

# NAPLE FORUM

## NEWSLETTER

**Autumn 2009**



### Contents

Editorial ..... 2

#### Country Reports

- Czech Republic ..... 3
- Finland ..... 7
- Latvia ..... 9

- Lithuania ..... 10
- The Netherlands ..... 13
- Portugal ..... 15
- Spain ..... 19

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## Editorial

Dear friends,

The first decade of the 21st century is about to end. It started with many uncertainties for librarians on their future and how their functions should be redefined in response to then new and emergent scenarios. During this decade, we have seen the society we live in becoming more multicultural, telecommunications have changed the way we communicate and exchange information. Now everything is much faster and the environment more changing, which means organisations must have a broader flexibility when designing their working strategies. Planning has become more necessary than ever before, we must anticipate what is needed for our ends beforehand so as not to get lost in this fast tide that keeps us constantly on the move.

We, as librarians, have had to adapt ourselves to these changes. Learning to use the new tools, researching on the best available resources to choose among those most appropriate for libraries and adapting them to our needs. If the public library has always been a meeting point, the quintessential open-door place, now more than ever we as librarians have had to topple barriers to meet new users: those who come to us through Internet and those who come from different cultures and live among us. Also, cooperation with other public services and institutions is starting to prevail.

All this is reflected in the library organisation of our countries. This organisation design tries to give a response to this new scenery. On the other hand, the mission of the public library such as it was enunciated by IFLA and UNESCO in its day, is still current.

There are some habits that have to remain and become stronger so that public libraries can continue with their assigned functions. What I mean is the use of international standards for description, access and preservation of the information. This will allow for joint advances, which are the best way to progress.

At present, we as librarians are worried about digitisation and harmony between the right of access to information and the protection of copyright. Public libraries have much to say in this debate and next year we will continue working on the draft white paper on European library policy. Your contributions will be welcome.

Innovation and cooperation must go together and to this end it we have our most cherished good: human resources. In the next decade, library professionals will expend our effort to situate public libraries in the place they deserve to be.

Now we have to redesign space, creating libraries where reading and entertainment are united and definitely to include public libraries in the political agenda.

This newsletter's issue is an example of all these themes. Thank you very much to all those who have contributed to it, I hope it will be of interest to everybody reading it.

**María Antonia Carrato Mena**  
Chair of NAPLE Forum

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## Library Systems in the Public Libraries in the Czech Republic

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By PhDr. Eva Marvanová,  
Department Head of Information Centre for  
Librarianship  
National Library of the Czech Republic

### Public libraries in the Czech Republic

There are over 5,438 public libraries operated by local authorities. They form the basic infrastructure for providing accessible library and information services to all the inhabitants of the Czech Republic. Libraries are also being gradually equipped with computer technology and connected to the Internet. The automation of library processes and cataloguing is also progressing quickly. In addition to the libraries' traditional cultural and educational roles, there is also emphasis on information services. Many libraries are creating new types of services to be more accommodating to clients, including those of the business community. New forms of mutual co-operation are arising.

Most libraries have managed to take advantage of possibilities presented through information and communication technologies for developing library services, thereby gaining new clients. The trend of the last few years has been to combine the tasks of traditional libraries with other functions such as public access Internet, municipal information and tourism centres and local community services. Libraries can also serve as a neutral venue for the meetings of various informal groups and community initiatives. It is clear that the only way forward is to systematically and actively support readership and to merge library activities with processes of school and life-long extracurricular education.

Very important for the development of public libraries are the regional libraries, which provide and organise support services for small libraries. These services involve 109 public libraries in larger towns that create co-operative systems at the level of the smaller regions. An important tool for evaluating the accessibility and quality of library services is the quality standard set forth by the Ministry of Culture in 2005. The objective of the standard

is to improve the accessibility and quality of library and information services for library users. The standard makes it possible for libraries, their operators, the local authorities, regions and central bodies of state administration to compare and check the accessibility and quality of library services and systematically provide support for library development. The standard of *Public information services of libraries* (PLIS) is a motivational tool and its indicators are employed in the provision and use of financial resources from the state budget for supporting the development of PLIS.

### Statistical data on public libraries for 2008

- The total number of public libraries declined since 2004 from 5,885 to 5,438 in 2008. A similar situation is also in branch libraries.
- For the followed period the number of library units in different types of libraries increased from 61,235,822 to 62,765,495, representing an increase of 2.5%.
- The number of registered readers decreased from 1,506,657 in 2004 to 1,447,798 in 2008, which is a decrease of 3.9%.
- The decrease can also be recorded in the number of loans. While in 2004, readers borrowed 72,875,247 books, in 2008 it was only 66,744,167 library units, representing about 8.4% less.
- Average number of loans per 1 reader slightly decreased from 48.4 in 2004 to 46.1 in 2008.

In the last years the number of study positions, the number of computers per user, and the number of computers connected to the Internet all increased, have been much improved which markedly improved library information services.

- In 2008, the number of library visitors increased by 1.4%, i.e. 20,913, 224 of them.
- The number of reader's places increased since 2004 from 24,520 to 42,825, i.e. 74.7%, the number of computers from 5,888 to 11,052, i.e. 87.7% and the number of computers connected to the Internet from 4,544 to 9,926, i.e. even 118.4%.
- In 2005, the number of visitors using Internet in the library was followed for the first time. This service was used by 1,752,231 visitors at that time, 2,845,767 in 2008, which is an increase of 62.4%.

### **Financial support to library development and cooperation**

The stability and development of the library system is provided for by subsidy programmes that were gradually established in the second half of the 1990's by the Ministry of Culture, Ministry of Education, Ministry of Informatics, Ministry of Health, and at the level of regional administration.

One of the principles governing subsidy programmes appropriations is the obligation to abide by prescribed standards and to make results obtained in the implementation of projects available also to other libraries. Thanks to that principle, the use of Anglo-American Cataloguing Rules (AACR2), the UNIMARC, or rather MARC21 exchange formats, Z39.50 communication protocol and standards for digitizing and microfilming is now a matter of course in Czech libraries.

In 2000, the Czech government prepared a number of programmes in support of exploiting information and communication technologies in all segments of the society. The PLIS programme designed for libraries documented according to the Library Act, and for associations, whose main work involves library and information activity and its support funded by the Ministry of Culture is divided into nine sub-programmes dealing with different

areas where information technologies are being used in libraries.

- PLIS1 of the Programme's Coordination Centre
- PLIS2 Extramural training in information technologies for library staff
- PLIS3 Establishment of public library information centres
- PLIS4 Digital library and archives for library information services
- PLIS5 National programme of retrospective conversion of Czech library catalogues
- PLIS6 National programme of digitized access to rare documents - Memoriae Mundi Series Bohemica
- PLIS7 National programme for microfilming and digital access to documents threatened by degradation of acidic paper – Kramerius
- PLIS8 Digital information sources, Uniform Information Gateway and providing access to information sources in the form of multi-licenses
- PLIS9 Union catalogue of the Czech Republic, system of national authorities

This programme was complemented by the *Internet for Libraries* project launched by the Ministry of Informatics in 2005; currently provided by the Ministry of the Interior in cooperation with the Ministry of Culture. Its aim is to provide high-speed connection to the Internet for all public libraries. At present, 4,500 public libraries have an Internet connection thanks to this programme.

With its primary focus on the purchase of licences to electronic information sources, the programme *Information sources for research and development* of the Ministry of Education is absolutely important for the development of modern services in Czech libraries.



The R&D programme *Cultural, Artistic and Scientific Knowledge Preservation, for Access and Retrieval*, declared for the years 2006-2011 and intended primarily for large libraries, is funded by the Ministry of Culture.

The Ministry of Culture developed two programmes exclusively for public libraries: *Library of the 21st century* is a programme designed to support work with national minorities and integration of aliens, general access of library services for mentally or physically handicapped citizens, cultural and public education activities, reading and readership and protection of the library fund from unfavourable influences of its environment. The *Czech library* programme is designed to promote the acquisition of original Czech literary works by public libraries. The Ministry of Culture also pays royalties to authors for the lending of audio documents and books in libraries, and it pays bonuses to authors through the National Library of the Czech Republic for use of their works in libraries.

Regional administrations fund the *Auxiliary services programme for small public libraries*. A new impetus for the development of public libraries has come from programmes and funds of the European Union, and they may become even more important in the future. In the initial period, libraries use the funds mainly for the establishment and operation of premises with public access to the Internet, and for the building and reconstruction of libraries.

## **PLIS in 2001 - 2009**

PLIS 3 - subprogram - Information centres at public libraries- is primarily oriented at a support of building new infrastructure of public libraries on the basis of information and communication technologies. One of its fundamental goals is to provide public accessible Internet sites through public libraries with qualified services and to create a menu to access for all groups of citizens to information resources and nets. In the more detailed specification of PLIS 3 subprogram is directly stated:

*To enable the access of (approximately) 90% citizens of the Czech Republic to Internet in*

*their place of residence through connection of public libraries to Internet and their ICT equipment.*

### Computers in libraries with connections to the Internet in 2008

The total number of libraries 5,674

- Number of computers for users 26,078
- from which 10,110 connected to Internet

### Goals of Library Information Centres of libraries

- An access to information in accordance with the Law No. 106/99 on Free Access to Information.
- Providing information services in lifelong learning of citizens.
- Providing information services supporting legal awareness of citizens, economy, trade and employment.
- Providing regional information services to citizens in tourism.
- Providing information services and information opportunities for physically disabled citizens.

### Online library catalogues 2008

- The total number of libraries with an on-line catalogue: 818
- The basic libraries responsible for regional functions: 89
- Other basic libraries with professional staff: 315
- The basic libraries with non-professional staff (with librarians without any regular income): 414

### Content aspect of the PLIS 3 subprogram

- Initiation of library automation activities in libraries of smaller towns and villages.
- Increase and improvement of production, access to primary and secondary information resources in electronic form through public libraries and presentation of them.

- Extension of the offer of library services for users based on ICT.
- Improving the access to information resources in public administration (function of a library as an information centre of a village).
- Improving the mutual cooperation of libraries in acquisition, processing and sharing of information resources.
- Use of mutual cooperation of libraries, museums and archives in developing and making available information sources based on ICT.

The number of Internet users in libraries was in 2008 – 2,845,767!

#### Computers for staff in libraries

- The total number of employees in libraries 5,137

- The number of employees with an access to the Internet 5,081
- The number of employees with an email address 4,407

#### Priorities in allocation of funds

- Support of libraries beginning with the automation!

Virtual visits to library Web sites in 2008 totalled 21,387,265!

#### **Automated library systems in the Czech Republic**

In the last decades, libraries paid special attention to the automation of library processes. In 2005, 2,058 libraries used some of the automated library systems.

	<b>Year 1997</b>	<b>Year 2000</b>	<b>Year 2005</b>
<a href="#">DAWINCI</a>			18
<a href="#">LANius, Clavius</a>	253	723	1503
<b>RapidLib</b>	44	36	79
<a href="#">Kpwin, Kpsys</a>	25	250	362
<b>Aleph 500</b>	8	8	19
<a href="#">T Series</a>	102	117	77
<a href="#">CDS/ISIS</a>	98	x	x
<b>Other</b>	61	x	x
<b>Total</b>	591	1134	2058*

These figures relate to all types of libraries

- [Cosmotron: Advanced Rapid Library](#)
- [SEFIRA: DAIMON](#)

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- [Ex Libris: Aleph, SFX, MetaLib](#)

More information:

<http://knihovnam.nkp.cz/docs/RegFce09/10 PriorityVISK3.pdf>

<http://www.nipos-mk.cz/wpcontent/uploads/2009/03/statistics-of-culture-2008.pdf>

## Implementing Educational and Cultural Rights

By Barbro Wigell-Ryynänen,  
Counsellor for Library Affairs  
Ministry of Education and Culture, Finland

The Finnish Ministry of Education consists of two departments. The Minister of Education and Science leads education and science policy, the Minister of Culture and Sports leads cultural, sport and youth policy. The Division for Higher Education and Science administrates the National library and the scientific libraries with one civil servant responsible for scientific libraries and archives. Legislation concerning university libraries is part of the University Act. Public libraries belong to the Department for Culture and Sports, with a team of three civil servants responsible for the state administration of public libraries.

Public libraries are a responsibility for the municipalities. State subsidies cover little less than 40 % of expenditure in accordance with the financial law for comprehensive schools, culture and libraries. Subsidies are based on virtual costs for library services in the municipalities. The autonomy of the municipalities is strong, the subsidies are not "earmarked", accordingly the community can decide about how to use the subsidies.

*"The municipality shall be responsible for arranging the library and information services referred to in this act. The municipality may provide the library and information services independently, or partly or totally in co-operation with other municipalities, or in any other way. The municipality is responsible for the services being in accordance with this act."*

*Library users shall have access to library and information professionals, and to continually renewing library material and equipment."*

(Library Act Chapter 2, 3 §)

Citizens' right to services of a high quality regardless of domicile or income has been emphasized in public library legislation since the first Library Act came into force in 1929.

The qualification requirements are enacted in the decree.

An amendment in the library legislation will soon be submitted. The amendment focuses on qualification requirements and was at first prepared in order to accommodate to the Bologna Process, later on to ensure adequate competence of staff. The amendment enacts that library managers, not only the one who is manager for the whole network of libraries in the municipality, but also those responsible for one or several branches, shall have a university degree including a sufficient amount of branch studies in library and information science. This way continuous development of library services in accordance with national strategies and programmes will be ensured, and all citizens, not only those in the main cities, are ensured library services of quality in the same way as they are entitled to education of quality.

*The Library Strategy 2010 - Policy for Access to Knowledge and Culture* states that library competence is becoming a vital citizen skill, constituting an essential element in all learning and teaching. The population's rising average educational level will make new demands, both quantitative and qualitative, on the competence of library staff.



Espoo City Library

Equal rights to information and knowledge are emphasized. The Action Plan states that public libraries, together with comprehensive education, are the most important way for the public administration to realise the fundamental prerequisites for citizenship in the information and knowledge society.

*The Library Development Program 2006 - 2010 – the library as an integrated service centre for rural and urban areas*, carries on the action plan of the Library Strategy. It responds to the proposal made in a national policy paper to develop public libraries in rural areas into cultural, information and action centres. The Program stresses the importance of highly educated library staff and comprehensive library collections and service in the rural areas.

The Ministry of Education and Culture allocates annual grants for developing public library services. Part of the money goes to centrally produced services to level out the differences between regions, part is reserved for innovative local and regional projects.

FinElib, the National Electronic Library, provides negotiating services and collections of material in electronic format also to public libraries. Nelly, another centrally produced service, is a joint portal for university libraries and public libraries. The significance of Nelly is diminishing with the emerging of the national digital library with its interface for all kinds of libraries, for archives and museums.

The Finnish Public Library Policy 2015 was launched in summer 2009. Libraries should meet

future challenges by focusing on expertise and emphasizing quality.

A skilled staff is the prerequisite for services of quality.

Libraries offer added value serving individuals in various situations of their life span. New service concepts have to be based on users needs. The user is the expert on the usefulness of the information and knowledge provided.

Thinking about how today's users behave in the library is important when planning a new building, and in order to refurbish or rearrange the premises. The library is a common space for activities connected with leisure, work, studies or personal development.

Future success has to be earned. Citizens choose, do they want to use virtual library services or face-to-face services or even replace library services with other services on offer. For the individual today, the big challenge is to be able to find reliable and adequate information for the current life situation, and to be able to use it for her or his own benefit.



Espoo City Library

Finnish Public Library Policy 2015 aims at implementing the cultural rights set forth in the Constitution:

*“The public authorities shall, as provided in more detail by an Act, guarantee for everyone equal opportunity to receive other educational services in accordance with their ability and special needs, as well as the opportunity to develop themselves without being prevented by economic hardship.”*



## Lending Point of Riga Central Library at the Day Centre for Homeless and de Poor Inhabitants of Riga

By Daiga Berzina,  
Head of the Consulting Department of Riga  
Central library, Latvia

Riga City Council Day Centre for Homeless and Poor Inhabitants of Riga was opened on May 21, 2009. It is situated in the 3 storey building constructed and equipped for this purpose (leading entrepreneur *Velve AE Ltd*, author of the design *Lejnieku Project Bureau*, architects - Mikus Lejnieks, Ilze Neidere, author of the technical project and supervisor *8AM Ltd*, architects Juris Lasis, Eduards Beernaerts). A. Maslow's principle of necessity pyramid was taken as basis for the building's structure. First floor of the building is occupied by medical and sanitary premises where clients can take a shower, hand their clothes in for disinfection and washing, put on clean humanitarian aid clothes, have hot food from the soup kitchen as well as receive consultations of doctors, psychologists and social workers. Premises for relaxation and studies are situated on the second floor. All premises are wheelchair friendly. This centre is the result of co-operation of the following Riga City Council structural units: Social Committee, Management of Latgale region, and Welfare Department.



Building of the Day Centre

Library occupies most of the third floor. It is a Lending Point of Riga Central library (RCL). A professional RCL employee works there every

weekday from 10am till 5pm. This is the second co-operation project of RCL and a social institution. There is a lending point of RCL at the children's hospital since 2006. RCL is planning to offer its services at Brasas severe regime prison in Riga as well. *"Library comes to people who cannot go to a library themselves"*, said Dzidra Shmita, director of RCL.



Riga Central Library Lending point at the Day Centre for homeless and poor people

Natalija Petrane, head of the lending point, tells that 50 – 60 people visit them every day. These are people who have lost their jobs and homes due to various reasons, as well as people from the countryside who have come to Riga to look for a job. *"My attitude towards these people has changed. They are just like us. If you lose your job and home tomorrow, you will be here the day after tomorrow"*, comments Natalija Petrane. Librarians know each of their readers. At first, librarians were worried about working in the Day Centre, but now they admit that they go to work with pleasure. Visitors can read books and magazines from the stock of RCL Repository (there are 60 places for reading). Readers who have passports and have homes can lend books and read at home. It is also possible to watch TV at the library. Computers can be used free of charge as well. We offer Office programs and Internet access. Development project for public libraries financed by Bill and Melinda Gates and the government of Latvia provided us with such possibility. Visitors of the Day Centre are

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using Internet to look for a job. Librarians consult each visitor individually about usage of e-mail and searching for information.

One can receive information on the social services of different institutions in Latvia at the library as well. It can be information prepared by RCC Welfare department on the social services available for Riga inhabitants, informative leaflets from the Union of Anonymous Alcoholics, etc.



Serving readers

Library has planned to start co-operation with such social organizations as [SUSTENTO](#), organization for people with special needs which offers consultations of psychologists as well as interest group classes to the clients of the Day Centre and the Lending point. Library can offer its premises for this purpose.

Librarians are planning to offer to their readers informative events and celebrations dedicated to important days for the state and to traditional holidays.

Nobody can be fully responsible for other person's life. Library can offer its services to those who are willing to improve quality of their life as well as safe environment where they can enjoy tolerant atmosphere and some intellectual entertainment. Dzidra Smita, director of RCL, thinks that the Day Centre library is a place where one can recover and put one's efforts together to return to normal social life for those people who have found themselves in difficulties. Public library is a library for everybody. Social and psychological integration of our fellow-citizens is one of the main aims and principles of Riga Central library.

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## Lithuanian Public Libraries in Constant Transition

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By Ramunė Petuchovaitė,  
Senior Specialist, Ministry of Culture,  
Lithuania

In Lithuania, at the end of 19- and beginning of 20-century, creation of public libraries was fostered by national movement and initiative of educational, historical and reading societies, and parishes. However the public libraries in modern understanding appeared during the first period of Independent Lithuania (1918-1940). In 1940 there were 159 public libraries with overall collection of 350 thousands books. The majority of libraries were state funded and only two municipalities due to weak self-government supported public libraries. Annexation of Lithuania by the Soviet Union and the World War II suspended tradition of Lithuanian public library in the very beginning of development.

Around 250 state public libraries were re-opened or newly founded after World War II. Following the Soviet Union's system, public libraries in Lithuania were turned into the masses libraries in 1950. Although their services were free for the population, the mission of political (ideological) education and propaganda denied the basic values of public libraries. At the same time 5 regional libraries were opened in the biggest cities of Lithuania, when the regions were eliminated, they got the name of public library only to separate them from masses libraries. They functioned as centers of methodological support (to some extent also controlling), local studies, information services and interlibrary loans for the masses libraries, which function in defined zones. In 1977 mass libraries were organized into centralized library systems. So during the Soviet period a wide network of masses libraries,



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covering whole territory of Lithuania, and organizational and methodological framework of library work were established.

The new period of public libraries functioning started with the re-establishment of Independence of Lithuania in 1990. Radical social, political, economical reforms of the young democracy returned public library (in Soviet Republic they were called the masses library, that was ideologically more correct) name and values to Lithuanian society. Public libraries (PL) system kept some features of historical continuity, such as wide network of service points, 5 county public libraries regardless (ex regional public libraries as mentioned before) of 10 counties in the country and state funding for collection development in addition to municipal support. This condition, defined by the Library Law (1995), was important to keep public libraries open during the economical hardships that come after the country decided to be on independent and democratic state.



Today the Lithuanian library system consists of the national library, public libraries, libraries of institutions of research and studies (academic), school libraries, special libraries and other libraries. Within those types of libraries the Library Law (2004) assigns State Library status to 5 libraries: Lithuanian Library for the Blind, Lithuanian Library of Medicine, Lithuanian Technical Library, Library of Academy of Science and Vilnius University Library. Those five altogether with the Martynas Mažvydas National Library of Lithuania is the base of information and cultural heritage for provision services to research, education, culture and economy, but also performs coordination and

support functions to other parts of the Lithuanian library system. Nevertheless the National library is the main provider of centralized and support services to public library network in Lithuania, such as library automation, publishing professional materials, collecting and aggregating library statistics, organizing staff training, etc.



Library Law (2004) defines the PL as a library open for all, which collects and stores universal collection of documents for meeting the needs of local community or territory (municipality or county). With some historically determined exceptions Lithuanian public library system reflects administrative division of territory of Lithuania; there are county public libraries and municipal public libraries. Later functions in each municipality as centralized public library systems, consisting of central (main) library and branches in towns and villages. The Law obliges each municipality to have a public library, though the number and distribution of branches is decided by the municipal county.

In order to grant public library services accessibility to the communities Library law provides some recommendations for local authorities – branch library may be opened for 20-30 thousands inhabitants in the city neighborhoods and for 700-800 inhabitants in the villages. According to Library statistics the network of public libraries is shrinking for many

years. This tendency has slowed down during the period of 2004–2007, but it seems that economic difficulties of 2009 are pushing municipalities and library managers to examine library network again. Statistically in Lithuania one service point exists for 2,500 inhabitants, though there are big differences between the size and services of a county library in the city and tiny one, serving few hundreds of villagers. 83 per cent of public libraries are located in rural areas, 131 of them functions as combined public and primary or basic secondary school libraries, which serve both school and village community.

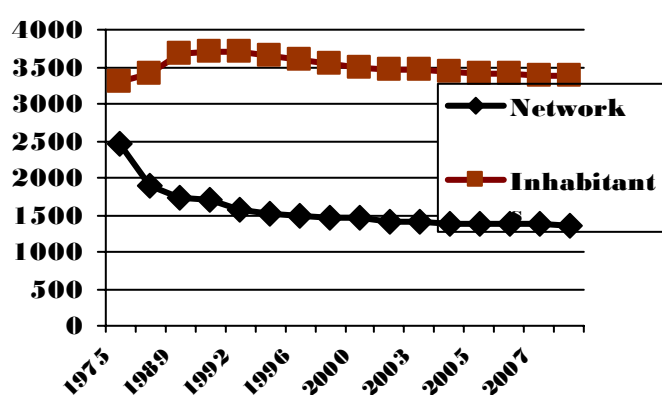


Figure. Tendencies of inhabitants and public libraries in Lithuania

Recently Lithuanian Librarians Association started the discussion about the need for more detailed guidelines or standards for good public libraries in municipalities, and this, of course, is fostered by decreasing (again) funding from municipalities and government due to economical crisis.

During the past decades the public libraries in Lithuania sought for the balance of traditional activities and new services. Library renovation and modernization program for 2003-2013, approved by the Government in 2002, provided a good structure library development and focus for state investment to renew library collections, equip libraries with computers and modernize buildings. Around 20 opened new or renovated buildings of public libraries (see photos) across Lithuania extending the offer to the communities, but also attract the new users. Investment in the buildings in transitional countries like Lithuania is probably

also important, because new buildings allow changing an inherited *mental model and culture* of the masses library that, from one side, formally does not exist still continue to shape public opinion of what public library is and why it exists.

Information and Communication Technologies (ICT) implementation though slow and dependent on external funding, is another strongest drive for development of new services and change of the image of public library in the local community. Most recent project [Libraries for Innovation](#), during coming years will bring ICT technologies and high speed Internet to the village public libraries, but also it will support library capacities development in a way that librarians become true knowledge agents of the communities. Though there is a long way to go, but there is clear evidence that public libraries in Lithuania are turning into multi-functional players in local community and wider society, and getting more and more recognition as important service in developing inclusive knowledge based society.

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## Public Libraries in The Netherlands

By Marian Koren,  
Research and International Affairs Department  
Netherlands Public Library Association

**Country:** The Netherlands.

**No of Inhabitants:** 16,440,113.

**Territory:** 41,526 km<sup>2</sup>.

### Administrative structure of public library system

Currently, there is no extensive library legislation. The Public Library Act 1975 introduced a three-layered library system and fee-free services for children up to 18 years of age. Decentralisation legislation in the 1980's has brought the libraries under municipal responsibility. The three government levels: national, provincial and municipal are obliged to cooperate on library infrastructure and services. The provinces subsidise provincial service organisations which support municipal libraries in the field of e.g. management and training, finances, automation, IT-networks, collection and service development, outreach services etc. Provincial subsidies may also include additional academic literature service in some larger public libraries (WSF).

At the national level, the government has assigned a number of national tasks (with funding) to the Netherlands Public Library Association and designated it as the library sector institute. As such its tasks are described as: (inter)national representation and promotion; education, information and reflection; management of collections and heritage; documentation and, finally, coherence and coordination of the Dutch public library network. Additional funds are acquired for special projects. The Minister has announced to separate the sector institute from the Public Library Association. All 1,067 public libraries, structured in about 160 library organisations, are members of the Association. The annual membership fees (46€ per 1,000 inhabitants) and additional contributions are used for advocacy and library promotion campaigns, the library portal *bibliotheek.nl* and a basic digital content package.

The special services for the visually impaired have been restructured, making the Netherlands Public Library Association responsible for the overall integrated services, and creating a one stop service for users: *Loket Aangepast Lezen*, and leaving the special production for print-disabled people to organisation *Dedicon*.

**No. of public libraries:** 1,067 public libraries organised in 160 public library organisations, in 443 municipalities; in addition: 369 service points in hospitals, homes for the elderly etc.; and 64 mobile libraries.

### Funding mechanism and level (in EUR)

#### Finance in millions of EUR

**Total subsidies 433€**

of which subsidy municipal 382€

of which subsidy provincial 45€

of which total other subsidy 7€

revenues users 71€

revenues mobile services 2€

Subsidy per inhabitant	25,20€
Subsidy per library card holder	105,61€
% by municipalities	95%
% by provinces	3%
% by national government	1%

### Main performance indicators and evidence [quantitative and qualitative mechanism]



## Readers

Percentage of all children (0-17 years) who own a library card	58%
Percentage of all adults who own a library card	15%
Percentage of all Dutch inhabitants who own a library card	24%
Number of all Dutch inhabitants who own a library card	4.0 million
Number of visits	79,9 million

## Reading

Loans fiction	92,3 million
Collection fiction	18.3 million

## Information

Loans non-fiction	26,4 million
Collection non-fiction	12,6 million
Website visits	19,9 million
Number of answered queries	2,1 million

## Education

Percentage of schools in primary education cooperating with libraries	94%
Percentage of schools in secondary education cooperating with libraries	85%
Percentage of schools in adult education cooperating with libraries	76%

## Culture

Number of music compact discs and films borrowed	5,6 million
Collection of music compact discs and films borrowed	2,1 million

## Certification and quality care

The public libraries are committed to a certification scheme. The first round of certification will take place for the period 2006-2009. A separate foundation, Stichting Certificering Openbare Bibliotheken has been set up to organise and coordinate the audits and certification process. As many as 350 public libraries will be assessed on the standards agreed upon by the public library sector and the government.

The public libraries have also agreed to use the INK Management model as the umbrella instrument for quality care. This means that libraries are supposed to implement quality care according to this model. In the same way, libraries have committed themselves to execute a position check and a customer satisfaction survey. The position check reveals strong aspects as well as point for improvement. The aim is to work on these improvement points according to an improvement plan.

Although quality care and certification are regarded as separate subjects they are closely related. Quality care could be considered a means to achieve the aim of certification.

## Political and legal background and tendencies, issues to discuss on the European level

Tendencies to limit the public domain but also to re-establish some form of government commitment and impulses for library innovation. Information, Reading and Learning are the national priorities; municipal libraries make efforts to partner with a wide variety of organisations.

Issues to discuss:

- wider visibility at the European level.

- a new Public Library Document as a European reference is necessary, in order to guarantee European citizens equal access to knowledge, information for learning and employability and media literacy.
- state of the art report may urge and inspire European regions to partner with public libraries; social and economic impact studies may help arguments and convincing European industry-focused economies.
- how to work for vivid and sustainable European heritage? Include the European citizens through public libraries (and their programmes) in the required user-oriented approach of Europeana.

More information:

<http://www.debibliotheeken.nl/content.jsp?objectid=17272>

### **Name and contacts of the authority, responsible for public library administration.**

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## **The Programme of the National Public Library Network (RNBP)**

By Margarida Oleiro,  
Director of Library Services  
General Directorate for Books and Libraries  
(DGLB), Portugal

### **General Information about Portugal**

#### Geographic location

Portugal is a member state of the European Union. Situated in the south-west of Europe, it borders Spain to the north and east and is lapped by the Atlantic Ocean to the west and south.

#### Capital

Lisbon

#### Surface Area

35,670 square miles (92,391 km<sup>2</sup>)

#### Population

10,617,575 inhabitants (2007 data)

#### Administrative Regions

Two Autonomous Regions: the Azores and

Madeira (Atlantic archipelagos).

308 districts. The most densely populated are found on the coast. The interior zones are less populated; many districts contain less than 5,000 inhabitants.

#### Official currency

€ (Euro)

### **Library System**

#### National Public Library Network (RNBP)

##### • *Legal Framework*

The General Directorate for Books and Libraries (DGLB), a subsidiary organisation of the Ministry of Culture, is responsible for planning and supporting the creation and development of the National Public Library Network (RNBP).

In this role, it falls to the General Directorate for Books and Libraries to:

- Plan, carry out and accompany the policy measures decided for this sector, all in collaboration with other bodies;

- Support the development of the RNB, promoting citizens' access to knowledge;
- Develop methodologies that can be universally applied and which are suitable both for the RNB's evolution and for supporting the networks of councils;
- Provide orientation on technical and normative matters to the members and associates of the RNB, promoting internal and external cooperation;
- Plan and elaborate directives leading to the installation of new resources;
- Provide incentives for, and support, the creation of new services for the public, using information and communication technologies (ICT), and participate in initiatives that promote innovation and quality in this field;
- Set up and brief specialist consulting teams who can accompany the projects in their various forms;
- Support, together with other bodies, the training of specialists and the certification of services offered by libraries, proceeding to their regular evaluation, in agreement with the relevant bodies in the Ministry of Culture.

### Objectives and programmatic principles

The National Public Library Network Programme was started in 1987. It is a programme the Ministry of Culture supports financially. Implemented by the General Directorate for Books and Libraries (DGLB), it has promoted the creation of public libraries in all the local council areas. These libraries have been set up under the specialist guidelines of the DGLB. The guidelines are based on the general, founding principles of the Unesco Manifesto on Public Libraries as well as on those of Unesco itself and the International Federation of Library Associations and Institutions (IFLA).

The Programme is based on partnerships between central and local government. It aims to create public libraries, with differentiated areas for adults and children, and versatile spaces for the community. As well as the collections, which should include books, periodicals and audio, video and electronic materials (with particular emphasis on local documents), it also focuses increasingly on the development of electronic services for the community, whether in the libraries or for remote access.

These resources have, therefore, spaces both for educational purposes and other activities, helping the public library to become a place for learning, meeting others and of social inclusion.



Portalegre district library

As well as the central libraries, local networks of libraries are planned for all the districts. These can be fixed locations, or mobile or temporary libraries, and will be capable of serving remote populations or meeting specific needs.

Since 2004 when the DGLB started the Public Libraries' Knowledge Network (RCBP), it has focused much effort on the creation and development of electronic services for RNB libraries and for the public in general. These have, for example, included research and bibliographical record services, particularly emphasizing a unified catalogue of local resources; the formation of a photographic database; the communication of activities and events throughout the country; the provision of access to the tools needed to create electronic pages, and the hosting of such pages. These and other services are available on the RCBP portal:



## Legal and financial instruments

There is no Library Law or Act in Portugal. The legal instrument that allows specialist and financial support from central government to the districts is a 5-year programme-contract. In the contract, which comes into force once the DGLB has given its approval to the final project, the rights and obligations of both parties are established, as is the investment for which the project is eligible. The financial support from central government is around 50% of the costs relating to: the design teams' fees; the construction work; furnishing and provision of specific equipment; the initial library collections and ICT resources and services.

## Project Methodology

### ● *Buildings*

The DGLB's technical guidelines, as found in the Support Programme for District Libraries, establish some parameters, minimum values and orientating principles regarding the size and functionality of the libraries.



Barcelos district library

Sometimes the districts choose to restore and adapt buildings that are part of the cultural heritage (convents, mansions, etc.), in order to install libraries in them. For large-scale library projects, however, it is normally advisable to opt for a purpose-built construction. In both cases it is essential that the library is in a central location and well integrated into the urban structure.

### ■ *Technical guidance*

The DGLB supervises the complete project and gives systematic technical support, from the selection of the plot to be bought or the building to adapt, to the various stages of design, construction, furnishing and equipping of the premises, as well as the formation of the library's collections and the planning and computerization of its services.

The development of each one of the projects is based on joint work by local and central management teams: librarians, architects, engineers, IT specialists etc.

### ■ *Library Types*

The sizes of the Network's libraries are determined by the number of inhabitants in each district, which come under one of three type definitions, which set the area that needs to be available to carry out the various services, the appropriate quantity of materials, the minimum requirements for the computerization of services and the minimum number of staff needed with the relevant IT and library services qualifications.

	<b>Districts</b>	<b>Area available</b>
<i>Type 1 district library</i>	Up to 20,000 inhabitants	752 m <sup>2</sup>
<i>Type 2 district library</i>	20,000-50,000 inhabitants	1,345 m <sup>2</sup>
<i>Type 3 district library</i>	over 50,000 inhabitants	1,900 m <sup>2</sup>

The libraries of large urban centres like Lisbon and Porto are planned on a case-by-case basis.

Owing to the special situation of the districts in the Azores, the foreseen available areas are smaller than those foreseen for libraries on the Portuguese mainland.



Almeida Garrett library, in the district of Porto

### • Services

In addition to traditional services, such as catalogue research, on-site use and the borrowing of items, libraries offer a series of other services to the community. The services in the ICT area are examples of these: internet access, computer training courses, etc., as well as other activities to encourage and promote reading, many of which activities are organized and subsidized by the DGLB through its National Programme of Literacy Promotion.



Aquilino Ribeiro library, in the Moimenta da Beira district

This National Programme, which was established in 1997, has as its backbone the 'Programme of Activities to Promote Literacy/Cultural Itineraries'. It is a series of projects that travel the district libraries the length and breadth of the country and in which literacy facilitators are trained – whether teachers, educators, librarians or cultural promoters; there are also reading workshops for children

young people; brief courses and exhibitions about literature; shows whose theme is language and reading; reading communities; etc.

Many of the libraries support school libraries in their districts through the School Libraries' Support Services (SABE).

The services are offered for free.

### • Collections

In the public sections of the RNBP network libraries, the materials are freely available. The collections are categorized, helping readers to choose the items they borrow or use in the library.

The selection of stock for the collections is made according to certain criteria and in different media – books, periodicals, and audio, video and electronic items. The stock should cover the different areas of knowledge in a balanced, coherent and up-to-date manner. Particular attention should be given to the collection of local materials (items produced by the community or about the community), as these collections will be unique to each library.

## Statistical Data

### DGLB Programmes

(Reference date: 24th September 2009)

Number of districts:	308
Number of districts supported by the RNBP network:	261
Number of libraries open to the public:	183
DGLB investment:	€ 78 million

Public Libraries' Knowledge Network (RCBP):  
(start of the project)

DGLB:	662,762€
European Union:	559,642€

National Programme of Literacy Promotion:  
(2008 data)

Number of projects:	90
Number of libraries supported:	193

Number of activities:	560
DGLB investment:	400,000€

More information on the Programme and on each of the RBNP network's libraries can be found on the [DGLB website](#)

## Public Libraries Organization of Spain

By María Antonia Carrato Mena,  
Head of Subdirector General for Library  
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The library organisation in Spain is linked to territorial organization as it is stated in the Spanish Constitution of 1978. For this reason, in our country there are four public administrations which are recognized by the Constitution: state, autonomous regions, local administrations and universities.

All the public administrations are titular of different libraries over which they have diverse competences, recognized by the Spanish Constitution and other laws: to create, equip and promote the development and use of its libraries. The administrations have drafted library regulations based on the competencies that they have assigned:

- The General Administration of State has exclusive competence in its libraries. In regard to others libraries, it can only regulate library cooperation at national level.
- The Autonomous Regional Administration has exclusive competence in its libraries and can regulate all matters of these libraries' actions. Regarding the libraries located within its region, which have the local or university administration as their titular, the Regional Administration can regulate the minimum standards, but always respecting the autonomy of these other administrations, conceded by the Constitution.

- The Local Administration has an obligation to provide public library services, according to Law 7/1985 on Local Government Regime.
- The universities are ruled by their own regulations. The University Law envisions the existence of libraries services as an instrument for support for teaching, education and research.

The legal framework of Spanish Library System is the following:

- [The Spanish Constitution of 1978](#)
- [Law 16/1985 on the Spanish Historic Heritage](#)
- [Law 7/1985 on Local Government Regime](#)
- [Regulation on the Spanish Library System and the State Public Library Regulation](#) (1989)
- [Law 10/2007 on Reading, Books and Libraries](#)
- [Regulation on the Council of Library Cooperation](#) (2007)
- [Regulation on the Coordination of State Libraries](#) (2007)
- Autonomous Regional Legislations

The Spanish Constitution recognizes the citizens' rights to receive truthful information; to education and to access to culture. Furthermore, the Constitution reasserts that public authorities must guarantee the conservation and promotion of the enrichment



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of the cultural and historic heritage of Spain and its assets.



State Public Library of Almeria

According to the Law 16/1985 on the Spanish Historical Heritage, the General Administration of the State could create as many libraries as deemed appropriate, but always consulting the Autonomous Regional Administrations. The General Administration of the State must guarantee citizens' access to libraries and coordinate all State libraries.

The Law on Reading, Books and Libraries, approved in 2007, emphasizes again that it is public administration that must guarantee the citizens' access to libraries in order to disseminate thinking and culture, to convert information into knowledge, and the promotion of information and communication technology among the citizens. On the other hand, it defines the principles and values of libraries:

- Intellectual freedom, access to information and the respect to intellectual property.
- The equality of all citizens to access libraries without discrimination.
- Plurality, so that collected documents in libraries reflect the social diversity and its linguistic and iconographic richness.
- Respect for to information privacy and confidentiality, protecting personal data as the law establishes.

The Spanish Library System is composed by:

- The Ministry of Culture
- State Libraries:
  - a. National Library of Spain
  - b. 52 State Public Libraries. They are usually situated in Autonomous Regions provinces capital cities. The State is the owner of the facilities and responsible for investments in them, but the libraries are managed by the Autonomous Regions.
  - c. Special Libraries of Ministries and Public Bodies
- Council of Library Cooperation
- Autonomous regions, provincial and local libraries systems and other private organization libraries depending on cooperation relations based on the willingness principle.

The Ministry of Culture together with the Autonomous Regions have the following assigned tasks regarding the Spanish Library System:

- The creation, funding and promotion of libraries in accordance with current regulations.
- The formulation of proposals and impulse of library initiatives and projects.
- The State Administration coordinates and standardizes the actions of libraries and units related to it. Furthermore, State Public Libraries, administered by Autonomous Regions, have to be related to the rest of State Public Libraries located in other provinces.
- Promotion of permanent learning for library staff and the professional interchange.
- Impulse of scientific research and technological development and innovation in the library sector, as well as the realisation of research projects in cooperation with other scientific and cultural institutions, in



cooperation with Autonomous Regional Administration.



State Public Library of Las Palmas de Gran Canaria

Moreover the Ministry of Culture will promote the creation of digital libraries and library accessibility to disabled people.

Concerning the library cooperation, the same law considers the creation of the Council of Library Cooperation in order to promote and encourage the cooperation between all the different public administrations and also private institutions.

[The Council of Library Cooperation](#) is regulated by Regulation 1573/2007. It is the body responsible for the administration of library cooperation among all the public administrations –state, autonomous regions, local administrations and universities-, and all the different types of libraries –national and regional, public, school, academic and special libraries. The body is mixed, including politicians and librarians.

The Council is composed by:

- The Chair –the Ministry of Culture Undersecretary.
- Vice-president –elected among those representing the autonomous regions; this title is taken in turns every year.
- The General Administration of State representatives –the Director General for Books, Archives and Libraries: Director General of the National Library; a representative of the Ministry of Education and Science with a rank of Director General; a

representative of the Council of Universities.

- Representatives of Autonomous Regional Administration: Directors General with responsibilities in the field of culture.
- Representatives of local administration: three representatives of the Local Administration Association having the greatest implementation.
- Members which have a voice but no vote:
  - a. The Rector presiding REBIUN (Spanish University Libraries Network)
  - b. Presidents of the different Technical Commissions
  - c. A representative of the most representative library professional associations.
  - d. Secretary of Council: the titular of the Subdirector-General for Libraries Coordination, Ministry of Culture.

The Council functions are:

- To encourage the integration of the different libraries public systems in the Spanish Library System.
- To encourage and to promote the cooperation between the libraries.
- To encourage and to promote the professional interchange and training.
- To inform of regulations and other legal texts that have an effect in Spanish libraries as a whole.
- Preparation, research and development of related questions.

On the other hand, the Council can meet as in Plenary session, as standing committee and in five cooperation technical commissions- one for each type of library:

- Technical Commission of National and Regional Libraries.

- Technical Commission of Public Libraries
- Technical Commission of School Libraries
- Technical Commission of University Libraries
- Technical Commission of Special Libraries



State Public Library of Valencia

The Council can create working groups in every technical commissions, although the Standing Committee can also create mixed working groups with tasks related to different types of libraries. The Plenary Committee can create as many working group as deemed appropriate.

The Council of Cooperation is composed by the next working groups:

- Statistic of Public Libraries
- Information Literacy
- Digital Collections
- Multiculturalism and Accessibility in Public Libraries
- Standardization
- Union Catalogue of Bibliographic Heritage
- Technology Base for Library Management and Cooperation
- Legal Normative of Libraries
- Cooperative Bibliographic Selection

- Digital Heritage
- Virtual Reference
- Library Services for Children and Young Adults
- Legal Deposit
- Conservation of Bibliographic Heritage
- Professional Profiles

The Regulation on the Spanish Library System and the State Public Library Regulation of 1989 has been modified by Law 10/2007 on Reading, Books and Libraries regarding the Spanish Library System, but the Regulation is still in what's related to State Public Libraries. The regulation offers some recommendations on general aspects, as the creation of public libraries; administrative and technical processing of holdings; direction and basic areas and access and basic services of State Public Libraries.

In reference to regional legislation, Catalonia and Andalusia were the first Autonomous Regions that created their own library laws, in 1981 and 1984 respectively. These laws initiated the general basis than later on would be taken up by other Autonomous Regions. The general structure is the following:

According to the autonomous regulations there are three core types of libraries in the library system:

- Public libraries. They are financed by Autonomous administrations and open to everyone.
- Libraries of public use. They are financed by private entities, but targeted at all types of users.
- Private libraries. Their fundings are private and have closed access.

Regarding their organisation, they are divided into:

- Bodies, which are:
  - a. A library service is run by the Regional Department of Culture, Education, etc. It is the coordinator, administrator and technical body.
  - b. Library Council, body with consultative and advisory status. It is

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composed of some honorary members or designated representatives by the Regional Counsellor of Culture.

- Library Centres, most of them have the same structure:

- a. Central Libraries, which are the head of the library system. Their functions are:
  1. To collect, preserve and disseminate the bibliographic, sound and visual heritage of its Regional Administration.
  2. To elaborate bibliographies and union catalogues of its Regional Administration.

3. In some Autonomous Regions, they are lending libraries too.

- b. The State Public Libraries situated on each of the Autonomous Regions. The Regional administration is in charge of their management, but these libraries are state-owned.
- c. The Municipal Public Libraries run by the Library Service.

Regarding local administration, according to Law on Local Government Regime, the municipalities having more than 5000 inhabitants must create and support a public library service. Municipalities with less of 5000 inhabitants can also request to its Autonomous Regional Administration mobile services.

As you know, the next EBLIDA-NAPLE Conference will take place in Helsinki on  
6-8 May 2010

More information will be available soon in NAPLE website:

<http://www.mcu.es/naple/index.html>