

## 1 Describe any specific policies in your country at national or regional level which are relevant to the provision of learning services by public libraries

- Say how these policies are disseminated or promoted and by who (government, education or training bodies, local or central government etc)
- Attach or give URLs for any relevant policy documents

### a) for children

- Introducing new activities and developing services in children's libraries; co-operation with authors and with literary organisations, co-operation in SULINET programme, creating and operating user friendly homepages for children, creating blogs for children's libraries;
- Enhancing the role of school libraries as service providers in the areas where access to cultural, educational and information services is limited;
- Ensuring the necessary equipment and learning environment for pupils whose homes cannot provide these facilities satisfactorily.

- **Strategy for IT of Education.** Ministry of Education. – Budapest: OM, 2004. –  
[http://www.okm.gov.hu/letolt/informatikai\\_strategia\\_040326.pdf](http://www.okm.gov.hu/letolt/informatikai_strategia_040326.pdf)

### b) For adults.

- Expanding access to cultural content: providing relevant and fast access to public library services from any part of the country, including access from home;
- Developing public libraries so that they will be able to provide local people with services which will contribute directly to the enhancement of social and labour market activities, and will also assist learning;
- creating multifunctional community centres in order to advance informal learning and to develop collective spirit;
- supporting the dissemination of digital literacy with the help of IT and information resources (teaching people how to use library services in order to assist lifelong learning and their participation in e-society) ;
- digitising and publishing library catalogues and collections, co-ordinated by the national library;
- founding NDA and NAVA points in public collections and community areas;
- enhancing co-operation between public libraries and other educational institutions in order to teach customers the usage of information resources;
- enabling the public or closed groups to take part in accredited courses that ensure qualifications like e.g. the ECDL (European Computer Driving Licence) ;
- training librarians and supporting institutions in this field so that they will be able to assist lifelong learning;

- **Trend of the cultural modernisation** ( 2006. - )

[http://www.okm.gov.hu/letolt/kultura/kulturalis\\_modernizacio\\_iranyai\\_061213.pdf](http://www.okm.gov.hu/letolt/kultura/kulturalis_modernizacio_iranyai_061213.pdf)

- **New Hungary Development Plan** (Új Magyarország Fejlesztési Terv)  
[www.nfu.gov.hu](http://www.nfu.gov.hu)

- **Portál Programme – Strategy of librarianship 2008-2013**  
<http://www.ki.oszk.hu/107/download.php?view.274>

At government level

- publishing different invitations for applications such as TAMOP, TIOP, KMOP, UMVP
- setting up programmes: digitisation, accessibility, Internet fiesta, Telematic projects

**Libraries in the Information Society** : Sipos Anna Magdolna  
(tervek és tevékenységek a wsis 1. és wsis 2. után) – URL:  
<http://feek.pte.hu/feek/feek/index.php?ulink=1328>

Educational and training institutions:

Different actions and programmes, e. g Sulinet, Mindentudás Egyeteme, Mindentanulás Egyeteme, Összefogás a könyvtárakért

E-learning and LLL programmes

[learning.hu](http://learning.hu); [www.nepfoiskola.hu](http://www.nepfoiskola.hu); [www.lifelong.hu](http://www.lifelong.hu); [uni.sze.hu](http://uni.sze.hu)

[length about 1000 words]

## 2 **Say in general what difference you think these policies have made to the strategies and services public libraries actually offer (and why)?**

Before the 1990s, public libraries had been mostly working without IT and library experts started to familiarise themselves with strategic planning. To form this strategy, the focus shifted towards drawing up guidelines to develop IT usage.

In the initial period between 1999 and 2002, the Telematic project, launched by the Cultural Government, provided several city libraries, local museums and archives with electronic devices and digital bearer instruments. This period enabled libraries to introduce computer based services.

Between 2003 and 2006, preparations for digitisation of collections were under way.

Public libraries worked out their policy for using shared catalogues, information networks and services in Cupertino.

Policy in shaping the collection had also changed because of new information bearers, e.g. electronic documents.

In the field of services public libraries, owing to different needs in their different environments, had to introduce new services, which necessitated new steps in work organisation in many cases.

The bigger city libraries also made alterations to work organisation.

Public library experts tried to approach their task differently. Instead of providing services in a passive way, they intended to create a new service system which would be able to reach all the groups and individuals in society. To achieve this aim, both library users and librarians needed new skills and competencies.

To provide continuous services, quality assurance had to be introduced in public libraries. Several national projects supported this aim.

36/2005(III.1) Statutory order

Conditions on applying and on the usage of various financial resources were established.

It should be mentioned, however, that the state of development in public libraries vary considerably, and the provision of smaller villages with electronic services is rather sparse, which have a negative effect on the development and social appreciation of the area as a whole.

What gives some hope is the development of village provision and its governmental support.

[length about 300 words]

- 3 Describe and categorise in your own way the types of learning services which public libraries offer and who they offer them for (e.g. adults, children, disadvantaged or excluded groups, ICT learners, etc ). What sources of learning materials are being used? What are the qualifications and competencies of learning service managers?**

#### **Services for assisting formal learning**

- Public libraries can work as a network through web-based services, and be connected to homes and schools;
- Expanded opportunities for doing homework; CD and online databases;
- Opening hours adjusted to students' needs;
- Providing a virtual learning environment (VLE), personalised virtual learning space complemented with real learning corners.
- Making students use tools necessary for learning, including contents on the computer and audio-visual educational materials which suit National Curriculum (NAT) requirements
- To make students use and to propagate course materials and services of Sulinet Digital Knowledge Base

#### **Services for supporting informal learning**

- Developing reading and writing skills (functional – reading on the web; digital – orientation on the web; visual – computer-aided drawing; media – using media on the web);
- Setting up centres for in-service training, offering courses which provide certificates:
- Teaching how to use the library and find information there (it may be included in the syllabus of educational institutions);
- Internet-usage courses;
- Providing access to those free and pay-per-use databases which support education and learning;
- Offline database services, accessible through an inner network;
- Online educational resources (access to virtual libraries in the country and abroad, e-learning on the world wide web, world lecture halls, educational catalogues, etc.);
- Online reference library MEK,PIM,MATARKA

### **Services supporting non-formal learning**

- Providing multifunctional community areas;
- Providing ICT-based learning facilities;
- Internet access for everyone;
- Mobile library services equipped with computers and Internet access;
- Equipment and IT devices for disabled library users,  
(blind reader device, Braille-printer and display, screen reader, voice hearing induction loops, special furniture etc.)

### **• Library service users**

#### **According to their age**

- children
- young people
- adults

#### **According to their relation to learning**

- children communities
- parents
- carers
- families
- educators
- teachers

#### **User groups with special needs**

- unemployed people
- different cultural and ethnic groups,
- disabled users (blind and partially sighted, hearing-impaired, disabled people)
- homebound users
- institutionalised people (hospitals, prisons)
- the aged

[length about 750 words]

## **4 Describe up to ten cases where public libraries have successfully introduced learning services of various kinds, including as far as possible**

- Name and location of the library
- Contact details (including email address)
- Type of learning service (s)
- When service(s) began
- Target group (s)
- How service(s) is/are delivered (scheduled classes, 'walk-in', e-Learning etc)
- What type of technologies are deployed (PCs, broadband, games, other learning software, Web 2.0 etc)
- Whether service(s) offered in partnership with other organisation(s)
- Extent of service(s): opening hours, number and frequency of events etc)
- Use of service (number of users per day, month, year etc)
- Funding of learning services (from public budgets, at cost to user etc)
- Any information on user evaluation of learning services

- Attach any publicity material, images etc
- Provide URLs for any websites pointing to learning services

NAME AND ADRESSE OF THE LIBRARY:

**Békés Megyei Könyvtár és Humán Szolgáltató Centrum Könyvtára**

<http://www.bmk.iif.hu/>

CONTACT PERSON: **Litauzski Györgyné ass.director** ([lmagdi@bmk.hu](mailto:lmagdi@bmk.hu))

TYPE OF THE LEARNING SERVICES: Digitalisation

TARGET GROUPS: Adults

METHOD OF SERVICE: e-learning

TYPE OF TECHNOLOGY: ADSL, web 2.0

SERVICE IS OFFERED IN PARTNERSHIP OR NOT :LMS system

USE OF SERVICE: 2 1 course/year

FUNDING OF LEARNING SERVICES : From users

NAME AND ADRESSE OF THE LIBRARY:

**II. Rákóczi Ferenc Megyei Könyvtár**

<http://www.rfmlib.hu/>

CONTACT PERSON : **Venyigéné Makrányi Margit director** ([venyigene@rfmlib.hu](mailto:venyigene@rfmlib.hu))

TYPE OF THE LEARNING SERVICES: Training for usage of e-services (e-banking, public services)

TARGET GROUPS: Adults, disabled people, unemployed

METHOD OF SERVICE: Training course

TYPE OF TECHNOLOGY: PC, ADSL

SERVICE IS OFFERED IN PARTNERSHIP OR NOT: Self-organized

EXTENT OF SERVICE: 16-18 people/events

USE OF SERVICE: 18 course/year

FUNDING OF LEARNING SERVICES: From different sources

NAME AND ADRESSE OF THE LIBRARY:

**Pest Megyei Könyvtár**

<http://www.pmk.hu/>

CONTACT PERSON: **Biczák Péter director** ([bic9359@mail.iif.hu](mailto:bic9359@mail.iif.hu),  
[bic9359@freemail.hu](mailto:bic9359@freemail.hu))

TYPE OF THE LEARNING SERVICES: usage of Mobile phone

TARGET GROUPS: Seniors

METHOD OF SERVICE: Self conducted

TYPE OF TECHNOLOGY: PC, mobil-phone

SERVICE IS OFFERED IN PARTNERSHIP OR NOT: Self-organized

EXTENT OF SERVICE : 1 people/event

USE OF SERVICE: 15 course/year

FUNDING OF LEARNING SERVICES : Combined sources

NAME AND ADRESSE OF THE LIBRARY:

**Madách Imre Városi Könyvtár**

<http://www.vkbalassa.hu/index.html>

CONTACT PERSON: **Pálincás Katalin director** ([mivk@vkbalassa.hu](mailto:mivk@vkbalassa.hu))

TYPE OF THE LEARNING SERVICES: Use of library ( OPAC, databases, etc)

TARGET GROUPS: Children

METHOD OF SERVICE: Lessons

TYPE OF TECHNOLOGY: PC

SERVICE IS OFFERED IN PARTNERSHIP OR NOT: Self-organized

EXTENT OF SERVICE: 2 lessons/event

USE OF SERVICE: 20 event/year

FUNDING OF LEARNING SERVICES: Own budget

NAME AND ADRESSE OF THE LIBRARY:

**Városi Könyvtár**

<http://w3.enternet.hu/dombktar/>

CONTACT PERSON: **Balipap Ferencné director** ([dombktar@freemail.hu](mailto:dombktar@freemail.hu))

TYPE OF THE LEARNING SERVICES: usage of Internet

TARGET GROUPS: Seniors

METHOD OF SERVICE: Course

TYPE OF TECHNOLOGY: PC, ADSL

SERVICE IS OFFERED IN PARTNERSHIP OR NOT: In co-operation

EXTENT OF SERVICE: 7 people/event

USE OF SERVICE: 24 event/year

FUNDING OF LEARNING SERVICES: Other sources

NAME AND ADRESSE OF THE LIBRARY:

**Művelődési Központ, Könyvtár és Szekrényessy Árpád Múzeum**

<http://web.axelero.hu/konyved/ind.html>

<http://web.matavnet.hu/konyved/vkef.htm>

CONTACT PERSON: **Hadobás Pál director** ([konyved@t-online.hu](mailto:konyved@t-online.hu))

TYPE OF THE LEARNING SERVICES: Information of EU

TARGET GROUPS: Adults, disabled people, unemployed

METHOD OF SERVICE: Traditional

TYPE OF TECHNOLOGY: PC, ADSL

SERVICE IS OFFERED IN PARTNERSHIP OR NOT: Self-organized

FUNDING OF LEARNING SERVICES: Foundation support

NAME AND ADRESSE OF THE LIBRARY:

**Gödöllői Városi Könyvtár és Információs Központ**

<http://www.gvkik.hu/>

CONTACT PERSON: **Fülöp Attiláné ass. Director** ([konyvtar@gvkik.hu](mailto:konyvtar@gvkik.hu))

TYPE OF THE LEARNING SERVICES: Holidays programmes

TARGET GROUPS: Children

METHOD OF SERVICE: PC, games,

TYPE OF TECHNOLOGY: PC, ADSL, web 2.0

GPS, mobile phone: SERVICE IS OFFERED IN PARTNERSHIP OR NOT: Self-organized

EXTENT OF SERVICE: 15 people/event

USE OF SERVICE: 8 events/year

FUNDING OF LEARNING SERVICES: Combined sources

NAME AND ADRESSE OF THE LIBRARY:

**Móra Ferenc Városi Könyvtár**

<http://www.mfvk.hu/>

CONTACT PERSON: **Molnár Piroska director** ([piroska@sztgkonyvtar.axelero.net](mailto:piroska@sztgkonyvtar.axelero.net))

TYPE OF THE LEARNING SERVICE: Lessons in the library

TARGET GROUPS: Children

METHOD OF SERVICE: Lessons in the library

TYPE OF TECHNOLOGY: PC, ADSL

SERVICE IS OFFERED IN PARTNERSHIP OR NOT: In co-operation

EXTENT OF SERVICE : 20-25 people/event

USE OF SERVICE: 10-12 events/year

FUNDING OF LEARNING SERVICES: From own budget

**More services in Annex I.**

[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!**

Evaluation, specifically focussing on learning services, was not carried out, in this area no data is available in the literature. However, in the frame of Calimera project the usability of library web pages were analysed with the questionnaire-interview method.

See: <http://www.ki.oszk.hu/old/calimera/>

In recent years, participants in training and workshops have been asked to fill in questionnaires and give their opinions on the usefulness of lectures and practices, and these data have been analysed.

[www.ki.oszk.hu/107/download.php?view.327](http://www.ki.oszk.hu/107/download.php?view.327)

[no prescribed length]

## Annex I.

We decided to carry out a survey to select public libraries which offer good learning services, with the help of the experts from Library Institution. The questionnaires were based on guidelines given by the ENTITLE project and were published on a website made for this purpose. 298 county and city libraries were asked in e-mails to participate in the survey and introduce their learning services. At the same time, we called their attention to the guidelines which were being compiled in the frame of the ENTITLE project. Libraries received the questionnaires, filled them in and sent them back to the centre via the Internet. During the survey process consultation were offered.

Our aim was to have information on the range and quantity of services so in the instruction we asked libraries to fill in questionnaires about each and every service separately.

88 libraries filled in the questionnaires and 74 of them sent back appreciable answers, introducing 177 services.

Almost all the libraries provide services to teach internet usage and also organise lessons for primary and secondary school pupils in order to assist learning. The difference between libraries shows in the intensity of these services, because obviously this intensity largely depends on the expertise and financial background of each individual library.

Service efficiency and service evaluation have not been dealt with in the given libraries.

Those library experts who manage learning assistant services are well-prepared, and special training opportunities such as in-service, postgraduate, etc. training are available for them to enhance their ICT knowledge.

[no prescribed length]

NAME AND ADDRESSE OF THE LIBRARY	<b>Békés Megyei Könyvtár és Humán Szolgáltató Centrum Könyvtára</b> <b>5600 Békéscsaba, Kiss Ernő u. 3.</b> <a href="http://www.bmk.iif.hu/">http://www.bmk.iif.hu/</a>					
CONTACT PERSON	<b>Litauszki Györgyné ass.director</b> <a href="mailto:Lmagdi@bmk.hu">Lmagdi@bmk.hu</a>					
TYPE OF THE LEARNING SERVICES	Training for usage of e-services (e-banking , public services)	Training for usage of e-services (e-banking, public services)	Training for usage of e-services (e-banking, public services)	Usage of Internet	Usage of PC-s	Digitalisation
TARGET GROUPS	Adults, disabled people, unemployed,	Adults, disabled people, unemployed	Adults, disabled people, unemployed	Adults, disabled people, unemployed	Adults, disabled people, unemployed	Adults
METHOD OF SERVICE	Course	Course	e-learning, course	course	Course	e-learning
TYPE OF TECHNOLOGY	ADSL	ADSL	PC, ADSL	PC, ADSL	PC	ADSL, web 2.0
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	Self-organized	Self-organized	In co-operation	Self-organized	Self-organized	LMS system
EXTENT OF SERVICE	15-17 people/course	15-17 people/course	10-17 people/course	10-17 people/course	10-17 people/course	
USE OF SERVICE	10 course/year	1 course/year	1course/year	10 course/year	3-4 course/year	2 1 course/year
FUNDING OF LEARNING SERVICES	Foundation support	Foundation support	Other sources	Foundation support	From users	From users
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	No information	No information	No information	No information	No information	No information

NAME AND ADDRESS OF THE LIBRARY	<b>II. Rákóczi Ferenc Megyei Könyvtár</b> <b>3530 Miskolc, Görgey Artúr u. 11.</b> <a href="http://www.rfmlib.hu/">http://www.rfmlib.hu/</a>			
CONTACT PERSON	<b>Venyigéné Makrányi Margit director</b> <a href="mailto:Venyigene@rfmlib.hu">Venyigene@rfmlib.hu</a>			
TYPE OF THE LEARNING SERVICES	Lessons in the library	usage of library ( OPAC, databases, etc)	Training for usage of e-services (e-banking, public services)	Usage of library ( OPAC, databases, etc)
TARGET GROUPS	Students	Adults	Adults, disabled people, unemployed	Children
METHOD OF SERVICE	Lesson	Course	Training course	Lessons in the library
TYPE OF TECHNOLOGY	PC, ADSL	PC, ADSL	PC, ADSL	PC,
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	In co-operation with schools	Self-organized	Self-organized	Self-organized
EXTENT OF SERVICE	30 people/events	30 people/events	16-18 people/events	30 people/events
USE OF SERVICE	3 events/year	10 course/year	18 course/year	62 course/year
FUNDING OF LEARNING SERVICES	Own budget	Own budget	From different sources	Own budget
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	No information	No information	No information	No information

NAME AND ADDRESSE OF THE LIBRARY	<b>Pest Megyei Könyvtár</b> <b>2000 Szentendre, Pátriarka út 7.</b> <a href="http://www.pmk.hu/">http://www.pmk.hu/</a>						
CONTACT PERSON	<b>Biczák Péter director</b> <a href="mailto:bic9359@mail.iif.hu">bic9359@mail.iif.hu</a> , <a href="mailto:bic9359@freemail.hu">bic9359@freemail.hu</a>						
TYPE OF THE LEARNING SERVICES	Usage of library ( OPAC, databases, etc, acc.NAT)	Lessons in the library	usage of library ( OPAC, databases, etc)	Training for usage of computer	usage of Internet	Training for usage of e- services (e- banking, public services)	usage of Mobile phone
TARGET GROUPS	Children	Children	Adults, Seniors	Adults, Seniors	Adults, disabled people, unemployed	Adults, Seniors	Seniors
METHOD OF SERVICE	Lessons in the library	Lessons in the library	Courses	Courses	Courses	Courses	Self conducted
TYPE OF TECHNOLOGY	PC	PC, games	PC, ADSL	PC, ADSL	PC, ADSL	PC, ADSL	PC, mobil-phone
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	In co-operation	In co-operation	Self-organized	Self-organized	Self-organized	In co-operation	Self-organized
EXTENT OF SERVICE	30 people/event	30 people/event	10 people/event	10 people/event	10 people/event	10 people/event	1 people/event
USE OF SERVICE	1 lesson	1lesson	3 course/year	2 course/year	20 course/year	24 course/year	15 course/year
FUNDING OF LEARNING SERVICES	Combined sources	Combined sources	Combined sources	Combined sources	Combined sources	Combined sources	Combined sources
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	No information	No information	No information	No information	No information	No information	No information

NAME AND ADDRESSE OF THE LIBRARY	<b>Madách Imre Városi Könyvtár</b> <b>2660 Balassagyarmat, Rákóczi u. 50.</b> <a href="http://www.vkbalassa.hu/index_.html">http://www.vkbalassa.hu/index_.html</a>					
CONTACT PERSON	<b>Pálincás Katalin director</b> <a href="mailto:Mivk@vkbalassa.hu">Mivk@vkbalassa.hu</a>					
TYPE OF THE LEARNING SERVICES	Use of library ( NAT)	Lessons in the library	Use of library ( OPAC, databases, etc)	Use of library ( NAT)	Use of library ( OPAC, databases, etc)	Lessons in the library
TARGET GROUPS	Children	Children	Children	Students	Students	Students
METHOD OF SERVICE	Lessons	Lessons	Lessons	Lessons	Lessons	Lessons
TYPE OF TECHNOLOGY	PC	PC	PC	PC	PC	No information
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	Self-organized	Self-organized	Self-organized	Self-organized	Self-organized	Self-organized
EXTENT OF SERVICE	2 lessons/event	2 lessons/event	2 lessons/event	3 lessons/event	2 lessons/event	2 lessons/event
USE OF SERVICE	25 event/year	15event/year	20 event/year	32 event/year	24 event/year	32 event/year
FUNDING OF LEARNING SERVICES	Own budget	Own budget	Own budget	Own budget	Own budget	Own budget
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	No information	No information	No information	No information	No information	No information

NAME AND ADDRESSE OF THE LIBRARY	<b>Városi Könyvtár</b> <b>7200 Dombóvár, Hunyadi tér 25.</b> <a href="http://w3.enternet.hu/dombktar/">http://w3.enternet.hu/dombktar/</a>					
CONTACT PERSON	<b>Balipap Ferencné director</b> <a href="mailto:Dombktar@freemail.hu">Dombktar@freemail.hu</a>					
TYPE OF THE LEARNING SERVICES	usage of library (NAT)	Lessons in the library	usage of library (OPAC, databases, etc)	usage of PC-s	usage of Internet	training for usage of e-services (e-banking, public services)
TARGET GROUPS	Children	Adults, seniors	Adults, disabled people, unemployed, children	Seniors	Seniors	Adults, disabled people, seniors
METHOD OF SERVICE	Lessons	Course	Self conducted	Course	Course	Course
TYPE OF TECHNOLOGY	PC, ADSL	No information	PC, ADSL	PC, ADSL	PC, ADSL	PC, ADSL
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	Self-organized	Self-organized	Self-organized	in co-operation	In co-operation	in co-operation
EXTENT OF SERVICE	33 people/event	24 people/event	7 people/event	7 people/event	7 people/event	14 people/event
USE OF SERVICE	46 event/year	24 event/year	12 event/year	24 event/year	24 event/year	24 event/year
FUNDING OF LEARNING SERVICES	From own budget	From own budget	From own budget	Other sources	Other sources	Other sources
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	No information	No information	No information	No information	No information	No information

NAME AND ADRESSE OF THE LIBRARY	<b>Művelődési Központ, Könyvtár és Szekrényessy Árpád Múzeum</b> <b>3780 Edelény, István király útja 49.</b> <a href="http://web.axelero.hu/konyved/ind.html">http://web.axelero.hu/konyved/ind.html</a> <a href="http://web.matavnet.hu/konyved/vkef.htm">http://web.matavnet.hu/konyved/vkef.htm</a>		
CONTACT PERSON	<b>Hadobás Pál director</b> <a href="mailto:Konyved@t-online.hu">Konyved@t-online.hu</a>		
TYPE OF THE LEARNING SERVICES	usage of library ( NAT)	Lessons –local history	Information of EU
TARGET GROUPS	Children	Children, adults	Adults, disabled people, unemployed
METHOD OF SERVICE	Lessons	Lessons	Traditional
TYPE OF TECHNOLOGY	Traditional	Traditional	PC, ADSL
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	Self-organized	In co-operation	Self-organized
EXTENT OF SERVICE	33 people/event 100 fő / év	30 people/event	No information
USE OF SERVICE	6 event/year	5 event/year	No information
FUNDING OF LEARNING SERVICES	Own budget	Foundation support	Foundation support
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	No information	No information	No information

NAME AND ADDRESS OF THE LIBRARY	<b>Gödöllői Városi Könyvtár és Információs Központ</b> <b>2100 Gödöllő, Dózsa Gy. U. 8.</b> <a href="http://www.gvkik.hu/">http://www.gvkik.hu/</a>				
CONTACT PERSON	<b>Fülöp Attiláné ass. director</b> <a href="mailto:Konyvtar@gvkik.hu">Konyvtar@gvkik.hu</a>				
TYPE OF THE LEARNING SERVICES	Training for usage of e-services (e-banking, public services)	usage of GPS, mobile-phone	Workshop for teachers	Lessons in the library	Lessons in the library
TARGET GROUPS	Adults, seniors	Adults, seniors	Adults	Students	Students
METHOD OF SERVICE	Self conducted	Course	workshop	Lessons	Éesons
TYPE OF TECHNOLOGY	PC, ADSL	PC, ADSL, mobile phone GPS,	Multimedia	PC, ADSL, games	PC, ADSL, games
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	Self-organized	In partnership	Self-organized	Self-organized	Self-organized
EXTENT OF SERVICE	12 people/event 12-13 fő/hó	9-10 people/event	15-18 people/event 2-3 fő/hó	24 people/event 184 fő/hó	24 people/event 184 fő/hó
USE OF SERVICE	25 event/year	4 event/year	2 events/year	92 events/year	92 event/year
FUNDING OF LEARNING SERVICES	Combined sources	Combined sources	Combined sources	Own sources	Combined sources
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	No information	No information	No information	No information	No information

**continue: Gödöllő**

TYPE OF THE LEARNING SERVICES	Usage of Internet	usage of PC	Training for usage of e-services (e-banking, public services)	Information of EU	usage of Internet
TARGET GROUPS	Adults, disabled people, unemployed, young mothers	Adults, disabled people, unemployed, young mothers	Adults	Children	Children
METHOD OF SERVICE	Course	Course	Course, self-conducted	Lessons	Quizz
TYPE OF TECHNOLOGY	PC, ADSL, games, web 2.0	PC, games	PC, ADSL, web 2.0	PC, ADSL, web 2.0	PC, ADSL, games, web 2.0 Videoconference
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	Self-organized	No information	Self-organized	Self-organized	In co-operation
EXTENT OF SERVICE	8 people/event	8 people/event	8 people/event	24 people/event	60 people/event
USE OF SERVICE	16 event/year	15 event/year	4 event/year	8 event/year	2 event/year
FUNDING OF LEARNING SERVICES	Foundation support	Combined sources	Combined sources	Combined sources	Foundation support
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	Usability test	Usability test	Usability test	No information	No information

**continue: Gödöllő**

TYPE OF THE LEARNING SERVICES	usage of Internet	Holidays programmes	usage of PC	usage of library ( OPAC, databases, etc)	Lessons in the Library
TARGET GROUPS	Children	Children	Seniors	Children	Children
METHOD OF SERVICE	on-line quizz	PC, games,	Lessons, self-conducted	osztály-foglalkozás	Lessons, self-conducted,
TYPE OF TECHNOLOGY	PC, ADSL, games, web 2.0	PC, ADSL, web 2.0 GPS, mobile phone	PC, ADSL web 2.0	PC, ADSL, web 2.0 CD-ROM	PC, ADSL, games GPS
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	Self-organized	Self-organized	In co-operation	Self-organized	Self-organized
EXTENT OF SERVICE	240 people/event	15 people/event	16 people/event	28 people/event	12 people/event
USE OF SERVICE	2 events/year	8 events/year	16 events/year	8 events/year	6 events/year
FUNDING OF LEARNING SERVICES	Combined sources	Combined sources	Combined sources	From own budget	Combined sources
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	No information	No information	No information	No information	No information

NAME AND ADDRESS OF THE LIBRARY	<b>Németh László Városi Könyvtár</b> <b>6800 Hódmezővásárhely, Andrássy út 44.</b> <a href="http://www.nlvk.hu/">http://www.nlvk.hu/</a>			
CONTACT PERSON	<b>Soós Csilla director</b> <a href="mailto:Konyvtar@nlvk.hu">Konyvtar@nlvk.hu</a>			
TYPE OF THE LEARNING SERVICES	usage of Internet	Training for usage of e-services (e-banking, public services)	usage of library ( OPAC, databases, etc)	Usage of PC
TARGET GROUPS	Adults, disabled people, unemployed, children	Adults, disabled people, unemployed	Children	Adults, disabled people, unemployed , children,
METHOD OF SERVICE	Course	Course	Lesson in the library	Course
TYPE OF TECHNOLOGY	PC, ADSL	PC, ADSL	PC, ADSL	PC, ADSL
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	Self-organized	Self-organized	Self-organized	Self-organized
EXTENT OF SERVICE	5 people/event	5 people/event	30 people/event	5 people/event
USE OF SERVICE	35 events/year	35 events/year	10 events/year	35 events/year
FUNDING OF LEARNING SERVICES	Combined sources	Combined sources	From own budget	Combined sources
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	Usability test	Usability test	No information	Usability test

NAME AND ADDRESSE OF THE LIBRARY	<b>Móra Ferenc Városi Könyvtár</b> <b>9970 Szentgotthárd, Széll Kálmán tér 2.</b> <a href="http://www.mfvk.hu/">http://www.mfvk.hu/</a>				
CONTACT PERSON	<b>Molnár Piroska director</b> <a href="mailto:Piroska@sztgkonyvtar.axelero.net">Piroska@sztgkonyvtar.axelero.net</a>				
TYPE OF THE LEARNING SERVICES	Usage of library (OPAC, databases, etc)	Lessons in the library	usage of library (OPAC, databases, etc)	usage of Internet	Training for usage of e-services (e-banking, public services)
TARGET GROUPS	Students	Children	Adults	Adults	Adults
METHOD OF SERVICE	Lessons in the library	Lessons in the library	Lessons in the library	Course	Course
TYPE OF TECHNOLOGY	PC, ADSL	PC, ADSL	PC, ADSL	PC, ADSL	PC, ADSL
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	In co-operation	In co-operation	In co-operation	Self-organized	Self-organized
EXTENT OF SERVICE	20-25 people/event	20-25 people/event	15-20 people/event	3-5 people/event	5 people/event
USE OF SERVICE	4-5 events/year	10-12 events/year	2-3 events/year	5 events/year	4 events/year
FUNDING OF LEARNING SERVICES	From own budget	From own budget	From own budget	Foundation support	Foundation support
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	No information	No information	No information	No information	No information

NAME AND ADDRESS OF THE LIBRARY	<b>Derkovits Gyula Művelődési Központ és Városi Könyvtár</b> <b>3580 Tiszaújváros, Széchenyi u. 37.</b> <a href="http://www.tujvmkvk.hu/">http://www.tujvmkvk.hu/</a>			
CONTACT PERSON	<b>Tompáné Mészáros Hedvig director</b> <a href="mailto:Tompane@tujvmkvk.hu">Tompane@tujvmkvk.hu</a>			
TYPE OF THE LEARNING SERVICES	Usage of library (NAT)	Usage of library ( OPAC, databases, etc)	Usage of Internet	Training for usage of e-services (e-banking, public services)
TARGET GROUPS	Children	Adults, seniors, unemployed	Adults, seniors, unemployed	Adults, disabled people, unemployed
METHOD OF SERVICE	Lessons	Self conducted	Course	Course
TYPE OF TECHNOLOGY	PC, ADSL	PC, ADSL	PC, ADSL	PC, ADSL
SERVICE IS OFFERED IN PARTNERSHIP OR NOT	Self-organized	Self-organized	Self-organized	Self-organized
EXTENT OF SERVICE	26 people/event	10 people/event	10 people/event	6 people/event
USE OF SERVICE	10 events/year	5 events/year	5 events/year	2 events/year
FUNDING OF LEARNING SERVICES	From own budget	From own budget	Combined sources	From own budget
ANY INFORMATION ON USER EVALUATION OF LEARNING SERVICES	Questions-answers	Questions-answers	Questions-answers	No information