

# Scandinavian Library Quarterly



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This issue

## **FUTURE LIBRARIES**

UPDATES ON PUBLIC AND RESEARCH LIBRARIES IN SCANDINAVIA

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## ● Future libraries

In this, the very last issue of *Scandinavian Library Quarterly* (SLQ), we are trying to look ahead into the future of libraries. We think it will be an exciting future in which libraries continue to play an important part in people's lives.

The aim of SLQ has been to introduce current tendencies and strategies in Scandinavian libraries to the English-speaking world and to create a forum for stimulating and constructive dialogue. *Scandinavian Library Quarterly*, until 2012 known as *Scandinavian Public Library Quarterly*, has through the years been published jointly by the Nordic Public Library Authorities in Finland, Norway, Sweden and Denmark and sometimes also Iceland.

For everyone who has worked with SLQ, the Nordic collaboration has been an important and rewarding factor in the making of our magazine. We hope that it has been equally rewarding for all of you, our much appreciated readers, to read all the texts about Scandinavian libraries. It is a small comfort for us to know that, although no more issues will be published, you will still be able to read everything that has been published in *Scandinavian Library Quarterly* and *Scandinavian Public Library Quarterly* from 1968 to 2016 at [slq.nu](http://slq.nu).



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Entering the digital terrain:

# Do we (really) have a compass and a map?

Librarianship seems to be one of the professions the media has a romantic and stereotypical image of: we are the silent servants and caretakers of lovely old books; we dust and cherish them and want to share this passion with our customers. Most of our time is spent stamping books in the backroom, and we usually do all this without pay.



Kai Ekholm

The media and public rarely put us at the forefront of the digital wave. No, the pioneers are the small brave game companies who have invented the latest blockbuster or mega-seller. Or companies that work with the recent innovation in 3D printing or Virtual Reality. Somehow in two years they are gone and forgotten.

We urgently need to update the media and public about what we really do and aim to do. We have a bold new role: bringing the digital heritage and its long tail to the people.

## Archived and available

The CDNL is a summit of global national librarians. We recently met in Columbus, Ohio. We enjoyed a splendid series of state-of-the-art presentations, beginning with an account of The Library of Congress's digitizing of the American and global heritage – not one of the easiest tasks to take on.

We heard Brewster Kahle from the Internet Archive explain the IA's recent and remarkable innovations. It's something we cannot do at The National Library: 25.000 software titles, 2.000.000 moving images, 2.300.000 archived books, 2.400.000 audio recordings, 3.000.000 hours of television broadcasts, 4.000.000 eBooks.

All of this is not only archived, but also available for free use. I sincerely envy Brewster and the IA, while I can put material only until the 1910s into use and just pray for the rest to happen in my lifetime ... or even in my kids' lifetime.

## Soon only digital

Sometimes it is great to fantasize. What if copyright holders woke up and thought: damn, we need to get going, soon there will be a time when no one will pay a penny for this old stuff. Generation Z doesn't even care about it. We need to take action as long as someone is willing to pay.

This is true and it will happen soon. I monitored the recent numbers of digital citizenship in the U.S. and found that approximately 40 percent of the population aged 40+ uses digital services. I could give you several statistics showing this. Generation Z now consumes 80 percent of its material digitally, seniors close to 40.

But the point is this: the rate of digital consumption and consumerism will rapidly rise to 80 percent across the board. This means that everything you want to get your hands on will be digital only: newspapers, magazines, books. Many companies need to have a dual business model, and digital will be the first option.

My firm belief is that we – instead of collecting and preserving, integrating and organizing – should head to the marketplace and start negotiating a new price model for our materials to be digitized. And firmly remind copyright holders that seniors will pay something for this material.

Generation Z has already created their own digital world. They will not be the ones who finance the digitizing of our material. They are creating their own national heritage every day.

That means we have to start something new, and quickly.

## This is the last issue of SLQ

This issue is the very last *Scandinavian Library Quarterly*. The first issue was published already in 1968. The journal has given Nordic libraries a voice. That voice must still echo in the international library world, in different forms.

Kai Ekholm  
National Librarian of Finland

# Robots, holograms and libraries

They are among society's most important institutions and robotic butlers work in their archives. Your toaster can connect to their database and help you to cook. The lion's share of their premises is used for research and teaching but they still go by the name *library*...



Annika Hjerpe

These are a few of the things that the investigators assumed would be commonplace in a research library in the year 2045, when the Swedish National Library's major study *The students' library* (*Studenternas bibliotek*) was completed in 1996.

The study is an analysis of the development of research libraries in Sweden. It describes and analyses the development of university and college libraries at the beginning of the 1990s, and its purpose was to provide basic data for political decisions concerning libraries.

In order to make plans and propositions that are also suitable for future library patrons, the investigators looked ahead and tried to describe a research library in the years 2000 and 2045.

## A research library in 2045

Among other things, the investigators assumed that the name library would still be in use in 2045, despite dozens of proposals to change it, and that books, CD-ROMs and journals would be kept hidden away by then in subterranean archives.

They predicted that robots, or 'butlers', would help students and researchers to access the archived material by retrieving it from the basement, and that a large part of the library's premises would be used for teaching and for research.

The study's investigators predicted that

by 2045 research libraries will have become hubs around which research revolves, and that by then libraries will be among society's most important institutions. They also thought that by that time most everyday items will contain computers that can communicate with each other. Some computers, they assumed, for example a toaster or a hologram, will be able to assist with cooking through contact with the library.

## A research library in 2000

In the year 2000, the investigators assumed that the process of borrowing would be automated and that book publishers would register all the data needed in the books' integrated chips. They thought that research libraries would be open 24/7 and that universities would produce their own international journals. They also thought that the prevailing digital publication would have made journals that still are produced on paper cheaper.

How accurate are these predictions in 2016?

Well, nowadays libraries work with RFID tags to streamline their work. This is mostly when handling printed books – borrowing and returning books. Furthermore, libraries receive data from some book suppliers, which facilitates cataloguing. And there are research libraries

that are open 24/7 for the university's own researchers.

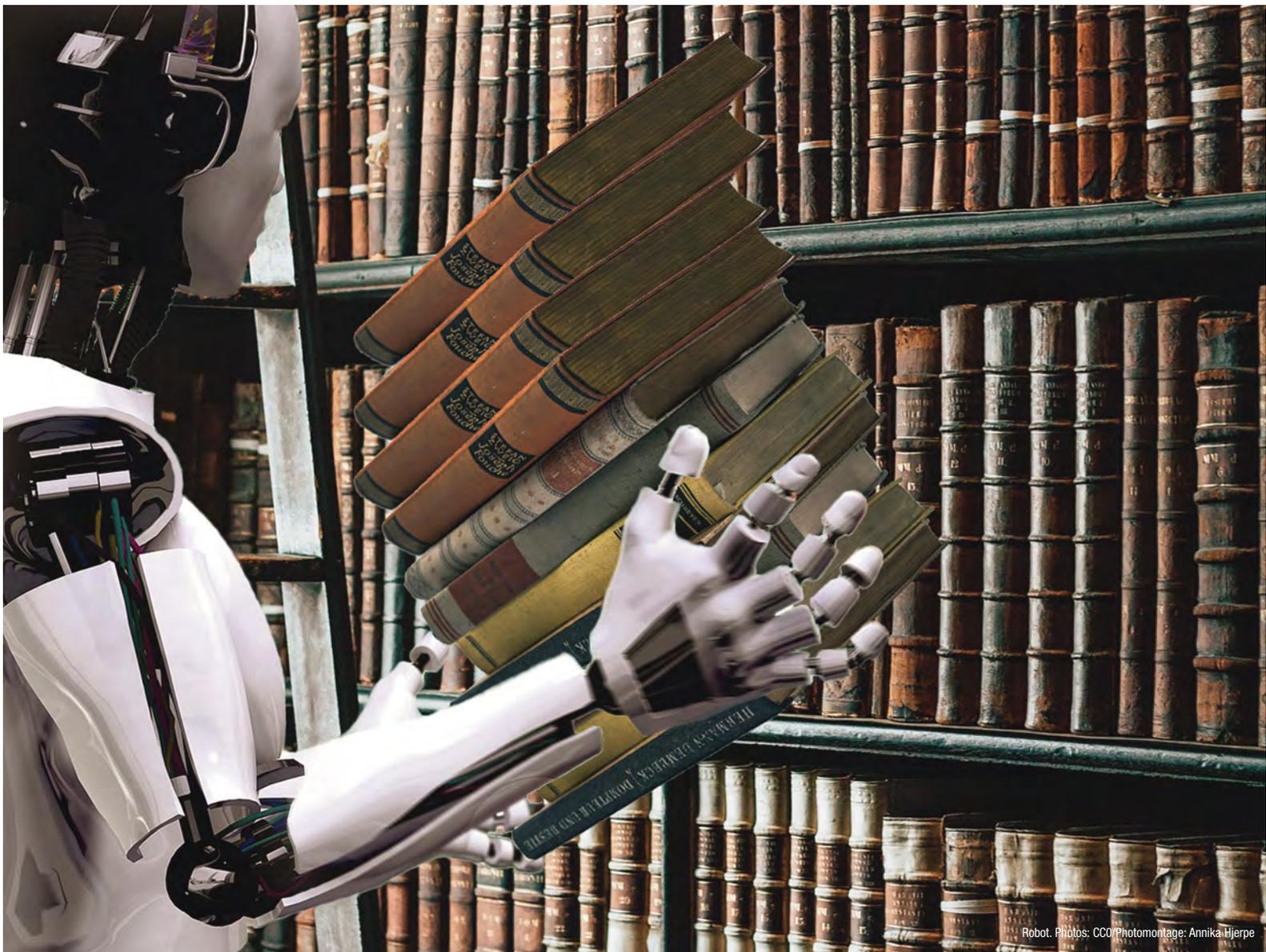
It is also correct that research libraries have started producing scientific literature, often through self-archiving. However, Swedish research libraries do not publish international journals and paper journals have not become cheaper because of increased electronic publication.

In 1996, the study's predictions about what would happen in a research library four years in the future, in 2000, were quite accurate, but it is much easier to see what is about to happen than to look 50 years ahead. Only time will tell how well the predictions in the study match a Swedish research library in 2045 – until then, we will have to make do with what a couple of library experts think.

## New predictions

Calle Nathanson, President of the Swedish Library Association, thinks that research libraries in 2045 will still be an integral part of universities' research structure, supplying researchers and students with the necessary scientific resources.

"It will be through research results – all digital – and research data," he says. "The research libraries will also work actively to spread the university's research through different channels according to the principle of open access, of course. The peda-



Robot. Photos: CCO/Photomontage: Annika Hjerpe

### Robots for library routines

According to Singapore-based Agency for Science, Technology and Research (A\*STAR) the tasks that robots completely or partially can take over are a number of relatively simple routines as search and sorting books and recording what is missing from books or misplaced on the shelves (shelves vision). Tasks that easily can be initiated when the library staff go home and resolved during the night.

Source:

Per Nyeng. *Danish Libraries* 4. 2016

gogical mandate will become increasingly important, and instruction in evaluating and finding sources of information – media and information literacy (MIL) – will be needed to a greater extent by both researchers and students.”

Ann-Sofie Axelsson is Dean of the Faculty of Librarianship, Information, Education and IT at the Swedish School of Library and Information Science (SSLIS) at the University of Borås, and Associate Professor in Library and Information Science with a focus on the digitalisation of society, its possibilities and its challenges. She also thinks that the development towards open access (OA) will have come a long way by 2045, and that researchers will work closely with research libraries to make their research data and research results accessible, and to get easy access to other data.

“The librarians at research libraries will

be indispensable to researchers as knowledge brokers, to guarantee that researchers can establish their research at an optimum level in their field and then make their results accessible with the maximum impact,” she predicts.

“In addition, educational programmes about OA will be important to researchers, and also to the public who, to a greater extent than today, will be allowed access to research results and research data. Here, research and public libraries might need to collaborate more than they currently do.”

### More room for students

Calle Nathanson thinks that more and more space will be created for students to enable them to study, and that the library will be a meeting place where students can work together.

“In 2045, the research library will also be



Photo: Aldebaran Press



Photo: Vincent and Nancy, SoftBank Robotics

used for teaching and it will be a place for different functions that the university arranges,” he says.

Like Calle Nathanson, Ann-Sofie Axelsson believes that students will need more library space in the future.

“For students, the need for quiet study places and access to eReaders with course books and group rooms will be vital in 2045, as unfortunately the housing shortage for young people in Sweden is hardly likely to have been solved by then,” she adds. “Quiet reading rooms and group rooms with ubiquitous and quiet on-line technology as well as accessible and knowledgeable librarians at our research and college libraries will be a competitive advantage in universities’ battle for students.”

### Longer lifelong learning

Ann-Sofie Axelsson believes that the fact the Swedish population is aging and peop-

le are staying healthy longer will lead to people both wanting and needing to study for a longer time.

“A lot of people are already embarking on a second professional career, or studying further when they have reached today’s retirement age. Thus, lifelong learning will become increasingly important – and for longer – and the research library of tomorrow will have older students with long careers behind them. This will require research libraries to customise solutions and keep a high level of quality and resources accessible to a broad and demanding group of users.”

### Multilingual libraries

By 2045, Ann-Sofie Axelsson assumes that the Swedish population will be even more ethnically and culturally diverse than it is today, which will place greater requirements on both research and public libraries to, for example, conduct their activities in languages other than Swedish and English. The topicality of how to deal with customers will generally broaden.

Calle Nathanson also thinks along similar lines.

“In 2045, Swedish libraries in general will be multilingual which will be apparent in terms of staff as well as in terms of media and service,” he says.

### Public libraries in 2045

Calle Nathanson believes that the mandate to educate in MIL will also be stronger for public libraries, and he thinks that digital material will dominate their collections.

“Promoting the development of language and reading will be reinforced and

Automatic sorting of books is already an implemented feature in libraries. And robots in front service areas at libraries are coming. At Westport Library, Connecticut USA, a robot developed by the french company Aldebaran has been tested. And Vincent and Nancy developed by SoftBank Robotics can tell stories!

become a self-evident part of ordinary library activities. And I take it for granted that every school in Sweden will have a school library in 2045, staffed by librarians.”

He believes that the public library’s mission to be a democratic meeting place will be as important in 2045 as it is today.

“When it comes to the library premises, they will be important as a place for reading, meetings and programme activities, while other library activities, such as language and reading promotion, will take place outside the library premises to a greater extent.”

### A central hub

Ann-Sofie Axelsson thinks that public libraries will be highly digitised, with research publications mostly being requested, read and used digitally. But she thinks that course books will still mostly be read on paper, or as e-books sold by publishers as subscriptions.

However, she believes that in both cases the research library will be a central hub for both researchers and students and that the topicality of how to deal with customers generally will broaden in both public and research libraries.

Annika Hjerpe  
Press and Communication Officer  
National Library of Sweden



The poetry machine at Greve Library. An installation consisting of three books with sensors, where you can compose your own poem. Photo: Anders Rosén

# The libraries are filling up with literature in new ways

Anne Steen  
Himmelstrup

There are significantly fewer books on the shelves in Danish libraries. At the same time the libraries prioritize the promotion of literature higher than ever before and inspired by the world of art, they are developing the kind of promotion that will ensure their *raison d'être* in a future cultural landscape.

The libraries arrange festivals, stage literary exhibitions and orchestrate literature via performative initiatives. In partnerships with universities, authors and literary players they rethink the role of literature in a changed literary cycle. They use words like cultural education, communities and local cohesion, when trying to explain what they want with literature.

The library's new literature communicators are exploring new avenues, and the rationale is no longer just to match the right book with the right borrower, and consequently the endeavours cannot be measured in books, but have to be experienced, sensed and tried.

"Today's libraries are many things, but the communication of literature has become an essential part for the libraries if they want to maintain their relevance", says associate professor Rasmus Grøn from Aalborg University, who has done research into the libraries' literature communication in the past.

New figures show that book stocks in the public libraries have been reduced by 44,6

percent since 2000. But in the libraries' new rationale, good literature communication is not a question of the number of books, and the report does indeed indicate that despite massive weeding there are still slightly more titles in the public library today than four years ago, but there are fewer copies of each.

So, while critics seem to get fixated on empty bookshelves, literature communicators are busy filling the rooms in the country's libraries with literature. Like the art world, the libraries want to work actively with literature – and not only make books available as the last link in the literary food chain.

At the same time, some libraries are doing pioneering work in terms of documenting, exhibiting and promoting literary forms which would otherwise be under pressure in the literary cycle.

## Literature's potential

For quite a while, the library has been in a state of flux. The library as a book house is now more of a culture house and modern

community hall, and digitisation, IT and citizen service tasks have all put their heavy stamp on the library's identity. But now literature is returning to the library's self-understanding with a vengeance, and the communication of literature is an essential element in highlighting the library's *raison d'être* and rethinking the role of the library as a house of literature.

The library is the cultural institution with the largest number of visitors, but far from everyone comes because of the literature.

"That is why the library must reach out even further with its literature communication and place literature as the basis for everything a library should do and be", observes literature communicator at Aarhus Municipal Libraries, Lise Kloster Gram.

Together with Aarhus University, she is primus motor behind the international author's stage, Authors in Aarhus, which has just been visited by i.a. Nigerian author Chigozie Obioma and French author Delphine de Vigan.

“Literature has enormous potential and therefore we are all the time exploring what it is capable of. We must not be afraid to use literature, and today we are working far more single-mindedly on the educational perspective. Earlier, we just tended to grab an author and put him on the stage, but now we try to let the experience unfold over the whole arrangement”, says Lise Kloster Gram.

That means, that apart from the classic stage interview there are always several activities going on; master classes at the university, reading circles in the libraries or communication particularly directed at immigrants, and the ambition is that the international author meetings will contribute to creating a more nuanced picture of what is going on in the world.

### Renewed political focus

Ambitions on behalf of literature have soared lately, and more and more libraries are employing literature communicators to develop new forms of communication, and many of the newly appointed have a background in university literature studies. At the head of this development, you will typically find the larger libraries, with the will and not least the resources to experiment with communication, ably assisted by the renewed political focus on the qualities of reading.

After many years of preparing the citizens for the digital Denmark, the libraries have now found another focus, and suddenly library leaders all over the country are talking about literature again.

“The core of the library is literature, but we have to find new ways of dealing with our core, and that is why we are seeing a whole lot of experiments going on in the library world at this time. Literature can be a history disseminator, it can create local cohesion and literature contains an important educational aspect. As a promoter of literature, our institutions are obliged to work on all fronts, and in my opinion it is being ambitious on behalf of literature to show that it can be used for

something other than to immerse oneself into in the summer cottage”, says Søren Mørk, head of Elsinore Municipal Libraries.

### From book to literature

The libraries’ subject matter is no longer only ‘the book’ but ‘literature’, and consequently the communication also includes the literature that is to be found outside the framework of the book, for example the literary performance, blog formats and digital literature.

“Today, it is to a far greater extent a question of the libraries inspiring people rather than presenting a collection, which will at any time satisfy the individual citizen’s specific needs”, explains assistant professor Rasmus Grøn from Aalborg University.

“And this is where communication becomes important”, emphasizes Rasmus Grøn, who in his PhD treatise has examined rationales in the communication of literature in the libraries. He adds that previously the libraries saw the user as a customer with some very specific needs, but that since then we have discovered that these needs are very flexible and susceptible.

Most library users would actually like to be influenced, and that is exactly one of the reasons why they come, because they might easily find the books somewhere else. Studies show that generally speaking, the users are very satisfied with the library, and they also wish to meet the unexpected”, says Rasmus Grøn.

### Inspiration from the museum world

An improved infrastructure in the library world means that more and more books circulate from library to library, and this has meant far fewer books on the shelves. The critics often deplore this development, while the libraries see it as an opportunity for better communication.

Just as museums do not display their complete collection all the time, the libraries are discussing curating the book

collection, and generally speaking, the communication of literature is greatly inspired by the museums at the moment.

Søren Mørk from Elsinore Municipal Libraries belongs to those, who feel that the libraries can learn a great deal from the art world.

“One of the objectives of the museums is that they should also play an active part in writing the history of art, and the libraries must play a similar part by writing the history of literature”, says Søren Mørk.

### The courage to choose

Together with the libraries in Albertslund and Frederiksberg, Elsinore Municipal Libraries have developed the project *The literary exhibition house*, which presents exhibitions about three literary classics: *Ulysses*, *Hamlet* and *Utopia*.

In a library context, an exhibition would traditionally refer to an arrangement of books that thematically or otherwise are related, but the ambition behind the new exhibition format has been to move away from the book covers and instead concentrate on the content. The physical books are completely absent in the exhibition, on the other hand the works are presented with spatial devices and as installations for the public to explore.

“We are also trying to reach out to those, who do not approach the librarian in order to borrow a book. Instead, this kind of exhibition format allows us to start in a completely different place, where we focus on the physical experience of literature”, says Sigrid Radisch Bredkjær, who as literature communicator at Albertslund Library works with the development of literary exhibition formats.

Roskilde Libraries have, together with Aarhus University and author Peter-Clement Woetmann developed the Poetry Machine: an installation consisting of three books with sensors, where you can compose your own poem, which will tour the Danish libraries.

Peter-Clement Woetmann relates that when the Poetry Machine was placed in



By moving the 3 books with sensors you can create a poem based on 1,011 sentences. The poem can be printed on a printer, so you can have the digitally created poem in a physical form.  
Foto: Anders Rosén

Blågården Library in Copenhagen, a young girl was thrilled to learn that she might take home her very own poem. She returned the next day and asked, “Can I take a poem home with me today as well?”

“So it makes eminent sense. Many people imagine that poetry is something that has to be interpreted via a code in order to find a deeper meaning, and therefore they do not think poetry is for them. The poetry machine is a communication tool, which shows people that it is possible just to tumble into literature”, he observes.

#### Pioneering effort in Danish libraries

Associate professor, Søren Pold from Digital Design and Information Science at Aarhus University is one of the scientists helping to develop the Poetry Machine. According to him, there is no doubt that Danish libraries are taking a pioneering initiative within this field, and he tells us

that the Poetry Machine i.a. has been presented at a conference on digital literature in Wisconsin.

“In international terms, it is being noted that the libraries in Denmark are doing these projects and doing it professionally and at a high level. It is quite unique, and it is not happening in the same way in other countries’ libraries,” explains Søren Pold, who has also conducted follow-up research on another major project about exhibiting digital literature in the libraries, a project that has resulted in the appointment of an Advisory Board for digital literature in the libraries.

Thorbjørn Zeuthen Tirsted, literature communicator at Hillerød Library, thinks that the communication of literature helps rethink the libraries so that they can move along completely new paths. He has just been launching the project *The authors’ foyer*, which will support local author en-

vironments, and Hillerød Library has therefore established workstations for authors, who are also being offered professional text readings.

#### More active player

“The library should no longer only occupy one place in the literary food chain, but any place where it makes sense”, says Thorbjørn Zeuthen Tirsted, who is chairman of the nationwide network for library employed literature communicators. It works on the development and innovation of literature communication in the Danish libraries.

“The library must be removed from the classic passive role, where the borrowers themselves have to seek them out, to being a far more active player”, he concludes.

Anne Steen Himmelstrup  
Journalist and MA in literature

# Time for **change**

## Library development 2016



Monica Nyhus

Over the last 100 years, the local libraries have changed from books behind a counter to open shelves and self-service. Modern ideas about libraries in 2016 indicate that they should be 'a third place', a meeting place which is neither a home nor a workplace. Increasingly the users themselves are not only active participants, but also those who generate content.



Drammen Library

One hundred years after the establishment of Drammen Library and ten years after its opening in a new part of the city, at Papirbredden, we are again engaging in innovation in Drammen. To me, library development means being at the cutting edge and daring to challenge ourselves. How can we be attractive to our existing and future users? Everything we do should aim to benefit the users.

This is an ongoing process requiring that we raise our sights and pay attention to what goes on around us. I would assert that working in a library means being part of a continuous process of change. This has become our mode of work, not merely something to be engaged in occasionally as the need arises in the form of a reply to a project application. It involves finding out what is required, and if radical change is called for, we need to have the courage to go through with it.

### **Expectations from the local people**

In 2013, Drammen City Council decided that Drammen Library should serve as a regional house of literature, an arena for



The People's Workshop, a maker-space for music and 3D design

debate and learning and a place for people to meet.

In 2014, a population survey was undertaken, showing that the people of Drammen are interested in the library as a meeting place, they would like to have a café there, and they expect accessibility to improve.

In 2015, the City Council adopted a plan for development and renewal of the library services, in pace with social development in general. To increase accessibility it was decided to introduce 'extra-open' library services in parts of the premises, i.e. unstaffed opening hours beyond the normal, staffed hours.

#### From books to meeting place

After ten years of intensive use, the library premises were suffering from major wear and tear, and the technical equipment was on the verge of collapsing. We also experienced how the current furnishing, with tall, fixed shelving, was unsuitable for development and served as a barrier to a broader range of activities.

On a daily basis we had users complain-

ing about each other. The library was not designed for competing activities; it was primarily designed for books, and only secondarily as a meeting place.

#### Radical change

In response to the changes in user expectations and the challenges in the physical library premises, we made some radical changes:

We established *The People's Workshop*, a makerspace for music and 3D design, in an area that was filled with shelves but was little used. We transformed it into a space for people and activities, where the books and media could come better into their own when combined with relevant activities. There were fewer books, but those that were kept became more accessible.

We found out that the development of the library and the 'extra-open' services had to start on the ground floor, and since the ground floor currently housed the children's section, we quickly saw that the content of that floor had to change.

Having extra-open access only to the children's section was not the same as

rendering the entire library more accessible to all users. We concluded that the best solution would be to relocate the entire children's section from the ground to the second floor. This was a difficult decision, but it was important and proved to be the right one.

#### The library – 'the third place'

A 'third place' is defined as a place where you feel at home, but which is not your place of work/study or your own home. The library should be this kind of place: a safe place to meet and hang out. To accommodate this function, the library needs to change its use of space, routines and ways in which people are received.

The physical changes to the library are important, but changes to the ways in which the library operates may be even more so. A large part of staffing resources remains tied up in manual routines associated with physical media and the reception desk. Modern library operations entail acknowledging active dissemination and work with events as important and necessary tasks.

The number of manual routines needs to be reduced, and the users must be able to use self-service functions to the greatest extent possible. Placing physical and digital services on an equal footing is also essential. In the same way that we renovate the library premises, we also need to renovate the digital services.

When Drammen Library reopens its ground floor, the users will encounter a library that has been furnished to accommodate a variety of meetings. They will find themselves inspired, enlightened and challenged. Literature will be presented in new ways, and the users can choose books to take with them to the café where they can enjoy the quiet atmosphere and perhaps a literary event or a lecture on a relevant topic. The Topic of the Day will also be visible in exhibitions digitally and physically.

The ground floor will serve as a fully functional library at the times when it is unstaffed, and inspire and invite visitors to the other premises during the staffed hours.

#### Active dissemination

We are exploring ways to identify the most relevant parts of the collection to disseminate

and make them available to the users in new and more varied ways. We then need to shed the traditional librarian's approach that requires all books to be presented systematically and as a whole.

What happens if we pick fiction published during the last two years and combine it with relevant non-fiction to produce new and surprising perspectives? Non-fiction should be disseminated just as actively as fiction, since the communication of literature transcends genres and formats.

#### New modes of work

To arrive at a new mode of operating the library, we subject everything we do to a close inspection. Is there anything that we should stop doing? If we should continue to do it, how can we make this service as amenable to self-service as possible?

Those who wish for and need help will of course be provided with it, but we will make it clearer at what times during the staffed hours they can receive help, and we will spend less time 'sitting around and waiting for users who happen to drop by.'

In practice, this means that the level of staffing will vary through the day in accordance with the level of activity, rather

than having all staff present throughout the opening hours.

#### The users' library

This project is ambitious, because it aims to chart a direction to better enable us to meet future needs for library services. The users should want to spend much time in the library on social activities, finding answers to their questions, learning and satisfying their curiosity, and being inspired and challenged.

The development work continues after the ground floor reopens, because we cannot see whether we have made the right choices before the users are readmitted. Perhaps people will use it in ways that we have not foreseen, but this will not be the end of the world, since we will then have the organization needed to continue the ongoing process of change.

Monica Nyhus

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Photo: Tom Atle Bordevik



The new Drammen Library offers a fantastic view to its users.

# The open future of Finnish academic libraries

Plenty of digital workspace for students at Helsinki University Library. Photo: Anttinen Oiva Architects

**The recent discussion about open science has emphasized the need to ensure access to research documents to every reader, and this should not be dependent on the individual's ability to pay for the increasing costs demanded by academic publishers.**

The roles and tasks of academic libraries have gone through several major paradigmatic shifts in recent decades. During the 1990s, we saw the emergence of electronic journals as the basic tool for disseminating scientific findings. At the same time, economic crises led to fiscal resources being cut back.

At the beginning of the new millennium, we started to see a rise in the availability and use of digital books. This digitisation of library resources also meant that libraries started to restructure their premises away from an organization based on print-based thinking towards a learning centre type of ideology.

## Open or closed academic libraries

The open use of academic libraries and their resources has been a trademark of Finnish higher education libraries. The digital revolution meant that the use of library resources started to move from an open society towards paywalled use, designated for the library's own users. It also

meant that the costs of digital scientific resources started to consistently rise.

Thus, decision makers and science funders have started to require openness from the scientific community. The library community has been a keen advocate for open access, and several repositories have been created in order to ensure open access and the use of scientific results.

This is also changing the library's role inside the academic community. The role of the library has become more and more important for both academics and students, and the ever increasing amount of digital resources available via the Internet has meant that the expertise of libraries is needed more than ever.

## The future academic library

The main roles of Finnish academic libraries seem to be threefold. Libraries and their expertise are still needed in managing the collections. The main body of these will be digital. For the libraries, this means the building of new digital environments

where the users can find and manage the resources they need for their studies and for research purposes.

The other role is building new types of learning environments. Users need places where their expertise meets that of the libraries and where that expertise can be bolstered by library materials in order to build new knowledge. We have seen a lot of new or renovated library space projects recently in Finland.

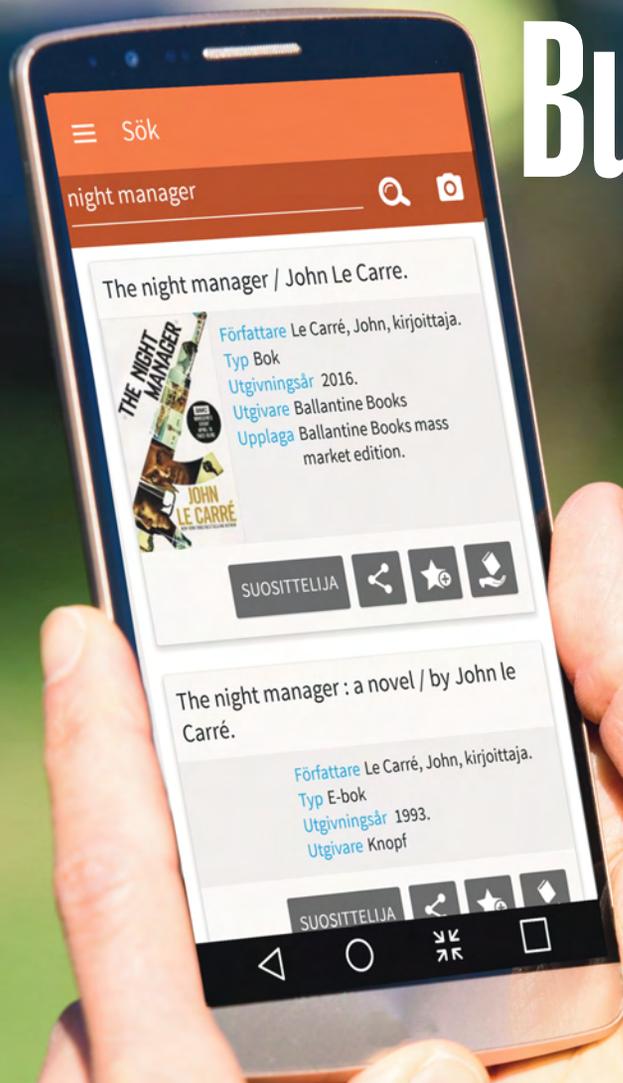
The third is active academic librarianship. This includes both marketing library resources and services, and the ever increasing teaching input of the academic library staff. It seems that library users are overwhelmed with the huge amount of data and publications available for their use. Thus, there is a constant need for tutoring and coaching users in academic literacy skills.



Jarmo Saarti

Jarmo Saarti, Library Director, PhD  
University of Eastern Finland | UEF | Library

# Building addiction



**When one third of your ten million annual web visits are from mobile devices, it's a no-brainer to think of an app. Still, an attempt to produce a habit-forming killer solution for a public library sounds impossible, but the Taskukirjasto (Pocket Library) application of Vantaa City Library in Finland seems to have done the magic. As ever, there's a simple secret behind the trick.**



**Mikko Vainio**

What's wrong with standard library apps? Helsinki Metropolitan Area libraries, sixty-six of them in four cities, share a common website that attracts some ten million visits a year. The statistics show a growing bias towards mobile use of the site. At the moment, one third of the visits at the Hel-Met.fi site come from mobile devices like smartphones and tablets, which means more than three million mobile visits a year.

There are plenty of library apps available. They all share functions like searching, browsing and reserving. Some incorporate e-books into their offerings. All in all, they more or less faithfully reproduce the library website in mobile format, but fail to benefit from the unique abilities of mobile devices.

We all fiddle with our phones first thing in the morning, last thing in the evening and constantly in between. What makes mobile devices special is something social or behavioural. It's the feeling of being connected that causes this, as we are of a social species – a normal library catalogue has zero social aspects. It answers the questions we ask, but not many of us have that many of them at all.

### **What makes a killer app in library?**

Vantaa City Library has given up just passively storing printed materials for those occasions, when someone asks for them. Instead, we've defined our raison d'être to be something political. We actively want to advance reading and literacy among all people, including the reluctant ones.

When planning our tailor-made library app, the user interface or clever functions were not the first thing, but an ability to arouse curiosity among users was sought after. Would it be possible to introduce so-

cial aspects to an app fit for a library? Could we get people hooked on reading?

It's the life of other people that also makes a library catalogue social. What do other people usually do in a library? Do they like something and dislike something else? Can I spy on them?

### **New kind of behaviour**

Recommendations are widely used in e-commerce. Usually they help buyers to find the most suitable product among almost identical offerings. We've another goal. As there's no monetary or other costs to the user, we can use recommendations to really pile up one's reading list by suggesting both very fitting and some odd but clever titles every time someone browses our mobile catalogue. Our aim is to increase the number of wanted and eventually also read titles.

The Taskukirjasto application has two special features. It knows and tells what other people with similar tastes have read. The second feature enables a user to directly pass on library materials to the next user. These features are relatively simple to code, but they need special work flows and processes in real life to back them up.

Vantaa City Library has made reservations very easy in general: we've abandoned all fees to the user and arranged better pick-up points with convenient hours. We've also built a recommendations engine that is based on anonymized usage data of one million titles, 20 million loans and 500,000 users.

Combined, these features and processes have led to a new kind of behaviour: users browse recommendations frequently and for fun. Because it's free and easy, they are very tempted to make reservations. They are also encouraged to share these recom-

mendations with others in social media. In just two months after its launch, it had over 10,000 users. Their 56,000 searches during that time led to 25,000 reservations. All of these people must visit the library at least twice: once to pick up their reserved material and again to return it.

### **Simple to pass on**

The Friend loan feature refers to the app's ability to pass one's loan on to another user without visiting a library. If someone reads a good book and insists that a friend should read it, it's simple and safe to pass that book on. The new reader takes full responsibility for eventually returning the book, as the loan is transferred to his/her account.

The first test cycle is now successfully over. Our next goal is to vastly increase the amount of users. If there were 50,000 users, they could easily make 600,000 reservations, one million renewals and some 5,000 Friend loans annually. And that's a lot, as we lend 3 million items in Vantaa City Library annually.

### **Background**

Taskukirjasto is co-developed by Vantaa City Library (architecture and features), Enisoft Inc. (coding and SaaS) and VTT Technical Research Center of Finland (recommendations). All parties own their own products, rights, patents, trademarks or data. Taskukirjasto is tuned to work with Innovative Interfaces' ILS Sierra, but has already been tested with other systems, too.

Mikko Vainio  
Director of Library Services  
City of Vantaa

# Smart library

## The library as a living laboratory



Sabine Mønsted

DTU Library will take part in creating data that can contribute to the university's research, and will collect data that can be used to analyse the library users' behaviour to provide a better individual service, says team leader at DTU Library, Lars Binau. Sabine Mønsted has asked him five questions.

### *DTU Library is going to be a Smart Library. What exactly does that mean?*

"Basically, it is about creating an 'intelligent' library, where we focus on four elements. One element is to make the best possible individual learning environment for the students. So every student should be able to adjust lighting and temperature where they are in the room. Another element is to produce data that can be used for research at DTU. The library wants to be a living laboratory, where we, the students and the researchers can test things and new technologies. Thirdly, we will create a library space, which teachers and students want to use for innovation and actual teaching – a technological playground. The fourth and last element in being a Smart Library is a question of being economically viable. Our solutions must be eco-friendly to save energy and money, which will help finance the other elements."

### *What are you doing in the library at the moment?*

"The library is going to have new lamps installed, which are now being developed. Apart from optimal reading light, which the students should be able to adjust via their mobile phones, the lamps will have

sensors that can provide knowledge about the users' behaviour, which we can use for improving our services. We will be able to see which exhibitions or events the users are interested in, whether the students notice our signs and which areas or furniture in the room are the most popular."

### *How will the sensors provide data for research?*

"The sensors will make DTU Library a living laboratory. The researchers can test all kinds of situations in the library's 3,000 square meters. This might be research into indoor climate such as temperature, air humidity or particle level or various forms of user behaviour. It could also be patents developed at DTU that are tested at the library, so the researchers provide documentation for the patent."

### *Are there any ethical considerations in relation to collecting data on the users?*

"Yes, and being a library we have to be cautious and careful in handling data. It is important that the users know that collecting data will help us to enrich the everyday lives of the students at DTU and that most of the data will be anonymized before going in to a research project. Transparency in the way data is preserved is

also important. The library will also be more involved in teaching and guiding the researchers in future demands of for example preservation of research data."

### *What are the future prospects of the Smart Library?*

"A vision in the Smart Library concept is to use the 'proximity technology' to enhance our services in the library. One example is Bluetooth; this technology can be used for registering who and how many are attending an event and send a message to the participants with information. This technology can also be used to guide the users in the library collection and it will be possible to create a guided tour through the library services with video tutorials. And all of these intelligent solutions can be tailor-made to the users' needs."

Sabine Mønsted

MA in Social Science and Journalist

The author works as a journalist for the Danish Union of Librarians' journal *Perspektiv*

*This article has previously appeared in the Danish Union of Librarians' journal Perspektiv no. 6, 2016.*



Lars Binou:  
The Smart Library initiative can be described as a living laboratory where students and researchers together can develop and test new technologies.  
Photo: Jakob Boserup.  
(DTU: Technical University of Denmark).

# Open libraries?

## A study of change, adaptation and legitimation in national and university libraries



Cicilie Fagerlid Astrid Anderson

The world of libraries is changing, but in what ways? Do social development and digitisation render the library as we know it old-fashioned and irrelevant? The goal of the research project *Open libraries?* has been to critically examine the processes of change and to ascertain how Norwegian national and university libraries today are legitimized, used and perceived.

Four researchers with different professional backgrounds participated in the project: social anthropologist and senior research librarian at the University of Oslo Library Astrid Anderson, who has conducted prior research on place, belonging and mediation of knowledge in Papua New Guinea; philosopher of education and senior research librarian Ingerid Straume, who is currently founding a writing centre at the same institution and has been concerned with education and democracy; social anthropologist Cicilie Fagerlid, who has done field research in multicultural environments in London, Paris and at Furuset Library; and cultural sociologist Håkon Larsen, who has conducted research on cultural policy and the cultural sector with a special focus on the issue of legitimation.

All four researchers have a shared focus on what we might call library culture. The goal in each of the subprojects was to examine the library from academic perspectives other than those normally taken by the established library research environments. The project is funded by the National Library and the University of Oslo Library.

### Why openness?

In the process of formulating the overall project, we found that various ideas about 'openness' linked the subprojects together.

It can be said that openness is a keyword in modern library development, but both openness and accessibility have traditionally been highly valued attributes of Norwegian libraries as well.

In an ideal sense, digitisation of texts makes collections open and accessible and provides new opportunities for dissemination and sharing. Although increasingly more literature is digitally accessible, the need for workplaces and meeting places has not diminished, and the physical libraries are changing in line with this.

Public libraries are placing more and more emphasis on their role as social meeting places and arenas for discussion, and the National Library of Norway devotes a lot of time to dissemination and to inviting the public to the library. We are witnessing similar developments in the university libraries, while at the same time openness is also being emphasized in other areas of the research world: open forms of teaching, open data, open researcher networks and more open disciplinary borders.

### The duality of openness

The project primarily shows that openness in these contexts does not refer to a single, unambiguous value. Openness is a vague notion with a positive ring that is readily used in legitimizing processes of change. However, whereas access to digital

sources appears to be essential to the advancement of informed democracy, we also run the risk that our outward view is restricted by the very amount of information available.

When library spaces are opened up to sound and activities, we simultaneously run the risk of shutting out the free, silent community of people and literature that produce new knowledge. Openness to interdisciplinarity takes time away from in-depth submersion in specifics.

Digitised texts become accessible to more readers, but screen-reading yields poorer learning for many people. Open spaces containing books that one can touch and sense in a number of ways are locked inside machines and made less accessible for bodily experience. Many aspects of openness are imbued with this dual nature.

### Legitimation and openness

The four subprojects have individually addressed various aspects of these developments. Through observation and analyses of policy documents, newspaper articles and interviews, Håkon Larsen has investigated how the National Library of Norway legitimizes its activities.

He shows how dissemination of the collections to as large a public as possible is becoming an increasingly more important aspect of the National Library's activi-



Humanities and  
Social Sciences Library,  
University of Oslo.  
Photo: Francesco Saggio

ties, and he demonstrates how the director general of the National Library of Norway plays a key role in this effort through his public promotion of the National Library's legitimacy as an open and inclusive organization and arena.

### New library functions

Ingerid Straume has set focus on the University of Oslo Library's implementation of a new function – a centre for academic writing. Writing centres of this kind are relatively new in Norway, and Straume speaks to the theoretical basis for writing centres and the consequences of their location in libraries.

In this light, they can be seen as the very embodiment of ideals pertaining to openness, with a low threshold for usage and with the needs of the writer as the focal point.

### Atmosphere and sense of community

Cicilie Fagerlid and Astrid Anderson have applied methods such as participant observation, group interviews, photo diaries and drawing tasks in their research on what the distinctive fellowship in the physical library means to students who use the Humanities and Social Sciences Library at the University of Oslo.

Much research has been done on public libraries as places, but not as much attention has been devoted to research libra-

ries. As a meeting place and social arena, the university library is different from a public library since the former is primarily a workplace for those who use it.

Accordingly, openness as a quality of the university library must necessarily be different from that of the public library: it must be openness in a sense that supports and strengthens the research work. This entails making literature and other sources available to the researchers and students in the ways that yield best research and learning.

Moreover, the library as a physical place must be open for allowing students and researchers to acquire this shared knowledge – and to produce new knowledge – in the best ways possible. The University of Oslo is fortunate in this respect because the library comprises many buildings in which different atmospheres and environments can be created: something for all tastes and all work routines.

The students who were interviewed for the project emphasize the atmosphere and sense of community in the library – not only through the company of one another in a quiet, disciplined, shared work environment, but also with the physical books that embody a fellowship of knowledge that stretches beyond the library in both time and space.

In a way, one becomes part of a noble project, as one student put it.

For corporeal, sensing individuals, the surroundings in which we learn and the media by which we learn are not irrelevant. In other words, it appears important that a focus on openness should not also entail restricting the freedom to choose from among a diversity of learning methods and means of mediating knowledge.

### Future plans

One outcome of the project will be an anthology published (open access) in the spring of 2017 through the Cappelen Damm publishing house. Several researchers from different disciplines with various perspectives on openness and the library have been invited to make contributions; beyond this, we hope to publish research findings in various additional forums.

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# No more Ssshhh!

Libraries are quiet places. I can understand the sentiment to some degree as quiet places are hard to find and the space is for everyone and must be respected. However I struggle with the idea that a school library should be a quiet place. Seems to me like a contradiction in terms.

Reading aloud and talking about your reading is as important as the reading itself. Furthermore the reading environment within a school and the school library should encourage this.

The way the library space is used, the type of furniture, colours and so on are all important. It affects also the mood, the

atmosphere and thereby the amount of time students wish to spend in the library space. I want my students to love being in their library. I want students to say automatically “we’ll go to bibban”.

With this in mind the Nobel committee have made an inspired choice for children. Reading, speaking and listening are inex-

tricably linked and understanding what we read is limited by poor speaking and listening skills. Bob Dylan is a poet but not a poet that is often read – he is a poet that people all over the world listen to. How very appropriate. I applaud.

The most noble of literature awards goes to a singing poet rather than an author



Elspeth Randelin



just at the time that we who work with children's literature re-discover the fact that listening to texts, speaking and reading aloud are all skills which need to be learnt and practiced. Something that previous teacher generations have always known. It is wonderful.

### **There are no such things as hard words!**

To have a reading partner that is on or around about the same level as you and to read the same book together is inspiring and it is fun. This is not a new idea but is becoming increasingly popular again. Admitting "I don't know how to say this word" is suddenly unavoidable and it can either result in "you say it like this..." from your partner in which case the storyreading can continue or "neither do I", in which case it is necessary to use a few strategies together.

If all else fails and the word's meaning is still unclear you can ask an adult. After all there are no such things as hard words there are only new words and once you've learnt them you can use them, they are just good words. Most silent readers skip words they don't know how to say or aren't really sure what they mean. I do it myself.

The moment you create the kind of learning environment that encourages delight at finding a new word that you don't know how to say or excitement to find out what it means, you are well on the way to creating a much better reader and almost certainly a writer. Listening becomes an active role and not a passive role and the distinction is vital.

### **Make reading more social**

Reading in pairs is one way of encouraging literary conversation with the younger children and creating areas and sitting places that are designed for two rather than one as they have managed in Biblo Tøyen in Oslo is a great way of doing this. The other great thing about encouraging

reading with a friend is that it raises reading's status.

Traditionally, reading is something you do by yourself as opposed to computer games for example that you play with a friend or a group of friends and computer games have a higher status amongst young people. Online you are connected and have common ground to discuss and you understand where everyone is.

Encouraging reading circles, reading pairs, reading groups are ways of making reading more social, it gives readers common ground and becomes more something you do together with friends than a solitary activity. It can and needs to be both.

### **Reading nights are social events!**

Each year for the past 12 years our Parent-Teacher association hosts what we call a Reading Night when we invite all our students, teachers and parents along to read all night at school. It is a long awaited event and the highlight of the year!

You enrol yourself and your dad (or another adult) and come back to school at 6pm – and it pays to be early to get the best spot under the stairs – with a sleeping mat, sleeping bag, a torch or head torch and a pile of books.

The idea being that after a bit of supper and often a guest author or storyteller we turn off the lights at 10pm and everyone – adults and children alike – read as long as they like. No one can tell anyone else that it is late and time to go to sleep. Not this night. On this night you are able to read as long as you can and it can be pure magic!

While the majority (especially the parents) fall asleep reasonably quickly there is always lots of quiet reading and reading aloud going on everywhere and always a few who read longer than they even have before. In the same way that you leave behind floating aids as you learn to swim and training wheels when you learn to

ride a bike – you read – with many other readers around you – until you finish a book. A whole book for possibly the first time ever.

As everyone else turns off their lights around you it is possible to feel so strong and such an incredible reader... I am a reader! A HUGE step to make and one that you need to hold on to in order to be a reader for life. These reading nights make reading a social event. A bit like a lan-party only better! Children go to sleep as readers.

### **At their very best**

These nights are about making reading a noisy, fun and social activity where younger readers are offered the support of adult readers by the adults simply being there and being seen to be readers. I must admit it is finally very, very quiet in our school library – unusually so as the clock ticks towards midnight on a Friday night, but even now you can hear whispered comments as one reader, tucked up in pyjamas in his sleeping bag, shares something with another. School libraries at their very best.

Elspeth Randelin is school librarian at Ytternäs skola in Mariehamn, Finland. She is well known as a passionate promoter of a wide variety of ideas designed to inspire children and young people to read. Unwilling readers are a special challenge and many of the methods Elspeth promotes are aimed at just these readers, particularly boys, in the hope of luring them into the wonderful world of literature. She lectures often in Finland and Sweden and has been awarded several prizes and scholarships for her work.

ABOUT THE AUTHOR

# Something old, something new

## A recipe for a successful library



Riitta Kangas

The library is one of society's most unbiased services that maintain democracy. Library services are available to everyone irrespective of economic status, religion, political background or level of education.

There are fewer and fewer places in this consumer society where you can use free services and where you don't have to buy a cup of coffee or entrance ticket just to justify your presence there. You don't even need a library card. However, the library is not static; rather, procedures and goals change over the years, as with all fields. There is no such thing as static work.

In the library field, there has long been a great deal of discussion about the dynamic operational environment and the pressure to revise job functions. At present, there is pressure related to transferring materials to the digital network, changes in municipal and state funding and duties brought on by the new national curriculum in schools. Change is constant – there has always been change and there will always be change.

I have worked in public and university libraries for 30 years now, and my job duties now do not resemble those which I have done in the past. Loans and returns, the only duties of the library in the eyes of many people, are made using different equipment and, more and more, they are

becoming a self-service with the book-omat. At times, change can be tiring, but static work is not only impossible but it would also take the joy of learning new things and variation out of the work, and these are things people need to remain enthusiastic in their long careers.

### Why do I do this work and how?

When in a constant state of change, work easily becomes fragmented into single projects, and when new duties arise, it's difficult to abandon old ways of doing things. However, in the library field, a single library and all of its employees must have a clear picture of the aim of the library's activities. Why do I do this work and how? It's a question of the distribution of resources and coping with the workload.

Shedding light on the library's goal is the job of the management, in particular, to help the employees understand the impact of the work they do. Libraries have approached new phenomena, and the demands and duties have been created with enthusiasm, but no one wants to run around the building without motive or a vision of

reaching the finishing line. Library work can easily be invisible; job tasks are never fully defined, but the employee must feel that (s)he is useful and part of a meaningful process.

### Framework and quality requirements

Each library is different. The resources in libraries vary among and within municipalities with regard to the different branches, for example in the number of employees working in them.

The desire for libraries to offer media education is easier to fulfil in a large library as opposed to a small library where there may be 1-2 employees.

There has been little discussion in the field about the differences between libraries and, personally, I wish there was discussion concerning the minimum level of library work versus full-service libraries. It would be good to communicate the framework and quality requirements arising from this discussion to library patrons to eliminate expectations that are either too high or too low towards a certain library branch.



Marketing at the library – with or without balloons?  
Photo: Photo: Risto Kuittinen

### What are we involved in?

Libraries themselves could also consider in which activities they actually wish to partake. We easily take up the newest trends and consider how we can execute them in the library, but at the same time we have also perhaps partially forgotten our strongest brand – peace and quiet, which, in today’s world of mindfulness would mean surfing on the crest of the wave of trends!

Storytelling has become a part of commercial marketing and that’s the one area in which the library is strong. Conveying, storing and even producing stories are an essential part of the library’s expertise.

Alongside museums and archives, the library plays a significant role especially in storing local lore and modern-day information.

Resources do not exclusively involve finances. Activities do, indeed, depend largely on finances and the number of annual work units, equipment and collections, and constantly calling economic resources into question or having to fight for them may have a negative impact on the

perspectives taken when planning activities and ultimately on the ability to cope with the workload. It is, however, a question of the staff’s expertise which is something the staff itself seems to doubt the most.

### Perfect know-how – does it exist?

There is firm belief in the field that one has to know and have command of a matter, otherwise there’s no sense in advising the patrons. In today’s information society, gaining absolute, solid knowledge and expertise is a distant dream. Whether it’s a question of information technology, electronic material or online communication, no one can claim to be completely educated.

Consultancy situations are often interactive where both the giver and the receiver of the information learn something new. In situations of change, it is mostly a question of attitude. Library workers are prepared to learn and capable of learning new things and sharing what they’ve learned with the patrons if they so desire. Intelligent people seek careers in the field,

but their own attitude may keep them from learning new things. A good leader must have the skills to motivate and maintain enthusiasm to take on new things.

### Stories, facts and fiction

In a changing world, the library still has its firm position and duty. Marketing that is readily concentrated around customized services, such as loaning sports equipment or 3D printers, often forgets the library’s fundamental purpose, i.e. loaning material and various advisory services which are, in the light of the statistics, one of the municipalities’ most widely used services.

The library’s duty, now and in the future, is to help people find stories, fact and fiction irrespective of the format and tool. This calls for resources but, above all, an inquisitive attitude and the desire to work for the better of the patron.

Riitta Kangas  
Service Manager (Community Connections)  
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## SWEDISH LIBRARIES:

# The current situation



Erik Fichtelius

These are revolutionary times. What many forecasters have long predicted would happen is happening now. This is rooted in digital advances, but is about much more than just technology. All industries and all businesses are affected by these changes. Old power structures are collapsing, business models are being turned on their heads, and it is increasingly difficult to find one's way in this new world.

Libraries – hubs in the knowledge and information society – find themselves in the midst of these changes. But what is a book today? And what will a library become? What should it be?

Given the current situation, drawing up a national library strategy – a strategy that is tangible while also being visionary and forward-looking – is no easy task.

We should learn from our Nordic neighbours, who have much to teach Sweden. We should listen to libraries and think for ourselves. We still have a few years, but we should not wait before coming up with important proposals. We have therefore already submitted our initial proposals to the Government. We have proposed a digital skills boost via public libraries and regional library operations.

Sweden's public librarians should be given further training so that they can help the people of Sweden in this digital skills boost. It is proposed that the Government should invest SEK 25 million each year over a three-year period in a broad focus on digital skills enhancement for the entire population.

## A democratic duty

The pace of digital development is increasing, and a long-term action plan is therefore required in order to continuously develop the digital skills of the Swedish people. Demographics, current events such as the arrival of large numbers of refugees, or poor broadband infrastructure mean that these efforts must be based on local conditions.

Libraries have a democratic duty. *Free knowledge for everyone.* This is particularly evident in times of crisis and challenge. Few social institutions have been as successful as libraries in adapting to and meeting new demands such as those resulting from the latest wave of refugees. Libraries are there for everyone, as a matter of course. And libraries are affected by all social changes.

Unlimited access to information and communication brings many benefits, but it also presents a number of challenges for social cohesion and trust in society. The democratic role and the conditions for doing a good job come up against problems such as media filter bubbles, news avoi-

ders, great divides in digital skills and a lack of technological equipment, online hate and threats, privacy and social media.

The nation also faces antidemocratic movements, propaganda wars and attempts to restrict freedom of speech. We do not currently have equal access to media and information, and we are seeing falling levels of literacy. Libraries and the skill of librarians are part of the answer to these challenges.

## Questions

We have started our work by asking Sweden's librarians a number of questions. We have used an open Facebook group to ask libraries questions, and we have received a number of dispatches and communications from experts within the field.

We have sought answers to the following questions:

- What is the current situation?
- What are the problems?
- What is the ideal situation?

Based on the material submitted by the



Libraries – hubs in the knowledge and information society – find themselves in the midst of these changes. But what is a book today? And what will a library become? What should it be?  
Photo:CCO/Montage:CPS

industry itself, we have identified ten trends that deserve further discussion.

### 1: Participation and place

Over the course of the last decade, libraries have become increasingly significant in terms of visitors' own activities. As more and more media have become available digitally, library visitors' needs for participation and physical meetings have changed. Library spaces have therefore undergone a change, from largely being premises for media to increasingly becoming places for meetings between people.

The transition towards physical spaces for people rather than storage spaces for media is a general trend, but differs depending on the type of library being studied. For example, high quality study places are being created at universities, while municipal libraries are offering activities and meeting rooms, enhancing citizens' opportunities for joint participation through more open public spaces with low thresholds.

All types of library have experienced greater demand for meeting spaces for va-

rious purposes, such as advanced study places, artists' studios, film studios, recording facilities, chat rooms, artistic expression and poetry readings.

### 2: Media and digital incarceration

It is tempting to draw the conclusion that digital developments can act as a levelling factor for equal access to media. In theory, it should be possible to use technological developments to improve equality, as we are able to download information and media via the internet wherever we live or study. However, the reality is different.

The transition to digital media is taking place at different rates. In many cases, analogue and digital have been used as dichotomies, with one pointing to the past and the other to the future. We often still think of the one as a replacement for the other, or – as some libraries think – in terms of physical collections versus digital collections. However, the technological shift and its consequences for library operations require a deeper analysis.

Representatives from all types of libraries describe consequences and outcomes

of digital media that counteract both the aim of the library's role and the opportunities offered by technology.

### 3: Structures and collaboration

Shared responsibility between several state authorities creates duplicated work that prevents synergy gains. A lack of clarity in connection with the distribution of responsibility within library operations makes collaboration and operational development more difficult. What should be the role of the national library? The authorities' instructions are the result of decades of patches and repairs, and do not complement each other.

The cultural collaboration model has resulted in regional library operations becoming unclear and the structure of support from the regions to public libraries being impeded. The regional level will also be affected by the current review of regional divisions, and here the needs and roles of libraries must be taken into consideration.

Technological developments reinforce the 'downpipe' structures within public library operations. These structures are



outdated and present a barrier to forward-looking development. There is no clear main responsibility for development within the sector.

#### **4: Town and countryside**

Opening hours, media grants, geographical distances and access to skilled, knowledgeable staff are factors that vary within Swedish libraries. The conditions for complying with the *Swedish Library Act* differ from town to town, and between urban and rural areas. Everyone's access to libraries must be provided based on local and regional circumstances.

Someone who lives in Ritsem in the far north of Sweden has to travel 180 kilometres to visit the nearest library. The City of Stockholm has decided that it should take no longer than 30 minutes to visit a library by public transport.

#### **5: Infrastructure**

This is one of the study's more problematic areas. The feedback from library operations reflects a great deal of frustration at different and incompatible cataloguing systems, a lack of clarity in connection with which level is responsible for what,

and the difficulty of making open access research accessible in practice. Many initiatives and projects are begun locally, but then grind to a halt due to a lack of financing and operational support.

#### **6: The role of the librarian and professional conditions**

The role of the librarian is becoming increasingly multifaceted. Specialist knowledge is required, and librarians also need ongoing skills development in line with the rapid pace of media change.

Large public libraries require additional skills beyond those provided by librarians, and research libraries require systems scientists, communication specialists and publishing knowledge. School librarians' skills need to be understood by education specialists and head teachers, and specialist and authority librarians need to know a bit about everything. Everyone needs multilingual librarians. The entire industry has expressed difficulties recruiting librarians with the right skills.

#### **7: Higher education and research**

University and college libraries have experienced rapid development in recent

years. The autonomy reform has tied libraries more closely to individual universities/colleges, making them part of the institution's branding and marketing.

Libraries have evolved into producers of knowledge and publishing houses with responsibility for ranking systems, while at the same time offering students access to advanced search services and literature. However, libraries are also encountering great challenges in line with globalisation and the power wielded by international publishers and knowledge providers in a somewhat dependent market.

#### **8: Building up collections**

Thanks to the legal deposit requirements, Sweden has a rich printed cultural heritage that has been preserved for research and the future at the National Library of Sweden and Lund University Library. However, media developments have resulted in changed production opportunities and a change in the responsibility for what must be delivered to the cultural heritage collection.

The legal deposit legislation is now partly obsolete, and the preservation of our published cultural heritage should be



Stockholm Public Library.  
A beautiful library of today.  
How will collections in the  
future look like?  
Photo: CCO

reviewed. In addition to the two legal deposit libraries (the National Library of Sweden and Lund University Library), five other university libraries also receive copies of all printed materials, but without the same obligation to preserve these.

The volumes have become unmanageable and to a certain extent unwanted, and the legal deposit recipients are thinning out newly received literature on receipt to a growing extent, in a manner that is neither desirable nor sustainable in the long term from a public perspective. At the same time, there are no regulations governing what or how social media activity should be preserved for the future.

### 9: School libraries

Following the passing of a law to ensure that all schools have access to a school library, there has been lively debate about the wording “access to a school library”. Can this be interpreted as meaning that the law has been complied with if the school has a room containing books that is open for a few hours a week?

In the absence of a definition and in order to produce statistically assured measurements, the National Library of Sweden

introduced a statistical definition in 2014. These statistics measure school libraries that are staffed for at least 20 hours a week. According to the National Library of Sweden’s definition, more than half of Sweden’s pupils lack access to a staffed school library.

It is clear from the letters we have received and the discussions we have held with school librarians, head teachers, the Swedish Association of Local Authorities and Regions, the National Library of Sweden, the Swedish National Agency for Education, the Swedish Agency for Accessible Media, the Swedish Schools Inspectorate, the National Agency for Special Needs Education and School and other bodies that there is a lack of role distribution, monitoring tools and distribution of responsibilities.

It is obvious that there are serious shortcomings when it comes to equal access to school libraries for Sweden’s school pupils. The development of school libraries is one of this investigation’s prioritised issues.

### 10: Everyone!

One of the changes between the *Swedish Library Act* of 1996 and the 2014 version is

the wording ‘accessible for everyone’. The concept of everyone is linked to free opinion-forming, and requires active outreach operations.

It also requires a flexible approach when faced with social changes. The role of reaching out and being there for everyone is fundamental to library operations, and is borne primarily by public libraries.

A forward-looking combined national library strategy must clarify what the objective paragraph about ‘everyone’ means in practice.

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# Necessity is the mother of invention

Since 2001 libraries in Iceland have cooperated on a nationwide basis through the company Landskerfi bókasafna hf. (e. Consortium of Icelandic Libraries). The company was originally founded by the state and the municipalities in Iceland.



Sveinbjörg Sveinsdóttir

The company was instituted to operate a central national library system for Iceland and to provide professional services to the libraries. It had been put out to tender in the EEA the previous year. Since then the company's agreements have been expanded and the company is now able to provide services to museums, as well as art and photography galleries.

The first step was taken in 1998 when a committee was established by the Minister for Education for the purpose of submitting proposals for the selection of a new library system that could suit all libraries in Iceland, including the National and University Library of Iceland (Landsbókasafn Íslands – Háskólabókasafn), public libraries, school libraries and research libraries.

The main goal was to streamline further the operation of libraries by eradicating the duplication of work involved in the registration of bibliographic and user information and to avoid the operation and maintenance of multiple library systems with the attendant costs.

In addition, the goal was to ensure equality among Icelanders by making the collection of each library, or the collections of all the libraries in the country as a whole, accessible on the Internet.

The committee proposed that one library system and a single catalogue should ideally serve all libraries in Iceland, which led to the idea of merging all libraries in

Iceland into a single national system.

The result of the invitation to tender for a library system for Iceland was that negotiations were initiated with Ex Libris for the purchase of the Aleph library system. The system was given the name Gegnir in Icelandic. The system was formally inaugurated on 19 May 2003.

## Access to collections

In 2006, the SFX link resolver system from Ex Libris was adopted for the universities and some of the research libraries in the partnership. The next major step in the system operation was achieved in 2011 when the national search and discovery portal leitir.is was launched.

The site is based on the Primo software from Ex Libris. From the very beginning the aim was to not only provide access to library collections through the portal, but also to other collections such as museums, art and photography galleries.

In the autumn of 2013, the company undertook the operation of the cultural-historical database Sarpur, including an external website sarpur.is, both owned by a separate company named the Sarpur Management Company (Rekstrarfélag Sarps). The National Museum of Iceland (Þjóðminjasafn Íslands) initiated the work on the Sarpur database and its first version was launched at approximately the same time as the invitation to tender for Gegnir.

Sarpur builds on Icelandic software

which was written especially for the project. By taking on the management of Sarpur the Consortium of Icelandic Libraries became directly responsible for software development, whereas until that time the company's activities had solely been the management of commercial system solutions.

## E-books in Icelandic

During the last two years the company has, in collaboration with Borgarbókasafn Reykjavíkur (e. Reykjavik Public Library) initiated talks with Félag íslenskra bókaútgefenda (e. Icelandic Publishers Association) on the possibility of lending Icelandic e-books in libraries in Iceland, as well as looking at available systems for e-book lending.

The outcome was the negotiation of a contract with Overdrive Inc., the American digital distributor of e-books, audiobooks, music, and video titles, stipulating digital access and lending of e-books and audiobooks. According to the contract libraries can buy e-books and audiobooks from Overdrive and make them available to their users.

Most books are in English but the long term objective of the project is to be able to access Icelandic material through the digital lending library in due course. The contract is valid for all Icelandic public libraries, affiliated with the Consortium. The project is initially a joint venture of



The Consortium of Icelandic Libraries provide professional services to the libraries - and patrons.

the Consortium and The Reykjavik Public Library.

According to the contract The Reykjavik Public Library will be the first public library to implement a digital lending library for e-books and audiobooks in January 2017. The plan is for other public libraries to follow in its footsteps in due course.

According to the contract, The Consortium will be responsible for the system's management while Reykjavik Public Library will see to the acquisition of materials to provide access to and general user services.

### Gegnir

One of the main characteristics of the systems that the company represents is that they are operated on a national level. Gegnir is open to all libraries in Iceland and most of them, i.e. some 270, have taken advantage of the offer. Leitir.is is also a nationwide search portal – and the same applies to the cultural-historical database Sarpur.

Another characteristic of the company is that it manages system operations for Icelandic libraries but not their subscriptions. All subscriptions to the collections are managed by the libraries themselves or by the Iceland Consortium for Electronic Subscriptions (Landsaðgangur að rafrænum áskriftum), hvar.is, a partnership that has been around since 1999. The same will apply to lending of e-books and audiobooks through the Overdrive system, which will be open to all public libraries affiliated with the Consortium.

### Bibliography must be consistent

Another key factor of the Library Consortium is that it has always been based on extensive and effective cooperation with its affiliated libraries. This applies equally

to daily operations and services as well as new challenges. In this regard it may be mentioned that when Gegnir was established two councils were also established by the Consortium, i.e. skráningaráð Gegnis (e. Gegnir Cataloguing Council) and efnisorðaráð Gegnis (e. Subject Heading Council). They are composed of experts appointed by the libraries.

The role of the Cataloguing Council is to regulate all registration of bibliographic records in Gegnir. Gegnir's Subject Heading Council is a forum for controlled subject headings. Since all cataloguing is done in a single bibliographic database it is important to have clear rules that ensure the quality and consistency of bibliographic records.

This arrangement presumes that the libraries own the data records catalogued in the library system and are responsible for their quality whereas the Consortium is responsible for the systems and their daily operation. It should be noted that the cultural history museums have now established a cataloguing council for Sarpur which is modelled on Gegnir Cataloguing Council.

### About 20 courses a year

Providing services to affiliated libraries is a very big part of the consortiums system management. Libraries call for assistance or service by creating a work order on the service platform [www.landskerfi.is](http://www.landskerfi.is) or by calling the helpdesk. The service platform also contains extensive guidance on the use of the systems and other related activities.

Another way to disseminate information is through seminars that the company organizes. On average about twenty courses are held every year, both on the premises of the company but also outside the capital. They are a platform to present

innovations as well as to offer guidance on the use of the systems for both experienced librarians and new employees of the library. Participants exchange views and discuss possible improvements. Thus, the courses also provide an opportunity for the company to improve its services.

### Only seven employees

We are proud of the progress that has been made since the company was founded in 2001. There are many challenges involved in operating a single central library system and a union catalogue for different types of libraries, varying greatly in size and often having very different needs.

This means that the results are perhaps not least based on having achieved a fairly general agreement on the existing arrangements for a national library system in Iceland. This has been accomplished by constant communication with the affiliated libraries on how to provide the best service, but also on the most effective means of meeting the needs of the central system.

However, resources are, and have always been, limited in the management of a company that today has only seven employees. The next challenge will be the company's choice of a new system which will be the successor to the system used in Gegnir.

The main emphasis will still be on a national library consortium since all parties agree that the benefits of such cooperation in a society of less than 340,000 people scattered around an island of 103,000 km<sup>2</sup> located in the middle of the North Atlantic Ocean, are much greater than its disadvantages.

Sveinbjörg Sveinsdóttir  
Managing Director  
Consortium of Icelandic Libraries

# Number of visits and loans on the increase

Both number of visitors, loans and borrowers went up in Danish public libraries in 2015. The libraries hosted yet more events, many of which focused on literature and reading. This is shown in a new publication from the Agency for Culture and Palaces *Public libraries in figures 2015*.



Ann Poulsen

With 37.7 mil. visitors in 2015, the public library is still the most popular cultural institution in Denmark. And with more than 20,000 events in 2015, the libraries are offering activities that might open doors to new knowledge and encourage a passion for reading. On the

publication of the 2015 edition of *Public libraries in figures*, the Danish minister for culture, Bertel Haarder, said that the libraries still have strong focus on literature and try to disseminate it in many innovative ways.

When studying the figures more closely, they show an increase compared to previous years in both number of physical visits and visits to the libraries' digital services – particularly the e-bookshelf. This has resulted in a growing number of loans when adding physical books, e-books and net audiobooks together.

As there is also an increase of just over 9 percent in number of active borrowers, it is likely that new media forms like for

example net audiobooks appeal to new groups of readers. Active marketing and experimenting forms of dissemination are probably also acting as stimulants for delving into the books. Among the libraries' offers, you find book brunch, book talks, readings, talks on the book season's publications, literary salons and presentations of literature.

## The library is important

In any case, the number of visits speaks for itself as to the libraries' appeal to the users. More and more people find their way to their local library, which is an indication that also as a physical place the library is of great importance. This is true in urban communities as well as in smaller communities with few cultural offers and places to meet.

The many arrangements draw people in, but equally important is the fact that reading clubs, newspaper readers and students have got a casual area in the public space, where they can meet, be inspired and themselves contribute to launching for example literature events.

The figures used are primarily taken from the libraries' reporting to Denmark's Statistics for 2015 and the libraries' answers for 2015 to the Agency for Culture and Palaces' annual questionnaire, The library barometer.

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publication of the 2015 edition of *Public*

## OPEN LIBRARIES

By the end of 2015, there were a total of 293 open libraries, i.e. libraries with access for the patrons without the presence of staff(help). That is 33 more than the year before and more than 4 times as many open libraries as in 2010.

## OPENING HOURS

In 2015, there was access to the country's libraries 33,350 hours per week. Since 2010, there has been a decrease in hours with service of just over 14 percent, while the total opening hours in 2015 were more than twice as many as in 2010.

## LOAN OF MUSIC

The loan of music decreased in 2015 by about 330,000 to just over 1.84 mil. Since 2010, there has been a decrease in loan of music CDs of just over 63 percent as a result of the changed media habits of the population.

## BRANCHES AND BOOKMOBILES

Number of service points decreased in 2015 from 590 the previous year to 533. Number of branches was in 2015 cut to 319 after having been stable at 352-354 the five years previously. Number of bookmobiles decreased so that in 2015 there were only 21 left compared with 32-33 during the years 2010-14.

# The Danes love their library!

This is the conclusion in the most extensive Danish user and benchmark survey so far concerning the public library.



Karina Ersted Christensen

The Agency for Culture and Palaces in Denmark has recently completed the third user and benchmark survey of the public library field. Previous surveys were carried out in 2011 and 2013. The Agency for Culture and Palaces has facilitated this survey in collaboration with Regional libraries, as well as the participating libraries.

The questionnaire for the survey was formulated back in 2010 and has been extended in the present survey to include a new focus on citizen service in the local authorities and the local citizen service offers. One of the objectives of the survey is to provide the libraries with a development tool and consequently, library staff are participating in the process. Another aim is to accommodate an ever-increasing focus on the measuring of the libraries' activities, by documenting the users' perception, use of and satisfaction with the libraries.

## Future perspectives

The results of the survey are assessed nationally and a national report has been produced as well as 83 local reports. Overall the user survey provides a picture of the libraries anno 2016. Data material has been prepared for each individual municipality, which the libraries can access online and extract the data necessary for their particular library. The local material means that the libraries can measure the effects of their initiatives, compare with earlier results and with other libraries.

The local data material is both documentation and a tool for the libraries to analyse needs, target and develop focus areas, which all contribute towards creating the best library – in the future, too.

## Results from the 2016 survey

- Comprehensive satisfaction of 88,3%
- Recommendation willingness (NPS) of 76%. The Danes are very happy with their library and this is an exceptional result.
- Two out of three have used a self-service library, more than 50% say that self-service libraries have made them use the library more.
- Library staff are very highly regarded, 85% say that the library's staff are both visible and responsive.

## Nobody rest on their laurels!

There is no doubt that the survey is a useful tool in the development of the individual library, and there is therefore widespread satisfaction with the conducted

surveys. After publication of the survey, the public libraries have started processing the results in earnest and converting them into development.

With spread satisfaction with the conducted surveys, time has come for an evaluation of the process itself, of the objective and the survey's design.

Amongst other things, in relation to the original questionnaire from 2010, which in a number of areas has proved to be outdated.

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## RECOMMENDATION WILLINGNESS/NPS

Net Promoter Score (NPS) is a management tool that can be used to estimate the loyalty of the customer. Response to the question: How likely is it that you would recommend your library to others? The answer is given on a scale from 0 (not at all likely) to 10 (extremely likely). The scale of the question is divided into Detractors (0-6), Passives (7-8) and Promoters (9-10) You calculate NPS by taking promoters in percent and subtract detractors in percent. The result can vary between minus 100 and 100. A score of 0 is normally considered good and above 50 is excellent.

## THE SURVEY

The public libraries' user and benchmark survey was completed in 2016 with 53,405 respondents.

The collection of data was done over a period of one month, the libraries arranged for contact to the users and an external market research firm (Wilke) handled data collection and data processing.

# Games in the National Collection

Lauri Ojanen  
Aija Vahtola

**The Act on Collecting and Preserving Cultural Materials (1433/2007) requires the National Library of Finland and businesses or organizations in the field of publishing to carry out extensive preservation of digital games distributed as physical copies, board games and similar publications in the National Collection. In addition, a varied and representative collection of digital games distributed online is stored in the National Library's Web Archive.**

The National Library of Finland has collected digital games since 2008, when they were included in the items to be archived as per legal deposit legislation.

Finnish video games have been published since the 1970s. Some 800-1000 games have been published commercially in the span of thirty or so years. In addition, non-commercial games, games produced by amateurs and other small-scale games, the total number of which remains unknown, have been published during this time.

The distribution of games in Finland follows the international trend of increasingly favouring digital platforms. Only ten or so of the Finnish digital games produced during the past year have been published as physical copies, while more than a hundred games have been launched on digital platforms.

Next year, the number of games distributed as physical copies is expected to decrease further. Large titles known as AAA games whose distribution continues to focus on physical media are not produced

extensively in Finland. This year, for instance, no such titles were published in Finland.

This ratio is also affected by the increased popularity of downloadable content distributed online either free of charge or for a small additional fee. Downloadable content may include new accessories or cosmetic enhancements for the game characters or new playable content for the main game.

As evidenced by the terminology, this content is hardly ever distributed as physical media and exceptions to this rule are very rare. Finnish game designers are strongly focused on mobile games, which are never distributed as physical copies, so all Finnish mobile games are published online only.

## What to archive?

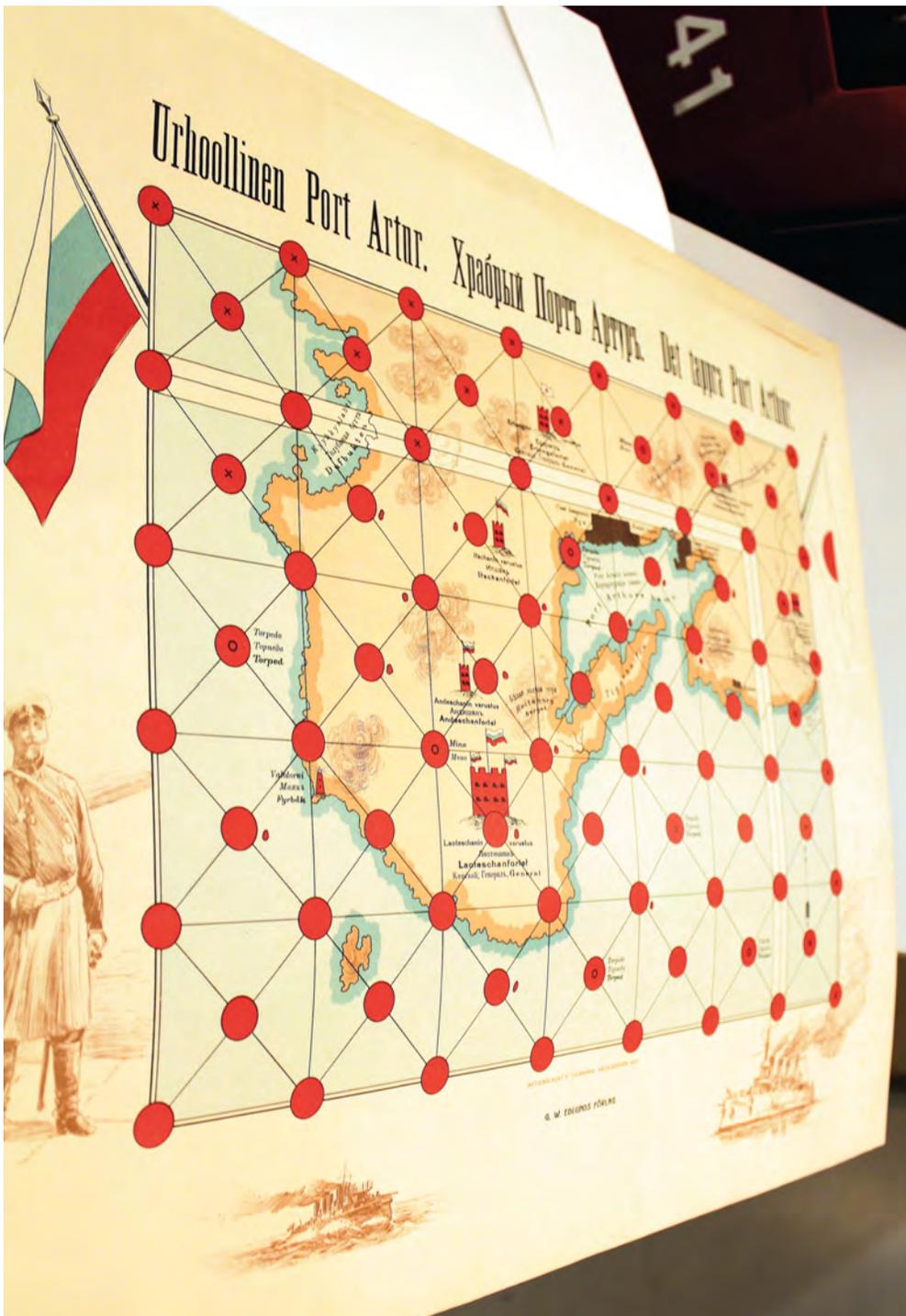
Games as a cultural historical phenomenon are inextricably linked to their temporal context. Gaming experience, or at least a part of it, is often formed through user communities.

For researchers preserving the game's temporal frame of reference and the gaming experience is at least as important as preserving the game itself. This refers to other publications related to the games in question, such as gaming magazines; videos such as trailers, commercials and gameplay videos; as well as game-related narratives and online materials pertaining to gaming, such as discussion forums or blogs.

There has also been discussion about archiving the source code of the games.

Preserving the temporal frame of reference and the gaming experience is particularly vital when preserving the game itself is impossible due to, for example, technical reasons. Such games include, for example, online multiplayer games where the context of the game is created by other players.

The *Act on Collecting and Preserving Cultural Materials* requires the National Library of Finland to archive copies of all publicly distributed board games and other physical games, as well as digital



Board games in the National Collection of The National Library of Finland. Photo: Lauri Ojanen

games distributed as physical copies. As regards online games, a varied and representative sample must be archived.

The purpose of the Act is to preserve national cultural materials that have been distributed publicly in Finland for future generations and to provide researchers and other persons in need of information access to these materials.

#### Archiving physical game copies

Digital games distributed as physical copies have been archived as per the *Act on Collecting and Preserving Cultural Materials* since 2008. The National Collection

includes 139 digital games. In addition, the collection includes materials from previous decades, such as games and software distributed by Amersoft for Commodore 64, VIC-20 and Spectrum on cassettes and floppy disks. The collection is not complete, but it can easily be termed a representative sample of this historical period in Finnish game production.

In addition, other National Library collections such as *Brummeriana* include donated copies of board and other games from the 1800s onwards. Legal deposit copies of board games have been included in the National Collection since the 1970s.

In most cases, the importer is responsible for delivering legal deposit copies. As stipulated in the legislation, the manufacturer is responsible for delivering legal deposit copies of physical copies of digital games, board games and other games manufactured in Finland.

If the games are manufactured abroad, the responsibility falls on the publisher. In cases where the publisher or publishing house does not have an office in Finland, the importer is responsible for delivering legal deposit copies.

Game creators rarely self-publish their games, while commercial publishers are mostly large international companies who have outsourced the distribution of games to local importers. This is true in Finland as well.

#### Archiving online materials

Publicly available online materials have been stored in the Web Archive since 2006, when the *Copyright Act* enabled the National Library to make copies of publicly available online works for its collec-



A landmark in Finnish board game history in original packaging with the original title. Photo: Lauri Ojanen



Board games in the National Collection. Photo: Lauri Ojanen



Resan Till Solen [The Trip to the Sun], a game from 1890, is another example of the earliest, and rarest, games that has been harvested in the National Collection. Photo: Lauri Ojanen.

tions. As a rule, new materials are added to the online archive in an annual web harvesting process or annual crawl, in addition to which materials are occasionally harvested thematically.

Gamethemed harvesting efforts have been carried out twice. In gamethemed harvesting effort carried out this past autumn, participants included not only experts from the National Library of Finland, but also researchers from museums and universities.

The materials harvested include, for example, game-related websites and discussion forums as well as gameplay videos available on YouTube. A smaller-scale game-themed harvesting effort was implemented in 2010.

In the annual crawl, online materials are harvested from .fi and .ax domains. The annual crawl of 2015 also included the content of Finnish-language websites

linked to .fi and .ax domains. These harvesting efforts preserve a snapshot of Finnish online publishing, including gaming-related material.

The preservation of digital games is not a straightforward process, regardless of whether they are distributed as physical copies or on digital platforms. One of the challenges is the global operational environment of the games industry, which is often out of reach of Finnish legislation. In addition, the long-term preservation of the materials involves certain issues that so far remain unresolved.

#### Customer access

The National Collection is available on the National Library premises; printed materials can be accessed in the reading room and online materials on legal deposit workstations. In accordance with relevant legislation, publications are archived for



1

1 One of the earliest games in the National Collection of the National Library of Finland. The game was, presumably, published in 1880. Photo: Lauri Ojanen

2 Collected video games cover both the history and present of game industry, in numerous different formats. Photo: Lauri Ojanen



2

preservation and storage of games has largely been in the hands of individual hobbyists.

However, the written history of gaming in Finland has been preserved quite well. While there is a gap in the preservation of the games themselves, historical sources know relatively well what was published and when, and which platforms were used.

These thirty years have seen quite a varied range of games in terms of their production and distribution, including large games for computers and consoles by large publishers distributed as physical copies, as well as small-scale games by individual developers or groups of friends distributed online only.

Both researchers and representatives from the games industry have expressed a wish that the early history of digital gaming be preserved. Thanks to active hobbyists, this is still possible, but it requires cooperation between libraries, museums and the gaming sector.

In the 2000s, mobile games emerged – and continue – as a major trend in game production and the strong suit of Finnish game developers. Preserving mobile games is likely to be the next step in the preservation of games.

the benefit of researchers and other persons in need of information and preserved for future generations.

Because of this, the use of the collection is restricted. Games or other materials may not be removed from the premises. In some cases, access to materials has been restricted to ensure their preservation.

The use of archived online materials is specified in section 16b of the *Copyright Act* (1961/404), which states that materials may be used for research or private study purposes on library premises using legal deposit workstations. Online materials can be viewed or listened to, but making digital copies and redistributing the material has been prevented.

Cooperation with researchers is needed to gather information on researchers' needs regarding the use of games for research purposes. It has already become evident that the current ways of using on-

line materials do not entirely meet researchers' needs. Current legislation does not allow researchers to study the preserved materials using research methods from the field of digital humanities.

In addition to the National Library, the preserved online materials are available on legal deposit workstations at the libraries of the University of Eastern Finland, the University of Jyväskylä, the University of Turku, the University of Oulu and Åbo Akademi University, as well as at the Library of Parliament and the National Audiovisual Institute.

### 30 years and counting

The first Finnish video game was published in 1979. Apart from games obtained by the National Library in the 1980s, there is a thirty-year gap in the archiving of games preceding their inclusion in legal deposit legislation. During that time, the

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# Nordic collaboration

## on digital library services for the immigrant population



Marit Vestlie

For a number of years, the Nordic countries have collaborated on the development of adequate and well-run library services for linguistic minorities and immigrants. These services have been developed over many years and are organised in specialist libraries, but also through the local municipal libraries. Service provision varies between the individual countries, since the users have varying needs.

The similarities are nevertheless more prominent than the dissimilarities, so opportunities existed for establishing a Nordic project to improve the provision of digital library services to immigrant groups.

In 2009, the State and University Library of Denmark, the National Library of Sweden and the National Library of Norway entered into a formal collaboration to improve the services to linguistic minorities across the national borders.

### The board

The collaboration was organised as a board consisting of a representative from each of the libraries. The board currently consists of Eric Hofmeister from the State and University Library of Denmark, Anna Lundén from the National Library of Sweden and Marit Vestlie from the National Library of Norway.

In addition to the board, there are reference groups with representatives from

other Nordic countries and specialist libraries for multicultural library services. The collaboration has included efforts to improve service provision while lowering the cost and enhancing the efficiency of procurement to the specialist libraries.

In recent decades, the libraries have provided an increasing number of digital services to their users as a whole. However, the supply of digital literature to immigrant groups has been minimal. There are very few digital books available for this target group, while the supply of films and music is somewhat larger, for example through the Danish Library Centre for Integration, which has developed a platform for dissemination of music and films.

In the spring of 2012, the board was contacted by the Nordic Council, who wished to commission a study on the opportunities for establishing digital services for linguistic minorities. Literature in non-European languages should be prioritised.

The project framework was prepared the following year and in 2016, the Nordic Council of Ministers granted DKK 1 million (approximately EUR 135 000) to the project, with an option for equivalent grants for the next two years.

### About the project

The project was started in the summer of 2016 and is headed by the National Library of Norway. In addition to the national libraries of Denmark, Sweden and Norway, participants include the specialist libraries: the International Library (IB) in Sweden, the Multilingual Library (DFB) in Norway and the Danish Library Centre for Integration.

The objective is to improve the provision of digital library services to linguistic minorities in the Nordic countries. Shared solutions for procurement and dissemination of digital material will be put in place, with emphasis on improving the supply of



The board members from right: Marit Vestlie, Eric Hofmeister og Anna Lundén. Photo: Elin Lucassi/KB

digital books, but other types of material will also be made more broadly available. The project is organised in four groups:

**Group 1: Procurement and copyright clearance**

This group will select and procure material and rights for digital dissemination. In light of the priority given to non-European languages, the following five languages were chosen: Arabic, Pashto/Dari, Persian, Tigrinya and Somali.

The goal is to establish an electronic supply of books. Efforts will be undertaken to procure ebooks, alternatively other books with the right to publish them digitally. Literature for both adults and children, as well as both fiction and non-fiction, will be relevant, as will translated titles, for example from the Nordic languages.

**Group 2: Cataloguing and digitisation**  
Cataloguing of this type of material requi-

res competence and is costly. There is a need to make use of expertise from all the countries involved. The project's aim is that each country will catalogue the material that it is responsible for procuring. The other countries are permitted to reuse the data generated in their catalogues. This group shall also ensure that the material is digitised.

**Group 3: Editing of dissemination**

Dissemination of material is crucial and a necessary prerequisite for a good digital library. The goal is to achieve a consistent high quality that can be reused. The group will prepare a kind of standard or template for dissemination of the various types of material and ensure that it can be used by the other countries.

**Group 4: Digital publication platform**

The basis for the platform will be the Verdensbiblioteket.dk website under the State

and University Library. The platform has been procured and developed mainly for music and film-type material. The group will examine the opportunities for expanding the platform to encompass material in book format and make provisions for its use in all the Nordic countries.

In the autumn of 2016, efforts have been focused on procurement and rights, which are preconditions for a successful project. The three specialist libraries have put a lot of effort and enthusiasm into identifying opportunities and favourable purchases. By the new year, we hope that the first titles will be in place and that the next phase of the project can be initiated.

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# From SPLQ to SLQ to the end of the story



**Barbro  
Wigell-Ryynänen**

In 1998 I organised a meeting for the Nordic state authorities for public libraries. It was my first so-called directors' meeting. On the agenda for the meeting was *Scandinavian Public Library Quarterly*. The publication's accounts were reviewed and the content was discussed. The Nordic state authorities for public libraries each paid an equal share of the expenses for SPLQ.

The meetings would come to feel incredibly important. I was certainly no director, but my work was also about strategic linedrawing, project funding, library legislation, the state budget for libraries and collecting national statistics for libraries.

SPLQ's economy and development was a permanent item on the agenda of the directors' meetings. The publication was seen as an important part of the Nordic public libraries' co-operation. There were articles about on-going projects and the development of the library, plus new library buildings were presented there.

We could stay up-to-date on what was happening in our neighbouring countries and get ideas and inspiration for our own respective libraries. Nordic Public Libraries was also a concept in the international library world. Our high level of service, our high patron and book-loan statistics, the functional and new library buildings and modern equipment were admired.

The library as a part of the community

and of daily life was also noted. SPLQ was a good way to spread Nordic expertise internationally.

#### **I never regretted it**

In 1999, I was recruited as a member of the editorial team which was to be an assignment that would last many years and meant a lot of work on the side, but it also meant joy, friendship and was of great use in the daily work at the Ministry.

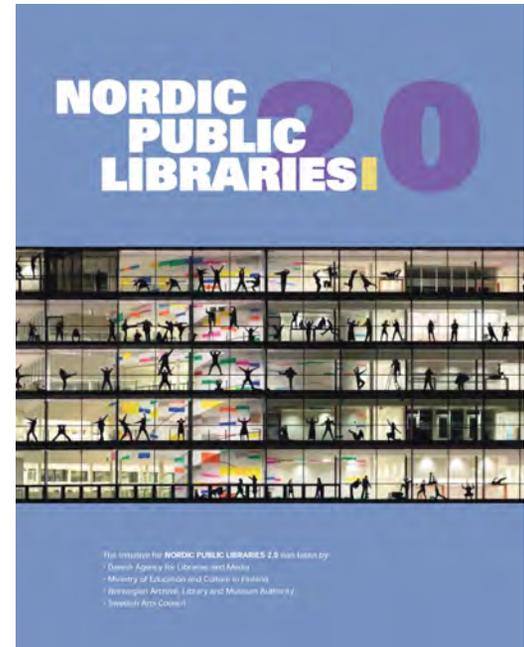
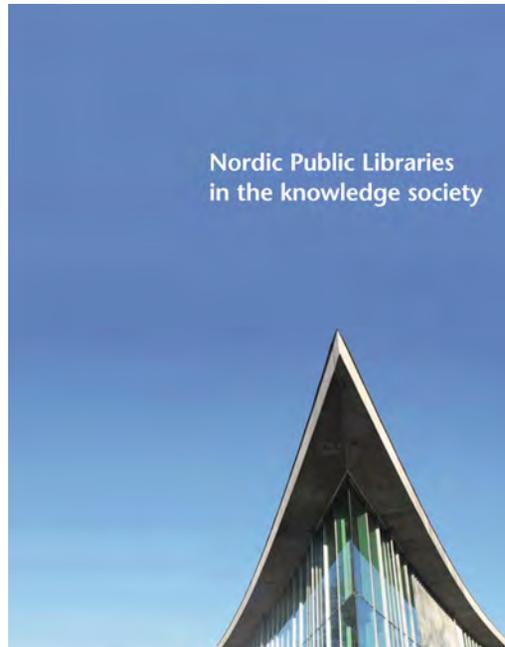
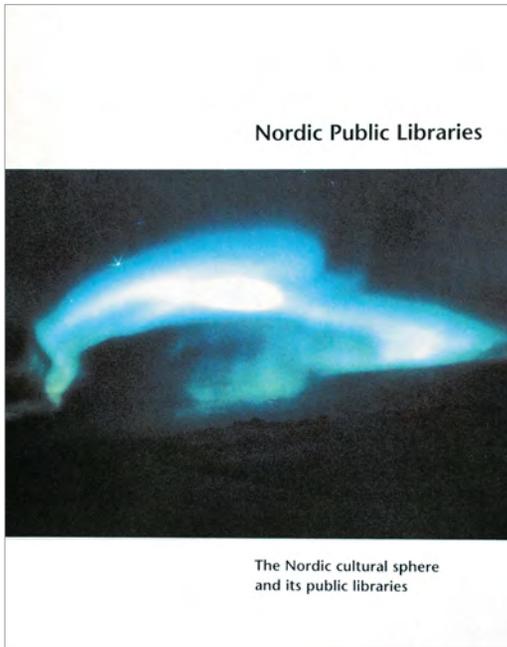
It was interesting to see how similar ideas came up in the libraries in neighbouring countries, and it was extremely rewarding to take part in different project and goal descriptions, as the ideas were implemented in different ways in similar environments. The articles helped librarians who presented their projects before an international audience at conferences and library meetings – there was a prepared model for a presentation in English.

Strategies and library legislation were

introduced as soon as they became relevant. When Finland's new library legislation went into effect in 1999, it immediately sparked great international interest. It took a while for the law to be translated into English in its entirety and in the meantime I was able to respond to the demand by sending an SPLQ article about it. Interviews with interesting people were included sporadically.

#### **Start in 1968**

SPLQ began to be published in 1968. I remember how hard it was to get the documentation regarding decisions about beginning to publish a joint Nordic journal. There were situations where we editors would have needed that kind of documentation to be able to explain and defend the appearance of a sum of joint Nordic money, which, on top of everything else, moved around from one country to another every fifth year when the position of editor-in-chief changed.



Three books produced by the editorial team in *Scandinavian Public Library Quarterly*. 2002: *The Nordic cultural sphere and its public libraries*. 2006: *Nordic Public libraries in the knowledge society*. 2010: *Nordic Public Libraries 2.0*. The titles reflects the weighting of themes through the years. Layout and graphic production: Stæhr Grafisk

### The Danish period

In 2002, the publication was transferred to Danish management. During the Danish period, a comprehensive, professional evaluation of the journal's contents was carried out, as well as an inquiry concerning eventual publication only in an electronic format. It turned out that readers wanted the journal in both formats and, although that was many years ago, I think that the situation for this type of publication is still the same.

It was also nice to be able to distribute a publication with an attractive layout at conferences and meetings. The SPLQ website was launched and was continuously developed. It was obviously important to have a presence on the Internet. Soon people would be able to conveniently find articles and themes from earlier editions.

The economy was good and the budget surplus was used to publish a book about libraries in Scandinavia: *Nordic Public*

*Libraries; the Nordic Cultural Sphere and its Public Libraries* was published in 2002. The book presented new library buildings with rich visual images interleaved with articles.

### Finland in charge

After the Danish period, it was time for Finland to take over the tasks of the editor-in-chief and the responsibility for the economy. The Danish National Library Authority had a large staff to delegate different tasks to; the situation at the Ministry of Education and Culture was completely different.

I managed to gather together a small staff. The members of the editorial team had a lot to do four times a year. Articles had to be ordered, edited and supplemented with images. The editor-in-chief had to take care of his or her share of all of that, but also hold together all aspects of the material as a whole. In my case, I also had to write the editorial that is, change hats

again since the editorial was written by the directors and maintain contact with the printing house.

Sometimes, a promised article was not delivered, which was a crisis indeed! Certain correspondence had to be maintained above and beyond the contact with the writers and the printing house. The nicest letter I received came from a librarian in New Zealand. It had been raining so heavily the day that SPLQ came, she said, that the journal was soaking wet and completely illegible and could we possibly send her another one. Subscribers to the journal came from some 50 different countries. The issues were relatively small, but the journal had very good distribution. In 2010, the book *Nordic Public Libraries 2.0* was published. The editorial team was SPLQ's editorial team members.

### New times

Director meetings stopped when, first, Norway and then Sweden transferred

responsibility for the development of the public libraries to their respective national libraries. Prior to this in Norway, the Norwegian Archive, Library and Museum Authority (ABM-utvikling) had worked with archives, libraries and museums on the agenda. The Norwegian national library took over. The Danish National Library Authority had both the public libraries and the research libraries on its agenda, but even in Denmark it was all reorganized.

First it was the Danish National Library Authority, then since 2012, the Danish Agency for Culture, a fusion of the Danish Agency for Culture, the Danish Arts Agency and the Danish National Library Authority (from 2016 Agency for Culture and Palaces).

At a Nordic meeting of the directors of the national libraries, it was decided that *Scandinavian Public Library Quarterly* would become *Scandinavian Library Quarterly*, including articles even about research libraries. I thought it was a good idea. There were many research libraries, especially in the US, southern Europe and Asia among the subscribers.

In 2012 Sweden took over and the journal was being published with its new name, *Scandinavian Library Quarterly*.

### Another bond is breaking

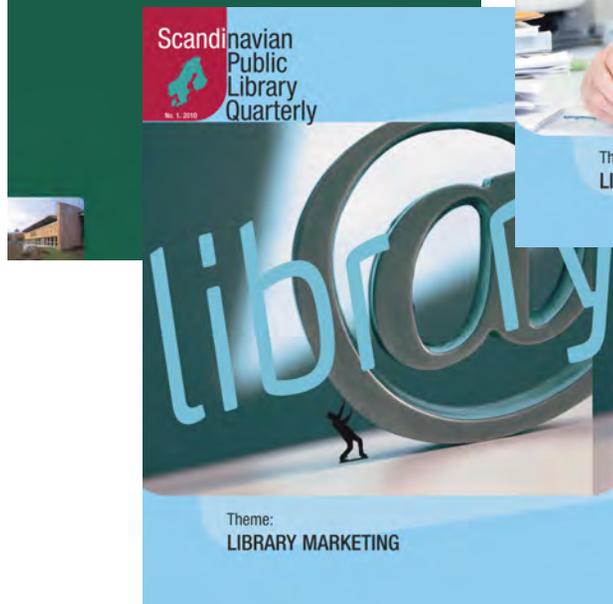
It seems important to have a successor who is both well-versed and knowledgeable. Nordic co-operation is especially rewarding, because our societies function similarly. The focus on the rights of the

citizens to information and knowledge is the same and libraries are seen as a part of the democratic society.

Ideas and projects are easy to transfer from one country to another, because there is a shared view on society, a similar public education tradition and similar ways of life. There is probably interest in co-operation among the Nordic libraries for the future, but it will require that we invest in the continual development of the partnerships.

Many of the bonds that have been holding it all together have already broken – now one more is breaking.

Barbro Wigell-Ryynänen  
Editorial Veteran



From 2002-2016 the print edition of SPLQ/SLQ had readers in more than 50 countries!

*Scandinavian Public Library Quarterly*, 2002, in green and very discrete headlines about national websites. Later turning into blue with focus on important themes like marketing (2010), lifelong learning (2012), collections in the digital era (2014) and very appropriate closing with this issues' theme on future libraries. Layout and graphic production: Stæhr Grafisk

# Denmark moves to RDA!

After some years of investigation of the consequences of a move to the new cataloguing code RDA (Resource Description and Access), the Danish Agency for Culture and Palaces reached a decision on the 19th of August that Denmark shall start a move to RDA. The move will take effect from the 1st of January 2018.

Denmark will use RDA in English, but with vocabulary and Policy Statements in Danish.

Included in the above mentioned decision is also a decision that Denmark will get a Strategy for Authority Data, i.e. Danish cataloguers will start working with authorized, controlled, forms at full scale, for persons, institutions, and works (titles).

Some of the main arguments for the move to RDA are the possibilities of continuing to reuse records from abroad and the perspectives of having a code based on FRBR (Functional Requirements for Bibliographic Records) and with a new underlying data model. At the same time RDA can be seen as a step towards a new not MARC-based format.

The implementation process has already started with several working groups translating vocabularies, writing the Danish Profile (Danish RDA Policy Statements), and coming up with proposals on how authority work should be included in the work flow. One working group also looks into the Danish format, danMARC2, to see to it that the format is fully compatible with RDA.

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## SCANDINAVIAN SHORTCUTS

### DENMARK

#### STATE AND ROYAL LIBRARIES BECOME ONE NATIONAL LIBRARY

Up until now Denmark has had two libraries with national tasks. The tasks of the State and University Library at Aarhus University have included developing new services for public libraries and supporting their services to ethnic minorities and immigrants. The Royal Library has been the home of the national bibliography and both libraries have acted as depository libraries. Now the libraries will join forces and merge into a new National Library at the beginning of 2017. Both will continue to serve users in their current premises at the universities of Aarhus and Copenhagen.

Source:  
*Royal Library website*

#### LIBRARIES FOR WORK AND PLAY

“I often use the library and borrow books, but there was a lot I did not know. For example, Press Reader, where you can read newspapers from around the world. I’m going to use it also in my work as a health care assistant.” That was the comment from one of the participants in the project run by Copenhagen libraries and SOPU, a local school offering vocational training programmes within health care and education.

The aim of the project *New Library Service*, was to pick new target groups and develop ways to present library services so that they would fit the themes in teaching. The health care students were not all familiar with the library and some had difficulties with reading or language. It was important to pick the right time for the library instruction so that the services would feel relevant. Students were introduced to the library, shown around and presented with services and resources they can use both in their study and future careers.

Source:  
*Danmarks biblioteker 5/2016*

#### eREOLEN GO

Fantasy, friendship, animals and horror are some of the themes by which readers aged 7-14 can look for e-books and audio-books in the new eReolen Go service, designed for young users. The new website is the independent younger sibling of the eReolen and it is available to all library card holders in Denmark. A number of schools are registered users which means the pupils have access to the service through their school.

Source:  
*eReolen GO website*



### COLLABORATION BRINGS PRIZE FOR AALBORG PUBLIC LIBRARY

Aalborg Libraries collaborate with Danish Radio, the national library web services Bibliotek.dk (national OPAC), eReolen (website on e-resources) and Litteratursiden (literature website) strengthening the dissemination of literature to their users. Lately, the libraries in Aalborg have focused on key themes such as loneliness and entrepreneurship. At the same time, the library has shared their experiences with other libraries in the country which has helped them reach an even larger audience together. 56 libraries, 10 different network media and a local ad agency are among the partners. Aalborg has made literature available both in the library premises and online in innovative ways. This model earned Aalborg Libraries a recognition from the Ministry of Culture for their work in literature promotion.

*Source: Danmarks biblioteker 5/2016*

### CANDLE LIGHT DINNER AT THE LIBRARY

International students come to Copenhagen – and elsewhere in Scandinavia – to study, get their degrees and go back home without making friends with too many locals or getting to know the local culture. It walks both ways: the local community isn't often affected by the students who socialise with other foreign students. Library Candle Light Dinners organised by Copenhagen University and the Student house are one of the ways to change this.

The participants of a mentoring programme where the mentees are paired

with Danish students are invited to dinner at the Royal Library. An evening of food and drink, quizzes, music and dance – and networking – is organised twice a year. The library has proved to be a good location for the events, and the Student House has expertise in running the logistics of big events with sound systems, catering, DJs and live music. Libraries support integration, the wellbeing of students and cultivate diversity. This is one way of doing just that.

*Source:*

*Danish Union of Librarians website*

## FINLAND

### LIBRARY SHOWROOM FOR INNOVATIONS

Oulu City Library is developing and setting up a library showroom offering library visitors an opportunity to explore innovative new products and services in a library setting. The showroom idea originates from Helsinki City Library where a similar service has been tested and a mobile version has circulated in libraries around Southern Finland. Start-up companies and local firms are invited to present their prototypes or new services to the public. The showroom acts as a free demonstration point, and a low-threshold space for collecting customer feedback.

*Sources:*

*Oulu City Library website  
Libraries.fi website*

### ROSA'S CODE

Fifty clues are hidden in schools, museums and libraries but also scattered in social media and Minecraft. When a player enters a code word on the Rosa's code game website, they will be able to follow the animated story where Rosa is trying to save the world from the Griefmaster. With every new code the players will get a step further in the game. As programming is now a part of the new National Core Curriculum, new ways of introducing the thinking behind coding are being developed. One of them is Rosa's code which is a collaboration between the Finnish Broadcasting Company, Libraries.fi and the Finnish Museums Association.

*Sources:*

*Rosa's code website*

### DONATE A READING MOMENT

Libraries, municipalities, associations and senior citizen service centres have been organising donations of reading time by volunteers to the elderly for some time.

The model has spread across the country during the last couple of years with new municipalities catching on every month. In Järvenpää, the public library and the local Settlement House invited the volunteers to share their experiences and discuss a new form of the reading moment service where volunteers will read to the elderly in their own homes as part of the outreach services of the library.

Source:  
*Libraries.fi website*



## AALTO UNIVERSITY LEARNING CENTER NOW OPEN

A building designed by the renowned Finnish architect Alvar Aalto, now Otaniemi Campus Library, has gone through a thorough refurbishment lately. When the new Learning Center opened its door on 31st October, it replaced the campus libraries scattered in the metropolitan area in and around Helsinki. A lot of thought, design thinking and user engagement, not to mention sticky notes, workshops, and user interviews, have gone into the redesign process of the premises and services. The result is a modern space designed for the users, from a user-viewpoint. Parts of the Learning Center are open for students 24/7, customer service is available six days and 58 hours a week.

Source:  
*The Aalto University Library's website*

## ICELAND

### FAMILY FUN AT YOUR LOCAL LIBRARY

With emphasis on family libraries in Iceland, the public library in Hafnarfjarðar offers new parents and parents-to-be a chance to meet for a chat. The library also organises lectures for parents, story hours and baby cinema screenings. Coffee, tea and good company are included.

In Kópavogur the local library hosts secondhand sales of children's clothes and regular breakfast meetings for parents.

Sources:  
*Hafnarfjarðar Facebook pages*

### YARN AND COMPANY

Judging from Facebook, the knitting frenzy has reached Iceland and its libraries (or maybe it's here, in the land of hand knit wool sweaters, the whole thing started, who knows?) Users gather in libraries for needlework in good company, for stories and inspiration from books and magazines.

Sources:  
*Hafnarfjarðar Facebook pages*

### LIBRARY PROFESSIONALS, UNITE

When library staff from around Iceland met at the national library conference arranged by Upplýsing, the Icelandic Library and Information Science Association, the subjects and themes sounded familiar: there were sessions and talks on libraries as community centres, change in libraries, libraries and multiculturalism, reading and the diverse literacies, cataloguing and classification. Even some of the speakers were the same as e.g. in the recent Reshape conference in Helsinki where Knud Schulz presented the new public library Dokk1 of Aarhus, Denmark. It goes to show we're facing the same issues in all of Scandinavia – and probably elsewhere, too.

Source: *Upplýsing, the Icelandic Library and Information Science Association*

## NORWAY

### SMALL BUT INFLUENTIAL

Berg public library may be small but its influence goes beyond the statistics. The little public/school library was awarded as library of the year 2015 for its role in integration. With a part-time chief post in a community of 900 inhabitants speaking 23 different languages, it is a real achievement that the arrangements have at times been visited by as many as 200 people.

The library has profiled itself as a community social arena with the local sports club as partner. Regular and open planning meetings have been held at the library together with the local sewing society.

Other collaborators include the local health services and the small business centres. At the library, local fishermen have been seen deep in conversation with young Arab men and Eritrean girls have knitted mittens with help from the locals.

Sources:  
*Bok og bibliotek website*  
*Berg public library website*

### LEARN THE LANGUAGE AT THE LIBRARY

Library is a good starting point for learning the local language. In the Holmlia branch of Deichmanske bibliotek/ Oslo public library, mothers with small children are able to learn the language needed in specific situations. In the weekly two-hour sessions, mothers can exercise communicating with e.g. kindergartens and health care professionals. Children are welcome and child care is provided.

Source:  
*Oslo public library website*

### WAFFLES AND SCIENCE

The University of Oslo Library offers a range of interesting arrangements on science as part of their *Waffles and Science* series. Some of the weekly discussions are

produced in cooperation with the Norwegian Broadcast Company's radio programme Ekko.

Why do your feet get stuck on the floor while standing in the shower? Why do some leaves turn yellow and some red in the autumn? Why has peanut allergy become so widespread? These are some of the questions which were addressed at a recent discussion at the library. All the arrangements start with coffee and waffles followed by inspiring presentations of scientific topics.

Source:  
University of Oslo Library website

### FREE BOOK FOR ALL IN ROGALAND

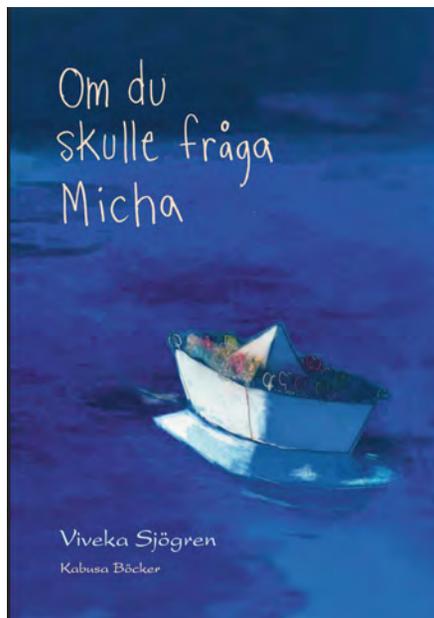
*All of Rogaland is reading* kicked off its ninth year this autumn. To make sure all inhabitants were able to participate, everybody could get a free copy of this year's pick, Erika Fatland's novel *Sovjetistan* at the libraries. The community reading campaign started in Stavanger in 2008 and was expanded to include the whole county a couple of years later.

Today, it is a collaboration between the libraries in the region, Rogaland County, Chamber of Commerce plus the Confederation of Trade Unions and the Savings Bank Foundation who also support the project financially. The aim of the project is to provide the population of Rogaland with a shared reading experience and increase interest in literature.

Source:  
Rogaland County Council website



## SWEDEN



### SHOWERED WITH PRIZES AT STOCKHOLM CITY LIBRARY

"Libraries are churches for people who don't know what to believe in" was a comment from illustrator Viveka Sjögren, one of the awarded authors, libraries and librarians in eight categories at the Swedish Library Association's prize ceremony. She received an award for the picture book *If you were to ask Micha*.

Among the prize-winners was the mobile library in Jönköping: a library, cinema, music and events arena for users old and young. The mobile library has brought sports, dance, music, kite flying, games and crafts to schools and kindergartens. And quite rightly, it was solemnly inaugurated by children at the Kaxholmen preschool with ribbon-cutting, speeches and refreshments.

One of the awarded library professionals was Peter Björkman who has been working with reading groups for long-term unemployed adults with limited literacy skills. He has been collaborating with stakeholders in the local community, with associations, adult education and employment agencies.

Sources:  
Swedish Library Association website

### OPEN ACCESS WEEK IN GOTHENBURG

The libraries at the Chalmers University of Technology and Gothenburg University offered a varied programme for students and faculty during the international Open Access Week. In one seminar researchers were encouraged to work with Wikipedia. As the articles often end up high on the list of search results in Google, improving them with simple edits or writing new ones is a great way to spread science and research, reminded the libraries.

Another topic was Kriterium, a portal for publication and dissemination of high-quality academic books. In order to receive the Kriterium quality seal, publications undergo a peer review process after which they are freely available through open access, in print as well as online.

Source:  
Gothenburg University Library website

### THE HAPPENING LIBRARY

While book loans are on the decrease, public libraries are offering more and more events, courses and lectures in their premises. The total number of different kinds of activities in Swedish libraries was 130.000 last year. Two thirds of all activities were directed at children, which is in line with the general priorities in public libraries.

The most active library was Emmalunda hosting most events per capita (88 programmes for every 1000 inhabitants). *DNA genealogy, Safe mushrooms and rare delicacies*, traditional story hours and writing workshops for children were on the agenda this autumn.

Source:  
Biblioteksbladet website

### HACKING THE CULTURAL HERITAGE

Code, creation and concept were the three themes of the *Hack4Heritage* event organised by Digisam, a secretariat for Nati-



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onal coordination of digitisation, digital preservation and digital access to cultural heritage, and the city archive of Stockholm. The data of the National Library was part of the heritage freely available for hacking including digitised versions of manuscripts, maps, newspapers, sound recordings and the national bibliography Libris.

Amongst the resulting 13 pilot projects were a name creator, a narrative game about life, mourning and religious uncertainty in late Viking Age Upland, and a personalised museum app matching the interests and background of the visitor with an exhibition. Digisam Flickr CC

Sources: *The Digisam website*



Photo: Digisam Flickr CC

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