

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

- a) for children/schools
- b) for adults
- 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

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- **Act regarding library services**
(<http://www.bs.dk/publikationer/english/act/index.htm>)

The most recent Danish Library Act regarding library services was passed by the Danish parliament in 2000. The ambition of this act is to create an adequate framework for the library in the information society, that is to say the networking hybrid library.

- **National Strategy: *From Information to Knowledge***
(<http://www.bs.dk/publikationer/rapporter/strategi/index.htm>)

The Danish Agency for Libraries and Media in 2006 published the strategy *From Information to Knowledge* on the development of Danish libraries. The strategy is meant to help bring about a new and changed role for the libraries in the digital age. It stresses that libraries must evolve into learning centres focusing on the users and their changed needs.

The publication, which is an introduction to the strategy, was disseminated to all public libraries in Denmark. It is also accessible to the public on the website of the Danish Agency for Libraries and Media.

- **National Strategy for ICT-supported learning**
(http://www.itst.dk/filer/Publikationer/National_strategi_for_IKT-stoettet_laering/html/full_publication.htm)

Published by the Ministry of Science, Technology and Innovation – National IT and Telecom Agency in 2007. The goal of the strategy is partly to increase the use and the quality of e-learning in order to extensively strengthen the

¹ In this question we will go back no more than 10 years. It is a choice we have made as documents more than 10 years old can be considered outdated.

development of competences and partly to turn Denmark into a leading country in the field of e-learning. The strategy is divided into five focus areas: children and young people, higher education institutes, employees in the public sector, employees in private businesses, and citizens. The strategy is accessible to the public on the Ministry of Science, Technology and Innovation's website.

- **Denmark's Strategy for Lifelong Learning**
(<http://pub.uvm.dk/2007/lifelonglearning/>)

Published by the Ministry of Education in 2007. Focus areas in this strategy are for instance: "a greater focus on people who are in the greatest need – the unskilled and those who have difficulties writing and doing arithmetic". The strategy *From Information to Knowledge*, established by The Danish Agency for Libraries and Media, is mentioned as a policy which is to "actively support the citizen's learning". The publication is accessible to the public on the website for the Ministry of Education.

- **Report on Library Services in the Future**
(<http://www.bs.dk/content.aspx?itemguid={69C4A716-3085-42A7-BF46-4E447497CFC6}>)

Report published in 2008 by a committee appointed by the Danish Minister for Culture. The report contains recommendations for how ensure that a powerful library service for all Danish children will continue to exist. The report is accessible to the public on the website for The Danish Agency for Libraries and Media.

- **Children and Culture in Progress**
(<http://www.boernekultur.dk/section1/index.aspx?id=40492dec-4447-4b78-81bd-fdae2364140d>)

Action plan for 2008-2009 and status report for 2007 by the Danish Ministry of Culture, the Network for Children and Culture. The plan takes as a starting point three main themes which have proven successful in the work, which the network has carried out. One of these themes is called *Culture in the family* and focuses especially on the services which the culture- and leisure-institutions offer families. The plan in general pursues the Network's vision that all children must encounter art and culture and that all culture institutions must contribute and all art forms must be implicated.

- **Homework Cafés** (<http://www.bs.dk/content.aspx?itemguid={5655311E-E8E8-471C-B5E2-7ECB71C36B42}>)

The homework cafés are a national endeavour which is supported by the Danish Agency for Libraries and Media. It is an initiative meant to strengthen the libraries' work with integration and thus targets especially bilingual children. However, other interested children are also very welcome to use the homework cafés. The arrangement will contribute to strengthening Danish language aptitudes in bilingual children and help make sure that more ethnic youths obtain satisfactory schooling and complete an education.

- **Library Policy for the Municipality of Aarhus 2006-2009**

(http://www.aakb.dk/graphics/portal/bibliotekerne/Bibliotekspolitik_2006-2009.pdf)

At regional level, Aarhus Public Libraries has a Library Policy for 2006-2009 which was adopted by the Aarhus City Council in 2005.

The policy establishes that the libraries must support the lifelong learning of the individual. The policy contains several main points of which a few are:

-Libraries must assist both students attending educational courses and anyone who independently wishes to become more educated

-The libraries have a special competence area in reading skills and this must be utilised. Libraries must contribute to the remedy of functional dyslexia by making relevant media and reading aids available and by entering into relevant programmes in co-operation with other organizations

-The libraries must develop their physical settings into learning environments and work with determination to facilitate the access to knowledge both through the design of physical libraries and expedient planning of the knowledge and informational products offered

-The libraries must offer guidance and competence development in the field of search for information and knowledge; here a special effort must be made in connection to people with a short formal education.

The Library Policy is disseminated by Aarhus Public Libraries to library staff, local politicians, colleagues, foreign guests, the press etc.

- Aarhus Public Libraries - Embracing Diversity, Empowering Citizens in Denmark (<http://www.clir.org/pubs/reports/pub131/pub131.pdf>)

Aarhus Public Libraries received the 2004 Bill & Melinda Gates Access to Learning Award. This report focuses on the progress which the libraries have made in reaching out to immigrant and refugee communities with library services based on the latest in information technology.

The report is available to the public on Aarhus Public Libraries' website.

[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)

The national strategy *From Information to Knowledge* published by the Danish Agency for Libraries and Media has had a great influence on the strategies and services which public libraries in Denmark offer their users. The strategy was presented at several meetings for library staff throughout Denmark. The purpose of the strategy is to support the citizen's learning in the library in an active manner. Moreover, the strategy has formed the basis of the focus areas which the development pool for public and school libraries have focussed on since the strategy was published. Finally, the strategy has been used as a starting point for a round of

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dialogues between the libraries in the Aarhus region and the Central Library. The result of the round of dialogues is a working plan for 2008/2009 in the Central Library area.

The report National Strategy for ICT-supported learning has brought into focus e-learning as a means to develop the competences of the population. This applies to children in primary school, students in further and higher educations, as well as employees in public and private companies.

Denmark's Strategy for Lifelong Learning is a result of the EU's request to the member countries to develop coherent national strategies for lifelong learning by 2006. The strategy covers all types of education, learning and upgrading of skills for everyone.

The strategies mentioned above have formed the basis of the objectives and policies for many libraries and they have been of great importance to many of the schooling offers which libraries offer citizens. All public libraries offer training in searching on the Internet, instructions in the use of public, digital self-service solutions, the use of IT, searching in library databases, "book a librarian", the development of various web services, as well as the establishment of open learning environments.

The Danish Ministry of Culture and the Ministry and the Ministry of Refugee, Immigration and Integration Affairs have entered into an agreement which is meant to strengthen the libraries' work with integration.

The initial result of the agreement is a subsidy scheme in which the libraries can apply for financial aid from the Danish Agency for Libraries and Media to establish and manage homework cafés for bilingual children. The goal is to have 100 homework cafés in Danish public libraries within a few years. The homework cafés have been a huge success so far. The expertise of the employees in information retrieval and in servicing children and young people makes the libraries a natural setting for well-run homework cafés.

All of these policies, not least the national strategy *From Information to Knowledge* published by the Danish Agency for Libraries and Media, have been contributing factors in the production of our own policy – the policy for Aarhus Public Libraries 2006-2009.

[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 (eg 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?

Public Libraries in Denmark are constantly expanding their learning services. Some services are permanent but evolve on the basis of new input, new technologies etc. Other services take place frequently, regularly or take the form of unique events

intended to encourage and support the users in learning.

As an overall categorisation of our learning services, we have divided this area into services for citizens/users and services for library employees. The two are very much connected as services for employees are intended to enable them to teach and educate the citizens/users. The librarians thus pass on their competences to the users.

- **Citizens/users**

Children

Reading promotion is practised in Danish public libraries for children as well as adults. A national campaign called *The Joy of Reading* campaign has been running since 2003. The campaign is meant to promote reading among children and the best projects are given financial support by the Danish Agency for Libraries and Media. One local example is the reading club in Nøjsomhed, Helsingør where Arabic girls participated in a poetry workshop with a Kurdish author.

Link to the film about the reading club:

<http://www.bibstream.dk/default.aspx?aid=818&lid=21>

In the interest of promoting reading for children, arrangements and events for children are frequent and take place in all Danish public libraries. Children's book clubs where discussions and debates take place are examples of such arrangements. In some of these clubs, the children choose the books they want to read and discuss. Children's librarians are guides but the children help form the content. *The Summer Book* is another current project which encourages children aged 8-14 to read 5 books in their summer holiday, write a short review and then they will receive a book as a prize.

Homework cafés - mentioned in questions 1 and 2

A project entitled *Circle Computer Club* is another children's learning project worth mentioning. It focused on familiarising children aged 10-13 with the recent computer technology through a training program. The project concentrated e.g. on developing the children's social competences through co-operation across the local communities.

<http://www.aakb.dk/sw110943.asp>

Link to a film about the project:

<http://www.bibstream.dk/default.aspx?aid=756&lid=21>

Ask Olivia is a national online question services for children. Here, they can ask questions to librarians about almost anything.

<http://www.spoergolivia.dk/>

Adults

Book clubs, lectures and debates are parts of the wide variety of events and

arrangements offered by public libraries in Denmark. Many online services are also offered to the users, both locally, on the websites of the individual libraries and nationally. Also, many particular initiatives exist in order to help marginalised groups such as immigrants/refugees, women etc.

IT introductions take place very frequently in all Danish Public Libraries. There are introductions specifically aimed at adults, senior citizens and children.

An example of a national online service is Biblioteksvagten.dk, which offers the users “your online librarian”. Here, users may ask questions usually addressed to a public library outside the usual opening hours and receive an answer immediately (from a librarian).

<http://www.biblioteksvagten.dk/english/index.asp>

The Libraries’ Net Guide is an online service where librarians pick out the best sites on the Internet regarding a multitude of topics. The service is especially aimed at young people and adults and is a very useful entry point for information searching because the experience and expertise of the librarians ensure the quality and topicality of the guide which is also updated on a daily basis.

<http://www.bibliotekernesnetguide.dk/>

Gellerup Library, a branch of Aarhus Public Libraries, offers job seekers help with writing job applications, CV, preparation for job interviews etc. The target group of this *Jobcorner* is therefore exclusively job seekers. Very often the people using this service are immigrants/refugees. The managers of this service are library employees who in a sense offer the tools for job seekers to help themselves.

Community Centre Gellerup is another name for Gellerup Library which includes a range of institutions besides the library. One of these is *The House of Health* where health visitors, midwives and dental hygienists give advice and guidance.

Link to a power point presentation on Community Centre Gellerup:

<http://www.aakb.dk/graphics/user/gellerup/CommunityCenter/pr%E6sentation/Stort%20opl%E6g%20engelsk%20-%20Gellerup%202007.ppt>

The EU-project PuLLS was coordinated by Aarhus Public Libraries. It focused on supporting the development of citizens from not-skilled citizens of information to information competent citizens. Question 4 will mention an example from this project.

https://www.enterfora.com/QuickPlace/pulls/Main.nsf/h_Toc/4df38292d748069d0525670800167212/?OpenDocument

- **Library employees**

In order to qualify learning service managers, many courses are arranged for library employees. Besides being continuously updated on library related topics,

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library employees for instance learn how to teach and construct a teaching session. Some have also received a course in adult pedagogics.

Competence development is a highly valued issue in Danish public libraries and the increasing use of information technology in libraries has brought about a need for improving staff qualifications in handling new technology and new media. Lifelong learning is therefore not only a term which libraries are keen to support citizens in, but we also wish to apply this to library staff. Every year, conferences, courses etc. are arranged in the interest of developing the competences of library staff.

Another important issue in competence development of library staff is the ability to work in teams and learning how to network. Many electronic library services, for instance, are developed in co-operation between several libraries in different municipalities. The ability to co-operate and to co-ordinate across institutions is therefore a qualification which the public libraries of Denmark value greatly.

Borger.dk (citizen.dk) is a collective online service providing access to the Danish public authorities. Here, citizens can find information and self-service solutions from municipalities, regions and state. For instance, citizens can find information about residence and change of address and what to do if one is moving house, how to apply for housing benefits and so on. Library employees have received training enabling them to instruct users/citizens in the services and use of the borger.dk website.

<http://www.borger.dk/>

23 things is an American concept adopted by Danish public libraries. The concept involves 23 small exercises to do on the web in order to explore and expand one's knowledge of the Internet and Web 2.0. It is an attempt to educate library staff and widen their competences to include first hand experience and knowledge of as many current web 2.0 technologies as possible. A blog was set up for the introduction of each new "thing" and the blog also enabled users to discuss and comment on activities, report problems or ask questions.

A successor called *Technologies on the Internet* has been established in order to continue working with the constantly evolving field of new web 2.0 technologies and to share these with other library employees

<http://www.aakb23ting.blogspot.com/>

Bibteach.dk is an online toolbox for library teachers and it is a co-operation between many Danish libraries. It contains course materials ready for use in a teaching situation, e.g. for Internet introductions.

www.bibteach.dk

[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

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- 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

- 1

Contact details:

Gellerup Library – contact Lone Hedelund: lhh@aarhus.dk

Hasle Library – contact Lone Hedelund: lhh@aarhus.dk

Højbjerg Library – contact: Kirsten Iversen: kiv@aarhus.dk

The Main Library – contact Charlotte Stoltenberg: cst@aarhus.dk

Risskov Library – contact Susanne Gilling: sgi@aarhus.dk

Tilst Library – contact: Elsebeth Vindahl: evp@aarhus.dk

Viby Library – contact: Jette Sinding Rasmussen: jsr@aarhus.dk

Type of learning service

Homework cafés

The information here is based on the experiences with Homework cafés in Højbjerg, Viby and Tilst libraries, which are branches of Aarhus Public Libraries.

When service(s) began

Viby and Tilst Libraries: August/September 2007. Højbjerg Library: April 2008

Target group (s)

Pupils from 4th to 9th grades

How service(s) is/are delivered (scheduled classes, 'walk-in', e-Learning etc)

Walk-in

What type of technologies are deployed (PCs, broadband, games, other learning software, Web 2.0 etc)

PCs and books – learning software will also be acquired soon.

Whether service(s) offered in partnership with other organisation(s)

The homework café coaches come from volunteer organisations such as the Red Cross Youth (Tilst), Save the Children Youth (Højbjerg) and the Danish Refugee

Council (Viby) but also from local schools and institutions (Viby)

Extent of service(s): opening hours, number and frequency of events etc)

Libraries offer the service on specific days and hours each week, e.g. Tuesdays from 2.30 pm to 5 pm at Højbjerg Library

Use of service (number of users per day, month, year etc)

The number of users varies but at Viby Library 15-20 users turn up each time

Funding of learning services (from public budgets, at cost to user etc)

The project is financed by the Danish Agency for Libraries and Media mainly but also aided by Aarhus Public Libraries

Attach any publicity material, images etc



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www.aakb.dk/lektier

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Provide URLs for any websites pointing to learning services

<http://www.bs.dk/content.aspx?itemguid={5655311E-E8E8-471C-B5E2-7ECB71C36B42}>

<http://www.aakb.dk/sw109373.asp>

In English: <http://www.tusindfryd.com/index.php?page=english>

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Contact details:

Højbjerg Library – contact Kirsten Iversen: kiv@aarhus.dk

Egå Library – contact Kirsten Lundbye: klu@aarhus.dk

Åby Library – contact Inge Daugaard: inda@aarhus.dk

Type of learning service

Internet introductions – this type of introduction takes place in almost all branches of Aarhus Public Libraries as well as public libraries throughout Denmark in some form. The details here are based on information from Højbjerg, Egå and Åby Libraries, which are all branches of Aarhus Public Libraries.

Åby Library has also conducted introductions in webmail, weblog, the Libraries' Net Music, e-books, photos online.

Target group (s)

Adults, senior citizens, citizens with no IT-skills

How service(s) is/are delivered (scheduled classes, 'walk-in', e-Learning etc)

Scheduled classes

What type of technologies are deployed (PCs, broadband, games, other learning software, Web 2.0 etc)

PCs

Extent of service(s): opening hours, number and frequency of events etc)

Højbjerg Library: Introductions carried out approximately 15 times a year.

Use of service (number of users per day, month, year etc)

Højbjerg Library: Room for 4 people at a time

Funding of learning services (from public budgets, at cost to user etc)

Library budgets

Attach any publicity material, images etc



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Contact details:

Gellerup Library
Gudrunsvej 78
8220 Brabrand
Denmark

Contact Lone Hedelund: lhh@aarhus.dk

Frit Oplysningsforbund
Guldsmedgade 25
8000 Århus C
Denmark

Type of learning service

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Lessons in Danish at Gellerup Library

Teaching on demand but within “FVU” – a free offer for anyone who has basic problems with Danish and mathematics

When service(s) began

Approx. 1½ years ago

Target group (s)

Women who come to the House of Health for open house arrangements

How service(s) is/are delivered (scheduled classes, ‘walk-in’, e-Learning etc)

Lessons take place once a week and exercises are based on the needs which the women have. Examples include how to get from Gellerup to Aarhus Hospital by bus and learning about diabetes type 2.

What type of technologies are deployed (PCs, broadband, games, other learning software, Web 2.0 etc)

Class discussions and standard teaching sessions with a blackboard

Whether service(s) offered in partnership with other organisation(s)

A co-operation between FO, The House of Health and Gellerup Library

Extent of service(s): opening hours, number and frequency of events etc)

Once a week for two hours

Use of service (number of users per day, month, year etc)

At present approx. 8 users a week

Funding of learning services (from public budgets, at cost to user etc)

Funded by FVU

Provide URLs for any websites pointing to learning services

<http://www.dansk-fvu.dk/>

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Contact details:

Hasle Library
Kappelvænget 2
8210 Århus V
Denmark

Contact Lone Hedelund: lh@aarhus.dk

Type of learning service

Children and young people work with Lego and technology. This was a part of the aforementioned project Circle Computer Club but it also exists on its own in co-operation with EROB and Millennium Club.

When service(s) began

During project Circle Computer Club (January 2006- December 2007). Currently running in association with the IT-association EROB.

Target group (s)

Children and young people aged 8-15

How service(s) is/are delivered (scheduled classes, 'walk-in', e-Learning etc)

Through courses, project days and various activities

What type of technologies are deployed (PCs, broadband, games, other learning software, Web 2.0 etc)

Technology connected with Lego

Whether service(s) offered in partnership with other organisation(s)

A co-operation between the association EROB, Millennium and Hasle Library

Extent of service(s): opening hours, number and frequency of events etc)

Courses in the summer holidays and other holidays

Use of service (number of users per day, month, year etc)

Between 10 and 15 children sign up for the courses

Funding of learning services (from public budgets, at cost to user etc)

Public budgets

Provide URLs for any websites pointing to learning services

Link to a film about the Circle Computer project:

<http://www.bibstream.dk/default.aspx?aid=756&lid=21>

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Contact details:

Viborg Public Libraries
Vesterbrogade 15
8800 Viborg
Denmark

Contact Maria Sofie A. Rousing: msr@viborg.dk

Type of learning service

Courses taking place in Viborg Library's "Knowledge Centre". Some of the course titles are: "Internet introductions", "Publisher", "Introductions to the Libraries' Net Music"

When service(s) began

At least 3 years ago

Target group (s)

Beginners and people with a little experience

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How service(s) is/are delivered (scheduled classes, 'walk-in', e-Learning etc)

Scheduled classes for which people must sign up

What type of technologies are deployed (PCs, broadband, games, other learning software, Web 2.0 etc)

Online PCs

Extent of service(s): opening hours, number and frequency of events etc)

Approx. 20 times a year

Use of service (number of users per day, month, year etc)

Approx. 200 users per year

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Contact details:

Randers Library
Stemannsgade 2
8900 Randers
Denmark

Contact Susanne Madsen: sm@randersbib.dk

Type of learning service

A co-operation between Citizens' Services of Randers and Randers Library in which the purpose was to develop common competences and build up a co-operation in order to increase the quality of citizen services and jointly help make the citizens of Randers better at utilising the digital self-service solutions available through the public authorities.

When service(s) began

Spring 2007

Target group (s)

An extensive target group – both employees and citizens

How service(s) is/are delivered (scheduled classes, 'walk-in', e-Learning etc)

Internal courses for employees at the library as well as in citizens' services, courses for citizens in how to use the digital self-service solutions, courses for associations, councils etc, courses for other administrations.

Attach any publicity material, images etc

A folder entitled *Easy contact with the public authorities* has circulated and laid out for anyone to take at Randers Library, Citizens' Services, other public administrations, various associations, doctor's offices, dentist's offices etc. The folder can be located here:

<http://www.randersbib.dk/aviva/media/Netbiblioteket/Folder-online-selvbetjening-RandersBib.pdf>

Provide URLs for any websites pointing to learning services

Randers Public Libraries' website has a citizens' services page:

http://www.randersbib.dk/default.asp?page_id=160&highlight=borgerservice

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Contact details:

Randers Library
Stemannsgade 2
8900 C Randers
Denmark

Contact Eva Becker: eb@randersbib.dk

Type of learning service

Blended learning

When service(s) began

Face-to-face originally began in the late 90s. Blended learning with Moodle LMS (an Open Source CMS software package) as basis began in 2006.

Target group (s)

Citizens/users

How service(s) is/are delivered (scheduled classes, 'walk-in', e-Learning etc)

The service mixes e-learning resources, face-to-face group instructions, open 'walk-in' services and from this starting point, the citizens of the municipality are offered Internet introductions.

What type of technologies are deployed (PCs, broadband, games, other learning software, Web 2.0 etc)

PCs, notebooks, broadband, Moodle LMS and various web 2.0 services

Whether service(s) offered in partnership with other organisation(s)

In co-operation with a bank and the municipality

Extent of service(s): opening hours, number and frequency of events etc)

40-50 group introductions have taken place

The Net Workshop, which is a walk-in service, is open 36 weeks a year, twice a week for two hours.

Use of service (number of users per day, month, year etc)

The Net Workshop: spring 2008: 360 participants

Internet introductions: spring 2008: 326 participants

Funding of learning services (from public budgets, at cost to user etc)

Free courses financed by the library

Any information on user evaluation of learning services

For Internet introductions, a written evaluation form is handed out

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Provide URLs for any websites pointing to learning services

www.i-vejleder.dk

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Contact details:

Silkeborg Public Library
Hostrupsgade 41 A
8600 Silkeborg
Denmark

Contact Doris Birch Friis: dbf@silkeborg.bib.dk

Type of learning service

Payment courses where users pay a part of the costs. These take place in the “learning room” of Silkeborg Library and include hands-on exercises.

These courses vary in terms of content but most are related to introductions to PCs and the Internet.

When service(s) began

5-6 years ago

Target group (s)

Users without IT-skills who do not come into contact with IT and searching on the Internet via e.g. their job or education. Most of the users are senior citizens.

How service(s) is/are delivered (scheduled classes, ‘walk-in’, e-Learning etc)

Tickets are sold in advance and a brief interview takes place in order to make sure that the citizen starts at the right level

What type of technologies are deployed (PCs, broadband, games, other learning software, Web 2.0 etc)

PCs. 14 PC workstations and one teacher PC with a big screen.

Extent of service(s): opening hours, number and frequency of events etc)

Duration of each course is three hours

Funding of learning services (from public budgets, at cost to user etc)

Partly at cost to users, partly from public budgets

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Contact details:

Silkeborg Public Library
Hostrupsgade 41 A
8600 Silkeborg
Denmark

Contact Doris Birch Friis: dbf@silkeborg.bib.dk

Two librarians from Silkeborg Public Libraries have helped construct a new subject entitled *Electronic information retrieval and communication* in a training program managed by the Local Government Training and Development, Denmark which is the Danish municipalities' and regions' nationwide organization for training and development.

The two librarians from Silkeborg Public Libraries have carried out this education several times in the period 2004-2008.

Librarians from Aarhus Public Libraries have also been involved in this, as have librarians from many public libraries in Denmark.

The encouragement to participate in the building up of this new subject most likely came from the library's great commitment to the dissemination of knowledge of the Internet. Also, some of the library's employees taught colleagues and users in other libraries as early as the mid 1990s.

[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

While there is no exact framework which is used for evaluation or impact assessment, evaluations very often take place for individual projects, courses etc. in Danish public libraries.

Several project evaluation reports can be found on the websites of Danish public libraries and the website for the Danish Agency for Libraries and Media. These contain an overall evaluation of a specific project but there is not a specific framework within which these evaluations are carried out. Most often, libraries make use of external consultants or co-operation partners for the evaluation of projects, and there is no framework which they are asked to use in their evaluation. It is up to the people in charge of a specific evaluation how to evaluate a project. Naturally, they bring their own expertise and knowledge when managing evaluations.

An example of an evaluation report is the report on *Community Centre Gellerup*. An English abstract of the report is located on page 6 of this pdf:

(http://www.aakb.dk/graphics/user/gellerup/CommunityCenter/evaluating/Evaluerin_gsrapport.pdf)

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Aarhus Public Libraries conduct user evaluations every year. These evaluations take place by rotation in 5 branch libraries every autumn and are usually carried out so that one large library, one medium size library and a few smaller libraries participate every year. The questionnaire, which is handed out to library users, is the same from year to year, enabling us to compare results from year to year in the best possible manner. Naturally, questions are sometimes added, modified or removed in order to be up to date. Results often form the basis for changes in the libraries overall or in a specific branch library if there are clear tendencies in responses which point to the need for a different way of doing something.

In the 2007 user evaluations, 96% of 512 respondents were generally “very satisfied” or “satisfied” with their library.

Evaluations of courses for library employees take place on a regular basis. This is in the form of questionnaires to determine whether or not the person is satisfied with the result of the course, whether they think that they learned something, what they think of the form of the course, the teaching style and so on

Focus group interviews are often conducted – e.g. in connection with the evaluation of borger.dk. One contact for each of the municipalities in Denmark was appointed and took part in the education which consisted of a professional introduction to the communication of public information via the borger.dk portal. One of the roles of the contacts was to communicate information about borger.dk to their own library’s staff and to the citizens/users.

An evaluation of the contact arrangement was conducted as a focus group interview where the purpose was to evaluate the contact’s experience of the education course. The knowledge which was obtained through this focus group interview has been used as a part of the final evaluation of the contact arrangement for borger.dk

Evaluation also took place in connection with the aforementioned PuLLS project. Here, questionnaires were produced. One of these was to be filled in by the library users or participants in a course. It contained questions regarding whether user was satisfied with a course and whether she/he believed to have learned something as well as questions regarding how often the user visits the library and whether she/he had comments about the course/activity, suggestions for improvements or suggestions for new courses.

[no prescribed length]