

[length about 300 words]

5 Describe any evaluation or impact assessment frameworks in use at national, regional or institutional level which are relevant to learning through public libraries

- Summarise the results of any data collection exercises which have used these frameworks.
- Attach or send URLs for any reports or statistical outputs which make use of this data

At the national level the best URL source is Finnish Library Statistics
<http://tilastot.kirjastot.fi>
(the information is available in English)

One of the Helsinki City Library's Balanced Scorecard indicators is:
- learning of information retrieval: number of participants, number of learning sessions

The annual game plan of HCL includes steps like:
-improving the co-operation with schools
-improving the skills needed in the information society (information literacy)
-personal training of internet and the guidance of internet to different groups (seniors, immigrants etc.)

In addition we have surveys made by different research institutions concerning the use of library services and the impact of the services to the customers.

[no prescribed length]