

A photograph showing two women in a library or office environment. In the foreground, an older woman with glasses and a white blouse is seated at a desk, looking at a computer monitor and writing in a notebook. In the background, a younger woman in a plaid shirt is also seated at a desk, looking towards the older woman. The desks are equipped with computers, keyboards, and mice. The scene is brightly lit, suggesting an indoor setting.

**JULY 2014**

## **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.

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**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.  
<http://bit.ly/TWHHfj>



**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.  
<http://bit.ly/1q3dH14>



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

## IMPROVING FARMERS' LIVES

### 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. <http://bit.ly/1tukSRk>



**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. <http://bit.ly/1mqHoa5>



**INCREASED SALES:** Dairy and sheep farmer, Mr Dejan Stankovic, says Public Library Radislav Nikcevic's AgroLib market has helped him sell more produce.

## '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 KNOW 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.

<http://bit.ly/1mlZMXV>

## 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. <http://bit.ly/MA3uqG>



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

**"THE LIBRARY CHANGED ATTITUDES OF THE UNEMPLOYED TO JOB-HUNTING, AND THEIR SELF-CONFIDENCE GREW."**

*SONYA KAMENOVSKA, BULGARIAN EMPLOYMENT AGENCY*

## CONTRIBUTING TO COMMUNITY ECONOMIC WELLBEING

### 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. <http://bit.ly/1sFM5vY>



**NEW JOBS:** The library's training for job-seekers helped 39 people find jobs in Radovis and Konce municipalities, where unemployment is estimated to be over 30%.

### 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. <http://bit.ly/1qqBLGT>



**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. <http://bit.ly/1qQ1uum>



**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. <http://bit.ly/1bMV9FX>



**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 ŽILINSKIENE, SOCIAL WORKER IN KAUNAS*

## BUILDING HEALTHY COMMUNITIES

### '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. <http://bit.ly/1qaK6Qs>



**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. <http://bit.ly/1w9uTzi>



**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.

<http://bit.ly/1kKLN1F>



**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

## **'LYUBEN KARAVELOV' REGIONAL LIBRARY (BULGARIA)**

### Fun financial literacy classes for young people

#### **LAUNCHED IN MAY 2014**

The library's Fun Financial Literacy project teaches children and youth how to spend their money wisely and to save for the future. With support from public and private sector partners including

the municipality and banks, librarians teach children and youth aged up to 24 about family income, budgets, saving, spending, donating, investing and using automatic tellers (ATMs). The young

trainees also learn to use ICT, including mobile technology, safely to make payments and transfers, and to keep financial records.

<http://bit.ly/1rdpWoT>

## SERVING NEEDS OF CHILDREN AND YOUTH

### RIJEKA CITY LIBRARY (CROATIA)

## 3D printing project turns library into youth 'makerspace'

#### LAUNCHED IN MAY 2014

The '3D Printing Incubator for Children and Youth' project has transformed the library into a community 'makerspace' – the first place in Rijeka to give young people free access to 3D printers so that they can learn to make toys, tools, ornaments, souvenirs and much more. "The aim is build young people's belief

in themselves as creative beings," said Ms Gorana Tuskan Mihocic, head of the library. Children and youth aged up to 24 are being trained to use 3D design and modelling software and to operate two 3D printers, one for complex, professional designs; the other to print basic designs. <http://bit.ly/1oJQStT>



**YOUNG MAKERS:** Children are learning to use 3D modelling and design software and 3D printers through the library's '3D Printing Incubator for Children and Youth' project.

### 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. <http://bit.ly/1ztIE1c>



**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.

## PIEKARY SLASKIE MUNICIPAL PUBLIC LIBRARY (POLAND)

### Library uses gaming to spark youth passion for technology

#### LAUNCHED IN MAY 2014

The library's 'Programming of Curiosity' project for youth aged from 15 to 24 uses the educational technique of 'gamification' and digital tools to stimulate a passion for technology. "The technique of gamification uses the methods of games – like role-playing, competition, teamwork, and story creation – to change behaviour in non-game

situations, and to increase motivation," explained Mrs Aleksandra Zawalska-Hawel, head of the library. Training includes theory and practice of computer programming, robotics, 3D design and modelling, and digital media skills like making videos and designing websites.

<http://bit.ly/TT3JBd>



**INSPIRING PASSION:** The library's project uses games and digital tools to stimulate young people's curiosity and passion for technology.

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

### 'App Library' builds teenagers' information and media literacy skills

#### LAUNCHED IN MAY 2014

This intensive public library training programme builds young people's critical thinking, media and e-literacy skills, and encourages them to use digital technology to produce and publish their own media. Titled 'App Library', the programme reaches out to teenagers aged 13 to 18 from gymnasiums (middle schools) and lyceums (high schools). "We are helping prepare youth for a future in which digital technology, media and information are increasingly important," explained Professor Florin Didilescu, head of the library. Training takes place in practical and interactive workshops led by librarians and teachers after school hours.

<http://bit.ly/1ZCvi8>



**CRITICAL THINKERS:** Teenagers improve their online research and critical thinking skills through Arad County Library's 'App Library' project.

## SERVING NEEDS OF CHILDREN AND YOUTH

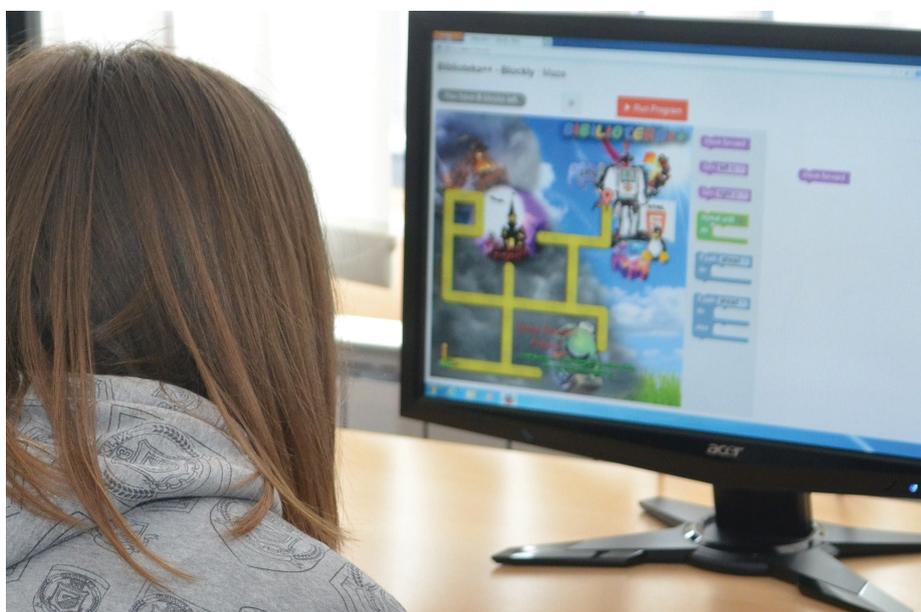
### PUBLIC LIBRARY 'DUŠAN MATIĆ' CUPRIJA (SERBIA)

## Library develops a new generation of technology experts

#### LAUNCHED IN MAY 2014

The library's Biblioteka++ project teaches children and youth aged from 10 to 24 basic and advanced computer coding skills, enabling them to develop useful problem solving software and web applications. "Many children learn programming at school, but after that they never write a single application. Programming language is just like spoken language: if you do not use it, you easily forget it. We make sure our trainees understand the value of what they have learnt by enabling them to build something useful for the real world," explained Mr Ivica Lazarević, Biblioteka++ manager. The library's main teaching tool is the LEGO Mindstorms EV3 robotics kit, which enables learners to build robots that are powered by tiny engines.

<http://bit.ly/TT2ZvH>



**YOUNG PROGRAMMERS:** The Biblioteka ++ maze helps students develop and test their computer programming skills.

**“WE WILL MAKE SURE OUR STUDENTS UNDERSTAND THE  
VALUE OF WHAT THEY HAVE LEARNT BY ENABLING THEM TO  
BUILD SOMETHING USEFUL FOR THE REAL WORLD.”**

*IVICA LAZAREVIĆ, MANAGER OF THE BIBLIOTEKA++ PROJECT*

## 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 Croats 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.

<http://bit.ly/1piLGly>



**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)

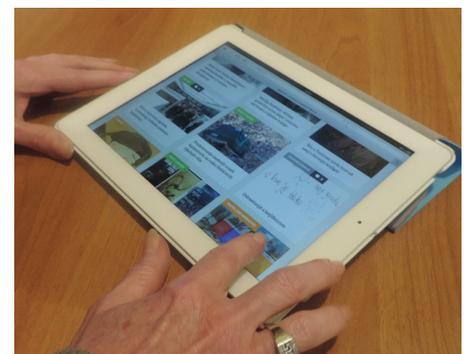
### Lively online magazine provides outlet for young writers and artists

#### 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.

<http://bit.ly/1qQ2PBm>



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

## CONTRIBUTING TO DIGITAL INCLUSION

### 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.

<http://bit.ly/1mmLbDZ>



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

### TWARDOGÓRA 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.

<http://bit.ly/1e5Vjt1>



**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.  
<http://bit.ly/1opqpAm>



**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*

## SUPPORTING LITERACY

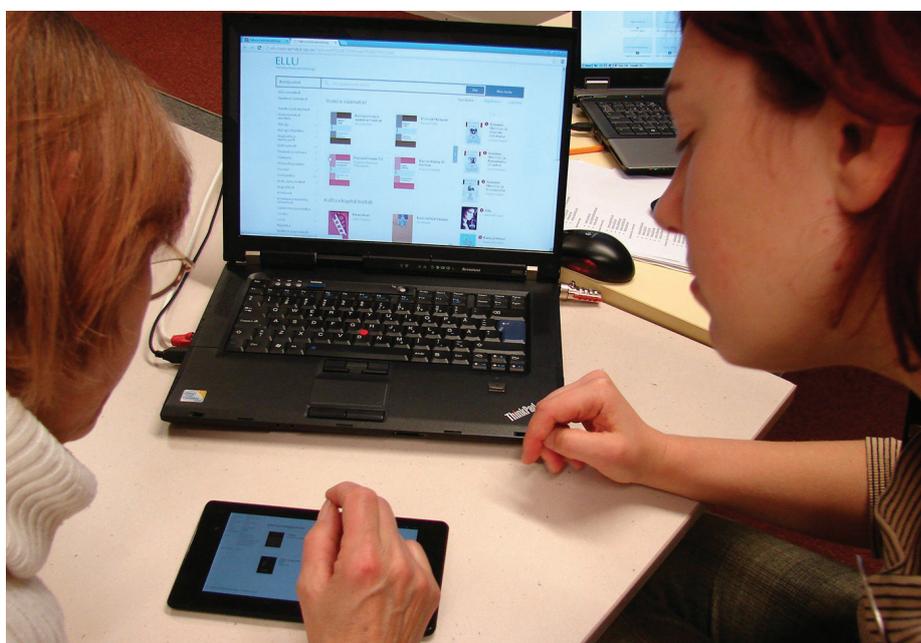
### TALLINN CENTRAL LIBRARY (ESTONIA)

## 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.

<http://bit.ly/1nkkKiq>



**LITERATURE ONLINE:** A librarian 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*

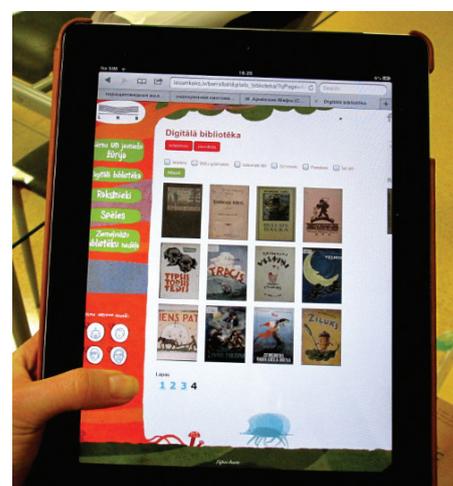
### VALMIERA PUBLIC LIBRARY (LATVIA)

## 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 special space in the library where teenagers will have free access to digital technology. The library uses the Fastr Books app which enables readers to create a digital library on smart phones or tablet computers. It also enables them to follow each other, chat about

books, share opinions and compare their reading progress. At the forefront of the project are 15 young 'reading ambassadors' trained to use the app to promote reading and to become opinion leaders about books. In the library's modern 'Future Reading Room' teenagers will have free access to digital technology to make videos, write stories, play interactive games and read. <http://bit.ly/1kwWWqI>



**SOCIAL READING:** Valmiera Public Library uses a 'social reading app' for smart phones and tablet computers to encourage teenagers to read.

**“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*

## **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. <http://bit.ly/1mQYjm7>



**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 officials.

## **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. <http://bit.ly/U6hQm8>



**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.  
<http://bit.ly/1oMuzFp>



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

EIFL's Public Library Innovation Programme is supported by a grant from the Bill and Melinda Gates Foundation

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