

2021 04 12 Central Services for Public Libraries

[11:10] Is the reading app available to those of us who are learning Dutch, but do not live in the Netherlands?

Yes, the vakantiebieb app is available abroad. There is no barrier to use this abroad. Unfortunately the vakantiebieb will not go live this summer, but I am sure we will have another edition in the years to come.

[11:12] Is the ebook/audiobook app developed by the national library or do you use a prebuild platform created by an independent company?

We developed a first version in 2014 of the app, this was mostly developed in house. More recently we had a tender for the e-book/audiobook app and selected Odilo to develop it.

[11:36] @Sander Is it the intention to integrate the library service "appropriate reading" into the public libraries' catalog to create an inclusive catalog?

If you mean 'appropriate reading' the service for visually impaired, a part is integrated in the public libraries, as far as it is concerned for materials like large letters books, audiobooks, etc. At the same time we have specialized services for the blind, since this requires special products and services. We are also connecting the public libraries with the organization to "integrate services". They will remain separate organizations and catalogs because the target audience and services are too different to integrate.

[11:38] @Oke: Is that illustration the outcome of a co-creation process with citizens?

No, it was drawn during a kick-off-session with mayors, staff by the Büchereizentrale, representatives by the ministry and representatives by our partners from adult education schools and the so-called MarktTreff. In front of the bus you can see a man who looks like Aat Vos. Aat shared via video thoughts about the 3rd place in rural areas.

[11:42] @Sander: as I understood correctly, you may either connect to the digital library or become a member of a local library - is there a competition between the local library and the central national library?

From the outside this might look like competition and sometimes libraries see it like that as well. However, we want to offer the best services to everybody, so people have a choice what best fits their needs, either a digital only service or digital combined with the services of the local libraries.

[11:42] The new dutch systems seems me a little bit "centralistic" - I think the Netherlands dont't like centralization of culture and education. What is network, what is centralization in the new system?

Yes, our culture is not known as centralistic. The network is are all local libraries, but also organization that support library work on the province and national level. We are trying to move away from a centralistic approach but looking more at the contribution you can make as a person and organization and less of the role the organization has.

From a local library perspective the innovative power of the KB is much valued. As local library we benefit from this. On the other hand the national developed services raise questions from local politicians whether our local library still needs its own innovation department. So it is crucial to have clear communication on the different roles in the different levels of library work from national, provincial and local.

[11:43] Are the German mobile units in addition to or in place of physical libraries?

In Schleswig-Holstein the services of the mobile libraries are for the smaller villages. These villages do not finance a physical library.

[11:44] @Oke: Are architects or urban planners involved in the Mobile-Library-Projekt? Is there a Connection to town planning processes?

Architects or urban planners are involved yet. The ministry responsible for infrastructure in rural areas is represented with some specialists.

[11:45] @Sander: Is there an administrative unit in KB for the network?

Yes, there is. We have a created a department with focusses on the public libraries with the goals to improve the coherence within the decentralized sector

[11:48] A hope that the level of cooperation between libraries will be attent in Tunisia like in your system

Thanks, I would advise you to focus on the social challenges for libraries and focus on the mutual problems and goals and start your conversation there.

[11:49] We who work in libraries are very aware of the fact that not all people have access to our digital services, also we do enjoy the actual interaction with people. Laura in Ireland &

I agree, many people don't want or cannot use the digital services, so they are not a substitute to an on site library service but a welcoming addition.

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[11:53] Thank you, yes, to have both is excellent in tandem but we must always retain the f2f contact, this is how we know what library users need, require and appreciate. These conversations are very helpful.

Yes, I agree, we need to get in contact in person to help people to go online and use the digital services.

[11:51] Sometimes the German libraries outside Schleswig-Holstein do envy the system there... we are lacking strategic development on a national level

[11:59] I do not see a competition but I do now that not all citizens have digital access so it will be very healthy for many when we can at least being call and collect services again.

Yes, I agree, we need to get in contact in person to help people to go online and use the digital services.