This issue
ACCESS AND STATISTICS

UPDATES ON PUBLIC AND RESEARCH LIBRARIES IN SCANDINAVIA

Scandinavian Library Quarterly

Content

● This issue of SLQ is special, because it is actually two issues merged into one. Therefore we also have two special topics in this double issue, **Accessibility** and **Statistics**.

"Accessibility is the word used to describe equal access for people with disabilities to any environment, movement, information or communication. It means that a person with a disability should be able to use a product or service to access society at the same level as a person without a disability."
This is how Wikipedia in simple English describes the meaning of the word Accessibility. I found it appropriate because accessibility to media or information can mean the use of a less complicated language, since a disability can be both physical and mental. Accessibility can also refer to physical access to a building; say a library building, for people in wheelchairs or motorised scooters, as well as access for all to the content of that same library's web page, including the blind or severely visually impaired. It also refers to access to the media in the library, regardless of how you need to read it: with your eyes, with your fingertips or with your ears.

The other topic in this issue is the study of the collection, interpretation, analysis, organization and presentation of data, or with one word: statistics. It can be used to show that the economy of a library influences its usage, as in Norway, or to look at how proximity to the library affects user behaviour as is attempted in Denmark. It can be used to draw conclusions about what the library visitors will demand, as in Finland, or a whole country's library statistics can be collected and made available in one public database, as in Sweden.

In this issue of SLQ, you can read about all this, in addition to a lot of other things. I hope you will find it interesting and informative. The next issue of SLQ will reach you by the end of September.

Annika Hjerpe
Editor-in-chief
annika.hjerpe@kb.se

Annika Hjerpe
Press and
Communication Officer
Communications Division
National Library of Sweden

Cover photo: A busy entrance at
Odense Main Library. Photo: Mette Krull

Content

Who are the library users? Norway is building up research and KPI-data. Page 9

Sweden now has a comprehensive system for nationwide library statistics. Page 43

Scandinavian Library Trend is increasing visits for studying, meeting people, family tours, playing etc.

Photo: Dreamstime.com

Can reading fiction affect our mental health positively? Page 24

Library and accessibility

The direction taken by libraries over the next decade will shape not only the library itself, but also our perception of the role of the library for the rest of the century.

Aslak Sira Myhre

Public libraries have a strong position in the Nordic region today. They are widely used, well-liked and get a lot out of their resources. The number of loans is high and stable, while the library sector is quickly adapting itself to provide more digital services, infrastructure and digital access. Yet there is a cloud hanging over our libraries.

Our perception of the concept of a library is strongly linked to the lending of paper books, and thus to the twentieth century. This notion, which is not necessarily compatible with libraries in their current form, must be replaced by a modern idea of the library that corresponds to technological and social developments.

The concept of a library is thousands of years older than the notion of lending/ borrowing books. Home loans are a relatively modern invention, linked to the development of public library collections in the late nineteenth and early-twentieth centuries. The notion of the library as a centre of knowledge can be traced back to the oldest written cultures around the Mediterranean and in the Middle East.

New role and functions

The library, particularly the public library of the twenty-first century, will continue to be a place where people can borrow books, music, films and other sources of art and knowledge. However, the role of the library will not stop there. The library of the future – and to some extent the library of today – has two other major functions.

The library must be a digital knowledge resource. Through the library, we need to be able to access knowledge and culture for which we would otherwise have to pay or could not access at all. And the librarian must be a guide into this knowledge. Google will not be able to replace a modern librarian. Rather, the librarian will be able to give you the user something Google cannot.

And the library of the future is a meeting place. A cultural institution that designs programmes with the public as its audience, an arena for debate that develops and expands democracy and a learning arena that spreads and shares knowledge. Within this remit, the role of the National Library of Norway will be multi-faceted, but I would like to highlight three things.

The National Library - three priority areas

The National Library will be developing a common physical and digital infrastructure for the country's public and academic libra-
ries. During 2016, we aim to deliver a public authority register, free unified metadata and a library search tool based on this information. Together with WebDewey, this will both provide the population with better library services and allow Norway's public libraries to save some major resources – both financial and human. This will enable Norway to free up state resources that can and should be used to increase the focus on communication and content production.

The National Library will strengthen the digital library. With our digitisation project, more and more of the National Library's collections are being made potentially available. Our long-term goal is to make as much of the digital National Library as possible accessible to the general public, whether at home with unrestricted access, or in the country's public libraries. Through various agreements, licences and schemes, the National Library will work to improve digital access in libraries throughout the country and, along with the country's libraries and other stakeholders, develop new services based on this data.

Waves of events

State funds earmarked for libraries will provide the National Library with a strong tool for fostering the development and establishing the direction for the country's public and academic libraries. These funds are worth little when they are solely used to run the library, but will be all the more valuable when used to finance development and projects that will help to establish the role of the modern library.

With these resources at our disposal, the country's national and regional public libraries will be able to hold waves of events across the nation, making our libraries into local houses of literature throughout the country. We will be able to enhance the concept of libraries as meeting places and learning arenas for the entire population, and will be able to use libraries to develop digital infrastructure and increase the number of available digital resources.

Through these three priority areas and a number of other major and minor initiatives, over the next four years the National Library will lay the groundwork for the benefits the population will reap in the decades to come.

Aslak Sira Myhre
Director, National Library of Norway

Open Access
What is the role of research libraries?

The main topic in discussions related to scholarly publishing is now Open Access. New open access journals and repositories emerge, existing journals publish open access articles (hybrid journals) or are transformed into open access publications. What does the growing number of open access publications mean for research libraries? How does open access change the way research libraries provide access to scientific information?

Arja Tuuliniemi

With mandates from research funders, governments and institutions, open access publishing is quickly expanding. Publishers need to consider how to implement open access in their publishing strategies; institutions need to consider what types of actions they need to take to increase the amount of open access publishing.

The discussion is no longer about WHETHER open access should be promoted, but rather HOW it should be implemented.

The role is shifting

Libraries need to consider how to provide access to scholarly discussion beyond traditional subscription journals and books. Researchers still need access to publications, but with OA publishing the focus will be more on the beginning of the publishing cycle.

The role of libraries in OA publishing is shifting from purchasing content to helping researchers in the publication process. At the moment, libraries are involved in open access processes in different ways and it remains to be seen which models prove successful and will prevail after trial periods.

Facilitate for researchers

Libraries are now helping researchers to identify high-quality publishing channels. They collect and organise information on funding mandates and publishers' OA policies, run open access funds on behalf of their universities to facilitate the processes for researchers and assist in making research more visible.

Libraries should also have a role in discussing viable business models for open access publishing. Libraries purchase access to subscription journals and the subscription costs should be taken into account when considering the total cost of publishing.

During the transition period, we may have to accept some overlapping costs, but the goal should be to avoid a situation where the total is higher than in the current subscription model.

Define role in new environment

Open access publishing transforms the roles in the publishing process. Libraries need to define their role in the process. They also need to discuss on the institutional, national and international levels what should be done collectively and how.

The expertise of each player (libraries, publishers, researchers, research administrators, etc.) should be taken into account.

In Finland, one of the forums for this discussion is the Open Science and Research Initiative established by the Ministry of Education and Culture.

One should also remember that when something new is being created there is always uncertainty involved and changes in plans are necessary. We also need to accept a gradual approach to openness.

http://kib.ki.se/en/publish-analyse
http://www.sherpa.ac.uk/romeo/
http://www.jisc.ac.uk/rd/projects/open-access-good-practice
http://www.terkko.helsinki.fi/terkko-kudos/links/
http://scoap3.org/
http://openscience.fi/

Arja Tuuliniemi
Head of Services
FinELib, National Library of Finland

The right to read

In Sweden, the state is responsible for the production of audio books as well as for the central lending facility for these books. The Swedish Agency for Accessible Media (MTM) is a government agency that supplies books for people with reading impairments which includes talking books, Braille books, e-textbooks, tactile picture books and sign language literature.

The Swedish Agency for Accessible Media produces and distributes literature, newspapers and periodicals in accessible format to people with reading impairments or impediments. It also participates in the development of accessible media.
Photo: The Preiser Project/Flickr CC BY

"Our mission stipulates that we provide access to literature and community information to everyone on the basis of individual need, regardless of reading ability or disability," says Anne Stigell, who serves as senior advisor at MTM.

MTM provides the accessible books while public libraries, school libraries and university libraries lend them to people with reading impairments.

"As of January this year we are responsible for *Easy-to-Read* (in Swedish: *Lättläst*), which includes easy-to-read literature published by LL-förlaget and the easy-to-read newspaper *8 Sidor* (*8 Pages*).

Anne Stigell explains that another of MTM's tasks is to improve access to daily newspaper content for people with impairments that render it impossible for them to access a printed newspaper, by facilitating the publication of talking newspapers.

"Another of our functions is to supply special media for college and university students with a disability that gives them a reading impairment, to enable them access to their required reading." This is one of the agency's special responsibilities.

To borrow talking books is a right

A person who has difficulty reading printed text has a reading impairment. Six per cent of the population of Sweden is estimated to have a reading impairment. Visual impairment and dyslexia are the most common causes, but the impairment can also have a physical or neurological cause or be the result of an injury. Everyone with a reading impairment, whether permanent or temporary, is entitled to borrow or purchase talking books. The right to borrow talking books is regulated in the Copyright Act.

"We get a lot of feedback from our users about how easy it has been to borrow and read talking books since we developed and launched the e-book lending service (Swedish: Egen nedladdning), which enables users to download talking books from our library, legimus.se. This is an example of technology creating conditions for inclusion instead of exclusion."

Examples of functional disabilities that result in a person's needing adaptive measures in order to read a published work:

- Visual impairment
- Physical impairment
- Mental impairment
- Reading and writing problems
- Hearing impairment (for hearing training)
- Temporary reading disability
- Cognitive functional disabilities (e.g., traumatic brain injuries, aphasia, autism, ADHD/DAMP, dementia conditions, whiplash injuries and mental functional impairment)

Source: mtm.se

Anne Stigell. Photo: Lena Boqvist/MTM

Annika Hjerpe

At the website legimus.se, one can search for and borrow accessible books. Legimus.se is the digital library and a hub for the central lending facility.

Central lending facility

MTM, with its 105 employees, functions as a knowledge hub about media for people with reading impairments. Its pur-

pose is to ensure that everyone in the country in need of accessible information can access literature and daily newspapers.

MTM produces and distributes Braille books and talking books and is the central lending facility for accessible media for Swedish libraries.

"Regarding talking newspapers, just recently MTM and the newspaper companies jointly implemented a huge technological shift, and newspapers are now distributed over the Internet directly to subscribers. Subscribers can now access the whole newspaper rather than just a selected part and can browse through and jump between articles to find what they want to read."

Research of accessible media

A large part of MTM's work involves research on and the technological development of accessible media.

"MTM is at the forefront of the digital development of accessible literature. The DAISY format, a format to produce, distribute and consume digital books, will soon be 20 years old. We have launched a project in collaboration with a few publishers around the production of talking books in the EPUB3 format, which is a format used by many publishers."

The technical standard DAISY (Digital Accessible Information SYstem) is designed to be an audio substitute for print material. The free, open e-book standard EPUB (Electronic PUBlication) is designed for reflowable content, which means

that the reader can adapt the text for the display device of choice.

Read what, when and how you want to

"With the app Legimus you can read the books on a smartphone or a tablet. You don't need clumsy devices and you don't have to be tethered to your computer – you can read your books while on the go. With 110,000 audio books available 24/7, we have finally made significant progress on the journey toward a full realisation of our democratic right to read what we want, when we want and how we want," says Anne Stigell.

Annika Hjerpe
Press and
Communication Officer
National Library of Sweden

For more intormation: http://mtm.se/english

In addition to lending, selling and producing accessible media, MTM provides information about reading impairment and research and development in the field. It also offers:

- Software for reading talking books on computers and apps for smartphones and tablets
- Courses, conferences and study days for various target groups
- Transcription of texts into Braille for individual readers of Braille
- Information on talking books, Braille and reading impairment
- Subscriptions to various talking newspapers and Braille periodicals.

Source mtm.se

Councils at MTM

The talking newspapers council is a decision-making body at MTM tasked with improving access to daily newspaper content for people with visual or functional impairments. The council decides on the distribution of subsidies to daily newspapers that want to publish a speech version of the printed paper.

MTM's Swedish Braille Authority is a committee that promotes and develops tactile reading and Braille as a written language. The authority develops and follows principles for promoting accessibility to information, for both conferences and written material.

Source mtm.se

Not there yet

Good management data contribute to highlighting the impact of investment in library services. But do Norwegian university and college libraries have access to the management data that they need?

Bente Saxrud

Key Performance Indicators (KPI) help organizations to measure progress towards organizational goals. KPI and similar goal-oriented management tools are well-known and frequently used – also in the educational sector. Goals (often quantitative) are set and must be achieved within a given period of time.

University and university college libraries are also measured, and access to quality-controlled management data is a prerequisite for evaluating and documenting current status.

Norwegian indicators
Since 2008 targeted efforts have been made in Norway to design tools that enable libraries to collect relevant and appropriate management data. In 2010 a project group submitted 24 indicators that were intended to provide information about the quality of the individual library and that could also be used to compare the activities of the libraries.

The indicators were collated and developed by the Norwegian Archive, Library and Museum Authority (ABM Utvikling, closed down in 2010), which at that time had responsibility for collecting national statistics from university and university college libraries.

The Norwegian Association of Higher Education Institutions (UHR), the most important partner of Norwegian universi-

ties and university colleges, was positive towards this work. However, UHR's library com-mittee (UHR B) wished to focus on fewer indicators, and appointed a working group that was tasked with selecting indicators particularly suited for national benchmarking. In 2011 the group proposed four suitable indicators.

National reporting of statistics
During this work it became clear that the basic figures needed to calculate the indicators varied considerably in quality. In order to acquire relevant indicators it was necessary to revise the national statistics for academic and special libraries, one of the main sources for calculating these.

The national statistics form was out of date, and it was somewhat unclear where to collect the data and how to process them. The National Library of Norway, currently responsible for collecting the statistics, appreciated the need, and a full revision of what is to be reported was completed in 2014. The instructions have been updated and a separate list of definitions has been compiled.

At present Norway has a suitable reporting form for the university and university college sector. Figures are derived from the same kind of sources and computed using similar criteria. Since data that are deemed to be important and relevant are now to be reported, the quality

will also improve. More relevant figures will lead to more accurate reporting and increased use of the data.

With an updated reporting form in place, UHR B decided to focus on three national indicators: one for infrastructure – Users per manyear in the library; one for the use of information resources – Use of the library's collections, and one for finances – Costs of media procurement/ access per user in the primary target group.

International approach
All three working groups engaged in this task have based their work on ISO's standards for library statistics. It was essential, as far as possible, to use the same terms, protocols and definitions as those employed internationally. The main focus was on ISO 2789: Information and documentation – International library statistics, and ISO 11620: Information and documentation – Library performance indicators.

Both these are approved as Norwegian standards. In addition, it was recommended that figures for use of information resources should be based on the COUNTER protocol. By using the same method of computation and definition employed internationally, benchmarking between Norwegian and foreign institutions is now possible.

In 2014, UHR B decided to establish a separate working group with responsibi-

lity for statistics and management data. The working group will assist UHR B with assessments and information, and will invite institutions to exchange experiences. The aim is to establish how relevant library services can be better integrated in the infrastructure of the institutions.

The first task is to incorporate the national indicators in the Database for Statistics on Higher Education (DBH). DBH is a public database with statistics from Norwegian universities and university colleges and contains different kinds of management data such as financial data and student/staff numbers, but no library statistics. The current status for this work is that automatic calculation of the three national indicators is planned to be in place from 2016. Subsequently these will be registered in DBH so that they are accessible to the public.

Only raw data

In order to prepare indicators, measure progress, compare institutions and achieve goals associated with goal-oriented management it is therefore crucial for university and university college libraries to have easy access to quality-controlled statistics. Once the statistics have been reported to the National Library of Norway, the material will be submitted to Statistics Norway (SSB). They will accumulate, analyse and make the figures publicly available.

Not satisfactory access

However, the Norwegian Act relating to official statistics and Statistics Norway, forbids SSB to publish statistics that can be traced back to specific institutions. The figures are therefore given only on an aggregate level, e.g. University libraries, Libraries at specialised university institutions etc.

The National Library of Norway also posts the figures on its website, but only as raw data. In addition, the National Library prepares a commentary summarising the main features of the annual collection of data. However, the material is not suitable for finding specific figures and for simple comparison. The objective must be that when the statistics have been collected, both individual institution statistics and indicators are readily accessible and easy to use for everyone.

The answer to the question is therefore: Yes, we have good management data, but access is still not satisfactory. We have made a lot of progress but we're not there yet. Only when the information is easily accessible to the public will we have reached our goal. Only then will it be possible to utilize the target data efficiently.

Bente Saxrud
Senior Advisor, BI Norwegian Business School,
and Head of UHR B's Working Group for Statistics
and Management Data
bente.saxrud@bi.no

The long haul towards
OPEN RESEARCH RESULTS

Open Access: Moving from physical to free and open access to research publishing on all scientific areas

In June 2014 Denmark got a long-awaited Open Access (OA) Strategy. As early as in autumn 2011, a working group under the Ministry of Higher Education and Science produced 16 recommendations concerning an Open Access policy, but almost three years would pass before minister for higher education and science, Sofie Carsten Nielsen, on 24. June 2014, was able to launch a strategy for Danish OA.

Karen Hytteballe Ibanez and Anne Sandfær

The strategy is based on the work in the National Steering Committee for Open Access and appointed by the Ministry of Higher Education and Science at the beginning of 2014. The Danish strategy is green, i.e., researchers must file a copy of their manuscript in an institutional or subject-specific digital archive, the so-called parallel publishing.

In this way, publicly financed research is made available to the public. The aim of the strategy is that by 2017, there should be Open Access to 80 percent of peer-reviewed articles published in 2016, and by 2022, there should be Open Access to 100 percent of the published publications published in 2021.

It is quite an ambitious strategy, destined to cause some anxiety among the people responsible for achieving the goals.

Advocating Open Access

For quite a number of years, research libraries around the world have been advocating OA. There is no doubt that a great task is facing the libraries, when the strategy is to be implemented locally at universities, university colleges and research institutions.

For one thing, the message must be communicated and mediated, for another – the libraries and/or their mother institutions must make available the services that underpin the process and which hopefully will facilitate the administrative demands facing the researchers, when they want to publish the results of their research projects. New and exciting projects lie ahead, which prompt the need for strengthening the competences in the libraries.

The OA Secretariat

In 2014 Denmark's Electronic Research Library (DEFF) granted the means for the project *Research Documentation and Communication*. A two-year project, of which one of the elements is the establishment of a Danish OA Secretariat, meant to support network activities in Danish specialist, research and educational libraries.

The Secretariat's primary task is to coordinate and support the libraries' initiatives in relation to OA and to organize a network forum for cooperation and knowledge sharing, which will enable the network's participants to meet the challenges and demands levelled at them in their work with implementing the OA strategy locally.

Many good intentions

Despite the good intentions in the strategy, there are undoubtedly many challenges to tackle, when the ambitious OA strategy is to be carried out. At the moment, in spite of a constant increase in the number of OA publications for Danish universities, only about 7 percent of Danish research publications are available to the public.

The OA strategy is thus a step in the right direction, but the strategy by itself does not solve the problems involved with implementing OA locally. Many researchers are often mistakenly under the impression that OA publishing is both expensive and arduous, and also that the publishers who allow OA publishing are of poor quality.

These notions are often based on insufficient knowledge and facts about what Open Access actually means. The majority of the well-known scientific publishers, including the big ones, do in fact allow the researcher to file a version of his research publication in an institutional archive, such as the OA strategy requires.

This kind of OA publishing does not in itself involve extra expenses, but it is essential that the libraries provide knowledge about the rights of the researchers in connection with OA publishing and make it perfectly clear that this form for making accessible Danish research results in no way means that one has to compromise quality.

Various challenges of the subject areas

In the future, universities will be assessed in a so-called OA barometer as to how they fulfil the demands in the OA strategy. Publishing practice varies greatly within the different subject areas, which present further challenges particularly within the humanistic and social-scientific research fields.

The scientific, technical and medical research areas primarily publish their re-

search results in scientific periodicals and conference publications, which to a great extent can be filed in a digital archive, open to the public. The humanistic and social-scientific research areas, on the other hand, traditionally publish their research results in monographs, anthologies and reports, where there is still a long way to go before it becomes the norm to allow parallel publishing.

The OA Network

Considering these challenges, there is no doubt that sustainable collaborations between libraries and researchers/mother institutions must be established, as the libraries cannot accomplish the implementation of the OA strategies by themselves. It requires a targeted joint effort and not least improved competences in the libraries to be able to handle the local realization of the objectives of the strategy.

The Danish OA network, which is organized by the OA Secretariat, makes sure that Danish universities, university colleges and other research institutions have a common forum, where they can share knowledge, exchange experiences, share materials, studies etc.

Competent network

As the work involved with OA is complex and involves many of the libraries' areas of work, members of the network work on both infrastructure, licenses, economic viability and the demands levelled at OA publishing in the research grants. Contact with the researchers is also of primary importance in the network, as the ultimate challenge will undoubtedly be a major information effort in the institutions.

The combined volume of these network activities gives the members a varied overview of the OA field, a competent network and exactly the knowledge sharing that makes it possible to build on all the good initiatives and information/communication efforts, which are already taking place in the specialist, research and educational libraries, and which all contribute to the realisation of the aim of 100 percent open research publication in 2022.

Karen Hytteballe Ibanez
and Anne Sandfær

The strategy is available on http://bit.ly/1nzStpy

FACTS

As part of a two-year project Deff Research Documentation and Communication, running from 2014-2016, an OA Secretariat has been appointed, placed at Roskilde University Library during the project period. Anne Sandfær and Karen Hytteballe Ibanez are in charge of the day-to-day running of the secretariat and may be contacted for further information. You can read more about the DEFF project at http:// projekter. kulturstyrelsen.dk/deff.

CONTACT INFORMATION

Anne Sandfær, Head of Information Systems and Acquisitions Management at Roskilde University Library and project manager of the DEFF project Deff Research Documentation and Communication.
asand@ruc.dk

Karen Hytteballe Ibanez, MA Library and Information Science, Roskilde University Library and daily coordinator in the OA Secretariat. kshi@ruc.dk

Roskilde University Campus. Photo: Henning Larsen Architects

The future of metadata:

Open, linked and multilingual

Susanna Nykyri   **Satu Niininen**

With an overwhelming amount of material and data being published globally in a wide range of formats, locating and accessing relevant information can be a challenge. Both tools and practices of metadata production and management should be developed to answer to the needs and possibilities of the open Semantic Web environment.

There is also a need for a new working perspective and new practices: firstly, the focus has shifted from records to entities and secondly the spectrum of users, needs and formats has expanded. Therefore cataloguing must be constructed to serve a variety of contexts, i.e. the entire Semantic Web.

Language plays a key role in participating in the global community. Through multilingual and open linked metadata, information can be located and retrieved not only across different collection providers, but also across languages so that resources indexed using one language can be retrieved using another.

In other words, the semantic dimension of open linked data can bring together resources across linguistic and organizational barriers.

Monolingual terms – multilingual concepts

In a country like Finland, operating in a trilingual context is part of everyday life. Finnish and Swedish are both official languages and global participation also requires the command and use of English. The multilingual environment is inevitably challenging, and managing such settings requires the development of shared tools and practices.

In Finland, vocabulary tools for indexing in the Semantic Web are published and developed in the *Finto* project. Finto (http://finto.fi) is a service for the publication and utilisation of ontologies, thesauri, vocabularies and classifications. It provides a user interface for browsing the vocabularies and open interfaces and for utilising them in other applications.

The service also aims to provide high-

quality metadata tools not only for libraries but for institutions across the public sector. Furthermore, in order to promote open science and free access to information, the service is being developed in an open manner and all its contents are available free-of-charge as open linked data.

The service is based on the Skosmos (http://skosmos.org) platform, a web-based tool providing access to controlled vocabularies that has been developed as open source software. Finto is being developed as a joint venture between the National Library of Finland, the Ministry of Finance, and the Ministry of Education and Culture.

YSO multilingual ontology

Libraries have extensive expertise in working with controlled vocabularies and

thesauri but the new operating environment clearly calls for new tools and practices. The transfer from a controlled vocabulary or thesaurus to an ontology means two major changes: firstly, the focus needs to shift more firmly from a term-based approach to a concept-based approach, and secondly, the hierarchical structure must be made complete and consistent.

YSO is constructed by merging together the General Finnish Thesaurus and its counterpart in Swedish into a single hierarchical structure that explicitly specifies the concepts of a given domain and their relationships in a machine-readable format.

The hierarchical and thematic structure also provides rich contextual information for the indexer (see Figure 1). Furthermore, the resulting ontology is currently being translated into English

> " One of the main tasks in the Finto project is to develop the General Finnish Ontology YSO in Finnish, Swedish and English. As an indexing tool, it is best applicable when the indexed material is interdisciplinary and varied in topics.

and linked to the Library of Congress Subject Headings. Through multilingual subject access and links from YSO to LCSH, materials indexed with YSO will become a part of a global network of metadata.

A trilingual environment

As each culture conceptualises the world from its own viewpoint, meanings are seldom symmetrical across languages. Therefore, the aim has been not to pursue exact equivalence between languages but, instead, to lead the information retriever towards relevant search results regardless of which language is used in the query.

However, the trilingual environment poses a number of language- and culture-related challenges, and building a harmonious and understandable hierarchy in more than one

language is a complex process and requires compromises.

For example, both Finnish and Swedish have two separate concepts that both translate into English as dreams: the dreams one has while sleeping (*unet* (fi) / *drömmar* (sv)) and dreams referring to desires and aspirations (*unelmat* (fi) / *önskedrömmar* (sv)).

Equal status

Both are treated as separate entries in the hierarchy. In the ontological context, however, it is necessary to separate them from each other, and thus the English translations are dreams (sleeping) and dreams (aspirations). This is due to the fact that the ontology has been constructed from the premise that Finnish and Swedish have equal status as the foundation of the hierarchy.

English, on the other hand, has a secondary role as the translated language which aims to relay concepts inherent to the Finnish culture into the language of a foreign culture. (See Figure 2).

Moreover, translating the complete ontology into English and linking the concepts to LCSH when applicable equivalents are

Fig. 1: 'coral reefs' in YSO

available involves connecting the languages of two very different cultural spheres and requires a clear definition of the acceptable level of equivalence. Currently, YSO comprises nearly 28,000 concepts, of which approximately one third can be linked to LCSH concepts.

Conclusion

The challenge of constructing and harmonising multilingual metadata is a crucial element in the context of the global open linked data environment. However, this cannot be achieved without acknowledging the differences between the specific characteristics of different languages.

Furthermore, subject access is a powerful gateway to various types of materials. By providing efficient tools and developing shared practices, we can ensure the long-term accessibility to these materials in a dynamic and changing information environment.

Satu Niininen,
Translator, The National Library of Finland
Susanna Nykyri, Information Specialist,
Politices Doktor, The National Library of Finland

Municipalities of Finland with Swedish as an official language

White: unilingually Finnish municipalities

Light blue: bilingual municipalities with a Finnish majority

Bright blue: bilingual municipalities with a Swedish majority

Orange: unilingually (92-94%) Swedish municipalities

More than 17,000 Swedish-speaking Finns live in officially monolingual Finnish municipalities, and are thus not represented on the map.

Source:
"Svenskfinland municipalities 2008" by Migro - Own work. CC BY-SA 3.0 via Wikimedia Commons
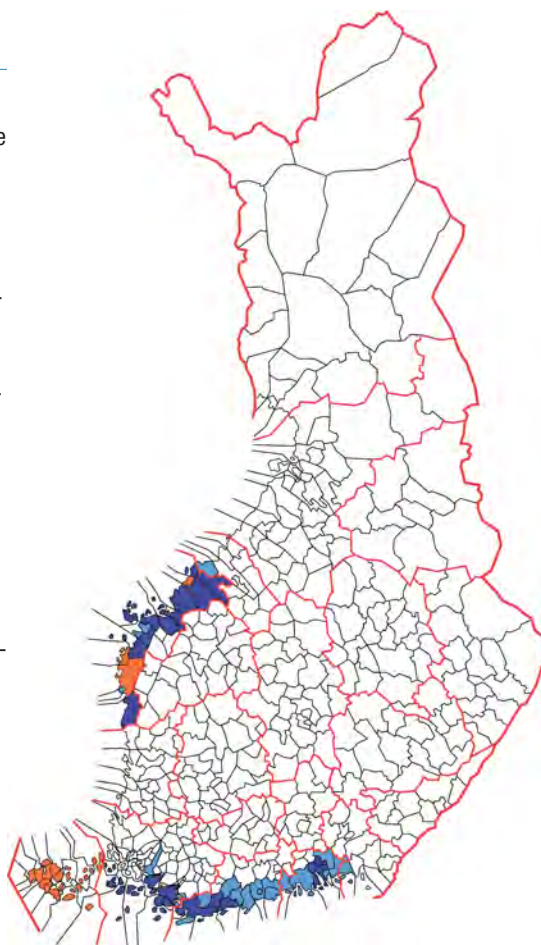
Fig. 2: 'dreams (aspirations)' in YSO

More than an arm's reach

Stefan Reitersjö

I remember the first time my mother and I went to a library. It was the children's library in Växjö. That was my first real contact with the world beyond my family and play group. For that reason it gave me an irrepressible feeling of freedom and independence to enter that library and be able to pick books myself, without needing much help from my mother.

Stefan Reitersjö has suffered from cerebral palsy since birth, making him wheelchair-bound. He has a degree in business and economics and is a canine historian, which means he uses public libraries for work.

The fact of the matter was that the children's library in Växjö, which is in southern Sweden, was fully and totally adapted for people with physical disabilities, even though it was a public library for children and young people. I have since understood that this was pretty unusual in the mid-1970s.

Designed for standing adults

Later on, as I became a little more grown up, my years meant I could switch to the adult library. This was also quite well adapted for wheelchair users. But things did get a bit more difficult because of a situation as simple and everyday as the book lending and returns counter being designed for standing adults.

This has often caused me, as well as other wheelchair users and short people, a certain amount of inconvenience and irritation. Some libraries, including the National Library in Stockholm, have now realised this, and introduced height adjustable counters.

When I went to Stockholm and its public library, I had to enter through a special door around the side of the building. Then as now, this felt a bit strange to me, but I fully respect the circumstance that there is no other way to make it work in the existing library building.

Hard to reach

One thing that would be quite easy to fix, though – and that would make people who are allergic to smoke very happy – would be to move the ashtrays farther away from the entrance doors.

There are some floors in some libraries that I can't get to since they are mezzanines built onto the floor I do have access to.

I do understand, however, that it is not always possible to redesign and make ad-

Not reaching the books on the library shelves is sometimes a problem for people with a physical impairment.
Photo: CC0

ditions, since we are sometimes dealing with historic buildings. Still, the National Library of Sweden in particular has been very accommodating to our points of view. When I began going to the National Library, for example, there were only disabled toilets on the floors below the main entrance floor. Now they have installed one on the floor that most visitors use.

Another thing that always needs to be discussed regarding wheelchair-accessible libraries is the height of the bookshelves. I know this is an enormously difficult challenge and there is currently, to my knowledge, no solution to allow a seated person – or a short one, for that matter – to see and reach the topmost shelves. Perhaps a system of moving shelves would work.

Accessibility more than practical terms

Of course it is not just we wheelchair users who can have problems with accessibility.

There are many functional disabilities, and all the people who have them naturally want to be able to visit a library.

People with impaired hearing want to be able to communicate with the library staff; it would be good, therefore, if there was a portable audio induction loop that could be accessed when it was needed – as well as information that the loop was available.

Visually impaired people would be helped by a clearly marked, raised or ribbed area of floor (known as a 'tactile path') from the entrance to the information desk at least, so that they could make their way there using their cane.

But accessibility is not just about making your way around the library, in physical and practical terms. It is much more. For instance, you may need a screen with serious magnification when using the library's computers, or – as I have seen in a couple of libraries – a magnifying glass

with a built-in lamp if you want to read a book and your eyesight is impaired.

Listen to each other

It is very easy in an article like this to adopt a problem-oriented approach to accessible premises and systems. It must be pointed out, though, that progress has been made and continues to be made in this area.

If we listen to each other, and if the opinions of people living with a disability are taken seriously, we can achieve an accessible society – with the libraries as pioneers, just as my beloved children's library in Växjö once was.

Stefan Reitersjö
M.Sc. Bus. Econ.

Open libraries in Aalborg

A great success

Since 2008, the Aalborg Public Libraries in North Jutland have been concentrating on accessibility in the municipal libraries by establishing a sensible mix of serviced and self-service opening hours. With small steps to begin with, later with bigger gestures – to the obvious delight of the citizens.

Kirsten Boelt

Just before the summer of 2008, the local library in Vodskov opened with a new design, new library services and radically different opening hours. Opening hours were increased from 33 hours to 66 hours a week, meaning that you could be serviced 23 hours a week and for 43 hours a week, you had to serve yourself.

Vodskov is a 'delicatessen' with all that is new in books, film, music, games etcetera. The library is a pivotal point and co-ordinator for cultural and association activities in the town. The new library service was very well received by the people of Vodskov, which became apparent when visiting figures increased by nearly 9 percent.

Since then, Aalborg Public Libraries have designed all 12 local libraries as open libraries, i.e. with long opening hours from 9 am to 9 pm, 7 days a week, which means open 84 hours a week. Most of the time, patrons have to serve themselves, but you can meet the staff 21-23 hours a week, distributed on 5 days a week.

Important part of cultural life

The concept is extremely popular, and for the most part by far, the self-service is working very well. However, there is quite a lot of pressure on the serviced opening hours, and many library visitors really appreciate the staff's help and competences.

It is important to stress that our ambition was to offer a new and different library service: we defined the materials collection so that it contained exactly what was new and inspirational, and we discarded about 50 percent of the books. It was also important to us to make the library space more inviting, surprising and with a better layout.

Open libraries in local areas are an important part of the citizens' local cultural life, knowledge and learning options, and the library services are much sought after

The large library hall in the central library in Aalborg.
Photo: Peter Søholm Simonsen

both during the serviced and the self-service opening hours

The central library in Aalborg

On October 8 the central library offered the possibility of self-service between 8 am and 10 am for the first time. From the very first day, these morning opening hours were welcomed by the visitors who flock to the library. Before that, you had to queue to get in at 10 am, now the queue already starts to pile up before 8 am. Statistics showed that more than 300 people visited the library during those two hours in the morning.

However, visitors to the central library did wish for yet longer opening hours, so we quickly began to discuss the possibility of opening without service in the evening. The decision was made and the library got an extra grant towards the establishment

The library entrance directly from the main city street.
Photo: Aalborg Public Libraries

Early morning reader in the 'cave'.
Photo: Aalborg Public Libraries

Students working on their projects.
Photo: Aalborg Public Libraries

of access control and video surveillance. On February 17, 2014 the central library was open until 10 pm for the first time.

Quite an ordinary day

The central library opens the doors at 8 am and a lot of visitors with various reasons for coming to the library rush in. Many students meet just inside the door and quickly find a space where they can work together.

Young fathers and mothers move into the 'fantasy room' or the 'cave', which are specifically designed for the youngest children and their parents. They play, read and have a good time together, often with a group of day-care children and a kindergarten or two.

Other guests are hurrying across to return borrowed materials or collect books they have ordered etcetera. There is a lovely, cosy atmosphere, and the day gets going in a measured tempo. Between 8 am and 10 am, we play quiet music to empha-

size the fact that this is a different, self-serviced time. Meanwhile, the staff get the library prepared, check requests and deal with various 'backstage' tasks.

At 10 am, the staff enter the scene properly in their green shirts and are ready to serve the many visitors, who are waiting to get guidance and inspiration.

Serviced opening hours end at 7 pm. A jingle then announces that the library is offering self-service. To begin with, having to leave the library, while there were still many visitors meant a major change for the staff. Now it is the most natural thing in the world that many students are still there, hard at work, others are reading the papers, some are searching out materials they want to borrow.

Friday night we often see a group of young people gathering to start their evening out on the town by playing Fifa or some other game. We also arrange activities in the library in the evening. These may be poetry slams, film nights, author

evenings or for example expat dinners. The evening passes quietly and orderly, and at 10 pm it is thank you and goodnight, and the janitor can put out the lights and lock up.

Accessibility – alpha and omega

The long opening hours is a conscious, politically approved strategy for the Aalborg Public Libraries. We wish to provide the greatest possible accessibility, and we can do that by offering a differentiated service, with self-service part of the time.

We have hit upon a trend, and that is part of the success of the open libraries. We live in a 24/7 society where people's daily lives and consumption pattern, including culture consumption, is structured differently to what was previously the case.

People want their needs and expectations to be fulfilled spontaneously and individually. This is particularly true of families with young children with busy li-

The staff in green shirts are easily spotted.
Photo: Aalborg Public Libraries

ves and where the chance of quality time between children and parents do not necessarily match a library's opening hours. We see many such families at weekends; often the library is a meeting place for several families with children on a Sunday.

And people are far more resourceful than previously, just as expectations are not only related to service, but accessibility. Much of what we are doing at this time can be seen as a way of giving back the library to the citizens.

Faith not abused

Before we started with open libraries, we thought long and hard and worried a great deal. However, we decided to start as unprejudiced as possible. That is to say with very few limitations. The citizens gain access via their medical cards, there is video surveillance, and in the central library also a library janitor on duty.

Happily, our faith in the library's guests has not been abused – there have been very few problems. Some visitors have proved a nuisance to other guests, which, of course, we have had to deal with. But these instances have been few and far between, and the problems have been solved without us having to resort to tough restrictions.

In our experience, open libraries is a sound service improvement, which all citizens are happy to embrace; A library service, which together with professionally manned opening hours, contributes to strengthening the importance of the library to citizens and community. The library has become a much bigger focus point for the citizens, and this is also true in relation to the political and administrative level in the municipality.

There is no doubt at all that we have gained great respect and appreciation for venturing along new paths.

Kirsten Boelt,
deputy city librarian at Aalborg Public Libraries

FACTS

- Aalborg municipality, population: 205.809
- Visitors at the library: 1.896.984
- Active patrons: 61.191 (borrow minimum one book per year)
- Total lending per year: 1.526.061
- Staff total about 156

RDA in Denmark

Cataloguing with or without RDA. That is the question in Denmark. A working group is making an analysis of the consequences.
Illustration: © Tovovan | Dreamstime.com

In Denmark the Danish Agency for Culture takes the final decisions regarding which cataloguing rules should be applied in the Danish library community. It also governs many other aspects of the Danish library world, apart from the bibliographic one. To assist the Agency in bibliographic matters, the Agency has a Bibliographic Advisory Board that gives professional assessments on certain issues before a decision is taken.

At the meeting with the Bibliographic Advisory Board on the 16th of July 2011 it was decided to found a working group that would look into the question what a move to the new cataloguing code RDA, Resource Description and Access, would mean for Denmark. The working group worked through the year 2012 and presented its conclusions on the 28th of September 2012. The group made thorough analyses of i.a:

- Consequences for descriptive cataloguing;
- Consequences for the danMARC2 format;
- Multivolume cataloguing which is used to its full extent in Denmark;
- Authority records on names and titles and the question of how RDA's authorized access points would behave as compared to the Danish traditional way of ordering library materials;
- Preferred titles for collections of works of one author (up until now not used in Denmark);
- Consequences for the cataloguing of serials;
- Numbering and dating of works which differ between RDA and the Danish cataloguing rules;
- The new way of designating materials.

The group came up with eight different scenarios for the future of cataloguing in Denmark with or without RDA. The scenarios stretched from keeping the Danish cataloguing rules and format exactly the way they are, into implementing RDA in total with a complete translation into Danish. The group concluded that neither ignoring RDA, nor taking it 100 % 'as it is' would be a feasible measure.

RDA English version with Danish profile

The way to move onward would have to be somewhere in between these options and at a meeting in September 2012 the Council concluded that they would recommend a move to RDA mainly in its English version, but with a Danish profile and terminology etc. translated into Danish. The group also recommended keeping the danMARC2 format for the time being, at least until the results of the BIBFRAME

initiative are better known. A group working on the reuse of RDA records within the present cataloguing rules was also formed. It might be some time before RDA is implemented in Denmark, and during that time we should still be able to make use of RDA records made by others.

Apart from the above there is also one specific working group on RDA in music. During 2013 there was a short break in the Danish work with RDA, but in 2014 the working groups resumed their work. What is left to be done now is writing up a formal document for decision-making to be presented to the Board of the Danish Agency for Culture. That document is being worked at presently within the Bibliographic Advisory Board and its working groups, and the goal is to have it ready by the end of the year, with a possibility for a decision no later than January 2016.

Challenges in Denmark

RDA builds on a foundation of the FRBR and FRAD models, and the way these look upon the bibliographic universe differs somewhat from the way present Danish cataloguing rules work. They build more upon the description of manifestations than on the creation of entities and the relationships between them. The Danish rules also have quite a few influences from the old German/Prussian rules that up until now have been predominant in many parts of northern Europe.

However, a step in an RDA direction has already been taken within the Danish union catalog www.bibliotek.dk, where the FRBR way of thinking has been used for several years now, with a socalled "FRBR on the fly", where a specific 'work view' has been introduced, or actually a work view on several levels.

Introduction of authority control

In Denmark authority control in the form of authority records for names, institutions and works/titles have up until recently only been used at a limited level, even though authority control, to some extent, has been used by way of index control etc.

A specific working group on a national strategy on authority control was founded in 2012 with the aim to look into the consequences of introducing authority control at a larger scale in Denmark with a specific national authority data repository. That working group will have finished its recommendations by the end of 2015.

The Danish Library Center (DBC) has in recent years produced authority records for the publications they have catalogued for the Danish National Bibliography, but only at a limited scale. Those authority records are now also included in VIAF, the Virtual International Authority File.

Using the danMARC2 format together with RDA will be possible, but with similar problems as experienced in MARC 21. In order to continue using the format, some changes need to be made to it, some of which have already been introduced during 2013-14. In the long run a more web friendly format will be needed, however. Maybe BIBFRAME will provide the possibilities wanted? We are watching the development closely and a specific working group has also been founded for that.

Challenges in understanding the toolkit

RDA is made available through the RDA toolkit. It can be subscribed to through ALA Publishers. The way the toolkit is set up sometimes creates difficulties for the users, e.g. it is very hard to understand what is mandatory (core), and what is not. Once a Danish profile has been created there will be a need to get the profile included in the toolkit, and here we see some challenges. In Denmark, particularly for public libraries, we will not always be able to use the main entry for shelving, particularly not within the music field. We see the need here to create a specific Danish 'field' allowing for our own local shelving. We are not completely sure how we will get that exception into the toolkit.

The National Bibliography Agreement, which is drawn up by the Danish Agency for Culture, specifies exactly what tags, or fields, should exist within a record. Sometimes what is mandatory according to RDA does not match what is mandatory according to the National Bibliography Agreement. That issue also needs to be solved when the Danish profile is added to the toolkit.

Material designators

There was a specific need to see if new material designators could be matched with the Danish way of coding in specific MARC fields. Will a full mapping be possible between DanMARC2 and RDA? The conclusion is that this is not possible and that changes to the format will be needed in order to fully follow RDA.

Denmark actively takes part in the work of EURIG, the European RDA Interest Group, with two representatives, one from the Danish Library Center and one from the Danish Agency for Culture. EURIG is important to get the views heard especially from those who come from outside of the Anglo-American cataloguing community. EURIG is also, at present, the best channel into the Joint Steering Committee where all important questions related to RDA are discussed.

The Joint Steering Committee for Development of RDA has announced that it will work on making this standard an international one. In Denmark we strongly support this and believe that IFLA should express a clear support for RDA as a de facto standard for cataloguing within the world library community.
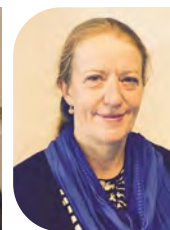
Anders Cato   **Henriette Fog**   **Susanne Thorborg**

Anders Cato
Senior Advisor, Bibliographic matters
Office for Libraries, Danish Agency for Culture

Henriette Fog
Senior Librarian,The Royal Library
Chair, Bibliographic Advisory Board

Susanne Thorborg
Bibliographic Consultant, DBC
Vice Chair, Bibliographic Advisory Board

Do illustrations enhance the accessibility of texts?

Gunnel Gingsburg

> Words, reading and writing have long had higher status than images – their creation and appreciation. This may be due to the fact that prior knowledge is needed in the form of reading and writing skills in order to absorb text, whereas images can be perceived and be tolerably executed even without prior knowledge.

"I have written a serious text, so there is no need for any illustrations," said an author to the publishers who requested me to illustrate one of his scientific articles. He, like several of his colleagues, believes that images imply that their texts risk appearing as lightweight. But where scientific texts are concerned, the image is one of the most effective instruments.

To analyse an image offers an experience that lives in the memory. There is no contradictory relationship between text and image, but large blocks of text give nothing for the memory to fasten on. The memory function is one reason to actively use images in scientific and pedagogical texts as well as in handbooks and technical or specialist literature.

A source of inspiration

Another more concrete reason is that certain things are not easy to explain in text. This is how the word *spiral* is described in Sweden's *National Encyclopaedia*: "Level curve that goes around a fixed point an endless number of times and then either moves from the point or to-

wards it." Wouldn't it have been easier to grasp all this, were the description accompanied by an illustration?

Illustrations are wholly necessary in scientific texts on botany, medicine, anatomy, astronomy, biology etc.

In handbooks on gardening, cooking, car repairs and such like, 'this-is-how-to-do-it' illustrations are as indispensable as they are a source of inspiration.

In the cookbook thick with text entitled *Good French Cooking*, by Julia Child, there are only a few small black and white illustrations whereas contemporary cookery books are full of pedagogical and attractive pictures that can tickle one's fancy and provide understanding.

Self-evident role

An image selected with awareness may have as its purpose to be precisely descriptive, clarifying and/or mood creating. When it is best it also supplies the book with an artistic value. But it should never be used solely to pad out the book.

An illustrator does not like it when the publisher or book designer says: "there

Mr Pickwick åker kana.
Sid. 425.

was a void here, do something decorative."

Images in children's books are something we do not need to speak about here. They play such a self-evident role, from the first picture books with little text and many pictures to chapter books with a lot of text and fewer pictures.

Images can strenghten

"The readers shall create their own pictures" is the current view of authors of belles-lettres for adults. In many cases this may be right, an image can settle between the text and the readers' perception of it.

When a screen version is made of a book, as in the case with Tolkien's trilogy *The Lord of the Rings*, then the book's own images are replaced by the film's personal gallery and settings.

Where books are concerned with a clearly defined geographical location in a certain epoch, images can strengthen the reading experience.

When I read books by Naguib Mahfouz, in connection with the award of the Nobel Prize in literature in 1988, I felt the lack of images that described for me unfamiliar environments in Cairo and Egypt, where the action of the books is played out.

Illustrations as models for other media

It seems as if illustrations for adults were a more common phenomenon before. An author who often made use of illustrators was Charles Dickens. He collaborated with several other illustrators and it is striking that each epoch has its style of drawing; then as now.

It is hard to see the difference between the different draughtsmen, unless the signature is visible in the picture. The image I chose as illustration for my text is by Hablot K. Browne using the signature Phiz, and is from *The Pickwick Papers*. The book was produced first in sections that were published in series instalments.

When the book was printed, this meant that for each chapter there is an illustration. In the impressive screen adaptations that the BBC made of *The Pickwick Papers*, and several others of Dickens's novels, the illustrations are assigned such significance that they stand as models for scenography, costumes and screen. The reading experience is neither enlarged nor diminished by the images. Quite the contrary, the experience is enhanced by the spirit of the time and the environments.

The reply to the question of the heading is: "Yes, images can increase the accessibility of the text – often but not always."

Gunnel Gingsburg
Freelance Illustrator and Textile Designer
gunnel.e.ginsburg@gmail.com

Stronger mental health

At the intersection between LITERATURE and THERAPY

The library can offer books on mental health as well as fiction that might have an equivalent therapy function
Photo: © Lichtmeister. Dreamstime.com

Mental health is a subject addressed in many novels and specialist books for children, adolescents and adults. But how visible are these books in the library when we need them most? And can reading fiction affect our mental health positively? Can therapy and literature function well in collaboration?

Ellen Berg Larsen

The library project *Stronger mental health for children and adolescents* is based on the idea that the library can promote health. The main objective of the project is for public libraries in Troms to display the range of information and literature related to the topic of mental health for children and adolescents. There is an inherent power in possing knowledge about one's own situation, and literature may give access to understanding both ourselves and others.

Salutogenesis – the origin of health
The sociologist Aaron Antonovsky is the author of the term 'salutogenesis', formed by the words 'salus' meaning health and 'genesis' meaning origin. Antonovsky wanted to examine our ability to remain healthy more closely rather than what makes us ill. Why is it that some people tackle both mental and physical adversity without developing disease symptoms?

Salutogenesis deals with improving your own health through active participation. A range of factors can promote better health. The common denominator is the feeling of belonging, and being able to handle one's own situation and to identify a meaning in it. Antonovsky's theories have become part of a wider field, termed health-promoting work.

Many factors combine to give us good health. Some of these cannot be changed, such as what diseases we are susceptible to. But what we ourselves put into the sum total of our life experience is also impor-

tant. What mental attributes do we possess that we can draw on when and if they are needed in times of crisis later? Are we able to use our experiences and knowledge when things get tough? It all depends on the setting or the context we find ourselves in.

Literature in the therapy room
The American family therapist Liz Burns has carried out research into the connection between literature and therapy. In her opinion the reading of fiction and the practice of psychotherapy can have a similar impact.

Both activities involve the intellect as well as the emotions, and require openness on the part of the individual. Even though therapy also includes a dialogue partner, she believes that therapeutic conversation with open questions and listening resembles reading more than other forms of dialogue.

So why not use literary texts in the therapy room, when therapy can be found in literary texts?

Therapy in literature
Literature professor Timothy Aubry has approached the subject of therapy in literature from a different angle. He claims that many readers select works of fiction not for their aesthetic qualities but for the opportunities they offer to help the reader at a personal level. He refers to the kind of books contemporary Americans choose to

read: books that can provide strategies for confrontation, consolation, understanding or coping with personal problems.

Aubry demonstrates that this manner of reading is typical of the American middle class and points to economic challenges in society as a possible reason for this development in the choice of literature. The middle class is struggling financially, and the differences between rich and poor are increasing. Choosing literature that can offer consolation, help or insight into the lives of others is perhaps not so surprising.

Bibliotherapy
Bibliotherapy represents a context where the reciprocal interaction between reader and literature sets focus on the reader's personality so that literature becomes a tool for the therapist. Put in simpler terms: bibliotherapy is treatment through books, and arises in the interaction between the participant, the therapist and the literature.

Step by step the reader will attain a deeper understanding of his/her feelings and reaction patterns, and in the end will be able to assess and at best change whatever has been the breeding ground for problems. Thus literature will be a tool and catalyst in the change process.

Therapy in the library
It is a short step from the different theories of literature therapy and the active use of literature in the therapy room to the

You get [Stronger] by gaining knowledge
You get [Stronger] by recognizing yourself in other people's stories
You are [Stronger] that others understand
Photo: Tromsoe Library/Per Ivar Somby

library's role of guiding the reader. According to salutogenesis, good reading experiences end up in the sum total of our life experience and can be drawn on as needed. Our life experience also includes the feeling of mastery we derive from being able to read, as well as the value of having something we can use to fill our leisure time.

Liz Burns has the view that a fictional text dealing with the same topic as one is struggling with personally can help the reader to see the problem from the outside, thereby giving insight and new learning about one's own life. Thus it is not what we read that is important but rather how we read. It becomes even more important to solve the reading code and to get beyond the technical aspect of reading and into the understanding of what we are reading.

It is perhaps unfamiliar for librarians to consider mental health explicitly but I believe this is already being done implicitly. "Do you have a book about death suitable for small children?" "Have you got a good novel about friendship?" Librarians are used to thinking about books according to theme. Librarians are thus also bibliotherapists in the widest sense of the word.

A need for love

One example of how reading can function as both health-promoting and therapeutic is Tromsø library's work on book chat groups for young asylum seekers. When they attend the book chat group, it emerges that the books that other young people of their own age want to read – such as action, crime and thrillers – are not popular with them. Instead they want books and poetry about love, and books about being new or culturally different in Norway.

Acquiring Norwegian friends and finding love is definitely the most important aspect judged by the books they request.

Liz Burns believes that literature can offer a bridge between one's present life and what it is possible to achieve. These young people's desire for love and closeness is thematised and highlighted by reading and talking about what they have read.

"Oh – I really wish I had a girlfriend!" a young boy exclaimed on one occasion. There is always a lot of smiling and laughter when we bring up the topic of love. But underneath there is deadly seriousness because many of them have a great need for love and care. Literature can help them to verbalise their needs.

Our experience with book chat groups for adult education students led to our wanting to continue this work in a separate literature group for young people in the evening. As a result we started up a weekly get-together with 'an international profile' in autumn 2013 for young people.

A project in the library

On Tromsø library's website the project has compiled its own webpages (www.tromso.kommune/sterkere) offering a thematic approach to searches on children, adolescents and mental health. Here various topics are gathered that lead directly to a qualified search on the topic in our catalogue.

Every month we link two changing exhibitions in the library to these topics, one for children and one for young people. In this way mental health will always be a visible topic in the library, even though the media collection is net-based.

The 'Feelings' collection is a bright red book box filled to the brim with books about feelings. These are mostly picture books for young children about all kinds of emotions. Here we draw on the excellent book series by the author and illustrator Anna Fiske, which is appropriately called Følelsesbiblioteket (The library of feelings).

Mental health is closely related to

A "Feeling Library". A brand new, red bookcase brimming with emotion. Here we have collected picture books and light fiction books for children from the very young to the bigger ones. Books about friendship and hostility, bullying, loneliness and love. To master and about to fail. Books are like life, they embrace everything.
Photo: Tromsoe Library

feelings, and talking about feelings can undoubtedly promote health.

Digitised letters

Over a period of 28 years the journalist Simon Flem Devold received letters from children and adolescents and answered them in the *På skråss* (*On the Q.T.*) column in *Aftenposten*, Norway's largest newspaper. A considerable number of these letters and answers deal with all sorts of topics – from grief and depression to happiness and love. The letters have been digitised and catalogued by Lenvik public library, and are accessible on the website www. paskrass.no.

Through the *Stronger mental health for children and adolescents* project, the website has been completed and revitalised with a new layout, and relaunched. The letters in this database have something the fictional narratives lack – authenticity. The letters are real, and can give children and adolescents the opportunity to talk about and share their own feelings and experiences.

RIMFROST TEATERENSEMBE PRESENTERER

MORTEN 11 ÅR

There are many approaches to the dissemination of mental health. Putting on plays in the library is a powerful tool. In autumn 2013 the theatre group Rimfrost gave a performance entitled *Morten 11 år* (*Morten 11 years of age*) in the libraries in Troms county. The performance was based on the book of the same name by Simon Flem Devold.

This is a warm, humorous and deeply se-

rious performance about life and death. The actors engaged in a discussion with the audience after the performances, and reported many stimulating conversations during their tour of the county.

A health perspective

Our aim has been to show the potential that lies in using literature actively as a health-promoting activity. Our conclusion is that libraries have a mission that extends beyond simply offering literature for entertainment.

The project *Stronger mental health for children and adolescents* has given us experiences that others can benefit from. It is vital to develop library services from the health perspective – we have a lot to offer.

Ellen Berg Larsen
Librarian Tromsø Library and City Archives
ellen.berg.larsen@tromso.kommune.no

In search of the future

Johanni Larjanko

There is a sense of urgency with respect to tomorrow. People and organizations of all sorts are making noises about the direction society should take. However, no one is contesting that society is changing, and changing rapidly. Technological advances seem to play a large role in this. In the public debate, much effort has gone into suggesting how to best harness emerging technologies.

During the last couple of years, most of the discussion has centred around employment. Focus in the public sector seems to be primarily on improvements in efficiency. The idea that technological development can help improve our society, and our lives, is no longer a topical issue.

We could sure use more jobs, and we all agree an efficient public sector is a goal worth the endeavour. If we think these are the crucial challenges our societies are facing, we are badly misguided.

Risks and opportunities

We have chosen a slightly different path in the Nordic *Inkludera-Flera Project*. We ask what kind of society we want in the future. With so much online traffic, what happens to equal access and equal opportunities? The risk of a digital divide is real, and the consequences will be severe.

At the same time, we are concerned that the Nordic welfare model is being sacrificed or severely abated in the name of progress, efficiency and the perceived need to cut fiscal spending. An efficient society where citizens are limited to the roles of consumers is a dead end.

A society where we are all employed but do not see each other, or take care of each other, is a nightmare. We need to broaden the scope, look at the whole picture. This is by no means easy, and there are no quick solutions to the obstacles we are facing.

The challenge that needs to be addressed is how we can deal with inevitable changes in the fabric of society without losing focus on the things that matter most. How can we put people first? What does it take to expand the Nordic model into the digital universe?

One way of doing this is by empowering people, i.e. giving them tools to take charge of their lives and be active agents, not passive recipients, encouraging people to become active citizens, to take part in society. This is the domain of 'folkbildning' – 'popular wisdom' – which takes pride in advocating and successfully facilitating precisely this.

From customer to human being

Another way is to stop talking about people as customers. When Helena comes to the library to ask for help with her computer, she is not a customer needing technical help.

She is a person needing help to connect with her grandchildren, and Skype is not co-operative. It is not about pushing buttons and installing software. It's about her life.

A third way is to see this as a shared responsibility. None of us can, or should

In the spring of 2014 the InkluderaFlera network invited to open consultations in five locations in Finland. Participants at the event in Vaasa spent some three hours together discussing digital inclusion. In the audience were library staff, adult education teachers and senior citizens. Photo: Johanni Larjanko

even attempt to, provide all the services needed. It is only when we network and pool our resources that our true strengths will show. This has been the experience of *InkluderaFlera.*

The way we see it, many different participants play a role in shaping the future. One such participant is the public library. Libraries have a long tradition of providing nourishment for the soul. The very foundation of libraries in the Nordic context is to enlighten the people, to make knowledge and culture accessible for free.

People stop coming

All of this will count for nothing if people stop visiting the libraries. When book reading declines, there is an obvious risk that decision makers will start considering the amount of public spending versus the expected result.

No, not even the libraries are safe in times of change. This is not news to you. You have all felt it. What have you done about it? What can be done?

The *InkluderaFlera* project aims at engaging all stakeholders in this debate. We think digitalisation is a far too important

task to leave to the state or to some planning agency. It is a common concern. We all have a say, because we will all live with the consequences. In this respect, libraries have emerged as something of a dark horse.

Initially, the project considered the tasks for 'folkbildning' and civil society. Gradually, it dawned on us how important the libraries could be in this jigsaw puzzle. We began to think of libraries as a largely untapped pool of resources.

Libraries can help

With their wide network and engaged staff, libraries can help citizens enter the digital society in many ways. These can include providing guidance and counselling, by offering help on request, hosting discussions and presentations, cooperating with local adult education providers and senior citizens' associations and participating in the public debate.

The key is to become engaged, to see the opportunities. To do this, we may have to think outside the box and reach out. We also need a framework within which we can act. In *InkluderaFler*a, we were im-

> " As a result, libraries are widely accepted as a neutral public space. In today's consumer-oriented society, this is becoming increasingly rare. The library network in the Nordic countries is well established and enjoys a good reputation.

pressed with the Digidel network in Sweden. We think this is something the Nordic region could do together.

To be recommended

To sum up, we have been working for two years compiling national reports on strategies and visions for the digitisation of society in Norway, Denmark, Sweden and Finland. We have looked at similarities and differences, and drafted a set of recommendations. These are still to be discussed and improved in national reference groups. These groups are open to any stakeholders interested in the issue.

Finally, we will gather in Copenhagen on 20 May 2015 for a Nordic seminar on digital inclusion. So far, we have proposed eight recommendations, two from each country. As they are based on common discussions with many different levels of actors, they may seem a bit vague.

However, I feel the inclusion of libraries in the recommendations is still far too weak. In other words, you are encouraged to join the work, and help improve the documents that shall serve as our common strategy for creating a digitally inclusive society!

Johanni Larjanko, Bildningsalliansen
www.inkluderaflera.fi

The national reports and recommendations are all available online (in the Scandinavian languages)

Reliable and sustainable providers of
OPEN INFORMATION, KNOWLEDGE AND KNOWLEDGE TOOLS

Developments in research and technology provide new challenges for libraries. The area of digital humanities highlights these developments by bringing together in-depth understanding related to humanities and social sciences in one hand and a large scale of developments related to computer science.

Timo Honkela

These developments are closely related to age-old philosophical questions but also provide new possibilities for libraries to strengthen them as a backbone of a future society in which people are not only well informed but knowledgeable and even wise. This will be made possible by a huge collection of information in digital form and the analysis of this using computational analysis tools.

Good philosophy works in practice
Information science is closely linked with philosophy, in particular, epistemology, i.e. the study of knowledge. In information storage and retrieval, many aspects of epistemology were tested at a practical level. In a broader sense, this is true for the area of digital humanities.

In the broad definition of digital humanities, the study of the different disciplines within humanities and social sciences are supported by digital representation of information and computation modelling. Although digital humanities have attracted considerable attention during recent years, the area has traditions of several decades within e.g., corpus linguistics.

As the role of libraries is to serve as a neutral provider of increasingly digital content, it is natural to rely on tested traditional approaches. One such approach is to use classification systems as a means to facilitate a common ground.

Ontologies can be seen as a step further in this direction, systematically providing information on relations between information items.

Relevant and irrelevant
From the point of view of humanities, social sciences and other complex disciplines, some concerns can be raised, the primary ones being contextuality and subjectivity. The context or point of view has a remarkable impact on what is a good way of encoding information. What is relevant in one context may be irrelevant in another.

In a relevant manner, one category system may be useful in one context, but even misleading in another. In biology, one can ask what the relationship between Linné's taxonomy and modern gene information is.

In addition to contextuality, subjectivity was mentioned as another area of concern. Subjectivity refers to the fact that each person has a personal vocabulary and conceptual system. Strictly speaking, each person understands each word or phrase in a different manner from another person due to differences in education, personal experience, etc. Naturally, differences are often minor because otherwise communication would not be possible.

Computational methods
The effect of subjectivity becomes clear when one leaves everyday life contexts to specific professional and disciplinary contexts. In summary, the number of potential ways of conceptualizing a domain is large, and the value of a particular conceptualization is purpose/view dependent.

A classification system always creates a divide between those who master it and those who do not. Luckily, new computational means can be used to deal with these types of issues. Computational methods have been developed for instance to:

- create taxonomies and classification systems in an automatical, data-driven manner
- assess the terminological difficulty of documents in an automated way
- compare the degree of contextual subjectivity in interpreting and using words and phrases
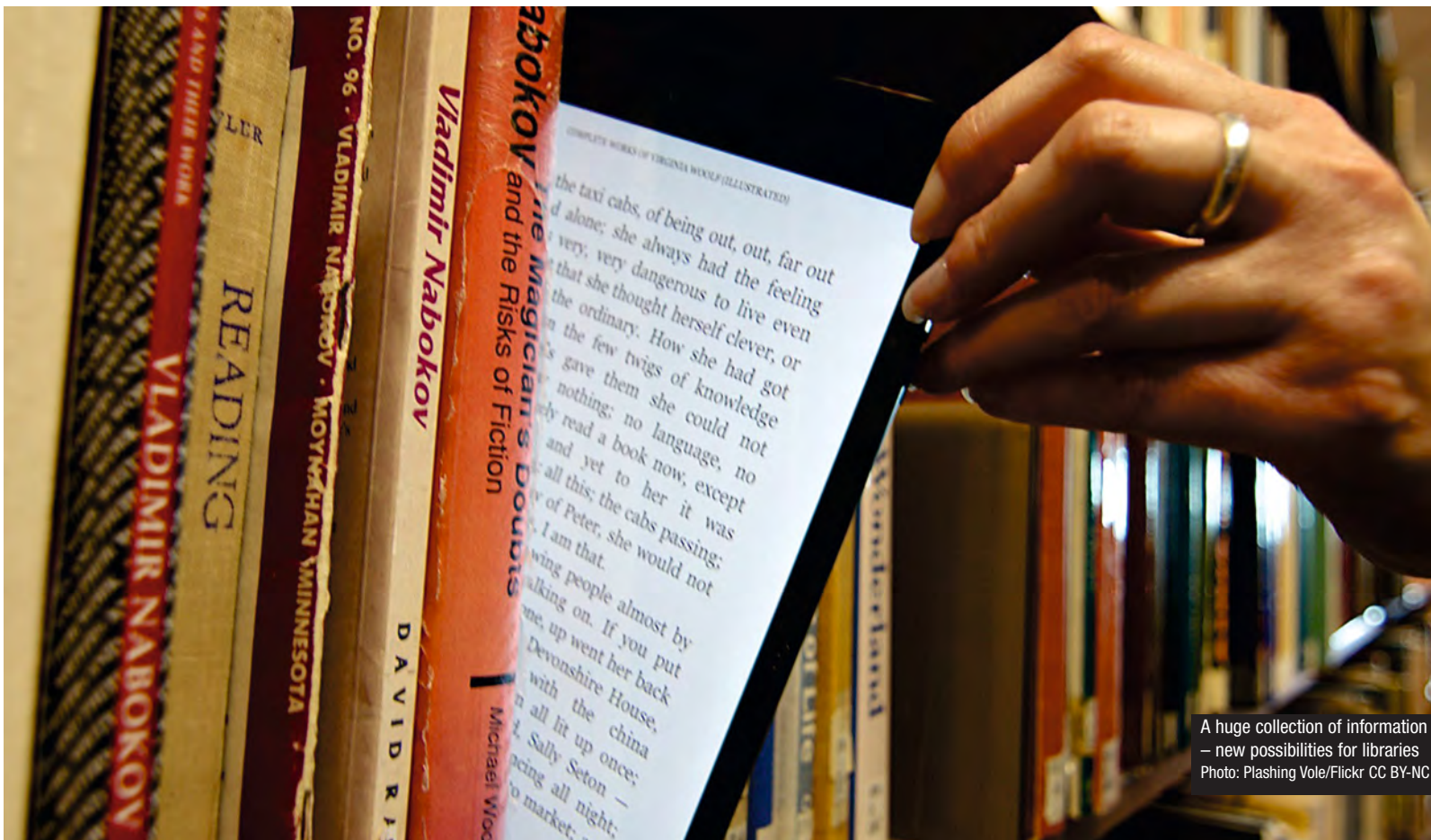
A huge collection of information – new possibilities for libraries
Photo: Plashing Vole/Flickr CC BY-NC

- analyze compatibilities and incompatibilities between different conceptual systems.

In general, new types of knowledge tools are becoming available. An important aspect here is that the tools are data-driven which means that models are built automatically. In the following, the relevance of these developments to libraries is discussed.

Opportunities for libraries

As computers are developed into devices that can process many knowledge-intensive processes in an increasingly automated fashion, one can ask what should and could libraries do. This is a broad and complex question for which the following list suggests some preliminary answers.

1. Increase provision of new types of tools for information access and analysis, parallel ways – both classification systems and ontologies as well as machine-learning-based ways of accessing information.

2. Including easy-to-use tools on a server with a direct access to the library's collections, as well as provision of open-source tools that may have been collected and in some cases developed in collaboration with the research community. For instance, so-called hackathons can be a means to develop such tools or prototypes of the tools.

3. Increasing the use of means to cross linguistic and multimodal borders. This includes cross-language information retrieval, use of machine translation and various types of mappings between written, spoken and visual information. For example, the research on speech recognition and machine vision has proved to be very challenging, but important breakthroughs have taken place during very recent years or even months. These make new kinds of services possible, which should be provided by libraries also, not only by companies such as Google, Facebook or Microsoft.

These types of companies have huge economic resources for implementing the services, but it is good to keep in mind that the underlying innovations and core technologies actually have been and are being created in public funded universities and other research institutions.

If the political decision makers are able to see the 'bigger picture' clearly enough, we can see a situation in which open information, open knowledge and open knowledge tools can provide a massive benefit for citizens and for the entire society, including SMEs, not only large companies. A natural provider of these services and tools are the different types of libraries, starting from the national libraries in the case of the complex applications.

For a long time, libraries have not only guided their patrons in finding information, but also provided tools for information retrieval. Provision of knowledge tools relying on large digital libraries and based on machine learning and pattern recognition technologies can be seen as a natural extension of the traditional role. The extended role requires, of course, new resources, skills and an open mind.

Professor Timo Honkela
University of Helsinki and
National Library of Finland

THE NOBEL LIBRARY

The Nobel Library is open to the public and is especially useful if you are seeking contemporary literature and literary criticism for advanced studies. There are special reading places available for researchers.

Annika Hjerpe

The Swedish industrialist and inventor Alfred Nobel (1833-1896) is the man behind the Nobel Prize. The prize money comes from a fund created from the fortune left by Mr. Nobel and in his will he assigned the task to select the recipient of the Nobel Prize in Literature to the Swedish Academy.

The first Nobel Prize was awarded in 1901; this is also the year when the Nobel Library was established. Since 1921, the Nobel Library of the Swedish Academy has been located in the building of the old Stock Exchange in the Old Town of Stockholm, which is where the Swedish Academy is housed.

The Nobel Library was created to supply the literature necessary for the required evaluations in the work to appoint the recipient of the Nobel Prize in Literature. It acquires and makes recent, mainly contemporary, literary works accessible, as well as literary criticism and linguistics. Often, the literature is acquired in its original language. The Nobel Library also subscribes to many literary journals of which the majority is published outside of Sweden.

Among libraries that specialises in literature, the Nobel Library is one of the largest in the Nordic countries, its collections consist of 200,000 volumes. It makes loans to other libraries, public as well as research and university libraries, mostly in the Nordic countries but also in other European countries. The library is open to the public.

Searches may be made of the library's foreign language titles using the national database Libris (www.libris.kb.se).

http://www.nobelbiblioteket.se/eng

Text and photo:
Annika Hjerpe
Press and Communication Officer
National Library of Sweden

The issuing counter at the Nobel Library in Stockholm.

The old stock exchange building at Stortorget [the big square] in the old town of Stockholm, built between 1773 and 1778. It also houses the Nobel Museum. In medieval times, the well on the square, in front of the building, was the zero point, meaning the point from where all the roads leading to the capital were measured. The present well is contemporary with the stock exchange building. The Stockholm Stock Exchange moved out of the building in 1998.

The Nobel library.

My neighbour is probably like me

What library directors ought to know about this weird fact of life

Jaani Lahtinen

In a globally oriented world, the significance of locality is easily overlooked. In management, we tend to demand complex, service-related information and think on a spatial scale, which is far too expansive, to capture the true essence of our operational environment. Reversing this way of thinking may be more useful. Simplifying service demand definitions and increasing awareness of local level needs offers new insights into library management.

The library institution is probably the most beloved public service in Finland. It is immensely popular in large cities. It is a fundamental service in smaller cities. In Finland, patrons made 50 million visits to the library and 91 million loans from 756 public libraries in the year 2014. The library network is present in virtually every corner of our country, which is a significant contributing factor in the success of the public library system as a whole.

However, individual libraries are reasonably accessible to a very small fraction of the Finnish population. That local population can, and it usually does, vary a great deal in its socio-demographical characteristics, as does the popularity of an individual library. Understanding this common feature of society, where similar demographic groups segregate to different areas, becomes essential for library directors when it is combined with accessibility related behaviour.

Why accessibility matters
In geography, accessibility can be viewed as the ease by which people can reach a desired service, such as those offering employment, shopping, medical care or recreation, i.e. a library. Physical accessibility is linked to urban structure and thus to the quality of the transportation network. The transportation network, then again, is linked to each individual's choice of suitable mode of transportation.

If public transportation is available, some individuals are likely to use it. If the library is in the neighbourhood, walking is the most reasonable option. Going by car requires that a car is available for use. Individuals' choices are thus linked to their personal characteristics. Clearly it becomes a cumbersome task to understand all choices made by individuals even in this context.

In general, we seldom can predict or describe why certain individuals behave in a certain way, but as a group individuals act in a manner that has predictability. This is also true in patronage patterns. It is highly unlikely that we can ever fully understand the changing patterns of a single library patron. However, on the whole, we understand general patronage patterns well enough to describe a service area with reasonable accuracy for each public library.

Advantages of implemented approach
The advantage of this approach is the possibility to define the population structure on the service area level and associate expected behaviour patterns to this population. As one can see from Figure 1, service areas are typically very local in nature in the Helsinki region, but the situation is similar in the rest of Finland also.

Naturally, the service area structure in smaller cities follows municipal boundaries to some degree, but the principle of the varying population structure still applies since these cities tend to have a skewed population structure compared to Finland or NUTS regions as a whole.

The spider diagram in Figure 1 reveals how 95 % of all traffic flows as a result of public libraries in the Helsinki region. The thicker the diagram line, the more trips are made. In general, this 95 % is less than 2.5 kilometers in length and a vast majority of this traffic is directed to the nearest library. In any given month, roughly

120,000 single trips are made to libraries in the Helsinki region. Observing the patterns this traffic creates is quite interesting; it is greatly organized and favours the nearest library.

Favour library nearby

This observed pattern helps us to define local service areas for every library. In the example in Figure 1, the Arabianranta local library has been outlined with a black box. Arabianranta is one of the many boroughs in the city of Helsinki. The comparison between the spider diagram and the outlined service area reveals that, in reality, a vast majority of the loan trips made to Arabianranta are indeed made by the people living in this small area.

The dynamics of this system becomes clearer when we factor in the accessibility and alternative options presented by the public library network. People tend to favour the library that is accessible to them with relative ease. We chose public transportation distance as a measure for accessibility because it favours walking or cycling in short distances and public transport modes in longer distances.

The public transportation data was made available by the MetropAcces project, Department of Geoscience and Geography,

at the University of Helsinki. Based on survey data gathered in 2012, these two modes combined cover 86 % of all trips made in the Helsinki region. The private car as a transportation mode accounts for 14 % of the trips.

In Figure 1, the accessibility to the Arabianranta local library by public transportation is presented in a colour scheme where red indicates short distances and blue indicates long distances.

Derivative works

Local deviation from some norm is an interesting phenomenon in this context. If the local population generates most of the demand for the services the local library provides, then it may not be good practice to manage that library merely as an average library. This could be sensible in cases where the local population is heavily skewed as regards age distribution and some age groups are represented at the expense of other age groups. We are aware of this situation to some degree.

Different age groups typically tend to have varying needs of preferences. This assumption is reasonable in the library context, and in Finland there is plenty of evidence of it. Most likely the situation to some degree is similar in other countries.

Useful information

In the case of Arabianranta, the population is heavily skewed towards the age group of 18-29 years. There is a significant lack of children aged between 7-17 years and senior citizens aged 65 years and more. Based on the abundance of research pertaining to library usage patterns, which has been published in Finland in recent years, we can determine that demands for quiet space to work and study have increased in this area.

Feasible access to free WI-FI and Internet connections are in high demand. The surplus of updated literature on economy, philosophy, languages and natural sciences is appreciated. The typical frequency pattern for visits is regular; many visits per week and users have good overall skills in using the library. Therefore, high demand for personal services is not likely even at peak hours. This is an example of useful, derived and simplified information.

Jaani Lahtinen
M.Sc., PhD student
Department of Geosciences and
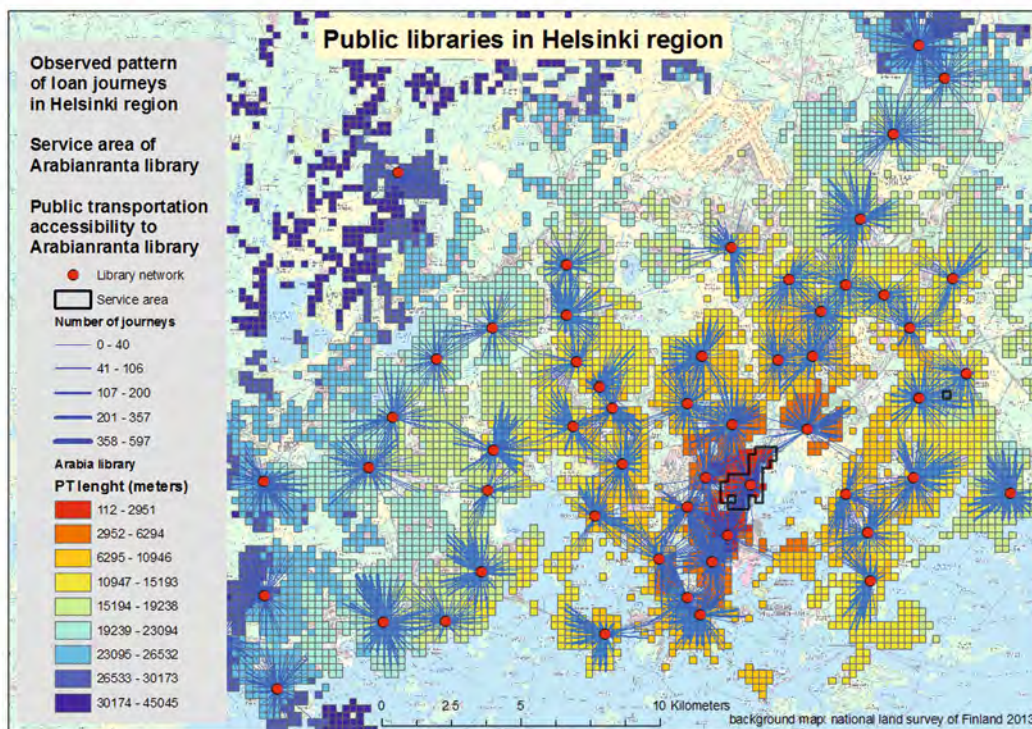Geography at the University of Helsinki
jaani.lahtinen@helsinki.fi

Figure 1. Patronage patterns of the library network in the Helsinki region, formulated service area for Arabianranta local library and public transportation accessibility to Arabianranta local library. Illustration: Jaani Lahtinen

Utilising hidden potentials

Christian Edelvold Berg

Statistics is increasingly important when emphasising the value of specific public services like public libraries. The consumption of services of Danish public libraries is not particularly well documented – especially not in contrast to general media consumption patterns or for instance the use of museums. Considering the public interest and the 3.2 billion DKK used for libraries in public funds in 2014 the lack of more information is quite disconcerting.

CBS Center for Civil Society Studies (CfC) examines civil society in general and in particular the role of culture, i.e. libraries and museums have for civil society. Digitisation has resulted in new roles for libraries as new ways for citizens to get information and entertainment have appeared. The role of libraries has also changed as new digital services are provisioned and opening hours are prolonged in unmanned libraries. However, while services have been extended on the one hand, library outlets have been closed on the other, but there is little information on the consequences of this.

One – mainly qualitative – study showed that there was a so defined 'rotten banana', showing that the further a person was from the library the less the person used the library services. Since then several changes have happened.

First of all, many libraries in Denmark now have unmanned opening hours, which could change user behaviour. Secondly, the increase in – free – digital services could also change user behaviour by way of a user choosing digital over physical or a non-user becoming user of digital services; thirdly, due to austerity measures library outlets have been closed down.

CBS CfC has taken the early steps for studying the development of public libraries: a) to which degree proximity influences the use of a public library and b) how the use of public libraries develops in the light of digital development and changing consumption patterns.

Current consumption statistics

The current national statistics on consumption is a user statistics on number of borrowed books. The statistics is based on CPR, which means that they can be divided by age and gender.

Since 2010 Statistics Denmark is responsible for the current statistics, but there have yet to be combinations with other statistical registers, as data deliveries to Statistics Denmark are based on aggregated information and not on individual use of the library services, meaning registration per use of library service combined with the CPR.

Enabling a combination with other registers would make it possible to establish statistics on consumption for an increased number of sub-groups (income, ethnicity etc.).

What to investigate

In order to investigate links between proximity and library use as well as user behaviour based on single individual economic, social and socio-economic variables, CBS CfC wants to launch a preliminary feasibility study that looks at how people use the library space, with emphasis on a register-based study method.

The prerequisite of this is a mapping of basic demographics:

- Examine the distance between borrowers and public libraries. What degree of 'proximity' is available to

different groups of citizens divided by background variables (age, gender, ethnicity, income, education etc.)
- Examine possible differences between users of physical and digital services
- Examine the extent of how citizens use the unmanned libraries.

This is possible as most use of library services (borrowing and use of some of the digital services – always when outside of the library) is based on the citizens' social security number (CPR). The question when initiating the project was to identify if this was possible.

Prerequisite for success
The main challenge is to secure that the information provided to Statistic Denmark is on the micro level, meaning that each conducted activity per individual should be reported with CPR. Of course this would only by possible if Statistics Denmark would agree on the benefits.

Statistics Denmark was positive towards the project and agreed that it was indeed possible – if the libraries would part with the increased level of detailed data. The discussions with Statistics Denmark ended up with a suggestion for a preliminary project as mentioned above and we started to investigate the feasibility.

Feasibility
The feasibility in terms of getting the data delivered to Statistics Denmark for the feasibility study was investigated. This investigation led to communication with the Danish Agency for Culture and Danish Digital Library (DDB). DDB could see the benefits of such data and took up some of the ideas – as they could possibly initiate the data gathering with Statistics Denmark.

This is currently underway and will determine if that way is successful or another should be chosen for the CfC project. The requirement is a highly detailed level of data – which of course requires someone sufficiently interested in the project to accept delivering the data to Statistics Denmark. Nonetheless, the challenge remains getting such data delivered to Statistics Denmark.

Why this is a good idea
A statistics based on individual use combined with CPR would increase the utility of the library statistics as information on use and non-use from different groups would be available. Danish registers hold data on age, education, work status, income, ethnicity, personal status, children, home address, work address, etc.

While our main interest is on proximity and user behaviour, a statistics like this would enable increased knowledge on a range of issues based on actual user behaviour enriched with other register data. Other interesting issues could be different ethnicities' use of library services, the use in socially challenged areas and so on.

Such information could be valuable as a resource for activity-based interventions and increase understanding of capacity needs in libraries for specific user groups. Questions of anonymity are handled by *Statistics Denmark* according to the traditional regulation of this issue – otherwise the project would have been impossible.

The way forward
Yet again, we are in a waiting position to identify the feasibility of the study and while there is interest in such a study, it is difficult to transform interest into possibility. The contact with Statistics Denmark indicates that it should indeed be possible to conduct the statistics, and now the second step waits, getting the information required to initiate the actual project.

Thanks for your time and opportunity to present one of the working projects.

Christian Edelvold Berg
Christian Edelvold Berg is post doc at Center for Civil Society Studies, Copenhagen Business School and chief consultant at The Media Office of Danish Centre for Culture. Christian studied political science and has a PhD in reasons for political regulation. In his research he works on the intersection between state, market and civil society, concentrating in particular on the question of value creation within culture and research.
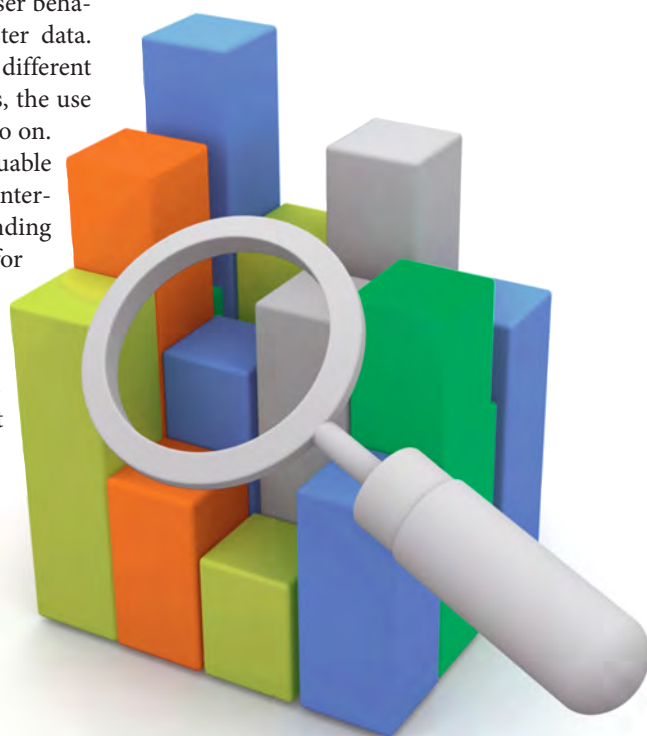
Stock Image

The public libraries in Denmark in figures

An example of new library events: Librarians from Lyngby-Taarbæk main library presents the library's annual 'cake competition' in conjunction with the trade association "Life in Lyngby days".
Photo: Lyngby-Taarbæk Library

The public library in Denmark in the year 2013 has changed significantly. Societal and technological changes have meant that today the public library handles tasks that supplement the classic library service with its main emphasis on information and mediation of the materials.

Ulla Kvist   **Ann Poulsen**

Today the public library carries out a number of societal functions with the emphasis on citizen service centres and informal offers on learning. With an increased number of arrangements and activities, the library invites the citizens to share, create and gain insight into cultural, social and socially relevant activities.

In this way, the public library acts as a local meeting place. This is also reflected in the public libraries' growing collaboration with both new and well-known partners. The physical library is changing as well, and the latest development includes actual experiments with institutional co-operation and development of cultural arenas.

Number of public libraries unchanged

From 2010 to 2013, a consolidation has taken place in the number of public libraries, amounting to 483, when combining central libraries, branches and bookmobiles. It includes also the open libraries where users can let themselves in during the early and late hours. During the same period, the number of service points, where you can only collect and return materials, has risen to twice the figure and is now 87.

The number of open libraries has more or less exploded since 2012. Then the figure was 67 as opposed to 247 primo August 2014. With the many more open libraries, where access is often every day from 8 am to 10 pm, the total number of hours with access to the libraries has taken a great leap upwards.

Record in arrangements and activities

In the entire period from 2010 to 2013, the number of physical visits has, however, remained stable at around 36 million. Despite a decrease in net running costs, the public libraries have thus been able to attract a more or less unchanged number of visitors, and number of active borrowers is in 2013 a little up on 2010. They are just borrowing fewer physical materials.

On the other hand, there has been a considerable increase in the use of electronic services, and the libraries' homepages, too, are getting more and more popular.

The combination of citizen service centre and library has been growing during the period, and two out of three public libraries today offer a varied number of services, ranging from assistance in using the public self-service solutions to issuing passports and driving licenses.

Books and reading core service

From 2012 to 2013 there was a marked increase in number of reading clubs facilitated by the public libraries. The figures confirm that Danes both read and wish to talk to others about what they have read. This is also supported by the public libraries' distribution of money for the purchase of various types of materials, where books in relation to other types of material like film, games etc. form a larger part than previously.

> ❝ The number of offers in the public libraries has increased considerably over the past few years, and in 2013 there have been more arrangements and informal offers than ever before.

Both expenses for materials and the size of the physical stock of materials have fallen between 2010 and 2013 – particularly the stock of materials for adults, where the decrease is four times greater than in the children's collection.

A downward slope

The loan of physical materials is also on a downward slope, just as the number of staff in the public libraries has fallen by 10 percent. Salary expenses have decreased in a similar way and now account for a slightly smaller part of the public libraries' net costs – in all just over two thirds. Running costs per se have also fallen by almost a third.

Over the past two years, many municipalities have invested in new library building, alternatively modernization or changes in design. Many are indicating that they are planning to renovate or modernize their interior decor.

Ulla Kvist, Library Advisor,
The Danish Agency for Culture
Ann Poulsen, Senior Advisor,
The Danish Agency for Culture

The route to comprehensive national library statistics

Cecilia Ranemo

Sweden now has a comprehensive system for nationwide library statistics from all publicly funded libraries. This is how we did it.

The reason for the changes to all library statistics was primarily to allow us to reach the level of quality that Swedish official statistics are meant to maintain. A new statistics law was enacted in 2013 which raised the quality requirements and also made it mandatory to abide by the European Statistics Code of Practice.

The previous model for collecting library statistics was unable to meet all the requirements fully. Among the reasons for this was the fact that the data was collected in four different surveys, and many of the questions and definitions in these varied depending on which type of library was responding.

These surveys had evolved gradually over a number of years, and in the end library loans, for example, were different in all of them. The sampling frame was likewise 'flexible', and it was no longer evident why some libraries were sent the survey and others not. Some types of libraries were never approached at all.

Since Swedish libraries are increasingly consolidating into regional systems and integrating several library types in a single operation, our assessment was that it was no longer clear that different library types need different questions. Upper secondary school libraries, for example, are often equivalent in their activity to smaller research libraries.

Public and school libraries in many municipalities are part of the same library system. Compulsory level in the survey has been adapted to the level that school library systems are normally capable of delivering.

The same questions to all

We focused on what type of data users of the library statistics need, taking into account that there are many different types of users. Questions asked in the new statistics system are now based on the content of media more often than on which specific storage media type it uses.

New types of media are being developed all the time, and in order for the statistics to continue to be applicable for many years to come, questions now refer to "Film, radio and TV" defined as: "Media containing moving images or sound which is not purely a music recording".

Children and young people

The focus has shifted from whether it is a phonograph cylinder or a DVD. We decided that it was more interesting to see what type of content the users wanted, rather than what type of technical formats there are.

However, we have not been able to resist "Books with written text" and "Audiobooks" as well as "DAISY talking books" either on a physical medium or digitally; see the questionnaire on http://bibstat. libris.kb.se/surveys/example.

New questions have also bee added as a result of Sweden's new *Library Act* from 2014. The act prioritises certain groups of

Cover photo on the Swedish Library Statistics 2014: *Publicly funded libraries*. The library at the hospital in Helsingborg
Photo: Sanja Matonikin.

users, and for that reason there are now special questions about children and young people, people with print disabilities, and access to media in foreign languages and national minority languages. The proposal presented by the Expert Group on Library Statistics also influenced the design of the survey.

Collaboration on the new survey

First we drew up a suggestion for a new survey and then we contacted organisations, authorities, interest groups, library employees, expert groups and individual library users for their opinions on the new survey. And did we get opinions! We held meetings, invited people to discussions, and received feedback via all channels.

There was a surprisingly large amount of interest in library statistics. The opinions that people contributed influenced the final design of the survey. Definitions were adapted to the international standards for library statistics (ISO 2789 and ISO 11620) where possible under Swedish conditions. The National Library has contributed to the development of those standards.

Discussions about the sampling frame

We limited the sampling frame to include all publicly funded libraries which are in some way accessible to the general public (in school libraries: the pupils) and which have staff allocated to them for at least 20 hours per week of library activities – this in order to achieve a fixed sampling frame.

There were several reasons for this, including the wording of our agency directive, the *Library Act*, and the consideration that library staff should have a reasonable opportunity to answer the questions. The new frame also makes it easier to monitor how staffing is being undercut at libraries in many parts of Sweden.

School libraries, which typically have very limited staff or none at all, were the main casualties of the sampling frame.

Suddenly it looked as if some municipalities simply did not have a school library – and the fact that the National Library had set a minimum staffing limit for statistical purposes caused a public debate in Sweden about what reasonable staffing allocations are for school libraries. Sweden's *Library Act and Education Act* both stipulate that all pupils must have access to a school library. But can an unmanned bookshelf really be called a school library? We saw that our task was not to establish whether there are books in Swedish schools – we already know there are – , but to measure school library activity, which requires allocated library staff.

He who seeks finds

Sweden has never before had a complete register of all publicly funded libraries, but through extensive surveys we created one. For example, we asked close to 6,000 school units if they had a staffed school library, and found 820.

Stockholm City Library with its circular walls filled with books. It includes more than 2 million volumes and 2.4 million audio tapes, CDs and audio books.
Photo: © Icefields. Dreamstime.com

It was harder to find libraries than we could have imagined. In the end we came up with just over 2,200 libraries with unique street addresses, that fell within the sampling frame, see http://bibdb.libris.kb.se/search?q=*.

Report jointly

In order to improve the quality of the collected data, a customised web-based collection system was devised with validations and automatic summations. The system also has easily accessible definition texts by each question. The answers are routed to a database which then exports and generates activity reports with diagrams, key figures and tables directly on http://bibstat.libris.kb.se/report.

In Sweden it is a statutory requirement that all municipalities and county councils have a library plan, and one purpose of the activity reports generated by the system is that municipalities can use them when following up the library plans.

In order to facilitate things for respondents, and avoid double counts at the same time, all the libraries in one municipality can report jointly in web survey, provided they all have the same library system.

Each web survey displays a list of all libraries within the same municipality. Those reporting jointly can be selected in the list, thereby disabling their possibility of submitting answers via another survey.

Since many libraries chose various ways of reporting jointly, the number of surveys was reduced – and thus the overall information burden for Swedish library statistics as well. The data was collected by means of about 1,200 surveys in total.

Most things went well, but not all

We are surprised at how closely this year's total figures matched those of previous years, despite the radical changes to the survey. Suppliers of Swedish library systems were not given enough time to alter the statistics extracts from the library systems before the new survey was sent out, and many of those who provided data had to make a considerable effort to obtain the new type of figures.

During 2015 a further development of the library systems' statistics clients will therefore be carried out.

There was a slight decline in the number of responding libraries, despite Swedish Official Statistics responses being mandatory. We also had a few technical mishaps along the way, but since the surveys went out to the most patient and information-competent professional group there is (yes, librarians), we received lots of replies all the same.

A very big thank you to the country's statistics librarians, who managed to come up with what we were asking for despite everything being new and unfamiliar! We meet again next year…

Cecilia Ranemo
Researcher and Statistics Manager,
Officiell biblioteksstatistik

Library usage and resources

Øystein Stabell

Some public libraries are situated in grand new buildings while others are located in shabby brick buildings from the early 70's. Some public libraries focus strongly on new and innovative library services and others are run in a much more traditional fashion. But regardless of all other aspects – how much does the economy of the library influence its usage?

Oppland County in Norway consists of 26 municipalities with populations ranging from between 1,400 and 30,000.

It is well known that the funding of the libraries in Oppland in general has declined over the last couple of decades. The common opinion, at least amongst librarians, is that this has had a negative impact on their usage. Are they right about this?

All libraries report a substantial amount of data every year to the National Library of Norway. In an attempt to find out if there really is a connection between funding and library usage, we've looked at the relevant data from all the 26 public libraries in Oppland in 2013. The results of this investigation were published in the report *Library statistics 2013 – public libraries in Oppland.*

The parameters investigated
All parameters used to establish if there was a connection between funding and usage of libraries needed to be directly comparable. Some expenses, for instance rent, may vary considerably between libraries and are thus not considered here.

An obvious parameter to look at is staff costs. High staff costs per capita may indicate longer opening hours or more varied activities, for instance. If so, this parameter can be expected to indicate a higher usage.

The average personnel cost per capita in 2013 was NOK197, with a variation ranging from NOK107 to NOK503.

The media expenditure
Apart from staff costs we believe that the other main factor that can potentially influence the usage of the libraries is the total media expenditure.

In 2013 the average spending on media products per capita in Oppland was NOK39, but between libraries this varied from NOK22 to NOK126. We wanted to relate these parameters to an indicator of the total activity of the libraries.

Telemark Research Institute has defined Library Usage (LU) per capita as:

$$Library\ usage = \frac{(visits\ per\ year)+(loans\ per\ year)}{number\ of\ inhabitants}$$

This ratio is the one we have chosen to use in this investigation as the dependent variable. The average LU in Oppland in 2013 was 9.6, with a variation ranging from 4.1 to 19.3.

Library funding and usage
To determine the connection between library funding and usage, we have used a regression analysis. This is a quantitative analysis of relationships between an independent variable, in our case staff costs or media costs, and one or more dependent variables (here: LU per capita). A perfect correlation between two variables will give a coefficient of determination ($r2$) equal to 1, while the $r2$-value will be zero if there is no correlation at all.

Both staff costs and media costs were positively correlated to LU, but there were no indications in our data material that one of the variables had a clearly more

significant influence on LU than the other. To produce a single independent variable we have therefore taken the square root of the product of these variables and called this a "Total Funding Indicator" (TFI):

$$TFI = \sqrt{personnel\ costs \times media\ costs}$$

More general applicability
In figure 1 we can see that there is a clear relationship between TFI and LU, indicating that the opinion of the librarians was in fact correct. If more money is spent on personal resources and media resources, the total usage of the library also increases.

We also have data from 1993, and it is particularly interesting to look at the development of two municipalities since one of them had a very high level of funding in 1993 and much lower in 2013, while the opposite was the case for the other one.

Both of these municipalities move nicely along the regression line (figure 2). These observations strengthen our belief that the model we have produced using the variables funding and usage may have a more general applicability.

Show me the money!
The results of this investigation have shown that the municipalities that invest in the library acquire a cultural institution of higher value for its inhabitants. No other factors than the level of funding assure a high usage of the library.

Our model can be used to predict what will most likely happen if the funding increases or decreases, and might thus be a valuable tool for the management of the libraries.

We have looked at municipalities in Oppland, but have come to the same conclusion as Vakkari et al. (2014) who compared library usage in Finland, Norway and the Netherlands. They suggested that the major factor explaining the differences in usage even at country level was the resources invested in library services.
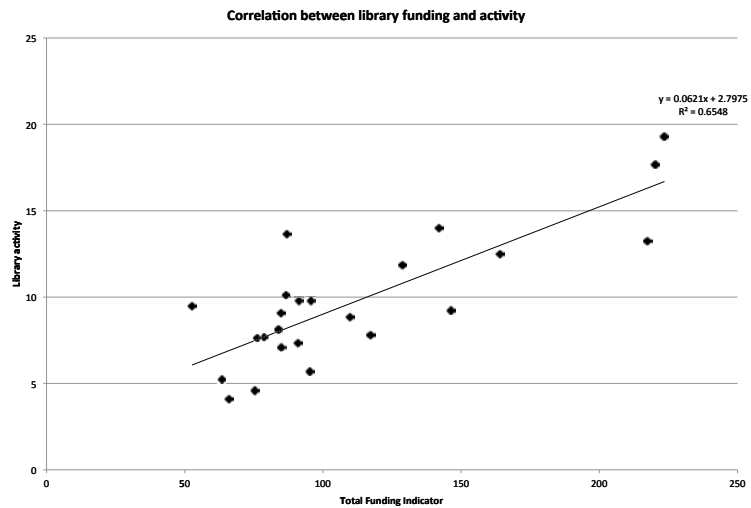

Figure 1. Relationship between indicators of funding and usage in the 26 public libraries in Oppland County in 2013.
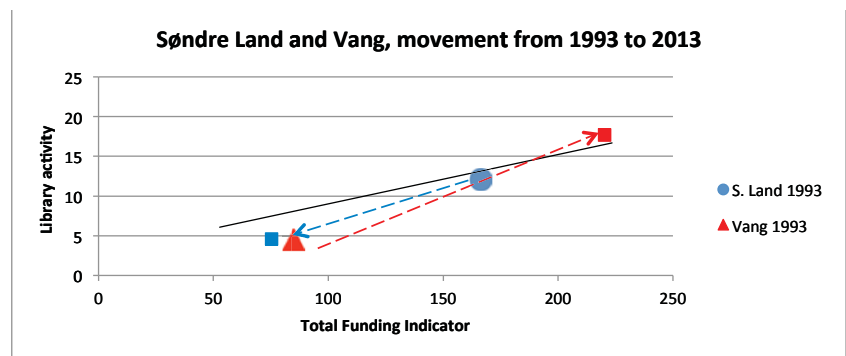

Figure 2. The movement along the TFI - LU regression line for the municipalities Søndre Land and Vang from 1993 to 2013. Diamonds: Data from 2013 as in fig. 1. Regression line: From fig. 1.

Mostly about money
The library is the most appreciated public service we have. All owners of libraries speak warmly about the services they provide. However, if we compare Norway with for instance Finland, it is obvious that Norwegian libraries have a large unused potential. To be able to release this potential more resources are needed.

It's not all about money, but it is mostly about money. The librarians are clearly right – fine words are not enough, so it should come as no surprise if they shout the same demand as Tom Cruise in the movie *Jerry Maguire*: "Show me the money!"

Øystein Stabell
Advisor Oppland County Library
Oystein.Stabell@oppland.org

Nurmes named best library city in the world!

Kristiina Kontiainen

Based on the use of its public library, which in 2014 had 25.4 loans and 15 library visits per inhabitant.

Last year, the Finnish Library Association launched a competition for the best library municipality in the world. Libraries are used in Finland more than in any other country in the world – so, based on this criterion, it was determined that the world's best library municipality must also be located in Finland.

The Library Association challenged all Finnish municipalities and libraries to enter the competition. The results, based on the national library statistics for 2014, are now available. The municipalities were ranked based on the number of loans and public library visits per inhabitant in 2014. In other words, loans per inhabitant + visits per inhabitant = the winner! Nurmes triumphed with a score of 40.35.

Among the best
President of the Library Association Jukka Relander: "Amid the dark economic scenarios, we should remember that library tourists continue to visit our country wondering what the world's most used libraries are really like. According to our results in Pisa (OECD Programme for International Student Assessment), we are among the best in the world – according

to our library visits and loans, we are the absolute number one. The whole library world is looking at Nurmes!"

The Finnish Library Act will be renewed from 2015 to 2019. As the parliamentary elections approach, associations in the li-

Mr. Jukka Relander, president of the Finnish Library Association shows the lending figures in (from the left) England, Sweden and Finland. Photo: Ira Koivu

brary field have established a Library Party (http://kirjastopuolue.fi) on social media. The campaign highlights values important for libraries and promotes policies that enable the world's best libraries to remain the best and to ensure active use of libraries.

Libraries enhance communality
The Finnish Library Association emphasizes the importance of free library services, the significance of library services in sparsely populated areas, the central role of libraries in preventing social exclusion and ensuring free access to information.

Libraries strengthen civic engagement and democracy, and they are actively involved in developing the information society and promoting the openness of science and research. A comprehensive library network creates appealing living, studying and working environments. Libraries enhance communality and prevent social exclusion.

Kristiina Kontiainen
Finnish Library Association
Head of Office
kristiina.kontiainen@fla.fi

Latvia public libraries

Book reading flash mob in Rēzekne Library
(Photo: Anna Keirāne)

Active reading promoters

Māra Jēkabsone

Like in many libraries of the world also in Latvia the general picture is that loans from public libraries have been decreasing. To draw public attention to the library and keep interest in books and reading Latvian librarians are coming up with a variety of creative and original activities.

The library system in Latvia consists of 810 public libraries, 851 school libraries, 50 libraries of higher educational establishments, 36 specialized libraries and the National Library of Latvia, which is the advisory and professional support centre for all libraries of Latvia.

The Ministry of Culture of Latvia is responsible for developing the library policy in Latvia. The legal basis for the operation of libraries is the Library Act of Latvia that applies to all libraries. Public libraries are financially supported by local municipalities. The location of library network is subordinated to the administrative territorial division of the country for the inhabitants to receive services as close to their homes as possible.

Events, events

Most of the reading promotion activities are related to different events more and more organized by the libraries.

Events are held throughout the year and along with the traditional activities (library lessons, reading clubs, meetings with writers, artists etc.) time and again new forms of events are found: workshops, family festivals, book festivals, hikes, excursions, mind and erudition games, crossword championships, novuss tournaments, darts competitions etc.

Latvian librarians are very creative and their ingenuity in diversification the themes and forms of the events is immeasurable.

"The Beautiful Summer in the Library" – a reading promotion initiative in Latgale Central Library enables children and young people in Daugavpils to spend time during their summer holidays in the city

public libraries. All three months – June, July, August – a whole spectrum of events take place in the libraries. For example, in the summer of 2013, 87 events were arranged involving 410 children and young adults.

Games in the library

Poetry lovers are invited to poetry open mike in Dobele library. During the event the microphone is positioned on the balcony of the library and anyone who does not lack courage may read poems, preferably self written.

Rēzekne library offers young people a night orientation game "Find in the Library!" Teams of young people aged 16 to

25 can apply for participation in the game. After the game the participants fill in the assessment questionnaire. The results of the survey show that the game helps the participants to get to know the library better and gain information seeking skills.

Libraries... in the streets

More and more libraries go out into the streets. Events are organized in a courtyard or on a terrace of a library. Libraries participate in city or municipality holiday programmes and other activities initiated by local municipalities or stakeholders.

Popular are book reading flash mobs when people gather and for 10-15 minutes read together the literature they have

Poetry open mike – author readings in Dobele Library
(Photo: Loreta Baltiņa)

"Poetry on the asphalt" in Jēkabpils
Photo Jēkabpils City Council

Poetry bus in the streets of Ventspils
Photo: Edgars Kūlmanis

brought along. To draw more public attention the reading flash mobs are held outside the library premises.

To popularize poetry Jēkabpils library organizes a campaign "Poetry on the asphalt". Everybody is encouraged to participate in the event and write poems on the asphalt.

Where to find the City Library?
Photo: Jelgava Library

The employees of Jelgava library also go into the streets, speak to people, deal informative flyers and sweets. "Where is the nearest library? What else without reading

can you do there?"– with the following questions the librarians try to find out what people know about the services of the city library.

Several libraries of Latvia together with their stakeholders offer an activity called "Poetry bus". The participants of the event are poets, musicians and other volunteers who are reciting poems and singing and passengers and passers-by who are listening. Traditions are varied: in Ventspils the "Poetry bus" stops at definite stops to listen to poetry readings and musical performances, in Jēkabpils poems are recited also when the bus is in motion.

Support at national level

The implementation of the National reading promotion programme "Children and Young Adult Jury" was started in 2001. The author of the initiative is the Children's Literature Centre of the National Library of Latvia. The programme purposefully consolidates government and local municipality financial support

for reading promotion. The programme annually engages 17,000 readers from more than 600 libraries all over Latvia.

The idea of the programme: children aged 6 to 16 are encouraged to read and evaluate the newly published books for their age group. In 2011 the programme expanded to young people up to 18 years. To involve the whole family in the programme in 2012 Parents Jury was introduced.

Real interaction

"Meetings in the Libraries of Latvia Regions" is a project addressed to the adult audience. During its implementation the meetings of readers with writers, poets and translators will take place across the country. A writer's encounter with a reader is important for both sides – the author receives feedback and ideas for new works – the reader strengthens his/her interest in the author.

While reading the book, the relationship between the author and the reader is one-sided; real interaction can take place only in direct contact and both the reader and the author benefit from it.

Since April 1997 every year the Library Week is arranged in Latvia during which libraries offer a variety of activities and events, but since 1998 the libraries of Latvia have got involved in the Nordic Library Week and expect that one autumn a work by a Latvian author will be chosen for reading.

Participants of the activity "The sweet piece of joy – the chocolate" in Latgale Central Library Photo: Agris Gruntmanis

Māra Jēkabsone
Librarian National Library of Latvia
mara.jekabsone@lnb.lv

Learning Space Development

Worldwide, flexible, technology-rich learning spaces are sprouting, while many institutions are lacking guidance. At the same time, even among the nations spearheading the subject, many institutions seem to reinvent the wheel by themselves, instead of taking inspiration from what other nations exceed in.

Stefan Volkmann

From academic to public libraries, from schools to adult education – digital environments fuse with physical learning landscapes, and offer learners, as well as institutions themselves unforeseen possibilities.

However, realizing this very potential requires radically new measures of project management, organization structures and stakeholder interaction, as prominent examples show.

This February, the newly founded Learning-Research Center at Media University Stuttgart, Germany, established by Prof. Dr. Richard Stang and Prof. Dr. Frank Thissen, released the largest international database on learning space development. The new research database *Learning Spaces – Lernwelten* consolidates the trends on an international scale for the first time.

Nearly 2,000 bibliographic records and links illustrate especially furnishing, implementing and evaluating attractive and pedagogically effective learning spaces. The Learning-Research Center complements this resource with original research in physical, digital, and hybrid learning environments, especially with regard to technology use and mobile devices, the developments in Germany, Scandinavia, and the Anglo-American regions.

Stefan Volkmann
Library and Information Management (BA)
6th semester
Media University Stuttgart
sv034@hdm-stuttgart.de

Learning Spaces – Lernwelten;
(http://learning-research.center/database/?lang=en)
Illustration: Stefan Volkmann

Literary classics in e-pub format online

Tertit Knudsen

The National Library of Norway has now made 100 books from the Norwegian literary heritage available in e-pub format, which is well suited for reading on tablet computers and other mobile devices. None of the titles have previously been released as e-books. The books can be entered into library lending systems, thus increasing the availability of e-books in Norwegian libraries, while also drawing renewed attention to titles that have perhaps mostly been forgotten today.

The selection covers a wide span of time and genres and comprises non-fiction and fiction from the mid-18th to the early 20th century. The selection includes novels and dramas, collections of short stories and poetry, travelogues and memoirs, folk and fairy tales and children's literature. The collection includes well-known works from the literary canon as well as titles that may be less familiar. The e-pub books will gradually be made searchable at the National Library's website, nb.no.

Tertit Knudsen
National library of Norway
tertit.knudsen@nb.no

One of the books in the National Library's e-pub collection is *Paa ski over Grønland* (*The first crossing of Greenland*), written by Fridtjof Nansen, famous Norwegian explorer, scientist, humanist and Nobel Peace Prize laureate.

DENMARK

LEARN AND PLAY

The Pop Up Experimentarium developed by Vesthimmerlands Libraries is an attempt to create both a mobile and flexible learning environment for schools. It is an experiment drawing on the library's core competencies, source criticism and media skills. Students wearing white coats are working in small laboratories, solving challenges on iPads. The pop up service is meant to support teaching and learning in context during themed weeks or other learning projects. The pupils will search online using YouTube and other tools under the guidance of a librarian. Issues like web ethics, cyber bullying and digital footprints will be covered on courses being developed at the library.

Danmarks biblioteker 1/2015

CODING PIRATES IN LIBRARIES

Coding Pirates is a few years old Danish concept and association run on a voluntary basis started by Martin Exner.

As the activities aimed at 7-17-year-olds build on the notions of fun, creativeness and learning, it is natural that Coding Pirates are spreading to the public libraries. The participants get to try their hand – and minds – on everything from game programming, robotics and 3D printing to creative circuits. They are not only using IT but creating their own solutions.

In Aarhus the Coding Pirates has formed a partnership with the main public library and the University of Aarhus who are offering their support to the volunteers running the activities. The diverse group of volunteers consists of students, IT professionals, teachers and university lecturers.

Through the collaboration the library is able to offer a weekly opportunity for around 60 youngsters while the volunteers form a useful network for the library.

Danmarks biblioteker 1/2015

Photo: Primus Arkitekter

THE COMPLETELY OPEN LIBRARY

The Danish town of Allerød is testing a 24/7 library. The concept of extending the opening hours by letting registered users in also when staff is not present started in Denmark and has spread to the other Scandinavian countries during recent years.

While several university libraries are accessible at all hours, public libraries have remained closed during night-time. The library building in Allerød also houses the local pensioner association whose members often play bridge during late hours. The library wishes to add some hustle and bustle to the town centre by keeping their doors open to the users.

Perspektiv 4/2015

POWER TO THE PEOPLE

While receiving 41 million Danish crowns for developing their digital services, Copenhagen Public Libraries are facing budget cuts from 2018 onwards. In order to survive (and flourish) the new world order the development goals of the library include targeted services for specific user groups: increased self-service for those who do not need as much assistance so that outreach efforts can be directed at the right groups.

According to librarys development plan, *Strengthen the Citizens*, engaging users, more activities at the library and longer opening hours are also on the agenda. One way for achieving more effective digital services will be a shared library call center where queries will be directed. Professional staff will be available until 6 pm, with plans of extending the hours to 10 pm by the end of next year.

Perspektiv 2/2015

1,4 MILLION OPENING HOURS

While traditional ways of using libraries may be declining, libraries are far from deserted in Finland. Last year every Finn visited their local library 9,3 times on average and borrowed 16,8 items. Public libraries offered more than 30,000 events and activities which attracted 812,000 visitors.

26,000 hours of user instruction of different kinds and well over 6,000 exhibitions show how libraries function as community hubs, encouraging lifelong learning, bridging the digital divide, enriching the lives of millions in a country of five million inhabitants.

All in all, the municipal libraries – 291 main libraries, 465 branch libraries and 142 book mobiles – were visited over 50 million times and issued 91 million loans, all this for 58 euros per capita. Budgets were cut on average by 0,8 % but opening hours were on the increase, thanks in part to the open library concept where users are able to access libraries also when staff is not available.

All the data is freely available online and a new visualisation tool makes the statistics even more accessible than before. You can explore the key parameters or build your own by combining the existing data. Users can choose between tables, maps and graphs, timelines and charts, print and download data reaching back to 1999.

The Ministry of Education and Culture website

TOWARDS A NEW LIBRARY ACT

Spring 2015 has been full of workshops where the future of libraries has been discussed from different angels: accessibility and availability of services, competence requirements of staff, inclusion and engagement of users – and non-users, the well-being of citizens and the library's role. The participants have been library professionals but also library patrons.

The goal is to gather ideas, inspiration and information for a renewed version of the library act from 1998. A working group consisting of library directors, professionals in library education and futures studies, representatives from state and municipal administration, academic libraries, the Library Association and the Swedish-speaking minority has been set up by the ministry.

Involving the staff in libraries requires work but the real effort lies in engaging the citizens. A combination of workshops, online forums and more informal discussions in social media are going to be used by libraries during the coming year. The new act is expected to come into effect at the beginning of 2017.

The Ministry of Education and Culture website

BUCKETLOAD OF BOOKS

Finns love a good queue and will queue up for almost anything, provided it's free, it seems. Several businesses from small shops to department stores have managed to create a buzz simply by giving away stuff whether it's sweets or buckets, free of charge. This year, a handful of libraries were quick to exploit this – quite frankly – strange fascination with freebies by setting up 'bucket day' on 1st April. And no, it was not an April Fool's joke but all borrowers really got a plastic bucket to carry the items they borrowed. The day was covered by national media and the libraries got their message across: free buckets once a year, free-of-charge loans all year round.

Finnish Broadcasting Company news

NATIONAL CORE CURRICULUM AND MULTILITERACY

The new national curriculum for comprehensive schools is ready and being adapted to local level as we speak. In many schools the school library is only a room with a modest book collection without professional staff which is why collaboration with the public library network is important.

In some municipalities, public libraries are self-evident partners, in others, the co-operation does not run as deep. Possibilities abound: the national core talks about critical reading, the importance of experiences and emotions for learning, of multiliteracies and integration of information seeking in context. Phenomenon-based learning will require a lot from both teachers and learners when it comes to information skills – this is where library professionals come into the picture.

In the metropolitan area and in Turku, for example, libraries are represented in curriculum working groups. This co-operation will provide the pupils with adequate skills in finding, using and presenting information, and ultimately, making sense of the world around them.

The same issues are being discussed in Denmark and Sweden, from slightly different angles. The Danish ministers for culture and education both spoke in favour of cooperation between schools and public libraries at a recent conference: if you can collaborate, do!

The Finnish National Board
of Education website

NORWAY

OPTIMISTIC TAKE ON FUTURE

A survey of the 19 county library directors in Norway shows the chief librarians to be moderately optimistic when it comes to the future of libraries. While the municipal reform seems to close a number of libraries increasing the distance to the nearest service point for many library users, 80 % of the directors believe the larger municipalities will be better equipped to fulfil the goals of the public library. This will no doubt result in more use of mobile library services.

As public libraries have since 2013 had a legal role as independent meeting places and venues for public debate, it seems only fit that nearly half of the county libraries have organised debates on the municipal mergers. The directors remain cautiously optimistic about the use of the libraries in the future. They believe that in ten years, the proportion of residents who are public library users will be either the same (37 percent of respondents) or higher than today (33 percent of respondents).

Only 5 percent believe the number of users will go down. And how do they think the citizens will use the library in the future? Access to books and other media will still be number one in ten years, followed by library as a social space, library as a place for learning and library as a space for debate.

Bok og bibliotek 2/2015

THE WHAT, WHY AND HOW OF LIBRARY SPONSORING

The Scandinavian social welfare state has steered clear of private funding when it comes to the basic, tax revenue funded services. Conferences, festivals and sports events have built alliances with businesses but public libraries have seldom ventured into any kinds of partnerships with companies.

Now the Oppland County Library has undertaken the task of finding out how libraries could remain neutral and unbiased while attracting additional financing from sponsors. The libraries involved are aiming at sponsorship contracts which could be used in libraries elsewhere in the country. The project is based on the finding that the better the funding the more actively the library is being used.

Bok og bibliotek 2/2015

A MODERN-DAY ENCYCLOPEDIST

Once a month, the National Library of Norway hosts a wiki workshop where the public learn more on the subject at hand - and are encouraged to contribute on Wikipedia. The events are often collaborations with outside partners. One of them is the Finnish-Norwegian Cultural Institute who co-operated with the library on the workshop celebrating the 150th anniversary of the birth of Jean Sibelius, the Finnish composer.

National Library of Norway website

LIBRARIES AS CULTURAL ARENAS

The National Library of Norway has appointed a project manager to develop public libraries as meeting places and cultural venues and to coordinate the local and regional projects. The tasks of the project manager include visiting libraries across the country to develop the libraries' expertise in programming and audience development. The adaptation of library premises and the technical implementation of events are part of the competence areas covered in the project.

National Library of Norway website

Päivi Jokitalo
Freelance Library Specialist
pjokitalo@gmail.com

SWEDEN

A NEW NATIONAL STRATEGY IN THE MAKING

While Finland is working toward new library legislation Sweden is implementing the recent library act from last year. The National Library has been commissioned to develop a national library strategy to promote collaboration and quality in the library system across all library sectors. The strategy will tackle a number of big issues shared by their Finnish – and indeed, of most other nationalities – colleagues: the role of libraries in society, user needs, new media, technological development and national infrastructure being the central themes. Access to information is one of the pillars of a democratic society which is why the national coordination of digital long-term preservation of library materials and the availability of e-books are integral to the strategy.

The National Library blog
for library cooperation

CHILDREN AS SERVICE DESIGNERS

Little Castle is an initiative engaging children in the design of their own library services at the Malmö City Library. The aim is to focus on the perspective of the target group: what the child users wish to do at the library, what they think is fun, how they want to use the library space, services and collections.

The library has had valuable help from the *Child Culture Design Programme* at the Gothenburg University. Rather than being asked about their dream library, the children have been encouraged to describe their dream world. Nature and magical and secret worlds were high on the list. The library has made the pillars at the children's library look like trees and built tunnels and secret nooks and crannies for the small visitors to crawl into.

With the help of a company specialising in interactive design, the library has come up with digital solutions such as the Curlicue machine where kids can feed their artwork into the machine's 'mouth'. The drawings are then projected onto selected locations in the library.

The City Library has also commissioned surveys among non-users and people who rarely visit the library. When it comes to the needs of families results from the surveys, phone interviews and focus groups of parents show that good logistics, baby-changing facilities, clean washing rooms and cloak rooms are appreciated.

Biblioteksbladet 3/2015

LIBRARIAN AT YOUR DOORSTEP

The Swedish Arts Council is funding *Book Start*, a new outreach service in three pilot cities, which will encourage parents to read, sing and talk about books with their children. In Landskrona, Gothenburg and Södertälje librarians will make home visits to families with small children.

The visits take place when the children are 6 months and one year old with the aim of encouraging and promoting reading and supporting young children's language development by offering inspirational book talks and handing out book packages. As many of the families are not native Swedish-speakers information on the project is also available in 13 other languages.

The National Arts Council website

LIVING LIBRARY, PART 2

The concept of *Living Library*, borrowing a person representing a minority or e.g. a lesser known profession for a conversation, is not a new one. The libraries of Hultsfred and Hagfors have introduced a slight moderation where foreign-language users are able to borrow a local Swedish speaker for developing their language skills.

In Hultsfred the users may take their living books home but in Hagfors the pairs gather at the library where they are offered refreshments as part of the library's language café.

Another form of live materials are being issued in Leksand where the library lends seeds to keen gardeners wishing to grow something new. They are welcomed to return in the autumn with some of their harvest.

Magasin Ping of DIK Association website

SLQ has readers in more than 50 countries!

SLQ is read by public and research library staff
and a broad number of library connections in public
and private management

www.slq.nu has approximately 2,000 unique
visitors every month

SLQ is published by the Nordic Library Authorities

GET CONNECTED!
Go to www.slq.nu and get your free subscription on
print or subscribe to our electronic newsletter

SLQ has a Facebook page where you can like us
and comment our articles:
https://www.facebook.com/ScandinavianLibraryQuarterly