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Editorial

PULMAN to CALIMERA

PULMAN and PULMAN-XT completed their periods of activity funded under the European Union IST programme in mid-August. This issue of PULMANExpress concludes what has, to say the least, been an active and in many ways exhilarating period of more than two years, in which we would like to think that PULMAN has made a strategic impact on the process of moving public libraries and local cultural services into the digital age and to understanding the future research and development needs in this sector. In this issue of PULMANExpress you can read a summary of the assessment of the reviewer appointed by the European

Commission to evaluate the work of PULMAN (page 2).

The PULMAN Network has necessarily turned its attention to the best way of exploiting the results of the project and to considering how key resources developed in PULMAN can be sustained. As part of this process, a proposal was prepared for a Co-ordination Action called CALIMERA under the First Call of FP6 with the intention of exploiting and developing the platform created by PULMAN for local cultural services in the context of the priorities of FP6. In doing this, we have been specially attuned to the

developing priorities of the proposed Community Memory Call in the Cultural Heritage area of IST, planned for 2004.

I am very happy to say that CALIMERA was favourably received by the independent evaluators which the Commission appoints to review proposals. Contract negotiation with the Commission is currently well underway and we hope to begin work towards the end 2003, if all goes to plan. CALIMERA will continue to involve many participants from the PULMAN Network, whilst expanding that network to include participants from local archives, museums, industrial suppliers and national authorities responsible for local services. CALIMERA will be co-ordinated by Lisbon City Council Department of Libraries (Câmara Municipal de Lisboa - Departamento de Bibliotecas e Arquivos) and managed by MDR. A fuller summary of the goals of CALIMERA is provided on page 4.

A major output of the PULMAN Conference, held in Oeiras Portugal, during March 2003 – and reported extensively in PULMANExpress Issue No 4 - was the Oeiras Manifesto. There was a strong view, expressed at the Conference, that the potential of the Manifesto's 10-point Action Plan to be used for monitoring and

benchmarking progress by local cultural organizations in providing good digital services to their users should be optimised. The PULMAN team has therefore developed and distributed a monitoring instrument and has asked country co-ordinators to administer this in each country of the PULMAN Network. This monitoring process is described in more detail on page 3 and can be seen in full on PULMANWeb www.pulmanweb.org, together with the Oeiras Manifesto and Action Plan.

The issue concludes with a series of brief reports on positive developments in digital public libraries from the PULMAN co-ordinators in Greece, Poland, and Serbia and with a report from Bangladesh on developments in public libraries. It is very pleasing to everyone involved with PULMAN to be able to say with apparent justification that PULMAN has helped to bring about positive change in these and a number of other countries.

On behalf of Jan Van Vaerenbergh, PULMAN co-ordinator, myself and the whole PULMAN team, I would like to thank you for interest and contribution to the PULMAN network. We look forward greatly to continued communication with you through CALIMERA.

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PULMAN – how did we do?

A Review of PULMAN took place at the time of the Oeiras Conference in March 2003. The comments of the reviewer were in general very positive about the work of The PULMAN Network.

A number of recommendations were made, specifically with regard to the need and potential to exploit and sustain the PULMAN network and its work. These were the subject of specific response from the PULMAN Management Board, which were accepted by the Reviewer with further encouragement to persist in finding a sponsor/publisher of the Guidelines.

The reviewer remarked on the excellent quality of the PULMAN Documentation, in particular the Guidelines, which he considered

‘outstanding, constituting ‘an indispensable encyclopaedia of expertise and direction for public library managers throughout Europe and beyond.... unique in their range, depth and direct applicability to public library service delivery. They will undoubtedly become an essential tool for public library managers everywhere’.

[Note: The Second Edition of the Guidelines has been published in full in The New Review of Library and Information Research. Volume 8, 2002 by Taylor Graham. Translations are proceeding into most European languages. It is planned that expanded Guidelines for local digital cultural services will be produced during CALIMERA.]

His further assessment was that the country profiles, workshop reports and other related documentation have been produced to a very high standard and also represent an enormous range of relevant information for policy makers. They will be of use in supporting benchmarking and comparative service analysis. He additionally commented that the various events organised by the project appeared to have been well organised, enjoying high participation and very significant impact.

The project was seen as being in full compliance with the workplan, with each partner contributing as planned - in many cases beyond what was originally committed. PULMAN was rated an extremely well planned, organised and managed project in which the project Manager, Coordinator, and administrative staff generated and sustained a high level of commitment from an extremely professional and skilled consortium. The coordination and motivation of the Country Coordinator network was considered highly successful and the contribution of the Country Coordinators themselves exceptional.

The project's technical achievements were described as being amongst its most significant. PULMANWeb was considered to have achieved a high standard of organisation, as a gateway allowing easy access to all of the relevant information relating to the project. He

recommended that the site should be maintained for as long as possible as the single point of access to all of the project deliverables and should be preserved in tact as from the end of PULMAN-XT for future availability.

The PULMAN Express newsletter was considered to have been produced to a very high standard, ranking as one of the most informative and well-produced project newsletters which this reviewer has seen. It was recommended that serious consideration should be given in the exploitation plan to the sustainability of a similar publication which serves the PULMAN aims, directed at European public library managers.

In summary, the reviewer concluded that one of the original stated aims of the PULMAN project was that 'By...May 2003, PULMAN will have set the agenda for the next generation of local public cultural institutions, making an important contribution to the overall goals of e-Europe and setting the scene for a new style of public library.' The project was congratulated for making a major contribution to these areas and for strengthening significantly the support infrastructure for the development and promotion of cultural heritage in Europe.



Monitoring the PULMAN Manifesto

The PULMAN conference called upon Ministers, policy makers and practitioners at national and local level, within a specified timeframe to implement a ten-point Action Plan. A monitoring tool has been developed to assist to assist the tracking or progress towards that goal on an annual basis, throughout the countries of the PULMAN Network.

This instrument PULMAN offers country-coordinators six statements numbered 0-5 under each of the 10 Action points and are asked to circle the one description which in their opinion is closest to the current situation on their country for each point in the Action Plan.

In making this judgement they are asked to:

- discuss the situation with members of their Country Support Group and other experts and officials, as appropriate;
- take into account the whole context of the Oeiras Manifesto, in which the Action Plan has its setting.

In addition, country-co-ordinators are asked to supply a brief 'statement of evidence' for drawing their conclusion under each point in the Action Plan and to add other comments as they wish.

The Monitoring tool can be found on PULMANWeb at [1] with the Manifesto in full, now available in over 20 languages [2].

¹ http://www.pulmanweb.org/documents/PULMAN_Manifesto_monitoring.doc

² http://www.pulmanweb.org/news/PULMANconference_manifesto.htm

The OEIRAS Manifesto – 10 point action plan: a recap

1. Establish strategies, which utilise and develop the skills and infrastructure of Europe's comprehensive physical network of public libraries, archives and museums in order to develop their full social, cultural and economic potential.

2. Identify national and local funding priorities in support of key activities such as providing access to electronic resources and the Internet, digitisation, piloting new services, ensuring an adequate technical infrastructure, including broadband connectivity where feasible and the adoption of common standards.

3. Consider the establishment of cross-domain agencies and inter-ministerial co-operation for co-ordinated policy making within the cultural heritage sector (public libraries, museums and archives).

4. Develop effective partnerships between the local cultural heritage sector and other key economic and social sectors (e.g. education, employment, tourism, community organisations, etc) to facilitate re-engineering of local services, as well as cost-effective provision and management.

5. Provide interactive access to content through state-of-the-art, multimedia digital resources documenting local history, literature, art, music

and community interests, packaged where appropriate as learning resources.

6. Support the development of centres of excellence to stimulate take-up of good practice, where necessary as a starting point for wider implementation of innovative services.

7. Implement staff recruitment and training policies, including adequate salary and conditions, to provide the capacity and skills to deal effectively with user needs e.g. learning support and the use of Information Society Technologies.

8. Monitor the changing needs of users as a part of evidence-based policy development and investment planning.

9. Measure and evaluate services on a regular basis, especially those involving new technologies, and establish benchmark criteria to assess the impact and outcome of investment.

10. Propose research and take-up activities at national or European level based, where appropriate, on partnerships with support organisations and private sector companies including those skilled in information access, content building and digitisation.

CALIMERA – a Co-ordination Action under IST FP6

The CALIMERA (Cultural Applications: Local Institutions Mediating Electronic Resource Access) proposal was submitted under the First call of the Sixth Framework Programme of IST (FP6). The proposal was favourably evaluated and contractual negotiations are now underway with a view to its funding and commencement towards the end of 2003.

The overall objective of CALIMERA is to ensure that local cultural institutions right across Europe are well-placed to benefit from and contribute to the goals of the new RTD framework programme 2002-2006 in enabling 'anywhere, anytime, natural access to IST services for all' through provision of advanced

and intelligent systems which improve access to Europe's knowledge and educational resources and generate new forms of cultural and learning experience, helping establish a stable pan-European infrastructure for distributed repositories of digital content and community memory within 5 to 10 years.

The goals of the FP6 IST cultural heritage research workprogramme are of key significance for local institutions (public libraries, museums and archives). Equally, they can play a vital role in achieving those goals by applying innovative technologies and strategies from the priority research areas and transforming them into helpful services which can be easily used by

ordinary citizens in their everyday lives. If they are to be centrally involved in future IST calls addressing community-based cultural heritage services, local cultural institutions need to identify a solid basis for their own R&D priorities, backed by an analysis of the issues which deserve European support.

The 18-month CALIMERA Co-ordinating Action will monitor technical developments and solutions already emerging from IST and national research and assess their potential as widely transferable technologies for use by local institutions. It will co-ordinate and sensitise the stakeholders including professional networks, national and local authorities and industrial players, laying the groundwork for participation in future calls

Building on FP5, CALIMERA will increase sharing of best practice, mobilising and adding European value to IST-based national

programmes, producing guidelines and benchmarking tools with a special focus on the needs of local archives and museums and addressing the needs of the end user by identifying a framework for focused research on usability/ease-of-use.

This vital co-ordination and preparatory work will be underpinned by a high-impact dissemination programme targeted at decision-makers, managers and professionals, including a portal website providing access to best practice, relevant research and innovative solutions.

Finally CALIMERA will develop the agenda and working structures for collaboration on local services with Europe's research partners globally and nurture the involvement of the Balkan States which may be the next candidates for EU membership.

PULMAN Library Association Twinning

Library Associations across Europe are reminded of the opportunity enabled by PULMAN's Twinning Market [3] to strengthen their work by joining up with another library association to establish more formal bonds of co-operation and mutual assistance, supported by a longer term action plan in which the specific areas of

twinning and action between the partners are outlined.

The first twins are already being born and EBLIDA, the PULMAN partner responsible, is happy to advise on procedures.

³ http://www.pulmanweb.org/news/news_PULMANtwinning.htm

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Developments in public libraries in Warmia and Mazury Province (Poland)

The Public Provincial Library in Olsztyn undertakes activities to create conditions for access to information, to training, education and the development of democracy for everyone in the Province.

During the years 1997-2003 cultural projects were realised with the objective of enhancing of the role of culture and cultural heritage as factors in the development of the Province. The Library also participated in two European projects: PLACCAI (www.wbp.olsztyn.pl/placcai) and PULMAN.

The most important current activity is to create a modern information network between the public libraries in our Province. The organisational part of this task has just been completed. Thanks to financial support from government, 117 main libraries in towns and communities received computers with utility software and Internet access under the project BIS – Library Information Training Network. An important part of this project, was also computer training for librarians from all participating libraries.

It is now planned to expand the network to cover all branches with similar computer facilities to those mentioned above. The concept of the project prepared for this purpose called KISS – Culture Information Success was accepted within the programme “Polish regions in the European cultural space” organised by the National Cultural Centre (commissioned by the Ministry of Culture). It was selected as one of five best projects in Poland for public presentation on a higher national political level. If this succeeds all public libraries and branches in the Province (358) will become Public Internet Access Points.

Some related activities have also been implemented. All libraries realising project BIS at the same time started creating local information database services (project BIL – Local Information Database) which meet the requirements of the Polish laws on public information access.

Provincial library in co-operation with District Board in Olsztyn leads a project called: District Public Virtual Library. The main objectives are to create a public libraries district network, a common computer catalogue, and to organise an

inter-library loans system. This idea is going to be implemented in other districts of the Province.

A range of training, especially in computers, Internet, utility and library software for professionals from all public libraries in the Province is also organised. A renovated main provincial library with automated lending system and free access to the Internet is also imminent. Modernised libraries across the whole Province are becoming centres of fresh and innovative action.

These activities of Olsztyn Library are seen as an example of a good work for other libraries in Poland. This is also an effect of knowledge and experience gained while completing the European projects: PLACCAI and PULMAN. We would like to thank all PULMAN people for their inspiring co-operation. We hope that CALIMERA project will unite us once more and new work will inspire us to further innovative actions.

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PUBLIC LIBRARIES IN SERBIA: BETWEEN THE PAST AND THE FUTURE

The Serbian public library system includes 155 main libraries with 400 branches (excluding Kosovo). They serve a population of some 7.6 million people (excluding Kosovo), of whom, 430.000 (according to the data from the year 2000) are users. Therefore, only about 5-6% of the population are members of public libraries. The main reason for such a high number of non-users is the belief that libraries are a place to come to find a book and to satisfy one's needs for culture and entertainment, not to get other basic information.

The majority of libraries are designated for both adults and children, with standard service hours 6 days a week. Most public libraries are organized on a similar basis of departments and services: a loan department for readers, with separate collections of reference and professional books for use only within the library; a children's department; local collection; and a service for the cultural and publishing activity of

the library. Classification is by UDC and the ISBD are used.

Organisationally, this involves a system of 24 main public libraries at the centre of a network, with a hierarchical structure. At the top is National Library of Serbia in Belgrade, the legal deposit library and central library of Serbia. For example, the City Library of Belgrade is the central public library for all municipal libraries in Belgrade (16, 13 in the libraries' own network and 3 external to it) and for about 250 school libraries in the capital City. Full information on administrative, financial and legislative issues is included in the Country Profile on PULMANWeb.

In Serbia libraries are in three centuries at the same time. Only a few are prepared for 21st. century. However, automation is in progress and the library system is in general in a phase of reconstruction. Libraries in Serbia began creating web sites in 1996. There is a common web site covering almost 50 public libraries from across

Serbia. The www.biblioteke.org.yu portal can be accessed through the UNESCO Libraries Portal and on www.pulmanweb.org.

Other important projects currently underway include:

VIRTUAL LIBRARY OF SERBIA

www.nbs.bg.ac.yu

VLS (Virtual library of Serbia) is a national project to introduce an integrated library system and services and create a shared catalogue. In the first phase, four main centres are being networked: National Library of Serbia (Belgrade), University Library "Svetozar Markovic" (Belgrade), Library of Matica srpska (Novi Sad) and Yugoslav Bibliographical Institute (YUBIN, Belgrade). In the second phase this will be spread to other university and faculty libraries in Serbia, and in the third phase public libraries will join. The project also includes activities for digitisation and the education of librarians. The VLS Center is in the National Library of Serbia.

BIBLIOTEKA PLUS

www.bibliotekaplus.com

Biblioteka + is a training center for continuing education for librarians involving a package of programmes intended to support the creation of modern librarians and libraries, the only one of its kind in Serbia. It is also based at the National Library. The curriculum includes management and marketing in libraries, strategic planning, project management, intellectual freedom, problems of copyright in the new electronic environment, digital libraries, new standards and protocols for exchange of electronic documents.

Balkan Library Net

www.balkanlibrary.net

This portal site, focused primarily on the development of cooperation between Balkan libraries, was created during the Second Meeting of librarians of Balkan countries and is hosted in Belgrade by Internet club/library sector and the non-government organisation Libraries without borders. It contains information about meetings of Balkan librarians, some useful links about national libraries from the all countries in the region and Balkan Pulman place, with links to all countries involved in the Pulman and Pulman XT project.

Web portal www.kultura.org.yu

The new project of the Internet club Library sector and LCP (Library consulting partner) plans to be the main gateway to all public libraries, museum, archives and other cultural institutions in Serbia.

www.biblioteke.tv

This is a trial program that will take over the entire design of the fourth anniversary of the first virtual library net in Serbia. Its aim is to provide an audio-visual introduction, publicly accessible at all times, to the happenings in Serbian libraries. This new site of is hosted on the server RealONE Player.

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Public Libraries in Greece: new developments

There are 45 Public Libraries in Greece financed and supported by the Greek Ministry of Education. The libraries are located in main cities across the country. Twenty six of these libraries are characterized as "Central" offering expanded services through bookmobiles, to the whole prefecture that they belong to. Bookmobiles visit remote areas and small rural and island communities. The 32 book mobiles travel across the country serving approximately one thousand small rural communities. The book mobile project has been financed by E.U and the national budget.

As Greek Public libraries developed the need to modernize legislation and expand scope and services arose. As a result, Greece had issued a new Library legislation in June 2003 which addressed the Public Library's role in the information society, the use of new technologies and the importance of services to the community. A new set of "Guidelines" for Public Libraries followed that emphasized the importance of Children's departments, multimedia sections and library's involvement in the cultural and community programs.

As part of library development and restructuring, three projects were put into action: a) the creation of electronic information stations within libraries. There are offering internet access to the public; also they provide information on educational, cultural, business, sports and entertainment issues at local, prefecture and national level. b) the creation of a web portal where around 60 public libraries (state and municipal) will have section providing information about their institutions, the local community and government information and c. the wireless network between central libraries and Mobile libraries, which at the moment are visiting remote areas. In that way, people who

are using those services will get also access to Internet and new technologies. All three projects are financed by the E.U. "Information Society Program". That program is the main vehicle through which library image is changing: from a traditional institution to a dynamic information organization.

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Public libraries in Bangladesh

Present Scenario: In Bangladesh there are mainly two types of public libraries from the administrative and management point of view, viz. Government and Non-Government Public Libraries.

Non-government public libraries movements started with the establishment of four public libraries in the year 1854. The government public library started its journey with the opening of Bangladesh Central Public Library in 1958.

A. Government Public Libraries: under the Department of Public Library the following libraries are run:

1. Sufia Kamal National Central Public Library (Formerly Bangladesh Central Public Library) – 01
2. Divisional Central Public Library – 03
3. District Library – 60
4. Branch Library – 04

Total = 68

B. Non-government Public Libraries – 1603 (Library Directory, 2003 Bangladesh National Book Centre)

Government Public Libraries: In Bangladesh, the total number of government public libraries is 68. But, all of these have not the same facilities in terms of infrastructure and other aspects.

Non-Government Public Libraries: The real picture of non-government public libraries, except for a few, is not satisfactory at all. Most of the non-government public libraries open for 3-5 hours in the evening. Very few library personnel are trained, most of them part time basis. These non-government public libraries are partly financed by subscription, partly by government grants and not fully by the local authorities. The collection of these libraries varies considerably from libraries to libraries. The librarians of non-government public libraries have no fixed scale and they do not enjoy any government benefit as in the case of teachers of non-government educational institutions.

Technological facilities in public libraries: The tremendous growth of Information & Communication Technology has opened the door for the libraries to make use of technological facilities for the betterment of user services. But, even today public library both government and non-government public libraries are unable to establish a fully-fledged division of Information Technology. For this reason, users are not fully satisfied because they need more up-to-date and instant information that can be obtained by using IT components. At present, government public libraries have 18 computers. From these, 7 computers are available at Sufia Kamal National Central Public Library and the rest of these are in different district libraries. Non-government Public libraries in Bangladesh have no Technological facilities.

Problems of Public Libraries in Bangladesh:

Different types of critical problems have weakened the gradual development of public libraries in Bangladesh. In the following we will see the most common problems that effects public libraries total activities:

1. Lack of trained library personnel and training facilities
2. Lack of recognition of the necessity of libraries and library services in a social environment
3. Poor status of librarians
4. Technological backwardness
5. Unskilled and shy librarian
6. Lack of funds
7. Lack of proper planning
8. Shortage of space and equipments
9. Lack of co-operation among the libraries and lack of cooperative spirit among the librarians
10. Lack of standards for public libraries
11. Lack of uniformity in pay scales, Poor gradation and irrational structure
12. Lack of international cooperation
13. Administrative problems

Public library development is essential for any civilized nation. The public library can be one of the most powerful social institutions to develop nationwide educational and cultural activities. The following are the suggestions for the development of public libraries in Bangladesh:

1. The Government of Bangladesh should allocate sufficient funds to support the Government public libraries as well as non-government public libraries. It may be noted that in the year 2000-2001 only 0.15% was allocated from the total budget of education for govt. and non-government public libraries. But, the allocation in this sector must be at least 5%.
2. Government should generously allocate funds for the establishment of non-government public libraries.
3. Library and information science teaching and training institutions should introduce different types of training programs for unskilled library professionals. The training programs should include basic things such as cataloging (both manual and electronic), classification, bibliography, indexing and abstracting, electronic information delivery, public relation,

e-mail, Internet, so that the unskilled library professional can handle information efficiently.

4. The library associations of Bangladesh should organize seminars, workshops, etc. to create awareness among librarians about the current development and technologies in library field.

5. The government can open library and information science department in different government and private colleges and universities to build up more efficient library professionals. It may be noted that only two government universities are running the library and information science course (both Honors and Master degree).

6. For smooth management of libraries proper rules & regulations should be formulated as soon as possible and standards should be maintained.

7. International cooperation is a must in library field. The government and the library authority should contact with the international body for the development of the libraries.

8. The rank and status of librarians and information professionals should be elevated and for this purpose government should take proper initiatives as soon as possible.

9. Government should establish public libraries as much as possible and should assists private initiatives in establishing public libraries.

10. Government and concerned authority should cooperate each other for the development of library sector.

Conclusion: The library field has been neglected from the very beginning of library movement in Bangladesh. The librarian, the concerned personnel do not get their legal status and facilities. For this reason, they are not active in their field. This problem impedes the gradual development of libraries in Bangladesh. But, these problems are not so serious that they cannot be resolved. To resolve these problems including others, government and library authority should take necessary initiatives as soon as possible.

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Editorial PULMANexpress info

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www.pulmanweb.org/news/register and fill in the on-line form.

PULMAN Express will be also available on-line on the PULMANweb server at:

www.pulmanweb.org/news.

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