PUBLIC LIBRARIES ADVANCING COMMUNITY DEVELOPMENT IN EUROPE

eifl **PUBLIC LIBRARY INNOVATION PROGRAMME**

EIFL's Public Library Innovation Programme advances community development by enabling public libraries to implement innovative ideas that use technology to improve people's lives and livelihoods.

CONTENTS

COVER PHOTO: Zabreb City Libraries in Croatia trains homeless people to use ICT and look for jobs online. Photo by Vlado Cvirn.

KLINTAINE PUBLIC LIBRARY (LATVIA)

Webinars link rural libraries and build farmers' knowledge

LAUNCHED IN NOVEMBER 2011

"We rural folk do not have time to read long laws and regulations, and I was glad to receive answers to my questions during the webinar," a farmer, Mrs Mārīte Ramata, told librarians. In just one year 2011/12, the library organized eight webinars on topics including accessing European Union agricultural subsidies, taxes, farm accounting and organic farming. Webcasts through 20 rural public libraries attracted 1,878 viewers. The service has inspired the Ministry of Agriculture to use webinars for their regional agricultural conferences, and the Agricultural Data Centre now organizes an annual seminar in the library, which the library webcasts.

LEARNING ONLINE: Farmers attend a webinar in Klintaine Public Library.

PASVALYS 'MARIUS KATILISKIS' PUBLIC LIBRARY (LITHUANIA)

Libr-A information and business development service for farmers

LAUNCHED IN NOVEMBER 2011

Pasvalys Municipality was so impressed by Libr-A that they included the library in their plans for local business and e-government service infrastructure development. Libr-A reaches farmers through a network of 34 branch libraries. The service includes free access to ICT and ICT training, an agricultural web-portal, Pasvalys Soil, with advertising space for farm produce, and a desktop publishing centre where librarians help farmers design marketing leaflets and business cards. In less than a year (2011/12), the library trained over 120 farmers, entrepreneurs and rural librarians to use ICT, worked with farmers to publish 600 leaflets and 200 product labels, and attracted 68 advertisements to the web-portal.

FARMER'S PARADISE: Pasvalys Marius Katiliskis Public Library takes ICT to agricultural markets and fares, and conducts ICT training in the 'Farmer's Paradise' tent.

REGIONAL PUBLIC AND UNIVERSITY LIBRARY 'GOCE DELCEV' – STIP (MACEDONIA)

Library on wheels helps farmers apply for grants and subsidies

LAUNCHED IN NOVEMBER 2011

This library service led to a 20% increase in the number of farmers applying for agricultural production grants in 2012 in the municipalities of Stip and Karbinci in Eastern Macedonia. The library takes ICT to villages that do not have libraries in an INFOBUS equipped with Wi-Fi internet, laptop computers and stocked with books and journals for farmers. In less than a year (2011/12), working with the government farm support agency, librarians organized 30 seminars attracting 357 participants; provided individual guidance for 145 farmers to apply for grants, and trained 42 farmers to use ICT. The library also developed the web-portal for farmers, with links to information about subsidies, support agencies and articles about farming methods.

FARMING SUBSIDIES: Librarians at Regional Public and University Library 'Goce-Delcev' – Stip travel to villages in the library's INFOBUS and train farmers to use ICT to apply for grants and subsidies.

PUBLIC LIBRARY 'RADISLAV NIKCEVIC' (SERBIA)

AgroLib online market improves sales of farm produce

LAUNCHED IN MAY 2010

A 2012 impact survey shows how this innovative service, which works through four village libraries in central Serbia, is improving farmers' lives. The AgroLib-Ja service combines free ICT access and skills training, a web portal and online market, books and articles about agriculture and public lectures. The majority of farmers surveyed said they used the service to look for agricultural information; over 70% said the service helped them increase production, and 50% said the information helped increase their sales. "On the very first day that I opened a profile on the AgroLib market, I managed to sell part of my crop – 1,500kg of quince!" Mr Zoran Milosevic, who owns a small quince orchard, told the library. AgroLib-Ja has won the library international recognition: in 2013 the service won an award for social integration from the ERSTE Foundation, and in 2014, the library won an American Library Association (ALA) Presidential Citation for Innovative International Library Projects.

INCREASED YIELDS: Fruit farmer Milja Jevtic, a regular user of the library's service for farmers, at her farm in Milosevo village in Central Serbia.

'LYUBEN KARAVELOV' REGIONAL LIBRARY (BULGARIA)

Library service helps long-term unemployed find work

LAUNCHED IN NOVEMBER 2011

The library's service for the long-term unemployed people aged over 40 helped 44 people find work in less than a year (2011/12). This is almost 65% of their 68 trainees (47 women and 21 men). Training combines ICT skills with motivation, confidence-building and counselling. "I was jobless for over a year. I sent my CV out many times – unfortunately without success.

But during the course, the right things happened!" Ms Albena Klisurska, one successful jobseeker told the library. After feedback from service users, the library developed new partnerships and introduced a new service, 'Good service - satisfied customers', and now also offers e-government, e-education and e-agriculture training to all library users.

ESSENTIAL SKILLS: Unemployed jobseekers aged over 40 learn essential computer skills in 'Lyuben Karavelov' Library.

ZAGREB CITY LIBRARIES (CROATIA)

Library employment training a lifeline for the homeless

LAUNCHED IN NOVEMBER 2011

In less than a year (2011/12) the library trained 63 homeless people – 15% of all registered homeless people in Zagreb – to use ICT and to look for jobs online. The service helped 22 homeless people into permanent, part-time or temporary jobs. Training combines ICT and job application training, motivation and counselling. Courses are offered in the library and in a shelter for the

homeless, where homeless people feel more comfortable. The library hosted a conference on homelessness to raise awareness about the issue, and has published a book about homelessness. The service inspired Zagreb's Law Faculty to establish a free legal clinic for the homeless, and two other homeless shelters are now also taking part.

HOMELESS SHELTER: Zagreb City Libraries provides ICT training in Zagreb's biggest homeless shelter, Kosnica, where homeless people feel more comfortable.

PUBLIC LIBRARY 'BRAKA MILADINOVCI' (MACEDONIA)

Library's award-winning employment and job creation service

LAUNCHED IN MAY 2010

In just one year (2010/11), the library's Creative Minds Create Job Opportunities service helped 39 people find work – almost half their total number of trainees. The library works in the municipalities of Radovis and Konce and builds jobseekers' confidence, job application and ICT skills. In 2011 the service won international recognition and an award for social integration from the ERSTE Foundation. In 2012, Radovis Municipality named the library as a strategic partner in providing training and information services for the unemployed. The library has also expanded its ICT training to include the elderly, vulnerable women and children and minority ethnic groups.

NEW JOB: After attending Public Library 'Braka Miladinovci' training, Violeta Behlimova found a job in an automobile parts shop.

BELGRADE CITY LIBRARY (SERBIA)

Financial literacy service helps communities cope with economic crisis

LAUNCHED IN APRIL 2010

The Novcici ('Coins') website and financial literacy training programme was launched to help Serbians cope with the global economic crisis. The lively website targets students, young adults, families and pensioners and gives practical financial advice about budgets, banks, credit and investments. The service – a first for Serbia – is extremely popular. In the period 2010/12, almost 100 people a day visited the website; 3,500 high school students attended financial literacy workshops, and two more libraries launched financial literacy classes. In 2012, the service won an EIFL Public Library Innovation Award for contribution to economic wellbeing of the community.

FINANCIAL SKILLS: Keen learners attend Belgrade City Library's financial literacy skills course.

LORI REGIONAL LIBRARY (ARMENIA)

Health Bridge uses ICT to connect communities to doctors

LAUNCHED IN NOVEMBER 2011

In less than a year (2011/12), this service contributed to improved health of 90 service users, convinced the national Department of Culture to contribute new computers, health journals and books, and established a sustainable partnership with Vanadzor State Medical College, whose doctors will continue to volunteer to staff the library's online consultation service.

The library is improving the quality of life in Vanadzor and Lori Region by connecting people to health information and medical expertise. The library responded to 2,600 requests for health information in 2012, and the popular Health Bridge website recorded over 130 online consultations between doctors and patients.

HEALTH ONLINE: Dr Karine Sargsyan, one of the doctors who consult with Lori Regional Library's Health Bridge service users

KAUNAS COUNTY PUBLIC LIBRARY (LITHUANIA)

Library health service a hit with the over 60s

LAUNCHED IN NOVEMBER 2011

Over 1,430 senior citizens attended 18 healthy lifestyle events organized by Kaunas County Public Library and three municipal libraries in Kaunas in less than a year (2011/12). The events included yoga, exercise, relaxation and meditation classes and lectures on alternative remedies. The library's BiblioHealth service also provides

free access to ICT, computer literacy and internet research training for the over 60s. An online BiblioHealth resource includes 82 useful links to health information, web-portals, e-government health services, clinics, hospital websites and other websites promoting healthy lifestyles.

HEALTHY LIVING: Yoga classes were popular with the over 60s who flocked to Kaunas County Public Library's BiblioHealth courses.

"THE CO-OPERATION WITH THE LIBRARY GREATLY ENRICHED THE DAILY LIFE OF OUR CARE CENTRE VISITORS."

IRENA ŽILINSKIENĖ, SOCIAL WORKER IN KAUNAS

'GH. ASACHI' COUNTY LIBRARY IASI (ROMANIA)

First Aid Toolkit shows the power of a public library network

LAUNCHED IN MARCH 2011

In just over a year (2011/12) the library trained over 90 librarians in 86 libraries, who trained over 2,000 people in life-saving First Aid skills. The First Aid Toolkit service works in partnership with the Red Cross, hospitals and the Romanian ambulance service. Health professionals and ambulance staff volunteer to support the training, give lectures and help manage an online training course provided through the library's website. In 2012 the library won an EIFL Public Library Innovation Award for contribution to community health.

SAVING LIVES: People of all ages attend 'Gh. Asachi' County Library Iasi's First Aid Toolkit training.

PIETRARI LOCAL PUBLIC LIBRARY (ROMANIA)

Kilos roll away as public library helps community get back in shape

LAUNCHED IN OCTOBER 2012

The library's 'Be fit not fat' programme increases access to information about diet and nutrition; organizes exercise classes in the library reading room, and connects overweight service users with doctors and nutrition experts through Skype. Participants have created a Facebook page and a lively blog to encourage each other and to celebrate weight loss. In less than two years (2012/14) the library conducted weight evaluations for 245 adults and 210 children. Over 40 seriously overweight teenagers and mothers joined an intensive nutrition programme, and 180 adults and children have attended exercise classes. "The doctor was amazed at how much weight I have lost. She warned me for years to lose weight, but I failed until I joined the library's programme," said Ms Alina Tapusi, aged 28, who lost 17 kg. In 2014 the library won an EIFL Public Library Innovation Award for creative use of ICT in public libraries.

KEEPING FIT: Children work out in Pietrari Local Public Library as part of the library's 'Be fit not fat' exercise programme

ZAVIDOVICI PUBLIC LIBRARY (BOSNIA AND HERZEGOVINA)

Youth Corner where vulnerable children learn ICT and media skills

LAUNCHED IN MAY 2010

Concerned about the amount of time children were spending waiting at the bus station, where they were vulnerable to drug dealers and other risks, the library created a lively multi-media centre with computers, internet access, video cameras, a TV set and music players where children are now learning media skills. In 2011, librarians reported that the service was attracting hundreds of children. Out of 731 students who are members of the library, 452 (62%) are young commuters. Over 250 young people have attended classes and workshops. "I come to the Youth Corner before and after school. The opportunity to use the internet in the library means a lot to me because I am now able to find information and create high quality presentations for my class work," said Eldin Sinanović, a high school student.

SAFE SPACE: The library's lively and attractive multi-media Youth Corner is a safe space for young commuters who have to wait long hours for buses to take them home from school.

"I COME TO THE YOUTH CORNER BEFORE AND AFTER SCHOOL. THE OPPORTUNITY TO USE THE INTERNET MEANS A LOT TO ME BECAUSE I AM NOW ABLE TO FIND INFORMATION AND CREATE HIGH QUALITY PRESENTATIONS FOR MY SCHOOL PROJECTS. I OFTEN DO MY HOMEWORK HERE."

ELDIN SINANOVIC, HIGH SCHOOL STUDENT

'LYUBEN KARAVELOV' REGIONAL LIBRARY (BULGARIA)

Fun financial literacy classes for young people

LAUNCHED IN MAY 2014

In just one year (2014/15), with support of partners including the municipality and banks, the library taught 233 young people about family income, budgets, saving, spending, donating and investing. Training included use of digital technology – like mobile phones and tablet computers – to access money, make payments and to keep financial records. The training methodology combined presentations and practical skills with games, role-plays and visits to banks to get experience using automatic tellers (ATMs) and to meet bank staff. Librarians created learning materials that have been uploaded to the library's website for learners to use and for future classes. Guided by participants' feedback, librarians have introduced new topics and games to their financial literacy classes, and are also training librarians from other parts of Bulgaria who want to replicate the service.

MONEY MATTERS: Librarians teach children online financial literacy skills in the library.

"WE EXPECTED TO BE BORED BY THE LIBRARY'S TRAINING. BUT IT WAS VERY ENTERTAINING. WE DO NOT LEARN ABOUT FINANCE OR BANKS IN SCHOOL – SO EVERYTHING WE DID WAS NEW AND DIFFERENT. THE LIBRARIANS SHOWED US NEW GAMES AND EVERYONE LAUGHED AND HAD FUN."

YOUNG LEARNER, RUSE

RIJEKA CITY LIBRARY (CROATIA)

3D printing project turns library into youth 'maker space'

LAUNCHED IN MAY 2014

The '3D Printing Incubator for Children and Youth' project has transformed the library into a community 'maker space' – the first free public space in Rijeka for people to gather, share ideas and work together on creative projects. The library's regular practical 3D modelling and printing workshops reached over 100 children and young people in just one year (2014/15), teaching them to design and print toys, tools, plates and bowls, souvenirs, statues, 3D board games, Christmas decorations, and much more. In addition to building children's confidence and sparking their creativity, the project made headlines in Croatia's leading newspaper when librarians teamed up with medical doctors and engineers to 3D print the prototype of an artificial limb for a patient with severe leg injuries. The library has expanded the popular training to offer computer coding classes, using Raspberry Pi mini-computers.

WHAT WILL IT BE? A young learner waits at the 3D printer in the library for her model to emerge.

"IT IS EXTREMELY IMPORTANT TO GIVE YOUNG PEOPLE THE OPPORTUNITY TO GROW USING NEW AND SOPHISTICATED TECHNOLOGY, AND TO PREPARE THEM FOR THE DIGITAL FUTURE. THE LIBRARY IS AN IMPORTANT, INNOVATIVE INFLUENCE IN OUR COMMUNITY."

VOJKO OBERSNEL, MAYOR OF RIJEKA

PELCI LIBRARY (LATVIA)

Local history classes for children build curiosity and creativity

LAUNCHED IN JUNE 2014

Every month, 20 children attend Pelci Library's 'Little school of local history', where they research local history and make animated films that are screened at community events. Working in teams, the children choose a topic, conduct research and write a story. They draw and paint scenes from the story, and using a scanner, digitize the drawings. They then use the library's computers and free software to create films, adding text, sound effects and titles. In just a few months, the children made three films about Pelci Palace, a 100-year-old manor house in the centre of the village that is a major tourist attraction and the source of many local legends. "I feel proud to participate in these classes, because I love my village," said Aiva, aged 14. In 2014, the library won an EIFL Public Library Innovation Programme Award for Supporting education.

YOUNG HISTORIANS: Children research Pelci Library's digital history collection and use computers to create animated films about the history of their village.

UTENA 'A. AND M. MISKINIAI' PUBLIC LIBRARY (LITHUANIA)

Educational computer game encourages reluctant pupils to return to school

LAUNCHED IN MAY 2010

In 2013, the library received funding to expand their innovative 'Play to Study' service, which includes an educational computer game, to more than 50 schools in nine municipalities, reaching 7,000 children. The funding represents major scale up of the service which was originally offered only in Utena District, where it reached 13 schools and 1,700 children. In 2010/11, the library worked with partners to develop the educational game, Iššūkis ('Challenge'), to encourage children who were avoiding school, but who were coming to the library during school hours, to reconnect with the school system. The game engages the children in tasks related to the school curriculum. At key points, to move forward, players must contact their teachers. It soon became extremely popular with all children and teachers reported that at some schools, over 80% of children had registered to play.

SUCCESSFUL GAME: Children 'play to study' in Utena A. and M. Miskiniai Public Library. The Lithuanian Ministry of Education and Science is supporting expansion of the game to include 50 more schools where it reaches 7,000 children.

'B.P. HASDEU' MUNICIPAL LIBRARY (MOLDOVA)

Library's dynamic summer learning centre attracts thousands of young people

LAUNCHED IN JUNE 2014

The Trolleybook, a disused trolleybus stocked with tablet computers, e-readers, audiobooks, video and music, games, magazines and books, provides a dynamic learning space for children living in Chisinau, Moldova's capital city, during the summer holidays. Librarians created the Trolleybook with support from the municipality, which donated the bus and offered central space in a city amusement park, and volunteers from a cultural organization painted the bus in bright colours. Librarians used media and social media (Facebook, Twitter and blogs) to reach out to youth, and soon 'Trolleybook' was the main attraction in the park. In just four months, 11,600 children and youth took part in 400 activities, including storytelling, reading, drama, quizzes and educational games, presentations by authors, and workshops to build technology skills, imagination and creativity. In 2014, the library won an EIFL Public Library Innovation Programme Award for Supporting education.

SUMMER FUN: Inside the Trolleybook: children read, play games, take part in educational activities and use e-readers, tablet computers and other digital technology.

"THE TROLLEYBOOK IS SOMETHING EXTRAORDINARY! I WILL DEFINITELY BRING MY SCHOOL MATES!"
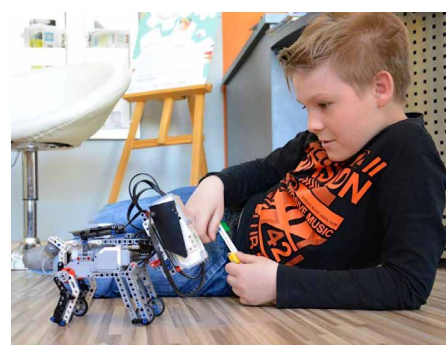### *YOUNG TROLLEYBOOK USER*

PIEKARY SLASKIE MUNICIPAL PUBLIC LIBRARY (POLAND)

Library's technology project sparks curiosity across the city

LAUNCHED IN MAY 2014

The library's 'Programming of Curiosity' project uses the educational technique of 'gamification' (using the methods of games) and digital tools to stimulate young people's passion for technology. In just one year (2014/15) the library created a special ITLab where young people have free access to computers, a 3D printer, robotics kits and graphic design and computer coding software. Working with partners in the technology and higher education sectors, librarians taught over 400 young people digital technology skills – including making and programming robots; writing code for computer games; graphic design and 3D modeling. The library also organized a city-wide Day of Information Technology, which included a conference on Web safety; a computer game tournament and an outdoor treasure hunt using digital technology. Hundreds of citizens took part in the event. The 'Programming of Curiosity' project attracted new partners, volunteers and donations for the library, which is now widely recognized as a modern, well-resourced and dynamic institution.

MAKING ROBOTS: In the library's 'IT Lab' children learn to make robots and programme them to move.

'ALEXANDRU D. XENOPOL' ARAD COUNTY LIBRARY (ROMANIA)

Media literacy project builds teenagers' critical thinking skills

LAUNCHED IN MAY 2014

Research conducted in 2009 and 2013 found that media education was not adequately addressed in schools in Romania – and Arad County Library's 'App Library' project fills this gap. In just one year, working with the Arad County School Inspectorate and teachers, the library developed a comprehensive eight-module media literacy and digital skills curriculum for teenagers. Supported by teachers, the library trained 199 teenagers to access and critically assess online media and information. In addition, teenagers learnt practical media, publishing and communications skills. To raise awareness about software choices, and to encourage curiosity, the library chose to use free and open source software, which is available online at no cost and comes with free online tutorials and community support. The 'App Library' curriculum is now also available online and can be used in schools and libraries across the country.
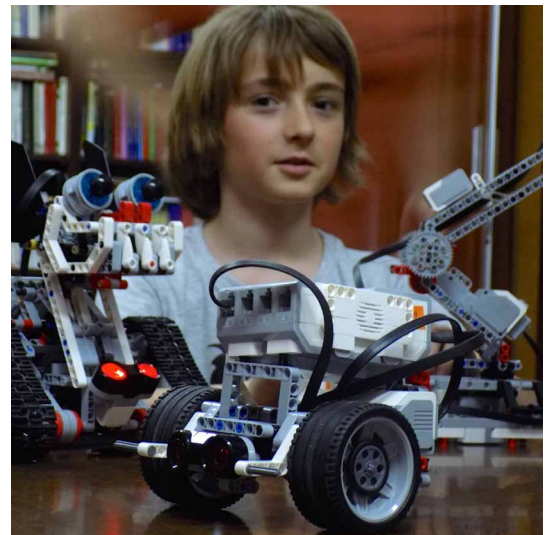

CRITICAL THINKERS: Thinking caps on! Teenagers practice their new digital and critical thinking skills in the library.

PUBLIC LIBRARY 'DUSAN MATIC' CUPRIJA (SERBIA)

Library develops a new generation of computer programmers

LAUNCHED IN MAY 2014

The library's Biblioteka++ project teaches children and youth basic and advanced computer coding skills, enabling them to develop useful problem solving software and web applications. In just 14 months (2014/15) librarians collaborated with teachers to organize 135 computer coding and robotics workshops in the library and in senior and primary schools, reaching 500 children. In fun, practical workshops, participants developed a digital calculator; programmed robots to move and learnt to design and programme websites. In addition, the young learners received guidance from librarians and teachers about possible future careers in computer programming. Biblioteka++ won recognition in the towns of Cuprija and Jagodina, with many schools adopting the library's practical approach in their technology classes. Inspired by the project, Cuprija Municipality supported creation of a dedicated Youth Corner in the library, equipped with digital technology.

YOUNG PROGRAMMERS: Young people are learning to build robots and programme them to move in Public Library 'Dusan Matic's' new Youth Corner.

"THE LIBRARY HAS TRANSFORMED ITSELF INTO A PLACE YOUNG PEOPLE WOULD LIKE TO VISIT. TECHNOLOGY SKILLS ARE EXTREMELY IMPORTANT FOR OUR FUTURE CAREERS, AND WE NOW HAVE A PLACE TO GATHER, LEARN, SHARE KNOWLEDGE, TO INNOVATE AND PLAY GAMES IN A PRESSURE-FREE ATMOSPHERE."

NIKOLA SPASIĆ, SCHOOL STUDENT

PUBLIC LIBRARY 'FRAN GALOVIC' (CROATIA)

ICT support promotes social inclusion of Roma people

LAUNCHED IN 2011

Through free ICT training, the library is developing skills in the Roma community and building trust between Roma and Croatians in Koprivnica in northern Croatia. To improve living conditions and promote social inclusion, the Croatian government offers a programme of assistance for Roma people. Koprivnica Town Council's local development agenda embraces this vision, and the library's service contributes to the town agenda. To break down barriers, the library's training is open to everyone.

Librarians report that 75 Roma youth now have library cards, and every day over 10 stay at the library after school to use the computers for web-surfing, social networking and to do homework. In 2013, the library won an EIFL Public Library Innovation Award for contribution to social inclusion in the community. In 2014, the library won an American Library Association (ALA) Presidential Citation for Innovative International Library Projects.

BUILDING TRUST: Public Library 'Fran Galovic's' award-winning service builds trust between Croatian and Roma communities in Koprivnica in northern Croatia.
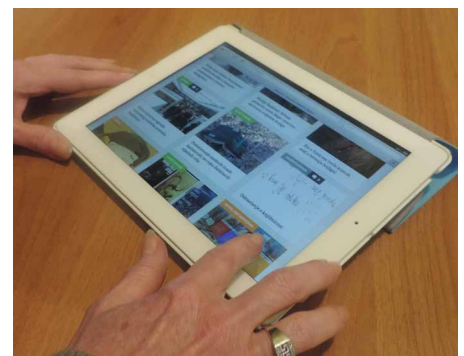
RIJEKA CITY LIBRARY (CROATIA)

Lively online magazine provides outlet for young writers and artists

LAUNCHED IN JUNE 2013

The library draws on the creativity of students and young unemployed people to publish an online magazine that addresses serious issues and challenges sensationalist local media. GKR Magazin has led to an explosion of creativity in Rijeka. In less than a year (2013), the library built up a team of eight volunteer editors, designers and proofreaders, and 68 regular contributors who provide a steady stream of short

stories, news, essays, features, poetry, reviews, photographs and film. The library publishes GKR Magazin using Open Source software that enables users to create and view text and images from desktop, laptop and tablet computers, and smart phones. In 2014 the service won an EIFL Public Library Innovation Award for creative use of ICT in public libraries.

CREATIVE YOUTH: Young writers and artists can create and view text and images for GKR Magzin from desktop, laptop and tablet computers, and smart phones.

OLSZTYN MUNICIPAL PUBLIC LIBRARY (POLAND)

There is something for everyone at the library's ICT laboratory

LAUNCHED IN FEBRUARY 2010

People who come to the library's ICT MultiCentre will find computers loaded with software for drawing, graphic design, solving problems and composing music. Hardware includes computers; graphics tablets; audio mixers, speakers and cameras. The library offers training in four modules – art, music, science and technology – to people of all ages, with all kinds of needs and interests. The youngest user is three and the oldest is over 80. An especially keen group is young people living with disability, who come to the centre to learn digital robotics skills to build toys, like aeroplanes, fire engines and carousels. "When I tell the children we are going to the MultiCentre, they simply cannot wait!" said Mrs Anna Werra-Swiątecka, teacher at a school for children with special needs. In 2014, the service won an EIFL Public Library Innovation Award for creative use of ICT in public libraries.

MAKING MUSIC: Young musicians try out their musical skills in Olsztyn Municipal Public Library's ICT MultiCentre.

TWARDOGORA PUBLIC LIBRARY (POLAND)

Bringing seniors into the internet era

LAUNCHED IN 2011

Numbers of seniors using the library's computers increased from 10 a month in 2010 to 80 a month in 2011 as a result of 'Internet ABC for Seniors', an ICT training programme that centres on practical daily needs, like online banking and shopping, email, Skype, and recreational interests like digital photography and travel. To encourage better communication between young and old, courses include young volunteers. Seniors now comprise 40% of all the library's computer users. Two branch libraries are now also offering the course in the villages of Goszcz and Grabowno Wielkie. In 2013, the library won an EIFL Public Library Innovation Award for contribution to social inclusion in the community.

SENIORS ONLINE: Internet ABC for Seniors learner Ms Danuta Zajac gets some help from a young volunteer in Twardogora Public Library. In addition to teaching seniors valuable internet skills, the library is helping create new bonds and understanding between young and old

LUHANSK REGION UNIVERSAL SCIENTIFIC LIBRARY 'A. N. GORKY' (UKRAINE)

Mobile ICT school for people with disability

LAUNCHED IN MAY 2010

In just 10 months (2012) the library recorded 2,368 visits by people with disability to the library to access free ICT and ICT training, and conducted 362 ICT classes outside the library and over 870 online training sessions. Based in the city of Luhansk in eastern Ukraine, the library offers ICT training at the library or, for people with disability who struggle to reach the library, in the security of their homes. Specialist communication training has improved the ability of 38 librarians to guide information searches for people with disability. The library has also created a database of library users who live with disability, detailing their situations and information needs. In 2013 the service won an EIFL Public Library Innovation Award for contribution to social inclusion in the community.

OUTDOOR CLASSES: The library trains people living with disability at their homes, in the library and in other places where they feel secure and comfortable.

"I CALL THIS PROGRAMME THE BREATH OF FREEDOM. AFTER THE LIBRARY'S TRAINING, I HAD CONFIDENCE THAT I COULD GET A JOB."
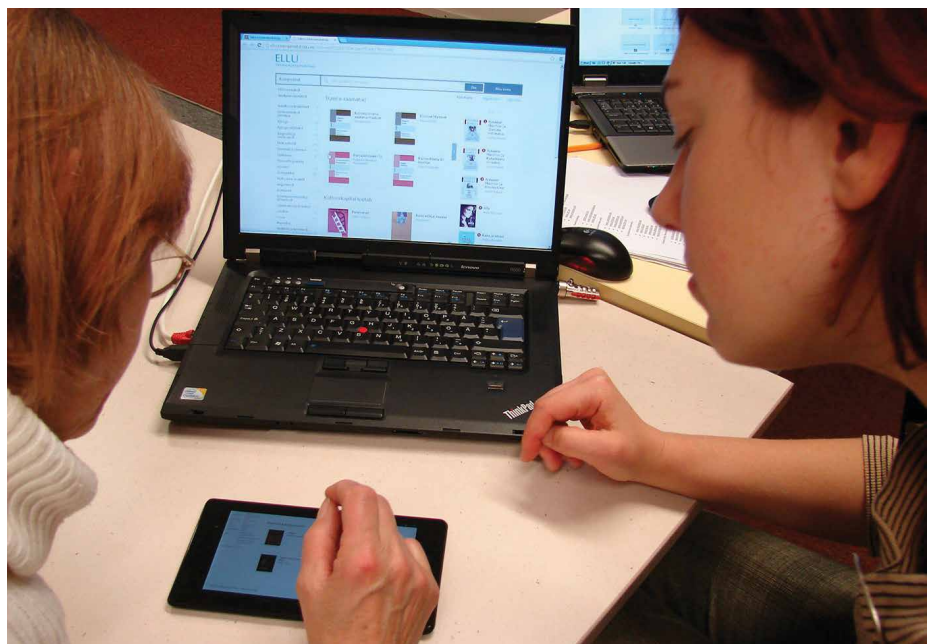
NATALIA BABURINA, WHO USES A WHEELCHAIR FOR MOBILITY

TALLINN CENTRAL LIBRARY (ESTONIA)

Public library pioneers online e-book lending service

LAUNCHED IN FEBRUARY 2012
Tallinn Central Library developed an online lending service that gives Estonians across the world round-the-clock access to modern Estonian literature in formats that are compatible with computers, tablets, smart phones and e-readers. In just two years, the library built up a collection of over 680 Estonian e-book titles for the service, which is known as ELLU. Over 2,700 registered library users in Estonia and living in the US, Europe, China and Taiwan have used the service, borrowing the books nearly 16,000 times. This pioneering service is making its mark: "Our e-book lending programme has led to discussion on the future of e-books and has highlighted the need for copyright law reform in Estonia," said Triinu Seppam, Director of Library Services. In 2014 the service won an EIFL Public Library Innovation Award for creative use of ICT in public libraries.

LITERATURE ONLINE: A librarían at Tallinn Central Library shows a service user how to access the library's pioneering e-book lending service.

> **"OUR E-BOOK LENDING PROGRAMME HAS LED TO DISCUSSION ON THE FUTURE OF E-BOOKS AND HAS HIGHLIGHTED THE NEED FOR COPYRIGHT LAW REFORM IN ESTONIA."**
> *TRIINU SEPPAM, DIRECTOR OF LIBRARY SERVICES AT TALLINN CENTRAL LIBRARY*

VALMIERA PUBLIC LIBRARY (LATVIA)

Social media app to make reading trendy for teenagers

LAUNCHED IN MAY 2014

The library's 'Read and get followers' project makes reading trendy with teenagers through a 'social reading' application (app) and by creating a dynamic 'Future Reading Room'. The library uses the Fastr Books app which enables readers to create an e-books library and to follow each other, chat about books and compare their reading progress. This was the first experience of e-reading for over half of the 500 teenagers who joined the programme - and they loved it: "Reading on the tablet is more stylish. I like to interact electronically to keep up with other readers' habits and recommendations," Tina Jancevska, aged 12, told librarians. In the 'Future Reading Room' teenagers are encouraged to read, explore and have fun with technology that includes an interactive wall, tablet computers, video cameras, gaming software and virtual reality glasses. The project has sparked discussion about the need for e-book services in libraries across Latvia.

NEW E-READERS: For over half of the teenagers who took part in the project, this was their first experience of reading e-books.

"IN EVERYDAY LIFE, A GREAT DEAL OF TEENAGERS' TIME IS TAKEN UP WITH SOCIAL MEDIA. WE KNOW THAT IF WE MEET THEM ON THEIR OWN TERMS WE CAN RE-IGNITE THEIR PASSION FOR READING."

DAIGA ROKPELNE, HEAD OF VALMIERA PUBLIC LIBRARY

LVIV REGIONAL CHILDREN'S LIBRARY (UKRAINE)

Library uses computer game to teach literacy in the Ukrainian alphabet

LAUNCHED IN SEPTEMBER 2015
This library's literacy education programme uses a free computer game - 'Mishenyatkova ABC' ('Mouse' ABC) - to teach children and adults to read and write in the Ukrainian alphabet. Librarians also draw on many other online resources and integrate games and competitions into classes that are lively and fun. Originally intended for pre-school children, the classes became so popular that the library expanded them to include children who have language-learning difficulties, and Russian speakers who have fled from violence in Eastern Ukraine, and who struggle to use the Ukrainian alphabet. Encouraged by the success of the classes, the library is now also teaching English and literacy in the Roman alphabet. In 2015 the library won an EIFL Public Library Innovation Award for Contributing to Literacy.

LITERACY LEARNERS: Pre-school children are learning their Ukrainian 'ABCs' on tablet computers and smart phones in Lviv Regional Children's Library.

"MY SON SASHA REALLY LIKES THE CLASSES. FOR CHILDREN LEARNING IS NOT ALWAYS JOYFUL. NOW, IN ADDITION TO COMING TO THE LIBRARY AND LEARNING THE LETTERS AND WORDS IN AN INTERESTING WAY, SASHA ALSO HAS THE OPPORTUNITY TO MEET CHILDREN AND MAKE NEW FRIENDS."
TATIANA ZELENSKA, MOTHER

SIAULIAI COUNTY 'POVILAS VISINKIS' PUBLIC LIBRARY (LITHUANIA)

E-government builds respect between citizens and officials

LAUNCHED IN OCTOBER 2012

In just four months, the 'Open Government in the Library' service trained 50 citizens of Siauliai County to use e-government services like filing income-tax forms, applying for unemployment relief, locating appropriate police services, and others. Each course lasts a week, during which the library invites government officials in charge of e-government services to give presentations about their services, and to listen to citizens' feedback so that they can improve their services. Trainees report that the service is breaking down barriers and building respect between local government officials and citizens in Siauliai County. In 2013, the service won an EIFL Public Library Innovation Award for contribution to open government.

BREAKING BARRIERS: Citizens of Siauliai County say that the 'Open Government in the Library' service is helping to break down barriers and build respect between citizens and government officals.

PUBLIC LAW LIBRARY, 'B. P. HASDEU' MUNICIPAL LIBRARY (MOLDOVA)

Over 765,000 citizens have free access to municipal legal records

LAUNCHED IN OCTOBER 2012

Every year, the General Mayor and the Municipal Council of Chisinau, Moldova's capital city, approve around 1,500 decisions which regulate the lives and work of over 765,000 city residents. In 2011, to increase public access to these decisions, the library entered into an agreement with the Municipal Council to digitize all decisions dating back to 1991, and to create a database. In just two years, the library digitized thousands of documents, and in October 2012 they launched the database. In addition to providing free access to the database, the library offers courses in using search engines to find legal information on the internet and strategies for searching the new database. The library also invites experts to give public lectures on legal issues. In 2013, the service won an EIFL Public Library Innovation award for contribution to open government.

DATABASE TRAINING: Librarians at Moldova Public Law Library train civil servants to use the library's legal database.

CENTRAL LIBRARY 'M. L. KROPIVNITSKIY' & THE MYKOLAYIV CENTRALIZED LIBRARY SYSTEM FOR ADULTS (UKRAINE)

Public library Citizen Service Centres in high demand

LAUNCHED IN 2012

Eighteen Citizen Service Centres launched in the Central Library and branches of the Centralized Library System are promoting e-democracy and open government in the city of Mykolayiv in southern Ukraine. The Citizen Service Centres are special spaces in each library where citizens have free access to ICT, ICT training and the services of skilled librarians to guide them in using e-government services. In just eight months (2012/13) over

2,100 people used the Citizen Service Centres. The service encourages online interaction with government officials. Since the centres were launched, residents have asked the Mayor of Mykolayiv 124 questions online, and the Mayor has successfully resolved 32 problems raised. In 2013, the library won an EIFL Public Library Innovation Award for contribution to open government.

ONLINE INTERACTION: The Citizen Service Centres are encouraging citizens to use library computers to interact with government offficials online.

"THE LIBRARY'S E-GOVERNMENT SERVICE IS EMPOWERING CITIZENS. IT IS MAKING THE CITY GOVERNMENT MORE TRANSPARENT, UNDERSTANDABLE, ACCESSIBLE AND EFFECTIVE."

VOLODYMYR CHAIKA, MAYOR OF MYKOLAYIV

ABOUT

EIFL (Electronic Information for Libraries) is an international not-for-profit organisation dedicated to enabling access to knowledge through libraries in more than 60 developing and transition countries in Africa, Asia, Latin America and Europe.

The EIFL Public Library Innovation Programme (EIFL-PLIP) helps connect communities in developing countries to information through public libraries by supporting creation of innovative public library services.

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