

## Editorial

The six months since the last issue of PULMANExpress have been an incredibly busy period for the participants in the PULMAN Network, as we try to put our aspirations into practice.

The First Edition of the PULMAN Guidelines has been completed and is now available on PULMANWeb. We think a very good start has been made in producing an extensive tool which public librarians and their partners can use to help develop and deliver new services in the digital era. But we want to know what you think, so that we can improve them further in time for our major policy conference in Portugal next March. The next few months will therefore be a period of open review of the Guidelines. The article by David Waugh and Mary Rowlett (Essex) describes ways in which we would like you to participate in this process.

Promoting awareness and use of the Guidelines will be a major feature of the PULMAN national workshop which is taking place in every participating EU member and candidate country this Autumn. We hope that the workshops will also help to drive forward the agenda and debate on strategies for public libraries and local services in general, including those requiring cross-domain and cross-sectoral co-operation and partnership. Margo de Groot (Eblida) describes plans and the goals of the national workshops in more detail.

Margo also provides an update on planning for the PULMAN Policy Conference. We are aiming for a major, high impact event to demonstrate the role of public libraries in delivering the e-Europe agenda. We will be seeking as high a level of representation as possible among policy makers from every country participating in the PULMAN network and will give you more news of progress in the next issue.

PULMAN's policy work doesn't stop there. PULMAN has given presentations at a number of major conferences during the last few months including IFLA and EVA London and organised its own meeting of European-level cross-domain organisations in June. In addition, PULMAN is in discussion with the NAPLE network (representing national public library authorities in a number of European countries) about future co-operation and participated in its conference under the Danish EU

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Presidency in Copenhagen in early October. We will pick up the strands and possible directions of some of this policy work in the next issue of PULMANExpress. In the meantime, Jens Thorhauge provides an overview of the way in which NAPLE intends to develop its role and activities. Eoin McGrath also provides an update on progress with the PULMAN Registry of Distance Learning Materials

Training attachments took place during September for 40 public library managers from East and South Europe. They were held in Centres of Excellence in Denmark, Finland, Greece and Slovenia. Each of the participants is committed to spreading the news about what they found on their return home. Having been part of the Greek event myself I can vouch for the impact! More in the next issue.

The PULMAN network was formally extended by ten new countries in June with the commencement of the

PULMAN-XT support measure, funded under the 8th Call of the IST programme. It is a great pleasure to bring some of the EU's important neighbours into the PULMAN Network. They will carry out 'mainstream' PULMAN activities such as Guidelines translations, national workshops, training attachments ...with the addition of one or two new ideas. More information is provided in my article below.

Inevitably, we are thinking in terms of which aspects of the work of PULMAN might provide a suitable basis for development under IST FP6, for which the workprogramme is now at an increasingly advanced stage of development. PULMAN was successful in its bid to organise a workshop at the IST Conference in Copenhagen and in conjunction with the Cultural Heritage Applications Unit at DG INFSO we invite you to attend this workshop on "The Business of Heritage - from Local to Global" on 5 November at 16.00. We hope that this event will have a significant impact on thinking in terms of priorities for FP6. The developing programme for this event can be seen at <http://www.cordis.lu/ist/ka3/digicult/events.htm> - ECNovember

This issue is completed by interesting articles on the public library situations in Denmark and Turkey by Rolf Hapel (Aarhus) and Bulent Yilmaz (Turkish Librarians' Association). Remember that you can find updated information on public libraries in most European countries now in the PULMANWeb Country Profiles section!

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## PULMAN-XT

The PULMAN Network is growing! The proposal to extend the PULMAN Network to countries bordering the European Union and its candidate states, favourably evaluated under the 8th Call of IST FP5, was contracted on 15 June 2002. With the extension, the PULMAN Network is strategically placed to stimulate and promote best practice in digital services and practices of public libraries and cultural organisations at the local and regional level throughout Europe and in neighbouring countries.

The new countries involved include Russia (Mayakovsky Public Library, St Petersburg) and Turkey (Turkish Librarians' Association) as contracted partners and a

number of other countries represented by Country Co-ordinators (Albania, Belarus, Bosnia Herzegovina, Croatia, Macedonia, Moldova, Montenegro, Yugoslavia and Ukraine). Details of individual Country Co-ordinators are available through PULMANWeb.

PULMAN-XT will run for 14 months and will enable the new countries to benefit from the work of PULMAN in addition to ambitious new activities. Activities and Plans for the PULMAN Network Extension Members are to:

- ✓ Translate the PULMAN Guidelines into their national languages;
- ✓ Participate in the PULMAN Policy Conference in Portugal, targeted to senior policy makers, practitioners, and national representatives of public libraries, museums and archives, with an agenda to build scenarios for future co-operation and cross-sectoral strategies;
- ✓ Nominate participants in a further range of training workshops on innovative practice for public library managers to be held in PULMAN Centres of Excellence during the Spring of 2003;
- ✓ Develop research capacity in the local cultural services sector in each PULMAN-XT country supporting interest and capability to participate in future EU research programmes (e.g. IST FP6). A series of seminars will be held during Autumn 2002 in the PULMAN-XT countries to explain the possibilities for participation in FP6 and to encourage those active in research and development to consider the relationships between national programmes, IST and the priorities of the e-Europe action plan
- ✓ Embark on an ambitious new programme of institutional mentoring and twinning between public libraries within the PULMAN-XT 'region' and between them and the other PULMAN countries.

The PULMAN Network members who are partners in PULMAN and will help to make the 'bridge' with PULMAN-XT are: MDR Partners (UK, Co-ordinator), Helsinki City Library (Finland), Oton Zupancic Library, (Ljubljana, Slovenia), Veria Public Library (Greece) and EBLIDA, as a subcontractor.

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## The PULMAN Guidelines

The First Edition of the Guidelines is now available. The Guidelines are intended to point the way to providing services in the digital era for public libraries working together with other cultural institutions at the local level.

Following the successful Evaluation Workshop in Helsinki in February this year, which gave rise to numerous suggestions for improvement and refinement, revised drafts of the Guidelines in English have been produced by the individual topic authors from all over Europe. These in turn have been further edited and revised in order to finalise the First Edition. PULMAN and PULMAN-XT Country Co-ordinators are now organising translation into more than 25 languages.

The English versions have already been seen by reviewers appointed by the European Commission and have been described as "an extremely useful potential resource to Europe's public library community, particularly in those regions where services are developing from a lower base." They already represent a large input of thought, research, consultation and effort from everybody involved, but the process of honing them for maximum usefulness will need to continue.

From now until mid-December 2002 there will be a review period during which several further processes will affect the final form of the guidelines:

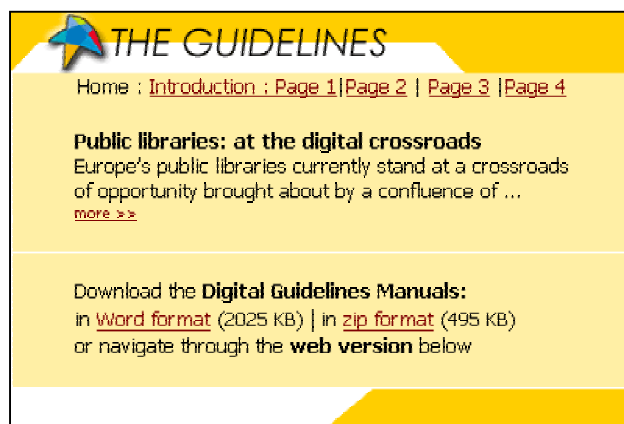
1. The country co-ordinators will launch the Guidelines to policy-makers and practitioners in their countries, especially through 37 national workshops or seminars which are being arranged under PULMAN and PULMAN-XT this autumn. The process of analysing the outcomes of the national workshops is to be carried out by EBLIDA (see article by Margo de Groot in this issue of PULMANExpress). Issues and comments raised at the workshops will feed back into the process of further refining the Guidelines.
2. National language versions of the Guidelines will also be made available through national websites, linked to PULMANWeb and comments invited.
3. We hope the availability of the PULMAN Guidelines on PULMANWeb (now in Word, zipped and html formats) will stimulate the whole community of Europe's librarians, curators, archivists and other parties interested in the delivery of local services, to provide critical comment and feedback. In particular we would like to know:

- ✓ Have the Guidelines covered the right topics and brought out the right issues?
- ✓ Is the guidance useful?
- ✓ Are the Guidelines relevant in all countries where the PULMAN network is active?
- ✓ Are there examples of good or innovative practice which we should be highlighting but have not?

4. Comment will be invited from experts on specific aspects of the Guidelines.

An email form is provided on PULMANWeb for readers of the Guidelines to use to send their comments to the PULMAN editorial team. Or e-mail them direct to [rob.davies@mdrpartners.com](mailto:rob.davies@mdrpartners.com). We would encourage you to comment before the end of November 2002. At that point the review will be finalised in order to allow time for the redrafting work which will be necessary to prepare the Second Edition of the Guidelines in time for the Policy Conference in Oeiras, Portugal on the 13/14 March 2002.

Should the Guidelines prove to be as valuable resource as we hope, it will be important to find a way to keep them up to date once the PULMAN funding period is over. The management of PULMAN is currently giving serious consideration as to how this sustainability can be achieved. We hope to have more news in the next issue of PULMANExpress.



PULMANweb: <http://www.pulmanweb.org/DGMs/DGMs.htm>

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## Time to talk of many things: The PULMAN national workshops

It is time for the PULMAN national workshops! In this article, we discuss the idea behind the national workshops. There is also an overview of the schedule of the national workshops per country. The first workshops have already taken place and all will be completed by mid-December.

The format and goals of each National Workshop is flexible. Some are stand-alone events, others have been combined with other PULMAN activities such as the Training Workshops and others still incorporated within important national conferences or public library events. Country Co-ordinators and their national support groups are arranging the type of event which they feel will work best and address the current situation in their own country.

The first edition of the PULMAN Guidelines (in English) on digital public library services is now ready and available through PULMANWeb. The Guidelines form a powerful tool for identifying key policy issues, as well as a practical guide to best practice and service implementation. They are currently being translated into around 25 European languages. See the article by Mary Rowlatt and David Waugh in this issue of PULMANExpress. A major purpose of the national workshops is to launch, promote awareness and use of the Guidelines by policy makers and practitioners.

In some countries, the national workshops present an important opportunity to move forward the debate on public library strategies in the age of digital services. Elsewhere - perhaps especially in countries where it has proven difficult to make this kind of progress to date - workshop programmes received so far point to a mounting interest in identifying areas of real co-operation between museums, archives and public libraries at local level,

The outcomes of the workshops will also be a major source of content for the PULMAN Policy Conference in Oeiras, Portugal next March. The temperature at EBLIDA will go up considerably towards the end of this year when all the workshops will have taken place and our job is to analyse the twenty-six workshop reports plus eleven more from PULMAN-XT. A common report format has been sent to Country Co-ordinators to enable an analysis of the issues which are raised and the activity which is underway.

A table of dates for the National Workshops is provided below. Contact your Country Co-ordinator for more information.

Country	Date national workshop
Belgium	21 November 2002
Bulgaria	2-5 October 2002
Czech Republic	3,4 or 5 December 2002
Denmark	14 November
Estonia	21 November 2002
Finland	23-24 October 2002
France	September or November
Germany	10 or 11 December 2002
Greece	19/20 September 2002
Hungary	4 October
Ireland	December 2002
Italy	21 October 2002
Latvia	10-11 October
Lithuania	18 November 2002
Luxembourg	Start of October
Netherlands	26 September 2002
Norway	28 October 2002
Poland	10-12 October 2002
Portugal	18 October 2002
Romania	10-12 October 2002
Slovak Republic	October
Slovenia	11 or 18 November 2002
Spain	13 December 2002
Sweden	7-8 November 2002
United Kingdom	13 December 2002

### PULMAN-XT National Workshops

Country	Date national workshop
Albania	22 - 23 October
Belarus	25 - 26 November
Bosnia and Herzegovina	4 November
Croatia	15/16 November
FYROM	26 November
Moldova	13 - 18 October
Montenegro	23 November
Russia	27 - 29 November
Turkey	16 - 19 November
Ukraine	15 November
Yugoslavia	21 - 22 November

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## **PULMAN: The conference workshop**

In the last edition of PULMANExpress, we told you that the PULMAN policy conference will be held in Oeiras, Portugal. A lot of progress has been made on the policy conference since the last issue and we are very happy to be able to update you about what's new!

### **Progress on the programme!**

First of all, a date has been decided. The conference will take place on 13 and 14 March 2003, so please mark these dates in your agenda!

An organising committee has been established to plan and assure the quality of the conference programme, involving Teresa Hackett, (EBLIDA), Ana Runkel (Director, Oeiras Public Library and Portugal country co-ordinator), Jan van Vaerenbergh (Director, Antwerp Public Library, PULMAN Network co-ordinator and country co-ordinator for Belgium), Chris Batt (Acting Chief Executive, Resource, UK), Andreas Mitrowann (project leader, Bertelsmann Foundation) and Ariane Iljon (former European Commission). We would like to take this opportunity to thank the members of the committee for their valuable contributions.

Following several rounds of discussion, a draft conference programme is now in place. The draft programme focuses on the creation and delivery of services to the public through public libraries and their local partners in the information age. In short: how to bring e-Europe to its citizens through local institutions. This topic will be addressed both from a political perspective as well as from a practical viewpoint by focussing on case studies, which will be structured thematically.

This means that the conference is aimed at two key target groups. One group consists of high level policy makers, the other group are decision makers working in public libraries, museums and archives. It is hoped that a conference that brings together players working at national and European level to discuss and develop strategies for the delivery of local services, illuminated by examples of best practice at local level, will have a strong benefit on policies for local service delivery.

### **An event for 37 countries!**

Thirty seven European countries will be represented at the conference, bringing together around 200 policy makers and practitioners to debate the delivery of local information services, exchanging information, building partnerships and co-operation. The countries are Austria, Albania, Belarus, Bulgaria, Belgium, Bosnia and Herzegovina, Croatia, Czech Republic, Denmark, Estonia,

Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Macedonia, Moldova, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russia, Serbia, Slovak Republic, Slovenia, Spain, Sweden, Turkey, United Kingdom and Ukraine.

The next step is for each PULMAN Country Co-ordinator is to identify the key players, the "movers and shakers", to take part in the conference, which will be by invitation only. It is essential to identify the right people who can influence the creation and delivery of services through public libraries and their local partners.

How will this work in practice? EBLIDA is providing the Country Co-ordinators with a "toolkit" with all the information needed to go about the task e.g. conference aims & objectives, draft programme, press releases, etc. There will also be advice on who to invite. Country Co-ordinators will be very happy to hear from you with any suggestions.

### **Sponsoring the conference**

While the programme is developing apace, we are turning our attention to the issue of the conference budget. We are very grateful to the municipality of Oeiras who have already committed to supporting the conference in a number of ways. In addition, we are also liaising with companies with interests in the field of libraries and the knowledge economy about sponsorship. If you have suggestions or useful business contacts, or maybe your own organisation or company wants to be involved in the PULMAN conference, then let us know. Sponsorship opportunities range from Euro 1000 to Euro 6500.

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## **What is NAPLE – and do we really need such a thing?**

The acronym NAPLE stands for National Authorities of Public Libraries in Europe. It is an informal network of national library authorities in a number of European countries. NAPLE was formed and named during a European conference hosted by the Portuguese authority during the Portuguese EU presidency in spring 2000.

The network has not however been very active, despite the fact that some of us strongly feel a need for such a network. However, during the occasion of the EBLIDA annual Council meeting in the Hague in May 2002, some of us took the opportunity to try to establish a network

that is a little more formal. The proposal is to establish an association which might run an electronic newsletter and organise biannual meetings, to name a few examples.

The background for forming a network is of course the fast development of libraries in the networked society. We can identify many needs deriving from this development: policies for new services, clarification of changing roles and benchmarking, but there is also a general need for mutual inspiration and exchange of information. My point is that we need these things in an even more defined way. National authorities are in general responsible for policy development at national level and for a general perspective on cultural, educational and information institutions in Europe. It is obvious to me that if we don't need co-operation today, we will most certainly need it tomorrow.

"But we already have co-operation" you may argue. And that is true. There is very good co-operation between the large European research and university libraries through LIBER. There is also strong co-operation between European library associations organised by EBLIDA. And then there are EU funded initiatives such as PULMAN. However, authorities are not associations. And even if at a certain level we have the same goals, I see associations roughly as lobby organisations, whereas authorities are government agencies. As such, their tasks and goals are not the same. Authorities have common interests – at more or less the same level - for example in administration, policy-making, benchmarking, etc. I do not think that NAPLE should aim at an activity level comparable to that of EBLIDA. NAPLE should remain a simple network, but it can only do so if you know the members and how to reach them. And that is actually a problem. In my opinion co-operation with EBLIDA will be a natural thing. But national authorities have a need of their own for exchange of information and co-operation on policy development. This is the need that NAPLE should try to meet.

In October 2002, there will be a European conference, by invitation only, in Copenhagen organised by some NAPLE members and hosted by the Danish National Library Authority. Directors of national library authorities and presidents of the national library associations from all Europe are invited. The purpose of the conference is to discuss the present situation and the future development of public libraries. This will be done on the basis of a short state-of-the-art report. The work on this is now in progress at the Danish National Library Authority.

After the conference, we will organise what is hopefully a founding meeting for the NAPLE association. National authorities and associations as well as regional

organisations from federal states are welcome to attend this meeting as founders – and members – of NAPLE.

NAPLE is not a competitor. It is a new network with its own goals but perfectly willing to co-operate with other organisations where there is a need and a natural opportunity .

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## Registry of Distance Education Resources

The database now contains over 230 entries covering courses of all lengths and types. To date, responses have been received from 18 countries including those where, at the moment, no relevant courses are delivered by distance education. The following languages are represented: Catalan, Croatian, Dutch, French, German, Italian, Lithuanian, Portuguese, Spanish, Swedish and Greek. 145 of these courses are delivered in English and the majority originate in the UK .

The PULMAN evaluators, in June 2002, noted that the development of the registry of distance education resources for people working in public libraries, and local museums and archives is a welcome initiative contributing directly to the enhancement of public library services, with potential European Community-wide impact.

As one of the most tangible deliverables of the PULMAN project, it is most important that the progress made since the end of 2001 in gathering data is maintained. To establish PULMAN as an authoritative source of information on sectoral distance education, the reach of the network across Europe and the local nature of its data-gathering system will be crucial to its accuracy and timeliness.

PULMAN Country Co-ordinators have the job of constantly monitoring the availability of courses in their countries. Distance education is a fast-evolving area and is growing all the time, so this monitoring at local level is essential to keep the registry current and relevant. Please contact your Country Co-ordinator if you know of any relevant resources which are not yet included in the database. (See page 13)

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## The Danish Cooperating Library System

One of the most important concepts in Danish library terminology is: "The cooperating library system". The concept represents a unique construction in international terms, and is based on historical aspects of Danish culture and the tradition of "public enlightenment" and democracy.

The term "cooperating library system" covers a number of positive values connected with the public libraries' work. These are values like - "cooperation is a rational basis, cooperation means shared resources, cooperation is conducted by equal partners, cooperation reduces the risk of conflict".

In Denmark the cooperating library system is currently organised on three levels: local, regional (counties) and national. The pivotal points of cooperation are supply of materials and information between libraries, sharing experiences, and further education within the profession.

### Superstructure

The local level (public and school libraries) takes care of communication in the broader sense, the regional level (county libraries and county centres) carries out superstructure functions for the local level, and the national level (The National Library Authority, The State and University Library, The Royal Library (the national library) and other public research libraries) acts as superstructure for the local and regional level.

The very idea of a cooperating library system is closely related to the public library conception of free and equal access to information and knowledge, an intensified awareness of our cultural heritage, and the strengthening of the individual's creative talents and the ability to read. Whereas before this idea was based on the rather obvious advantages of sharing and exploiting information in a society, which was short on that commodity, it now seems as if the underlying concept of caring is the one being sustained in a time very much affected by an information surplus - or flood.

### History

The idea of the Danish public library has its roots in adult education, dating from the late 1700s when the basis for the state school was created. This was followed by the period in the early 1800s, when the nationalism grew strong and a poet and clergyman, Grundtvig, provided the common people with wonderful hymns, a belief in the combination of Christianity and national romantic history, as well as the important basis on which to build the so

called "folk high school movement" - his "school for life". The public libraries started in the country, not in the towns. In the mid 1800s there were book collections in half of the approx. 1700 parishes in Denmark. By the end of the 1800s some of these "folk" libraries had been closed down, but a modest sum had been entered on the state budget for the establishment of parish libraries. The overall feeling was that these "folk" or parish libraries had been created for the poor - the unenlightened and the unprivileged. The libraries were not really the peoples' libraries as such. The transformation to libraries with a broad common appeal did not occur until during and immediately after the 1st World War, when the first Danish Public Libraries Act was born, and the anglo/american idea of the public library began to extend to the entire population - to the citizens of the country.

### The early coordinating organisations

The first Danish Public Libraries Act in 1920 also inaugurated the first budding coordinating organisations as well as the cooperative structure, which stills exists. The coordinating bodies were the county libraries, the first being established in 1914, and the State Inspectorate of Public Libraries, which became a modern version of Statens Bogsamlingskomité (the National Book Collection Committee). It is interesting to note that these organisations were not cooperations as we know them today. The keywords were authority and coordination, and a considerable amount of this was consultative activity - not a partnership between equals. With sizeable grants from the state, county libraries experienced a veritable boom in their numbers. Their task was to support the smaller libraries by supplying books which they did not hold - and besides to offer advice and supervision.

Another very important aspect was to relieve the pressure on the State and University Library, which since 1902 when the collections were made available for lending purposes had experienced an overwhelming increase in demand.

This was also the period in which the ideal organisation the Danish Library Association (Danmarks Biblioteksforening) was born by an amalgamation of the two associations "Danmarks Folkebogsamlinger" and "Dansk Biblioteksforening". This became to a greater extent a cooperative body, as the association's primary aim was to further the library cause and establish public libraries. This was done through lobbying and attracting attention in the broader sense. In 1927 a white paper on the national library system concluded that "the Danish public library system must be said to have reached the stage where one is entitled to regard it as a unit - stretching from the small parish library to the Royal

Library and the University Library". A myth had been born.

The only important change in this basic structure of cooperation is that more central organisations have emerged.

### **The new coordinating organisations**

The Bibliographic Office of the Public Libraries, which was set up in 1939, was to prepare common catalogues and catalogue cards. In 1963 the name was changed to the Danish Library Bureau, and following bankruptcy in 1991 the Danish Library Centre A/S (DBC) emerged. DBC provides the libraries with a number of bibliographic products and PR material. DBC compiles the National Bibliography and is the general contractor of the DanBib cooperation. Shareholders in DBC A/S are the Danish State and the municipalities' common organisation. A commercial daughter organisation, DBC Media, offers videograms, music materials and multimedia in competition with other commercial vendors.

In 1949 the Bibliographic Office of the Public Libraries opened a department for the binding of books for libraries, called "Fællesindbindingen" (Common Binding). In 1957 it became the Danish Library Binding Centre (IBC) I/S, and today the private company IBC acts as wholesaler to the public libraries. IBC also - like DBC Media - offers videograms and multimedia products. Competition however is fierce in this particular field. Several larger municipal libraries have after tender chosen other suppliers, leaving IBC in a very difficult position, actually rumour has it, that bankruptcy is near.

The independent institution the Danish Repository Library for Public Libraries was established in 1968 and holds a large collection of materials weeded from the public libraries. A few years ago the institution was merged with the State and University library.

In 1984 the independent institution the Danish Central Library for Immigrant Literature was established, which acts as superstructure for the public libraries, making available books and other suitable materials to immigrants. In 1990 the existing National Library for the Blind became the main centre for the public libraries' lending of talking books.

### **Public and school libraries today**

In 1993 legislation was changed, which meant that the services of the public libraries and school libraries were separated. The public libraries are governed by the Public Libraries Act under the auspices of the Ministry of Culture, while school libraries are governed by the Primary Education Act and answer to the Ministry of Education. Broadly speaking one might describe the task

of the public libraries as public enlightenment and that of the school libraries as educational. Cooperation between public libraries and school libraries is rudimentary in most places, but there are some well-functioning exceptions - e.g. the municipalities of Odense and Aarhus - where so-called 'combi-libraries' serving both the municipality and the primary school has emerged and created great political interest. The new library act from 2000 has not changed this picture significant, although cooperation between school- and public libraries is high on the agenda of the Danish National Library Authority and in the municipalities.

### **County libraries and county centres**

Until recently Denmark's 14 counties each had a county library. Following a previous amendment to the Library Act, the state of Denmark - not the county - finances the county libraries. All county libraries are municipal libraries in relation to their own municipality. This means that by far the major part of the total funding for a county library stems from municipal budgets.

The county centres for educational resources are the superstructures for the school libraries and supply educational material for teaching purposes. They are funded by the counties.

An important part of the library act deals with the structure and tasks of the county libraries. But big changes are envisaged in this area. Following the latest Library Act of year 2000 the minister of Culture has ordered a new structure for the county libraries. The total number of regional support libraries has gone down from the previous 14 to 10. The idea is to create a superstructure based on fewer, but stronger regional libraries. This superstructure will mean fewer centres for the distribution of the physical media. Combined with the fact that already now a considerable amount of information is being distributed in Internet-based library services, this will promote a development towards closer, networked cooperation between public libraries. The political discussions on the changes in the structure of county or regional libraries have just ended and the new structure will be put into full force from 2004.

### **Central Organisations**

The central organisations today may be divided into two main groups, namely those with a super structural function as their primary task, and those for which this function is secondary. The first category includes the Danish Library Centre, the Danish Library Binding Centre, the Danish Repository Library for Public Libraries and the Danish Central Library for Immigrant Literature. The second comprises the State and University Library, the Royal Library and the other research libraries.

Some of the central organisations have changed from being cooperating organisations to increasingly becoming professionally managed suppliers in competition with others. This applies to DBC and the Danish Library Binding Centre. Some areas, like for example the compilation of the national bibliography, are governed by contracts with the state, and at the present time the tasks are defined and agreed upon by the individual supplier and the state, represented by the National Library Authority. This construction is rather problematic for two reasons, partly because the state is a shareholder in DBC, which compiles the national bibliography, and partly because this type of task is directly affected by EU-directives on services and therefore will in all probability be put out to tender within a foreseeable future.

### The National Library Authority

The National Library Authority (since 1990 an amalgamation of the State Inspectorate of Public Libraries and the Office of the National Librarian) has had to transform its traditional authoritarian role into a far more advisory capacity. This was mainly due to a financial reform in 1983 when the state decided that the municipalities should receive their fiscal compensation as block grants instead of the hitherto directly earmarked state grants. After this change in the system it was no longer possible to threaten the municipalities with a reduction or even withholding of library grants, if certain conditions were not adhered to. Most people in the library profession still regard the National Library Authority as a safeguard for ensuring that the differences in the Danish library system do not widen, but there is apparently a schism between the expectations from the National Library Authority by the Ministry of Culture and the library profession respectively. The ministry considers SBT's primary functions as preparing legislation, interpreting legal issues and advising the government, carrying out the administration of government grants and public lending right remuneration and coordinating national and interdisciplinary committee work. However, the profession is more aware of SBT's role as mediator in cases of conflicting interests, as a neutral body, who will ensure that justice is done. Many signals indicates that it will be impossible for SBT to continue playing this role in the future.

### The cooperating library system

Apart from the emergence of new "partners" such as the Danish Library Binding Centre, the Danish Library Centre, the Danish Repository Library for Public Libraries and the Danish Library Centre for Immigrant Literature no basic changes have taken place in the cooperative structure, which was defined in the Public Libraries Act of 1920. It means that the public libraries are to carry out public enlightenment a broad sense, supported by the county libraries, which again should

mean relieving the pressure on the State and University Library, the research libraries and the National Library. Apart from the superstructure function those libraries do, of course, perform other tasks which bring them in direct contact with the users, but the superstructure function is undoubtedly the main one. This most traditional and very hierarchical construction has been relevant for a long period. The relevance was of course due to the fact that the cooperation was centred around acquisition, registration and distribution of physical media. The argument in favour of a cooperative construction such as this has first and foremost been based on the need to be able to use a book, purchased in one part of the country for a specific purpose, for another purpose in another geographic area.

There have been no marked changes in the basic ideals of free and equal access to library books everywhere in the country or the right to order books free-of-charge from other libraries.

However, there is very good reasons for contemplating the cooperating library system from another angle, namely the one that considers public and school libraries to be the core of the system - where contact with the users is at a premium.

A reason is that cooperation on materials supply is in fact quite modest. The public libraries' loan requests from the research libraries only represent a minor part of the total lending from the public libraries (0.2 %), whereas the figure for the research libraries' loans to public libraries represents 4 % of their total loans (figures from 2001). With that in mind one might wonder at the continuous protestations of the blessings of a cooperating library system - at any rate as far as the vertical lending cooperation is concerned. The enthusiasm is, of course, closely connected with the qualitative aspect of offering a large number of citizens the information they need, which this kind of cooperation guarantees. The hallmark of a democratic society is after all the free and equal access to information, and without doubt providing the desired material may bring considerable qualitative experiences. But whether these activities in themselves are sufficient to surmount the barriers against free and equal access to information is another matter.

### The big changes

Another reason to take a different view at the cooperating system is the fact that an ever increasing part of the information disseminated by the libraries is digital. As information becomes gradually less dependent on analogue media like books, some aspects of the "cooperating library system" is becoming more of an anachronism. New ideas are emerging. The libraries are no longer only cooperating on localization and distribution of physical media, but also on localization,

validation and distribution of information via the Internet. Right now there are several networked public library services on the Web, all developed and operated by Danish public libraries in network with the aid of funds from the Danish National Library Authority. These are services like:

Library.dk (Bibliotek.dk - <http://www.bibliotek.dk>), a web ordering system that allows a user to access a common catalogue and order a book from any Danish public or research library to be delivered at his nearest public library

Public Libraries' Netguide (Folkebibliotekernes Netguide - <http://www.fng.dk/>), a general subject guide to Internet resources, selected and annotated by librarians from 21 Danish libraries.

Library Duty (Biblioteksvagten- <http://www.biblioteksvagten.dk>), a 24 hour quick-reference and information service.

Dotbot (<http://www.dotbot.dk>), services for children.

Bibhit (<http://www.bibhit.dk/>), a metadata search engine based on the standard Z39.50.

AuthorNet ( ForfatterNet - <http://www.forfatternet.dk>), a website that presents living Danish fiction authors and novelists.

FINFO (<http://www.finno.dk/>), a refugee and immigrant Info system.

Danske Billeder (<http://www.danskebilleder.dk/>), a common database with photos of local history interest.

So the Danish public libraries certainly have adopted the idea of the hybrid library. Four characteristics dominate the library's immediate future: It will be a place offering guidance and access to global information and to collections of various media.

The libraries' tasks will be the classic ones: They must localize, purchase, classify, store, procure and pass on information. But the ways and methods to fulfil the tasks will be modern and implies a shift in focus from building collections and gathering production capital to qualifications development within the libraries' organisations.

Neither the "virtual" nor the "physical" library can exist alone. The concept of the physical library will survive, but it will have the virtual library as a very important component. The local public library has four general roles as centre for 1) knowledge, 2) culture, 3) information and

4) social exchange. The information society will offer the potential to strengthen all of these roles.

Trends in the virtual library:

- ✓ Still more library services can be reached from home via the Web-catalogue, e.g., requisition, renewal, lending status etc.
- ✓ The catalogue/OPAC will be interactive
- ✓ General info from the library via subscribed services based on Web and push technology
- ✓ Specialized services are distributed via www (e.g. Netguides, questions and answers, local history etc.)
- ✓ Distance learning is increasing
- ✓ Electronic full text documents to be delivered via the catalogue
- ✓ Intelligent agents and personalized user interface like "MyLibrary"
- ✓ Metadata

Trends in the physical library:

- ✓ Automated self service
- ✓ Microchips substitute bar codes in the physical media
- ✓ More digital media - physical as well as Netdistributed
- ✓ More networked workstations for the public
- ✓ Broader bandwidth to enable streaming video and music

These developments have the effect that the traditional vertical division into three levels of cooperation is rapidly becoming an old-fashioned way of dealing with cooperative relations. The vertical model only applies to those of the libraries' activities that are based on transport of physical media, while other cooperative efforts would depend on knowledge (human resources) and IT-resources. By using information technology to its fullest potential it is possible to differentiate the libraries' superstructure functions in such a way that larger libraries or other superstructure organisations carry out different tasks, e.g. work following tender and contractual negotiations with the state. The concept of a universal library would have to be discarded at county library level, as has happened at public library level, but on the other hand it is a revitalisation of the old cooperative library system, turning it into a new virtual library. In a socio-economic sense it will be a great relief when it is no longer necessary for 14 county libraries to deal with exactly the same tasks. When the ministerial vision of a smaller number of regional libraries is put into effect, it is likely that the regional libraries not only will be able to maintain their traditional role as supplier of super structural media within the region as before, but furthermore could take on various tasks on a national level. Moreover the somewhat controversial concept of "competition" might well become an incentive for some libraries to engage in development. What remains is that the cooperating library system will continue to exist in the

information society; it might even gain in stature, but it also means that a number of questions regarding the financing of super structure functions have to be solved politically. One of the sources of funding could very well be the saved money that the decreased number of regional libraries will generate.

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## Public libraries in Turkey

### The Organisation of Public Libraries

From 1960 to 1972, the Ministry of Education administered all public libraries. Since 1972, they are operated under the Ministry of Culture, General Directorate of Libraries in Turkey, where the population is around 67 million with 7 large geographic regions and 74 provinces. The General Directorate of Libraries is the largest department within the Ministry in terms of its budget and personnel. Children's libraries, which are operated under the Ministry of Culture, are mainly established within the public libraries. Some children's libraries have their own building, although there has been a recent trend towards having children's libraries within the public libraries. There are also a few municipal libraries governed and financed by local authorities. There are several articles in the regulations of the municipalities regarding the establishment of public libraries.

Public libraries are largely financed by the central government. However, the city private offices provide some financial aid to the public libraries. Most of the local authorities support the Ministry of Culture by providing the library buildings. The last protocol approved by the Ministry of Education supports public libraries through their personnel. Those people, who are librarians working under the Ministry of Education, have started to work in public libraries.

The position of public libraries in the organizational/administrational structure in the cities comes under the Director of Culture who reports to the Governor. Provincial public libraries have branch libraries, town public libraries, children's library and mobile libraries.

Public libraries provide some services to prisons, care centers, child care institutions, camps, etc. Mobile libraries reach the rural and remote areas where public libraries do not exist.

Some statistical data on public libraries in Turkey for the last 5 years are as follows:

Year	No. of Libraries	No. of Books	No. of Users	No. of Members	No. of Loaned Books	No. of Staff	No. of Mobile Libraries
1996	1260	10 899 127	22 523 449	1 004 681	4 507 508	3285	72
1997	1310	11 296 391	23 121 725	970 316	4 707 687	3162	70
1998	1343	11 398 444	20 515 171	498 180	4 130 219	3212	70
1999	1373	11 930 929	20 732 712	395 723	4 117 786	3067	67
2000	1403	12 181 330	19 903 256	386 790	3 926 314	2923	68
2001	1414	12 399 913	20 987 978	400 482	4 185 569	2878	67

Table 1. Statistics on Turkish Public Libraries ([www.kutuphaneler.gen.gov.tr](http://www.kutuphaneler.gen.gov.tr))

As can be seen, the number of users has decreased significantly. This is a result of new statistical methods in gathering the data. Since 1998, only active members who renew their membership at the beginning of the year are recorded as users.

### Public Library Policy

In Turkey, there is no law governing the public libraries. But there are some regulations, most of which were revised in the 1980s, related to the services of public libraries, such as, "Public Libraries Task and Working Regulation" (Official Journal, 21.9.1981, 17465), "Public and Children Libraries Regulation" (Official Journal 19.8.1982, 17789), "Ministry of Culture Archive Services Regulations" (Official Journal, 29.7.1989, 20236) "Ministry of Culture Regulation of Selection of Publications" (Official Journal, 25.3.1998, 23297) "Regulation of Educational and Cultural Activities in Libraries" (Official Journal, 21.9.1981, 17465) "Regulation of Inter Library Lending Printed Books" (Official Journal, 21.9.1981, 17465) "Regulation of Celebrating the National Library Week" (Official Journal, 6.3.1982, 17625).

As mentioned earlier, public libraries are included in the five-year development plans under the headings of "culture" or "education". In these development plans, general attitudes and principles regarding the public libraries are mentioned. But there are serious problems in converting these principles into reality.

The main problem of the public libraries is that they also serve as school libraries, because of the insufficient number of school libraries in most places. Today only 10% of schools have their own libraries. This affects the services, policies and facilities of the public libraries.

Collections of public libraries are developed by the General Directorate of Libraries through central purchasing, according to the "Regulation of Selection of Publications". The Directorate also pays attention to the recommendations made by the public libraries while selecting the materials. Some public libraries have their own public funds/associations supported by the local

people. These funds help them to develop their collections.

### Information Technology in Public Libraries

Public libraries use AACR2 and the 20th edition of the DDC system in general. Cataloguing and classification processes are done centrally at the General Directorate of Libraries Office. A catalogue card is prepared for each item and sent to the libraries regularly.

Although efforts are being made to develop information technologies in public libraries, this is the most problematic area and one of primary concern. However, the "Section of Information Process" within the General Directorate, is working on the transformation of the public libraries into automated libraries. They want to realize this aim in 10 public libraries each year. Up to now, automation has been introduced in 56 libraries. These public libraries use a software program called "Iskenderiye". It was developed and freely distributed by the General Directorate of Libraries. But all services are not yet automated in these libraries. Especially, all catalogue records need to be put in MARC format.

In 2002, the National Library gave all records created for its collection (around 600,000 records) to the General Directorate of Libraries. These records are all in MARC format. The General Directorate of Libraries has a project that aims to create a union catalogue of all publications held at public libraries, including those given by the National Library. Once this project is finalized, all public libraries will be able to access all of their records as well as the Directorate's records.

Today, there are 26 public libraries with Internet connections. With their own efforts, these libraries try to keep their Internet connections up and to create web pages.

The main problems in this area are:

- ✓ Lack of money: Because of insufficient budget allocations, most libraries cannot pay for their Internet connection fees.
- ✓ Lack of staff: There are not enough staff who have the necessary skills to run an automated library.

### Conclusion

Turkey has a centralized public administration. So, all public libraries serve under this structure, as part of this centralized organization. It is well known that all public libraries should be under local authorities. But local authorities in Turkey generally are political institutions, and they do not see the libraries as a support in the election arena. So, they do not put any value on having libraries as local organizations.

There are four librarianship departments at the university level in Turkey, and the average number of graduates is

150-200 per year. So, there should not be a problem in finding qualified people to recruit to public libraries. We hope that the national policy or strategy in the librarianship field will solve this problem.

Turkey is a cradle of information and civilization from the antique period. It has a very dynamic and educated young population. Therefore, public libraries must become important and functional institutions by reforming them immediately. We believe that the PULMAN project will help us in achieving this big goal.

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## NEWS & events

### The Greek National PULMAN workshop

The Greek National PULMAN workshop was held successfully in Veria on 19/20 September as part of an International Workshop on: "The Role of Public Libraries in the Information Society", supported by the Ministry of Education and the Centre for the Book. More than 200 participants attended the workshop. Ian Pigott from the Cultural Heritage Applications Unit of the European Commission IST programme was the keynote speaker (A European Agenda for modern Public Libraries Services) and Rob Davies presented the 'PULMAN guidelines on emerging policy and practice for public libraries and local cultural institutions.

*For more information visit:  
[http://www.libver.gr/gr/conf2002/public\\_en.htm](http://www.libver.gr/gr/conf2002/public_en.htm)*



*Photo from the International Workshop: Veria, Greece*

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## PULMAN at the IST2002 Event: 4-6 November, Copenhagen



We invite you to attend the workshop on “*The Business of Heritage - from Local to Global*” on 5 November at 16.00 organised by Cultural Heritage Applications Unit at DG INFSO. We hope that this event will have a significant impact on thinking in terms of priorities for FP6. For more details visit: <http://2002.istevent.cec.eu.int>

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## Editorial info PULMAN *express*

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## Registry of Distance Education Resources

**The PULMAN Online Database of Education Resources**

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The database is a resource for people working in the public library, museum and archive sectors. It acts as a gateway to courses of study offered via distance-education means and has been compiled and endorsed by the PULMAN consortium in accordance with agreed determinants and criteria.

Visit PULMANweb at:  
<http://www.pulmanweb.org/database.asp>

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