service, perhaps library.dk which we produce on the broadest possible basis as a national service which might be adapted to local needs.
3. We must move the library's resources from collection building to service building – collection building is no longer a local concern, but a regional and national affair, as browsing and requests will in the future primarily happen via library.dk.
4. We must activate the library space to quite another level than the one we see today: We have to rethink our presentation of the physical materials, exhibitions and events, and we must create more space for other activities, 'free spaces' and meeting places.
5. The libraries must be visible outside the library, on the web and as instructors. We must pursue user orientation – and offer services where people actually are. Both by profiling inquiry services in various ways, and by letting new potential users meet the library's inquiry services in other web environments, like for example Google. At schools and institutions of higher education user orientation must also be pursued in the physical study and learning environment – both school and university librarian must introduce the students to the library's possibilities.
6. We have to create a common platform for all digital services with Internet access to the library's licensed e-resources.
7. We must work towards getting more national content on the net. For example by making internet archive harvestings available to others –not just to scholars, and by launching digitisation programmes, creating institutional repositories and secure cooperation agreements and new business models with the rights owners about giving digital access to more material.
8. We must prepare a national ideas catalogue for lifelong learning via learning and cultural programmes in the library that takes lifelong learning literally. The programmes must include initiatives for encouraging reading and integration.
9. We must find new ways for strengthening local participation in democracy.
10. We must create better coherence between the structured library service and the chaotic Internet – for example by cooperating with Google.

11. We can only manage all this if the library sector as such and the staff in every library work systematically for continued competence development, further education and development of those services that are needed to enable the library to secure a position as resource centre in the knowledge centre's intellectual infrastructure.



Caroline Søndergaard Bendixen
communication consultant,
Danish National Library Authority

Photo from Middelfart Library
By Nils Lund Pedersen

NAPLE Forum Secretariat

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

Contacts:

Caroline Søndergaard Bendixen, csb@bs.dk

Mette Udesen, mud@bs.dk

Next issue October 2006

Deadline September 15th 2006