

**REPORT ON LIBRARY INTERNSHIP IN GERMANY  
FROM TANZANIA TO GERMANY**



**25<sup>TH</sup> JULY TO 20<sup>TH</sup> AUGUST 2009**

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**Library Internship in Germany**

## **Introduction**

Bibliothek & Information International (BII) promotes the creation and development of knowledge and experience through International Cooperation and maintenance of contacts. BII coordinate the International know – how – transfer in Librarianship, Information Science and related field in Germany. The growing of Information Technology put challenge to Library and Information professional. To address this challenge the BII support Librarians from Developing countries by providing grants for Internship in Germany.

## **Objective of the Internship**

The main objective of the Internship was to share experiences and ideas in relation to

- Identifying best practices of service delivery
- Ways of enhancing the performance of library services in Tanzania
- Strategies for improving library services in Tanzania

## **The Brief History of Tanzania Library Services**

Tanzania Library Services Board (TLSB) is a national institution under the Ministry of Education and Vocational Training established by the 1963 act of parliament, and later on repealed by the 1975 act. The Act requires the Board to promote, establish, equip and develop libraries, information centres, and documentation centres in Tanzania. TLSB has the role of ensuring that it provides information to all groups of people including:- children, youth, adults, and disadvantaged groups. In carrying out the above responsibilities TLSB acquires, organizes and distributes books, non-book materials and other forms of information materials to individuals, schools, Institutions and public.

## **Acknowledgement**

I would like to thank the Bibliothek & Information International for providing Grants for this Internship in Germany. The BII made this internship possible, with their support I managed to gain knowledge and experience on Library and Information services.

Many thanks also to Goethe Institute Dar es Salaam for organizing my stay in Germany. Special thanks to Director, Ulrike Schwerdtfeger, for working tirelessly and making my dream come true. Also many thanks to Charlotte Hermelink, the Director of the Goethe Institute Hamburg, for her hospitality and she was all the time making sure that I am fine.

I would like also to thank the management of libraries I visited; Bremen Central Library, State & University of Bremen Library, Jacobs University Library in Bremen, State & University of Hamburg Library, Hamburg Central Library.

I would like to thank my employer Mzumbe University, for allowing me to go for this internship.

**Bremen Central Library**

## **26<sup>th</sup> July - Arrival day**

Dorothee S. Kaufmann picks me up at the Main station, and takes me to my place after providing afternoon tea at her place.

## **27<sup>th</sup> July 2009**

### **Introduction (Dorothee S. Kaufmann)**

Give the introduction to the library staff and orientation of the Library.

### **Central Library Bremen (Renate Esselmann - Zentralbibliothek)**

The Building dates from 1907/1908

Central Library moved in October 2004, one of the 10 biggest public libraries in Germany

Surface: 5.500 qm.

**Opening hours:** 50 hours per week

Mo. Tue. Fri. 10.00 –19.00, Wed. 13.00 –19.00, Thurs. 9.00 – 20.00,

Sat. 10.00 – 16.00

Staff: 44 . one third works part time

Clients: 19.500 adults, 3.800 young persons under 18, 3.600 children (2008)  
2.600 –2.800 per day

Circulation (2008): 2.344.200, check outs per week up to 34.000 items, two media per person, percentage of self service check outs 86% to 88 %

Number of computers for public use: 100 most of them provide access to the internet

Collection: 304.500

Percentage of audio-visual equipment 25 % ( 9.000 DVD, CD, CDRom ,2.500 Videos )

338 national and international magazines

40 German and foreign newspapers

### First Level:

Fiction department : 57.000 (Print and AV-Media, 7.200 audio-books)

Art Library: 3.280 (drawings, graphic arts)

### Second Level:

Central information 40 computers with internet access, 22 of them with a range of software applications, 18 terminals are designed for quick e-mail use which offer 15 minute sessions. A range of electronic sources of information are also available.

Non-fiction department: 128.000 ( Print and AV-Media )

Music section: 42.000 ( 19.500 CDs, 17.000 Scores)

TeenSpirit (for young people): 6.000 (AV-Media 2.300 12%)  
International Fiction department: Books and media in 34  
different languages

### Third Level:

Childrens Library: 50.000 ( percentage of AV-Media 34% )  
12 computers to play games, use the Internet or have access to  
electronic sources of information.

Annual weeding rate 10%

## **Library Membership and Use**

You don't have to be a member to come into the Library and browse through its collections. Membership is only required if you want to borrow the items. To find your way around, ask at the Information Desk in the foyer/on the Ground Floor. More detailed information is available at the Information Desks which are located on each of the three levels in the library building.

## **Food and Drink**

It is not allowed to consume food or drinks within the library building except in the "Lesegarten" "on level C. Here users find a vending machine / drinks machine with hot drinks.

## **How to find books/literature on the shelves?**

Library collection is held in open stacks, organised using in a special classification system. The subjects are designated by an abbreviation (i.e. psy = psychology). The library is split into different subject areas on different floors. Information boards located on each floor show where you can find which subject. Staff in each area is there to help users find the information they need.

The non-fiction collection of the children's library is organised in a different way. It is split into different topics of interest areas.

## **Computers Services**

Users find access to the Internet in the foyer / Ground Floor / Entrance Hall.

There are 6 terminals which offer automatic 15 minute sessions. Here, there are no saving or printing facilities and you will be logged out automatically after the 15 minutes. You do not need to be a member of the library to use the internet. 15 minute sessions are free of charge.

On the Second Floor Library provide 40 public access computers with Internet access, 22 of them with a range of software applications.(e.g. word processing, spreadsheet ) Here you can save your work to a floppy disk or USB memory stick as each computer's hard drive is wiped every evening.

18 terminals are designed for quick e-mail use which offers 15 minute sessions, which are free of charge. All terminals here connected to printing facilities, 10 cent per sheet, black and white. No scanning facilities.

To use the 22 work terminals a valid library card is needed and you have to be registered member. Internet sessions are limited to 2 hours (library members over the age of 18), 4 hours (library members under the age of 18) or 6 hours per week (pay extra annual fee of € 10).

On the Third Floor children find 12 computers where they can play games use the Internet or have access to electronic sources of information. For 8 terminals authentication is needed. All terminals are available on a first-come-first-served basis.

### **Filtering software / blocking software**

To minimise access to inappropriate material (websites that fall under any of the following categories: adult/sexually explicit; chat; criminal skills; hacking; Violence /offensive) Library blocks certain websites and chat rooms using filtering software. This software, however, may not always prevent access to such material. If users find a website that has been inappropriately blocked they may request that the site be made available, or if they find a website which they believe is unsuitable users may request that it be blocked. In either case a Library Review team will consider their request.

### **Data storage**

Library users can save files to a floppy disk or USB memory stick. All files saved to the desktop are automatically deleted each time the computer is switched off.

### **Photocopier Services**

Coin-operated self-service photocopiers are located on the First and Second Floor / near the information desk and in the different wings / aisles (Wallflügel / music section and Domflügel). It is for black and white printing only, 10 cent per sheet.

### **Baby-Changing facilities**

Baby-Changing facilities are in the toilet for disabled people on the Second Floor. Users need a key to have access. They just need to ask the staff at the Information desk. The toilet for children located on the Third Floor also has baby-changing facilities.

### **Catalogue**

The Library has a computerised catalogue of its collection known as "OPAC" (Online Public Access Catalogue), which can be accessed from PCs in the library, via the web in your own home or place of work, or from anywhere in the world.

Users can search our catalogue, check and renew their loans and make a reservation.

### **Databases, electronic journals /newspapers**

There is a range of electronic sources of information; user has only access to in the library, Digibib, Genios, Lexis Nexis (full text articles of newspapers and magazines)

### **“Im Erwerbungsprozess”**

Recently purchased items which are still in processing / which are not yet available. Unfortunately it is not possible to make a reservation.

### **Loan Period**

The loan period for all items is three weeks. Users can renew them twice except magazines, DVDs (movies) and Bestseller. Books someone else has asked for cannot be renewed.

### **Renewal of books or other library materials**

Users can renew in person, via the Internet, over the computer terminals in the library or by telephone. If they are renewing over the Internet they will need library card number and PIN (password), and if renewing by telephone they need library card ready / at hand.

### **Payment of annual membership fee**

Users can pay membership fee using the fee machine on the Ground Floor / Entrance Hall and level B, but they can also pay at the Issues Desk / Service desk on level B.

### **Library Card**

The BibCard is valid for 12 months from date of issue and will not automatically be renewed. BobCard can be reactivated at any time. Replacing the card costs money.

### **Change of Address**

When a Library member address or name change, they need to notify the library immediately, to enable them update their records and notifications will continue.

### **Reservation Service**

Library users can reserve items at any of Information desks, or reserve it by themselves using one of the computers in the library or via the Internet. Users can also phone Library to make a reservation. The charge per item is 1 €. Users will be notified by post or e-mail when the reserved item becomes available.

### **Bremen City Library and the web-based services**

#### **Digital Bibliothek (Digibib):           (Digital library)**

Digital Library is knowledge portal for library customers

- to search for books in different libraries around the world
- to search for full text articles in newspapers and magazines
- a collection of proved links and databases
- 

The Digibib can be found on Library homepage: [www.stadtbibliothek.bremen.de](http://www.stadtbibliothek.bremen.de) under catalogues and account. Click E-Ressourcand to find a list of internetlinks and databases sorted in different subjects or topics like: job and career; law, literature and language, history and so on.

The access to some databases is very expensive, so many libraries in Germany joined to a consortium to reduce the costs.

The databases with costs are presented in a special subject called: our highlights.

Apart from Munzinger, other databases can only be used in the library.

From here it is very easy to use databases like: Munzinger; Genios or LexisNexis

Users: about 31.000 visitors in 2008

**Munzinger:** a database which provides updated information on all countries of the world as well as biographical information on famous people.

When you look for information on Tanzania, you will get the latest facts and figures: how many people, what climate, who is the foreign minister, the economy, the culture, the different languages, the health system, the education, the timetable of history.

This is a very good source especially for pupils.

Biographical information:

In Munzinger People you can find famous people from Tanzania. Search field: Nation Tanzania. 21 People are listed. Or you find information on Michael Jackson.

Munzinger can be used from home with a valid library card and the Password.

**Genios:** is the premium paid-content service provider in Germany. Genios provides high-class information on the economy, management, companies, politics and science. Genios is a subsidiary of Frankfurter Allgemeine Zeitung und Handelsblatt, two major publishing houses based in Germany.

You can look for company profiles, annual accounts and balance sheets or ratings or browse through 180 German and 19 English newspapers and 450 specialized magazines. You can print out or store the full-text information only in the library.

Unfortunately there is no access to the Frankfurter Allgemeine Zeitung

The information goes back till the year.2000.

**Lexis Nexis:** is another Press database similar to Genios but with a more international focus. Here you find articles from 1994 until today.

### **Library Overview (Guntram Schotzer)**

Bremen Central Library is one of the big libraries in German. It is situated at the North of Germany. Have got one Central Library, one Prison Library, One Mobile library with 16 stops and six branch libraries (Adults, young and Children). Also they have Hospital libraries, which provide services to patients in hospitals.

### **Acquisition Strategies**

- Each subject have one specialist or librarian
- Librarian or Specialist decides which books the library needs
- They also receive suggestion from customers, but not all suggestions are included
- They select from the market
- Central library press order, but books sent straight to branches from bookseller
- Library paid extra money to special bookseller who processed books for library
- Donations from people, resale some of it and purchase new one
- Books are arranged according to date of arrival, it can take 10 – 14 days from bookseller.

### **Guidelines for Selection**

- Discuss the budget with colleague
- Compare the circulation of the titles from previous years; which titles have been circulated throughout the year
- Add new titles from weeding list

### **Weeding Process**

- Subject Specialist or Librarian prepare a list of all books in their areas



- Librarian go through it by checking the books record, those which have not borrowed or taken out for three years can be included in the weeding list
- Some can shifted from their position to the place where could be seen easily.

### **Other activities**

Dorothee and Renate took me around the building, meeting some staff and be familiar with the surrounding.

## **28<sup>th</sup> July 2009**

### **Fiction and Literature Specialist (Annette Thürck and Renate Esselmann)**

Art Collection 3,000; customers are allowed to borrow for three months, have to pay € 10 per individual and € 100 per organization, and they are allowed to renew 2 times no payment is required.

### **Selection procedure**

Library select fiction and literature by taking suggestions from library users, and also from specialist experience.

### **Technical Section (Bindery)**

This is where books are processed. 800 books are processed per week.

### **Procedures**

- They put shelfmark on books (call number are given by subject specialists)
- Put soft cover (Plastic one) to books with soft cover and magazine
- Put barcode for library system
- Take them out

### **New Books Room**

There is a special room where all new books are kept. Books are arranged on shelves according to the subjects and area where they are supposed to be taken. Librarians are required to visit this room three times a week to pick up new books to respective places.

## **29<sup>th</sup> July 2009**

### **Website Content Manager (Daniel Tepe)**

We went through the Website of Bremen Central Library.

In the 1<sup>st</sup> page (welcome page) you found

- Catalog
- Children Program
- E – Library (Digital library)
- Ask Librarian
- Art Catalog

### **Catalog**

The Catalog has search services include advanced search and simple search. In each page there is a catalog search button this enable library user to perform search in any page.

## **E – Lending**

In this site users can find e – Books, e – Audio, e – Video, e – Magazine, e – Music, and e – Paper. Users can lend any of this electronically.

Users can have free access to e – magazine for two weeks. Also there are links with other Internet website, which links users when they need addition information on different themes; like Religion, Politics, Social, market etc.

## **Special Website for Children (Kessi)**

Children can access this website while at home. They can design pictures and send as e – card to friends.

The Kessi Program (Website) consists of

- Quiz section – where children can answer questions and send to the library
- Fantasie section – In this section children look at the pictures and write a story and sent to the library. All the stories are published in the website where children can look at or read for themselves.
- Game Section – Here there are different games which children can play at the library or at their home.
- Book Cinema – This is a Book talk exhibition for children, which took place in the library each year for the purpose of making children ready for school.
- Film – They make themselves in the library and watch
- Routes for library loan – In this section child can follow routes and understand how they can make a loan for themselves.
- Contact section – they can contact library
- Facebook – where you can have information of library staff, for now there is Kessi cv
- Twitter – One can Present message and tell others what she or he is doing and if any one want to join can join and follow the presentation.

## **Ask Librarian**

This is a form of getting feedback from library users. When they wrote something they can get an answer in two days. This section connect library with users.

## **Art Catalog**

Library users can access art collection and get ifnormation on the status of the chosen one whether onloan or is available for loan.

## **How they take statistics**

Library use special program called AWSTATS. The program has been installed in the web, and shows

- How often users visit website
- Which site they visit
- Which services they use or ask for etc

## **Library e – Newsletter**

The Newsletter is circulated to customers through e – mail. There are about 36,000 registered customers. Customers are provided with several subject titles and have to choose from that list, and the library circulated depending of the preferance.

## **Mission of Library Website**

- To bring customers close to the library
- To present library services to other colleague in the world

- For communication with member of staff to know what others are doing as there are about 120 staff in Central libraries and 6 Branches.

### **Future Plan**

There is a plan to present minimal information in website in other languages like English and Turkish by 2010, to enable other customers around the world to have a look at the website and understand the command.

**30<sup>th</sup> July 2009**

### **Branch Library – Lindenhof, Bremen (Sabine and Erfurt)**

This is a Library which gives services to the people around and schools.

#### **1<sup>st</sup> Floor**

This floor has information resources for Adults. Books are kept on shelves they called Cabinet, and are arranged by number of cabinet and title of the book. The arrangement is as follows

- |      |                        |   |
|------|------------------------|---|
| • 50 | Children books         | EG  |
| • 54 | Young people           | EG  |
| • 60 | History and Society    | OG  |
| • 61 |                        |   |
| • 62 | Computer Library       | OG  |
| • 63 | Hobby and Leisure time | OG  |
| • 64 | Parents & Children     | EG  |
| • 65 | Baby and Soul          | OG  |
| • 67 | Media library          | EG  |
| • 68 | School (Pupils) help   | OG  |
| • 69 | Literature & Language  | OG  |
| • 70 | Travel & Countries     | OG  |
| • 71 | Nature and Technique   | OG (Natural sciences – physics, biology)etc |

Users are guided by sign / symbol. Computer and Internet books are close to PC to be easy for users to refer if they have any question.

As shown above, this branch library has got a lot of books, from different themes. For example Books on Maths, English, History, Politics, Physics, Grammer, Religions, Fit, Leisure, Cooking, Philosophy, Drugs, Medicine, Nationalism, Economic, Market, Women, Arts, Gardening, and books on different language like English, Turkish, Spanish etc.

The Library also have collection of Audio Books; MP3 CD, DVD.

#### **Ground Floor**

This floor mainly is for children but there are some collection for both children and Adults like Music CD and DVD. Main counter is also in this floor, where users can obtain library card, make loan, there are a PC which connect this library with Central library.

#### **Event Places**

There are two (2) event places for children, where children can have activities. They have their own computer and two computers for game. Each child can use for half an hour per day

and there is a timetable for each child (this is because there are few PC therefore they have to take control).

Some books are in Turkish and others in both languages Germany and Turkish. Game kit can be borrowed like books. There is a Boat where children can sit and read or play game. There is also a section for young mother / first time mother where they can get information and tips on different issues like name of children, things you can do for children, night shortstory, etc.

### **DVD**

DVD has got sign of different age for borrowing; there are children under 6 years, more than 14 age or 16 age or for children from 0 day to 5 years.

### **Special Room**

In the 1<sup>st</sup> floor there is a Group event room where children can have picture books; Picture books cinema allow children to listen to story while looking at the picture in the screen. After the show library staff asks some questions and children share experience of the same situation.

### **Other Activities**

- **Co operation with Schools:** The library has classes before the opening hours. Children participate to different activities like playing Bingos, picture books and other entertainment. There about 200 events per year. These activities create relationship with users by being together everyday doing several activities.
- **Loan for Teacher:** There is a service for teacher where teacher can borrow many copies for class 1 to class 3. They can stay with the books for 6weeks up to 8 weeks. The library can send books to the school via nearest library. There are 70 titles and 4,616 copies. Number of copies depends on the demand of the title.
- **Health meeting Cooperation:** This co operation is not more than three years, before that there was a coffee room. People tend to take coffee to the library. Therefore Library changes the use of that room to health people. The activities of this group are Consulting, Information, Self help, Study group, District activities and Events. They normally give talks and advice to groups like children, young, elderly, sport groups and prevention.

They provide brochure and fliers to the library and they displayed for users. The library and the health meeting organize activities together like, making party for the neighbor, networking with other groups like people who need help (more money). They also give advice to parents on special occassion like school bags for 1<sup>st</sup> time children, what to put inside.

They start Family Café, where they met every Thursday. They have afternoon tea for parents. They invites neighbor to come have cup of tea and health group talk. They speak about education, children, health etc.

For Leisure time they have interest groups like gardening, Football, and art group which meet at least once a week.

### **Special Offer to Immigrants**

- Free Library card for six months
- Some Training on Germany language
- Training on how to use the Library

\*Classification system used by library is SBF – Systematik Fur Bibliotheken\*

**31<sup>st</sup> July 2009**

### **Visit to Branch library at Lesum (Sita Freihold)**

#### **Special Package to Parents through Doctors**

This package is for the purpose of building the attitude of reading to children from 1 year and makes parents see their responsibility to create the reading attitude to children.

The package includes

- Napkin with the sign of library
- Small picture books at the back there is a box with four places, and parents are asked by the Doctors to take their children at the library from age 1, each time they visit library they get one library stamp at the box, if the child have 4 stamp, the library give him 7 her a present.
- Do not disturb I am Reading flier
- Letter signed by a Doctor telling parent to take her child to the library.

#### **LISUM Library – Branch Library (Audy)**

This library is Public library, for neighbor. They serve people around the Lisum and other from across the border. They also have good relationship with schools; they organize activities with teacher for pupils.

#### **Arrangement of books**

The children books are close to the door where children can see them immediately.

Books are arranged depending on subject, or interests or age.

There is a lot of children books of different age. They have more books on Gardening, Cooking and life after 60 ages for adults. This is because Lisum is close to the sea, so people like gardening, cooking and also older people are living alone their children work elsewhere therefore they like to read books life after 60s; guide and tips.

#### **Room for Book picture Cinema**

There is a room for Book picture cinema, usually starts in September up to April, and two weeks per month. The library provides timetable to parents, school teacher and also make announcement to the local newspaper.

#### **Services to Teacher**

School teacher can borrow books for class for more than normal period (3 weeks). They can have as many books as they wish.

\*The library have got different label colour for different age to avoid children or young to loan adults books or DVD.\*

**3<sup>rd</sup> August 2009**

### **Mobile Library (Matthias Weyh)**

The Mobile Library has got 19 stops and will add one by September or October this year. Most users are under 16 years old. The Library have 15,000 media, out of it 12,000 are print collection. They have almost 1550 users. The age distribution is as follows in percentage

- Under 6                      3.4%
- 6 – 11                        55.2%
- 12 – 17                      13.4%
- Under 40                    5.6%
- Over 40                     22.4%
- Total                      100%**

### Mobile Library users by Age

Age	Number of users
0 – 5	67
6 – 11	901
12 – 15	166
16 – 17	30
18 – 19	9
20 – 24	9
25 – 29	7
30 – 34	15
35 – 39	37
40 - 44	67
45 – 49	42
50 – 54	39
55 – 59	40
60 – 64	24
65 - 69	32
70 and above	41
<b>Total</b>	<b>1526</b>

### Loan Period

Mobile Library users can loan books for 4 weeks, and can have them for 2 weeks more without paying fine. The users can also return books for other library through mobile library (i.e. Central library and Branches libraries).

### Mobile Library Timetable

There are timetable for all stops, and they distributed it while at the stop or people can read on the website.

### The Mobile Library

The bus have got

- Shelves for books, Video, DVD, Cassettes and CD
- 2 Information desks
- 2 Computers with online services; they can loan, return or search books.
- Collection for children, young and adults

Users can borrow up to 100 books, DVD, CD and Magazine up to 25; Children can borrow up to 3 DVD.

### **The trip in the Mobile Library**

The Stop was Borgfeld, and we were there for one and half hour.

There were a lot of children under 6 years with their parents almost more than 50. Few were young.

They borrow books, DVD, and CD; and other return books. Library Staff make library card for user on the spot. It was a new experience to me.

### **4<sup>th</sup> August 2009**

#### **Children Program (Sieglinde Zimmermann, Gaby Rieke and Felicitas Nieting)**

#### **Public Events for Children in Central Library**

Reading promotion is planned for nursery schools and school classes, all children are invited to come to the Public Events. The Public Events are something special aim to improve image of the library by showing interesting offers. Children should become acquainted to the library as a place where they have to spend their time having fun and get inspired.

#### **Summer Reading Group**

Children are encouraged to read books during summer holiday, if anyone can read more than 3 books, and answer questions they get library Summer Reading group stamp on their reading card, and can get prize. They have to answer question to assure library staff that they read the books, most of the questions are found in the Antolin Website ([www.antolin.de](http://www.antolin.de)). Maximum books to read are 15.

#### **Events at a regular date**

Regular events are on Tuesday at 4.00 pm, library offer an event in the Children Department. The 1<sup>st</sup> Tuesday of every month department organizes craft activities for children. The 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> Tuesday Department offer a picture book movie.

#### **Craft Activities**

Take place at a large table where about 20 children can be seated. The younger one sit with their parents. As the craft activities are popular, the parents need to get tickets before the event. Ticket cost 50 cent to €1.50, sometimes it is free.

The handcraft can take one or one and half hour depending on how difficult it is. Crafts activities usually use paper, cardboard, corrugated board, feathers, beads, threads and other dry materials. Before the Event Department prepare a pattern and place beside the announcement of the event at the Information desk, so the children can see what they will be doing in the next event and get tickets.

#### **Picture Book Movie**

The picture book movie is one of library's services to introduce children to books, to reading and to the use of library. It is suitable for nursery school children, first and second year pupils and sometimes for children in the third form.

A picture book movie is an event where classes or groups come into the library with their teachers. Then a library employee reads a text from a picture book out to them. The children can see the pictures from the book on a wall at the same time.

The nursery school teacher or form teacher can ask an employee of the library for an appointment for his/her group. When they agree on a day and time, the employee enters the details in an event calendar along with the name of the teacher, the name of the school and the grade and number of pupils in the class.

By means of the grade the employee who shows the picture book movie, can decide which picture book he/she can show. There are some picture books with little simplified text and others with more text and special words (for example porthole and binoculars).

There are many picture books only for the picture book movies but not each of the city libraries in Bremen has all of them.

In the past the pictures from the book were shown on a slide projector. The employees had to choose the movie they wanted to show a group/class well in advance. If they wanted to show a picture book movie they didn't have in the library, the employees had to order the book and the slides from the library that had them. That took time, was complicated and not up to date. Nowadays the picture book movie works using a laptop and a beamer.

Another innovation is that all picture book movies from the Bremen city libraries are stored together in one database. Each library can access all of the stored picture book movies. It is quick, doesn't take a lot of time and the employee can decide what he/she wants to show shortly before the class arrives.

The teachers often get application forms before they come with their classes to our library for the first time. It is easier if the teachers give the application forms to the pupils' parents to fill them out. If the application forms are returned to the library before the appointment, the employees make library cards for the children. In that case the children can get their own library card on their first visit. That is nice because the pupils can look for books they want to borrow on the same day after they have seen the picture book movie.

Before the group arrives, the picture book movie gets prepared by the employee. They get the laptop and beamer and open the first page of the picture book movie. The text has to be next to the laptop.

When a class is in the library for the first time, the employee shows where they can leave their bags and jackets. As soon as the pupils are quiet, the employee welcomes them. He/she explains our "mice game" to them. They have to be quiet as little mice and they aren't allowed to run around. After the explanation, the game begins and they go into our event room. There they watch the picture book movie. After the reading the children can ask questions which the employee tries to answer.

If it is quiet, the employee explains the use of the library or asks children if they know the answer. For example, one question is how long the loan period is and what happens if the items are overdrawn. Library staff shows a library card and a borrowing paper as a visual aid.



After the explanations, Library staff hands out the library cards for those children whose parents have filled out an application form.

Now the children have time to look for books they want to read. When the time is over, they have to come to the service desk to borrow the books. During that time the teacher and employee can talk together and help with questions.

The teacher decides which and how many items the children may borrow.

By agreement with the teacher, the pupils can either get a special loan period or they have to bring the items back after three weeks like everyone else. It depends on whether the teacher wants to come with the class for a picture book movie to the library again or not.

Only classes or groups who want to come again get the special loan period. For this the employee and teacher have to make a new appointment. This date will be the end of the loan period.

If a class comes regularly for picture book movies, a special card with important information (name of teacher and school, telephone number, grade, number of pupils, date of the visit and the name of the picture book movie they saw) will be prepared by the employee. Every time this class comes to an appointment, the date and picture book movie are noted on this card. By means of this information a picture book movie will not be repeated for one class.

After the pupils have their bags and jackets and are quiet, the employee says goodbye to them all.

On the next class appointment they return the items they borrowed or extend the loan period if they forgot the items before the picture book movie.

### **Special Events**

These events took place on the occasion of a certain anniversary or an event in the city, for example the "World Book Day" (23<sup>rd</sup> April) or Deutschland liest (Germany Reads) or Bremen Authors read for Bremen pupils. Some of these special events are open for public but mostly are for primary school (Classes) or nursery school groups.

Special events involved reading by the author of children books, or children's theatre performance in the library or workshop with artist.

### **Reading Night in the Library**

The Reading night take place on demand from parents. Usually children arrive in evening and spend the night in the closed library mostly until 12.00 am (Midnight). Library offer interesting program like reading by the author, rallies, quiz, playing, eating and drinking. The Reading night have motto. For example the last Reading night motto was "Foofball" therefore the Library invites the Werder Bremen Child's Club, called Kids Club and the Werder kids were allowed to spend the night in the library.

### **The Family day**

This took place once a year, always in November in all libraries (Central Library and the branches). Also the Family day have motto, last year was "Fantastic World" and this year will be "Sea Worlds".

At the Family day staff dressed according to the motto of that year. Even the participants also are required to dress according to motto. Activities on that day includes craft, printing,

wizard's hats, wizard's books, little dragon readings and performance by theatre group. There are also little rewards like sweets for winner.

**5<sup>th</sup> August 2009**

**Electronic Services and Digital Databases (Knut Rudolph and Renate Esselmann)**

**Electronic library**

This new library service started in February 2008 with the intention to achieve new customers who are interested in using computers and media files. You will find the e-library on our homepage [www.stadtbibliothek.bremen.de](http://www.stadtbibliothek.bremen.de). Click on catalogues and account. There you find the button elibrary.

The collection consists of:

<b>24.07.2009</b>	<b>Collection</b>
<b>1585</b>	<b>eAudio</b>
<b>2445</b>	<b>eBooks</b>
<b>24</b>	<b>ePapers</b>
<b>131</b>	<b>eMagazine</b>
<b>4736</b>	<b>eMusik</b>
<b>357</b>	<b>eVideo</b>
<b>9278</b>	<b>Media files (total amount)</b>

To use this service a library Card and the Password is needed. In the beginning people had the possibility to use the e-library without having a library card, but there has been some misuse. The loan period is: ebooks, eaudio, evideo, emusic 7 days; e-paper 1 hour and e-magazines one day.

Hardware needed to access elibrary are: A personal computer, a quick internet access, the latest windows media player 11, adobe reader 7 and adobe premier edition 1.7. Apple Pc only allows these of pdf-files.

The advantage: you can use it 24 hours a day, and 7 days a week. You don't have to return the files, you just cannot open the files after the loan period. The loan period is controlled by digital rights management.

In the first 12 months until February 2009 the collection was not so attractive, only some publishers are interested in the e-library. Since end of 2008 the well known German newspapers „Spiegel“ „Frankfurter Allgemeine „, and „Süddeutsche Zeitung“ can be borrowed also.

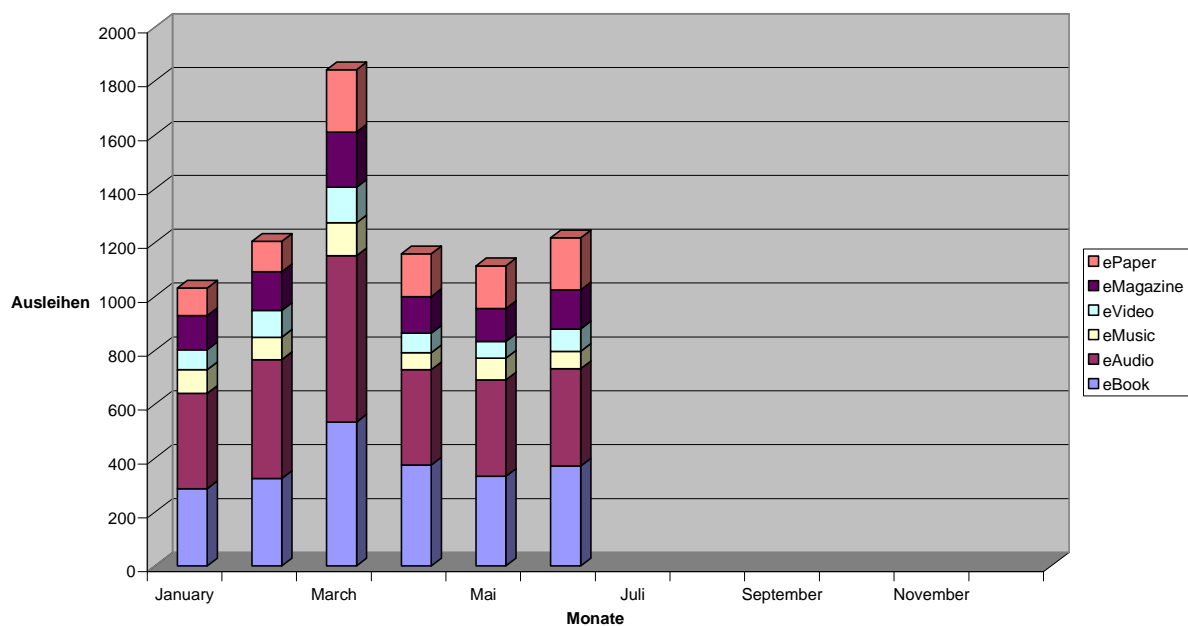
<b>Type of Media</b>	<b>Total amount loan.</b>	<b>Collection* 2/09</b>
<b>eBook</b>	<b>2918</b>	<b>1706</b>
<b>eAudio</b>	<b>3326</b>	<b>1031</b>
<b>eMusic</b>	<b>770</b>	<b>4566</b>
<b>eVideo</b>	<b>780</b>	<b>326</b>
<b>eMagazine</b>	<b>882</b>	<b>107</b>
<b>ePaper</b>	<b>220</b>	<b>68</b>
<b>Total amount</b>	<b>8896</b>	<b>7804</b>
<b>Users</b>	<b>2291</b>	<b>-</b>
<b>Test users</b>	<b>179</b>	<b>-</b>

Beginning of 2009 the use of the collection increased considerably. The offer became much more attractive: The users especially ask for newspapers, magazines, guide-books with the focus on travelling, how to manage work and life, and audio files with crime and thrill by authors like Mankell. The

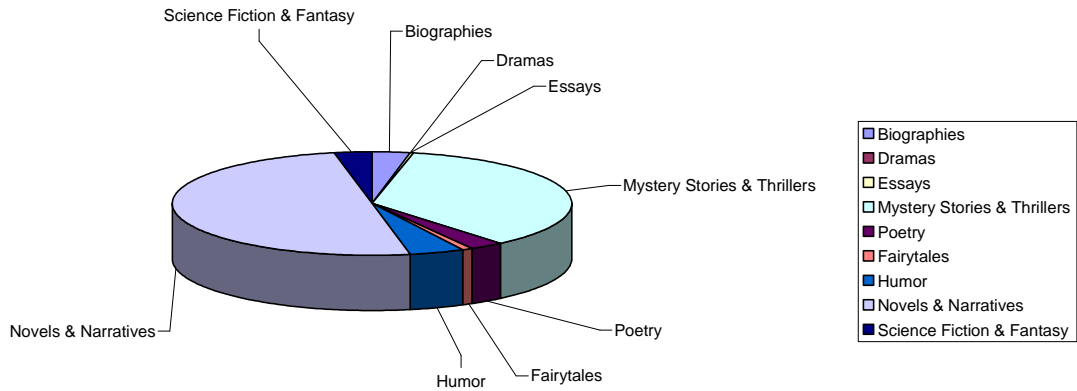
e-music collection mainly contains classical music and jazz. There are files for children, pupils, and adults. There is a special offer for pupils, in German it is called „Schülerhilfen“ which helps to understand school topics more easily .

Type of media	Total issue 1.1.- 31.6.09
eBook	2225
eAudio	2486
eMusic	499
eVideo	524
eMagazine	878
ePaper	958
<b>Total amount</b>	<b>7570</b>
<b>Users</b>	<b>1726</b>
<b>Test users until 4/09</b>	<b>77</b>

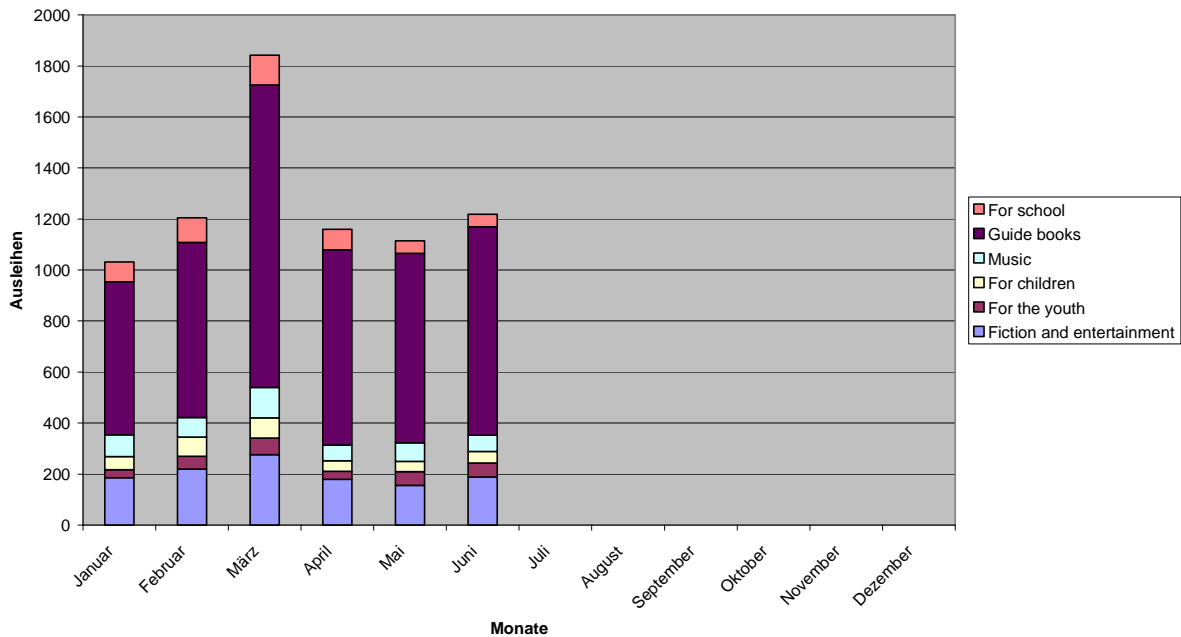
electronic library Type of media 1.half-year 2009



**Subject area: Entertainment electronic library 1. Half-year 2009**



**Electronic library subject area 1. Half-Year 2009**



**Information Desk Services – Self check Services (Katrin Bartholdi and Renate Esselmann)**

In a week average check out is between 30,000 – 34,000 in the Central Library, and average visitors are between 15,000 – 16,000 and per day are 2600.

**Self Check Services**

Approximately 86 – 88% visitors are checkout and 80 – 84% checks in. But during peak time or rush time more than 90% visitors use self services.

The library use Hybrid Security system where both Barcode Magnetic system and RFD (use chip) system are used. Bremen Central Library is the first library to use this system. It took almost two years to change the former system. The self Check Services helps to minimize que at the information desk.

From the self check machine the returned items are sorted by the requirement or information i.e the item for other branch libraries or reservation item are kept together and the remaining items are sorted out according to the shelfmark or floor (ground, 1<sup>st</sup> or 2<sup>nd</sup> or 3<sup>rd</sup>), and then are sorted according to the interest (subject).

**6<sup>th</sup> August 2009**

**Staats – und Universitätsbibliothek Bremen (State and University of Bremen Library)**

### **Overview (Martina Schildt)**

In this University, there is one main library and some faculties have their own branch libraries: Economics, Law and Engineering at the University; and Engineering and Social Sciences, Economics and Neutical Science, Music and Arts at the University of Applied Science. The main library has got 4 levels, 130 staff including faculty libraries staff.

### **Opening hours**

9.00 – 10.00pm (Mon – Fri)

9.00 – 6.00pm (Sat)

9.00 – 8.00pm (Holiday)

### **Library Card**

To get library card one have to show Identity card and / or Passport.

Card is free for students for 12 months, and is allowed to renew annually. External users have to pay €20 to get library card and external students €10 as well as staff. For Bremen University staff card is free.

Library catalog are online and can be accessed at home. There is a choice of language; therefore users have an option of which language to use. Users can renew any media online if the item is not in the reservation list or can make reservation on line. Library has Wireless LAN whereby Bremen University students can access internet on their Laptop when they are in Library.

Computers have been connected to the printers and photocopier machines.

Information board are at each level, they show

- Information about library
- Opening hours
- How to renew library materials and how to make reservation
- Courses for students and staff

### **Closed Stock**

These include Periodicals which can be borrowed for four weeks, periodicals older than ten years which are not for loan; and old books which can not be taken out. Monography are not for loan.

### **Level 1**

There are Self Check Machine, 2 Information desks, journals and main PC workstation, scanner and photocopier machines. There are also shelves for reservation materials and order is placed for 10 days.

## **Level 2**

There is books for loan, have been organized by syllabi

- H – for reference
- S – Students collection for loan

There is no Information desk at this level, due to the shortage of staff but due to change of information materials assistance from level 1 and 3 is possible.

## **Level 3**

There are rooms for group discussion and shelves for new books.

## **Level 4**

In this level there are

- Media centre for Audio Visual materials. Check out and check for this materials are performed in this centre. Audio Visual materials can be borrowed for two weeks.
- 3 rooms for DVD (users can watch DVD)
- 2 rooms for Professors and Students ( for lecture)
- Reading room for Manuscripts and rare books
- Manual catalogue for old books

Map are available at all levels, you can use map to locate the media you want.

## **Acquisition Department (Sigrid Werner)**

Department have 20 staff and they divided themselves in 4 teams of 5 staff in each team. After purchasing new books, they prepare those books for subject librarian. Sort out according to the subject.

## **Interlibrary Loan**

They receive approximately 200 orders per day. They divide them according to the subject. Users have to pay € 1.50 for the item. Books are transported by special courier in bag to the centre and distributed to the library. It can take about 2 weeks to get the order. For article they print the article and sent to the libraries which place the order. Maximum 40 pages extra page the person who orders it have to pay.

## **ARIEL Software**

This is special software which enables the article to be delivered to the library from another library automatically. 10 libraries participated to this service.

## **Special Services**

Express services / quick services are provided by payment. €10 for normal person, for students is a bit less and for business pays more.

## **SUBITO Services**

These services send the materials to the person. If it is an article went straight to the e – mail of the person. If it is a book, they send by post to the person address, it takes one day. Users have to pay for this service. The library received approximately 60 orders per day by Subito.

## **International Interlibrary Loan**

The library has correspondence with other country libraries like Canada, USA, Sweden, Australia, Italy, France, New Zealand etc. They send article by e – mail. Payment is made by

using IFLA voucher: 1 voucher = € 8 and half Voucher = € 4. The library collect voucher and send to IFLA HQ for payment, then IFLA pay the total amount in cash eg € 2000.

### **Information Services & Digital Resources (Heike Kamp)**

This library is the State and University Library. It is for people of Bremen and University Students. Everyone have a library card. Most services are for university. University have changed from giving Diploma, to Bachelor and Masters therefore students have more hours in University, more writings and more courses, therefore they need library than before.

There are 3 Information desks; there is no Information desk at level 2. There is eight staff who are working on Information Services Department. They have 30 Assistants who assist these 8 staff. They (8 staff) have between 4 – 5 hours per day on information desk.

### **Opening Hours**

From next academic year it will be 8.00am – 10.00pm (Mon – Fri), 10.00am – 6.00pm (Sat) and Sunday closed.

The library has got 9 branches and 3 Special Interest libraries namely Economic, Science and Applied Science in Bremen and in Bremerhaven. All decision on selection and purchasing are done in main library but with consultation from branches. Applied Science has their own fund from the main library and they select and purchase books for themselves.

### **Library Catalogue**

They have Classical (OPAC) and Electronic. They started to translate in English. You can search for all media by using E-lib. You can search by subject or Basic search. Search result has different colours to show status of the book;

- Yellow – for Bremen use
- Red - Library have no access
- Green – You can have access at home

### **E-lib Page**

The search can shows

- Refined type like media e.g. E – book or Printed Book, E – Journal or Printed journal, Theses etc
- Location – where you will find the media
- Year of Publication (History)
- Databases
- Subject heading
- Classification

### **User Education**

They organize user education for students and staff. They have the motto “Let the students learn do not teach them“, they gave them more time for practice and few time for direction. The Information Services staff advertises the user education plan, after finding out what user need and organize the timetable.

Library provides a Software called Refworks which support in writing paper and article, they pay for this services. The free one is called **citavi** – Reference management and knowledge organization software.

### **Subject Librarian (Joachim Drews)**

There is 10 to 12 Subject librarian, each one have his / her own budget. They usually find average cost per book to know how many books could be purchased by the budget.

### **Selection Procedure**

1. By using University home page and look for course outline and see required readings and suggested books
2. Use Deutsche National Bibliography – Arranged by DDC- Subject librarian look by Class number for subject or look by Author (familiar one) or by Publisher (familiar one)
3. Use Publisher Catalogue – They choose forthcoming titles from publisher catalogue like Cambridge or Routledge
4. Use Library of Congress
5. Mailing lists – from government or organization; and also from review of other Authors.

After the selection they send the list to the Acquisition Department for payment and acquiring. Subject Librarian gets new books from Acquisition Department and decides where to put the books whether in freehand (Open access) or Special.

Subject Librarian also train students on special databases during opening of University October - November, and April – May.

**10<sup>th</sup> August 2009**

### **Jacobs University Library**

#### **An Overview of the University Campus (Hans Roes - Director)**

Jacobs University Bremen previously was known as International University Bremen, IUB. Jacobs University is an English speaking higher education institution.

Jacobs University was founded in 1999 as the 'International University Bremen (IUB)' but changed its name early in 2007 in recognition to the Patron Klaus Johann Jacobs, who saved IUB from bankruptcy.

#### **The Library**

The Library is within the Information Resource Centre together with IT and Multimedia services. The Library is digital and reference library. It has 5 Librarians and several assistants who most of them are students of Jacobs University. The Library have got special Readings room for PhD students, each student have table, PC, and rocker to put things. Also there are special room for discussion groups, and a special room with PC where users can work quietly. The Library also has a Kids Corner for Staff children who come to the library once per week.

#### **Open Access Databases**

The Library is the Repository for Faculty members work. Each faculty member is required to deposit one copy of work to the library. The Library has established University Database where all work of faculty members is available online. Other Open Access Directory includes Dspace Database, OAister databases, RePec Database and D – Lib Magazine.

#### **Technical & Acquisition Librarian (Kirsten)**

The Library use Library of Congress Cataloging Rules. They have books in English and others in Germany; Most of Journals are in Germany.



## **Acquisition & Selection Procedure**

Most of the budget goes to E – Resources. There is Consortium among the libraries in Germany, i.e they share Information Resources by Interlibrary Loan.

‘Missing Link’ – This is vendor working with Library to purchase books.

- The Library received recommendation of titles from Students and Professors (Lecturers) through library page
- They send subject list to the Library vendor who send available titles to the library and they select depending on the budget
- The Library also received Donation of books from Professors and students.
- Purchases through Amazon.com
- The Library order DVDs through Amazon UK
- There is Research fund for Professors whereby they press order and library purchased books using the Research fund. Those books can be borrowed by library and used by other users.
- Kindergarten books are selected from Bestsellers

After the selection of titles, they send the invoices to library accountant for payment. Then the Head of Department prepare the list of purchases and amount spent and sends to the Faculty Deans to have a look at the purchased titles.

## **Interlibrary Loan**

The Jacobs University Library received books but do not lend, because they have few print books and it is a new Library. The Library received English articles from Nertherland, USA and Australia. They use IFLA Voucher to pay for InterLibrary Loan; users do not pay for InterLibrary Loan. Students and Lecturers have the log in Password to order their own books or articles through InterLibrary Loan. If they fail to pick up their order they have to pay fines.

## **Collection Development**

Conduct stock taking (Inventory) to check which area need more books and also to check for condition of books, wornout books are taken out of shelves.

The Library has System Analyst within the Library (Technical Department) who works on the Library Systems and publishes Theses online.

## **Circulation Librarian (Stefan Schön)**

System which is used is Millenium system. Circulation services has its own page which have got services like

- Overdue notes
- Fines – they check each morning and updated the report
- Reservation
- New courses order - This page is used by Lecturers to order new titles for new courses. The Circulation Librarian has to check status of the titles if they have or not, how many copies they have, if they are in open shelves they change status to special collection.

## **New Members**

Library new members have to fill User Agreement forms online, and then they have to go to the library with their ID to collect Library card.

**11<sup>th</sup> August 2009**

**System Analyst (Anja Kakau)**

Millenium System is an integrated library system for Circulation, Catalogue, Acquisition, Serials, InterLibrary Loan, Report to generate Statistics, Administration, and Link to vendor and Library of Congress where you can export materials information.

Library has got more than 100 databases.

Other systems used by library includes

- SFX – Link resolve e – journal; give link to journal directly
- Vede – Electronic Resource Management system, they work together with SFX
- Metalib – portal software, tool for database finder; you can search directly to the database and will bring to you the link to the library catalog

**Databases**

- Refworks – It is a Bibliographic software support in writing
- Zotero – free database, Bibliography citation management.

**Program Manager (John)**

Use Web 2.0 to design Jmap for library. Jmap is the map of the library which users can use to inform their colleague where they are in the library, and what they can see at that place. They introduce Facebook which library community (users) inform others what they are doing and if they would like to join them.

The Library also has put University staff directory on the desktop for easy communication.

Web 2.0 is about improving what you have and also integrating your services in the environment of your users. Wiki is the application of Web 2.0. The software includes Wikipedia, and Teamwork.

**Open Sources**

- Koha Version 3.0
- Ever Green

**13<sup>th</sup> August 2009**

**Staats – und Universitäts Bibliothek – Hamburg (State and University Library)**

**Introduction & Circuit through Library and Customer Oriented Services (Dr Wawers)**

We have a tour around the library which has up to 17<sup>th</sup> level.

**Library Overview**

State and University Library of Hamburg acts as federal state and archive library. It was established in 1919, before that it was known as the City Library in 1696 and then 1751 it becomes a Public City Library. The Library was destroyed in 1943 during the World War II. Before war there were approximately 850,000 volumes, 700,000 were destroyed during air raids.

**Stock**

Library has about 4 million books, magazine and other media. Each year they add 65,000 media.

### **Utilization of Library Services**

Library has 4million visitors per year, which equal to 1.2 million visitors per year. 1.2 million lendings per year. More than 250,000 library users' accesses to electronic media (databases, e – magazine, e – books); more than 2 million user's accesses to e – dissertations.

### **Preservation**

State and University library has restoration and book binder workshops for preservation services, and they also use private company. In order to preserve and save the originals, selected manuscripts, books, newspapers and magazines have been transferred to microfilm and recently also to digital media.

### **E –Services**

Library has about 500 titles from various scientific fields and can be downloaded on-line with library card. Users can use for up to a week.

### **The Hamburg University Press**

The Hamburg University Press is a publishing house of the State and University Library of Hamburg since 2006. The publishing house supports 'Open Access' in science. All publications are available online for free reading and down-loading.

### **Stella, the Electronic library Angel**

Stella is like a guide or helps services, answer the questions on library sites. Stella is a Chatbot – a robot who you can talk to like in chats.

### **Education & Training (Ulrike Lang – Assistant Director)**

#### **Education**

- Library Assistants Course – it is a 3 years course; students have 2 days in school and 3 days in library. While in library they rotate in library, and tours to other libraries to learn library work.
- Internship for the Bachelor of Library Sciences – it is for 6 months
- Internship for other students who have college studies and have 2 years library study. There is no payment for internship but the interns are getting paid.
- Master and PhD - it is between 3 – 6weeks
- Internship Scholars – it is for 1 or 2 weeks, this is for pupils who would like to know libraries activities.
- Library has partnership Program with Spain and Checkslovakia, whereby they receive students from these countries for internship.

#### **Training**

- Special training for special staff who may have been in other professional and they want to change work - this could be offered by library or special people
- Internal courses – a one month per hour course for library staff. The topic could be on database search, e –journals etc. Sometimes Library use Education centre to organize courses for staff, they just select topic or title of the course.
- University training which can be offered in faculty for any staff.

### **Human Resource Development**

This is a program where before end of year there is a talk with each staff to know their development plan for the next year and assists them in making decision.

### **Information Desk & Reading Room (Edler)**

There is 6 staff for Information desk (Reference) services. Other staff has to work on Information desk after their normal work. Profession works until 6.00pm during weekends

There are three Readings rooms, where materials are kept for users. Library users can enter to the Reading rooms after showing their ID. In evening information desk are opened at the reading rooms. Most users use these rooms for reading not for books. There are almost 1000 users per day.

### **Carrolls (Small rooms)**

This is for students who are in exams. They have to show letter to confirm that they are in exams. The rooms are free can be used for 3 months.

### **There is PC for**

- Internet
- Catalog
- Word processing
- InterLibrary Loan

### **Databases**

The library Databases can be accessed free at home with library card.

### **InterLibrary Loan**

Users pay €1.50 for materials. They can use SUBITO services. This delivery services can take up to 3 days and cost €9, the SUBITO deliver materials at the address of the users. If users select SUBITO services have to fill in the form and get number and then choose books or journal article, and then press order, they will get invoice from SUBITO to their address. Payment can be made after receiving the materials.

### **Opening Hours**

Mon – Fri 9.00 am to 9.00pm

Sat – Sun 10.00 to 9.00pm

**17<sup>th</sup> August 2009 and 18<sup>th</sup> August 2009**

**Zentral Bibliothek Hamburg (Hamburg Central Library)**

### **Library Overview (Markus)**

Library have got automatic machine for return materials, the machine has got 100 parts. They also have automatic machine for fine or InterLibrary Loan payment and Self – Check machines.

Library use RAK system i.e they use Alphabet for shelfmark.

### **Children Centre**

This centre started October 2008. The centre has got 5 rooms for different age, and room for kitchen and eatings and science room. Books are arranged according to ages. There is about 65,000 media for children. There is a corner for girls and corner for boys; they have got books for their interests. The Children centre has its own Information desk. There is a special program for children called KIBI.

The Library has language section. There are books on 124 languages. There are also 2 small rooms for readings.

## **Bestsellers**

Loan for bestsellers is €2.50 and users can borrow Bestsellers for 2 weeks.

The library has got DVDs and CDs; Noten shelves, which users can borrow with library card.

They have very few materials for reference only.

## **Portal – Library Home page**

There are several pages for different section. Each section develops its own page.

The website have got

- Children page – KIBI, they develop this page with 30 childrens.
- Teen’s library – for 12 to 18 years, they put books for leisure not for school.
- Offer to school page – where teacher can order books from the library
- Adult page
- Handicap page – there is sign language and voice
- Catalog
- About us
- E – Library page
  - E – Learning, users can learn languages at any place
  - E – books (10,000), and E - papers
  - E - Music
  - E – Video

Users can use 800 databases for free except one database.

Ask Librarian in Hamburg – users can get answer for their questions in 24 to 48 hours.

## **Information desk & Library catalog**

The catalog search result shows the sign whether the book is in Central library or not.

Loan time is 3 weeks for books and other media; and DVDs and CDs is 1 week. Users have to pay €1 per hour for Internet services.

## **Acquisition & Subject Librarian (Frauke Untiedt)**

They work with learning centre; people can go to the library and borrow materials which they use in Training centre. They also provide courses online like Microsoft.

## **Selection and Acquisition procedure**

- They use Deutsche National Bibliothek
- They get donation from people, but they accept materials which are 3 years old and above
- They buy services to library vendors who provide information about books, library materials. The library selects titles and sends to vendors and they buy for them and processed them.
- 75% purchased from vendor and 25% from other means.
- Publisher catalog
- Newspaper – they read people opinion about different titles.

## **There are two possibilities for branches**

- They can buy through central library
- Or branches can buy themselves

There is a Central services Department which order all the media for central library and branches, and are responsible for catalogue.

### **Accession Bulletin**

The library produce Accession bulletin weekly shows type of media, author, title, publication year, internal ordering number and shelfmark.

### **Databases**

There are 2 databases; one for ordering books and the second one is for searching books.

### **Conclusion**

The Internship was well planned and allows visiting different public and academic libraries in Bremen and Hamburg. A very important aspect in this Internship was the opportunity to know and interact with numerous library staff.

### **The Learning aspect of the Internship**

- Involvement of Library users in designing library program; if it is children program they involve children and if it is adult program the library involve adults.
- Close relationship with library users. This relationship help library to retain its users and attract new users.

## **Remarks on the Internship**

The Internship was well planned and allows visiting different Public and Academic Libraries in Bremen and Hamburg. A very important aspect in this trip was the opportunity to know and interact with the numerous library staff.

### **The learning aspect of the Internship was**

- Involvement of Library user in designing library program. If it is children program they use children and if the program is for adult they use adult.
- Close relationship with library users; Library staff and library users look like one family, this relationship help the library to retain their users and also to attract new users.
- Use of E – Resources / E – Media, most of library are now moving from having more printed books and Journals to electronic resources / media to cope with the changing IT environment which enable library users to access information online.