

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

Specific national policies relevant to the provision of learning services by public libraries (targeted at children, schools and adults):

- **Plano Nacional de Leitura** (National Reading Plan). Managed by Government (Ministry of Education in collaboration with the Ministry of Culture and the Cabinet of the Ministry of Parlamentar Affairs)
<http://www.planonacionaldeleitura.gov.pt/>
Resolução do Conselho de Ministros n.º 86/2006 (Law)
http://www.gepe.min-edu.pt/np4/?newsId=71&fileName=RCM_n_86_2006_12_07.pdf
- **Programa de Apoio às Bibliotecas Municipais: 2007** / Direcção-Geral do Livro e das Bibliotecas (General Directorate for Books and Libraries, Ministry of Culture)
http://rcbp.dglb.pt/pt/promocao/programa/Documents/Doc01_Programa_de_Apoio2007.doc
- **Quadro de Referência Estratégica Nacional: 2007-2013** (National Strategic Reference Framework), managed by government
http://www.qren.pt/item3.php?lang=0&id_channel=34&id_page=202
- **Programa Operacional do potencial Humano** (Operational Program Human Potential): <http://www.poph.qren.pt/>, managed by government

Also important are the following documents produced by international organizations or by some foreign entities, which are disseminated via professional bodies and academic institutions:

- International Federation Library Association, UNESCO – **The public library service: IFLA/UNESCO: guidelines for development** (*Os Serviços da Biblioteca Pública: directrizes da IFLA/UNESCO (2001)*). Lisboa: Caminho, 2003.)
- **Manifesto da UNESCO sobre Bibliotecas Públicas.**
http://rcbp.dglb.pt/pt/ServProf/DocTec/Documents/01_Manifesto_IFLA_UNESCO_sobre_Bibliotecas_Publicas_1994.pdf
- International Federation Library Association – **Guidelines on information literacy for lifelong learning**, 2006 [online]. (2006) [Consulted 19 Jun 2007]. www.ifla.org/VII/s42/pub/IL-Guidelines2006.pdf

- **Manifesto de Oeiras: agenda PULMAN para a Europa-e**, 2003: [http://rcbp.dglb.pt/pt/ServProf/DocTec/Documents/11_Manifesto de Oeiras_Pulman_2003.pdf](http://rcbp.dglb.pt/pt/ServProf/DocTec/Documents/11_Manifesto_de_Oeiras_Pulman_2003.pdf)
- International Association of Educating Cities (Associação Internacional de Cidades Educadoras) – **Charter of Educating Cities (Carta das cidades educadoras – proposta definitiva.)** November 2004. [online]. [Consulted 23 Jun 2008]. http://www.cm-lisboa.pt/?id_categoria=91&id_item=9171
- European Commission- **Towards a European Qualifications framework for lifelong learning.** Brussels, 2005. . http://ec.europa.eu/education/policies/2010/doc/consultation_eqf_en.pdf
- American Association of School Librarians; Association for Educational Communications and Technology - **Information Literacy standards for student learning.** 1998. http://www.ala.org/ala/aasl/aaslproftools/informationpower/InformationLiteracyStandards_final.pdf
- Bundy, Alan (Ed.) - **Australian and New Zealand Information Literacy Framework: principles, standards and practice.** Australian and New Zealand Institute for Information Literacy: Adelaide, 2004. <http://www.anziil.org/resources/Info%20lit%202nd%20edition.pdf>
- American Association of School Librarians; Association for Educational Communications and Technology - **Information Literacy standards for student learning.** 1998.
- International Federation Library Association; UNESCO– **Internet Manifesto Guidelines.** 2006. <http://www.ifla.org/faife/policy/iflastat/Internet-ManifestoGuidelines.pdf>
- **21st Century Literacies.** <http://www.kn.pacbell.com/wired/21stcent/index.html>

[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)

Apart from the **National Reading Plan** and the funding program for municipal libraries (which are specifically targeted at public libraries), these policies only provides a very broad framework where libraries were not particularly considered. The professional documents mentioned provide an important theoretical base for the programmes connected to the development of information literacy competences. In the majority of cases, these guidelines are applied to ensure the quality and the universality of the contents implied in the learning sessions.

[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?

Activity	Target group	Type of learning materials	Managers qualifications and competencies
Learning sessions	Children; adults; elderly	PowerPoint presentations; specific bibliography about each session	CAP (Pedagogic ability certificate); specific competencies according to learning sessions
[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

Project: **Ulysses Programme– Developing Information Literacy Competencies in Lisbon Municipal Libraries Network** (Programa Ulisses – Desenvolvimento de Competências em Literacia da Informação na Rede Municipal de Bibliotecas de Lisboa)

Contacts: Divisão de Gestão de Bibliotecas. Avenida da República, nº 21, 2º. 1050-185 Lisboa. Telephone: (+351) 21 356 78 00. Fax: (+351) 21 356 78 68. Email: dba@cm-lisboa.pt (maria.pinto@cm-lisboa.pt)

Municipal Libraries involved in the Programme: David Mourão-Ferreira; Natália Correia; Orlando Ribeiro; Olivais; Hemeroteca Municipal; Central; Maria Keil.

Type of learning services: Development of learning sessions

Start of the project: March 2008

Target groups: Children; adults; elderly.

- Programmed Learning sessions
- PC with internet connection; Windows Operating System Microsoft Office (Word, Excel, PowerPoint); Gmail; data show; *freeware* and *open-source* software.
- Two days per week in each library, three hours sessions
- Since March 2008: 72 users; 17 learning sessions (42 hours);
- the learning service is funded by the Division own budget
- Dissemination materials: leaflet; poster; webpage of Ulysses Programme

In the Educating Cities International Documents Databank (International Association of Educating Cities) exists already information about this programme:

<http://w10.bcn.es/APPS/edubidce/pubTemesAc.do?idtem=581&pubididi=2>

Programme Ulysses Leaflet in English:

Lisbon Municipal Libraries Network

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Tel: 21845 33 93 Fax: 21845 33 99 bib.alvalade@cm-lisboa.pt

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[POR TIMOR]
Rua de S. Bento, 182-184, 1200-821 Lisboa
Tel: 213905702 Fax: 213977128 bib.timor@cm-lisboa.pt

[REPÚBLICA E RESISTÊNCIA]
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Rua Alfredo da Sousa Zona B do Rego, 1600-002 Lisboa
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Tel: 218852672 Fax: 218851667 bib.salazaro@cm-lisboa.pt

ULYSSES
Developing Information Literacy
Competencies in Lisbon Municipal
Libraries Network

The journey of Ulysses in the sea of information

Lisboa

<http://blx.cm-lisboa.pt/ulysses@cm-lisboa.pt>

Divisão Municipal de Cultura - Departamento de Bibliotecas e Arquivos - Divisão de Gestão de Bibliotecas



Public Libraries have a fundamental role in the promotion of reading and information literacy. In a national and international context where Lifelong Learning is a priority for all, Lisbon Municipal Libraries Network (LMLN) wants to create the opportunities for users to develop their information literacy competencies in an informal environment. The development of Information and Communication Technologies (ICT) basic skills is one of the learning areas covered by ULISSES Programme.

This Programme's aims are:

- To reinforce the role of Municipal Libraries as places for Lifelong Learning, as well as privileged information access points.
- To help libraries users developing the competencies they need to use information in an effective and critical manner.
- To promote user's information literacy competencies, improving their ability to access, evaluate and use information in various formats.
- To contribute to the development of computer basic skills among library users and citizens in general.

LEARNING AREAS	MODULES	TARGET GROUP
Preparing for the journey in the sea of information	Initiation to ICT I and II	Users not acquainted with the use of Computers
	Guided Tours I: Discovering the Library	Users in general
Learn to navigate: Resources	Navigating the WEB	Users not acquainted with the use of Computers
	Create and manage an e-mail account Safe Internet	
Discovering LMLN	Guided Tours II: Discovering LMLN resources	User in general
	Exploring information resources in LMLN	Users acquainted with the use of Computers
	Searching on (LMLN) on-line public catalogue	
Information for Citizenship	Digest of Laws and Regulations on-line	Users acquainted with the use of Computers
	On-line Citizenship	
Use of Information	Ethical Use of Information	User in general
	How to produce and manage web contents	Users acquainted with the use of Computers
	Word Processing	
	How to make a presentation How to use a Spreadsheet	

This program was designed taking as main reference the IFLA - International Federation of Library Associations, *Guidelines on Information Literacy for Lifelong Learning* (2006).

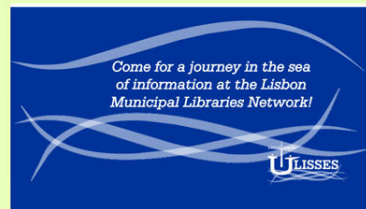


The ULISSES Programme invites library users and citizens in general to venture into the seas of information, pursuing knowledge.

The learning sessions are free of charge and have the maximum duration of 3 hours.

Registration can be done at any of Lisbon's Municipal Libraries, by phone or e-mail.

Declaration of participation will be given at the end of each module.



Website: <http://blx.cm-lisboa.pt/gca/index.php?id=1225>

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Project: **ECDL Service**

Contacts: Municipal Library of Almada (Biblioteca Municipal de Almada); Fórum Municipal Romeu Correia, Praça da Liberdade, 2800-648 Almada; Telephone: (+351) 21 272 49 20; Fax: (+351) 21 272 49 49; Email: bibl.mun.alm@cma.m-almada.pt

Type of learning services: certification of competences in ICT

Start of the project: 2001

Target groups: public in general

- Make available the support resources to the users (technologies; technical; documents)
- Training and certification of the technicians to follow the candidates and the exams
- Promotion and dissemination of the service by the local community
- Establishment of strategic partnerships to the development of the project
- The certification is composed by seven modules related with the main areas of ICT
- User profile: Man, 26-35 years old, higher education
- Majority of users that seek the services, do it to validate the acquired competencies as a way to improve their curriculum (look for the first job)

Website: http://www.m-almada.pt/portal/page/portal/BIBLIOTECAS/FORMACAO/?bibl=1&actualmenu=4622010&bibliot_formacao=5271511&cboui=5271511

[length about 300 words]

Project: **Programme Copernicus – Municipal Programme for Promotion of Information Literacy** (Programa Copérnico - Programa Municipal de Promoção da Literacia de Informação)

Contacts: Municipal Library of Oeiras (Biblioteca Municipal de Oeiras), Avenida Francisco Sá Carneiro nº 17, Urbanização Moinho das Antas, 2780-241 Oeiras; Telephone: (+351) 214 406 334/35; Fax: (+351) 214 408 285; Email: geral.bmo@cm-oeiras.pt

Type of learning services: Promotion of information literacy – lifelong learning

Start of the Project: 2006

Target Groups: Young and adults; library technicians; teachers

Infoliteracy (Infoliteracia)

- Consolidation of educational and development of information competencies aspects based on ICT
- Training sessions, divided in 3 levels of knowledge: Initiation (Basic Web search; Google search; BMO Opac search). Intermediate (Advanced web search). Advanced (*Blog à T@rdinha*)
- Annual event *Oeiras Internet Challenge* (promotion of search, selection and organization of Web information).
- Talks in the global village (*Conversas na Aldeia Global*): organization of conferences about science and technology.
- 2006/2007 - Sessions: 454; hours: 988; users: 2456
- PC with Internet Connection; open-source; freeware
- Dissemination materials: leaflets; posters; cultural agenda
- Support materials: textbooks; guides; PowerPoint presentations
- Partnerships: I&D (investigation and development) institutions; learning, training and education, libraries (school; university; municipal).

Website: Blog Oeiras a Ler (www.oeiras-a-ler.blogspot.com)

[length about 300 words]

Projects:

AMRS.Seixal Qu@lifies (AMRS.Seixal Qu@lifica)

(AMRS – Association of the Municipalities of Setúbal Region)

District project for the promotion and certification of competencies in ICT.

Seixal Qu@lifies (Seixal Qu@lifica)

Municipal Library of Seixal project for qualification of its users.

Contacts: Municipal Library of Seixal (Biblioteca Municipal do Seixal); Quinta dos Franceses, 2840-499 Seixal; Telephone: (+351) 210 976 100; Fax: (+351) 210 976 101; Email: sic@cm-seixal.pt

Type of learning services: learning sessions

Target Groups: Public in general

- General training in ICT
- Promote and stimulate ICT competencies
- Certificate ICT competencies
- Put the municipality as an active agent in the qualification of the people and a modernization and competitiveness of the community

Website: <http://www.cm-seixal.pt:8082/Paginas/PaginaInicial.aspx>

[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

Till the present date, there are no specific evaluation or impact assessment frameworks in use at national, regional or institutional level which are relevant to learning through public libraries. Nevertheless, the National Reading Program (PNL) is strongly investing in the promotion of a research line focused on the impact of this Plan and on several questions related to reading, namely the role of libraries. (<http://www.planonacionaldeleitura.gov.pt/index.php?s=textos&pid=1843&tab1id=1491&tab2id=1491>)

In September 2007, PNL published a very important study on reading in Portugal – Santos, M. L (coord.) *A leitura em Portugal*
http://www.planonacionaldeleitura.gov.pt/upload/estudos/v_integral_1.pdf

[no prescribed length]