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**To:**  
**BI-International**  
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**C/o Kompetenznetzwerk für Bibliotheken im dbr**  
**Internationale Kooperationen**  
**Berlin**  
**Germany**

**PROFESSIONAL VISIT TO THE PUBLIC LIBRARIES**  
**IN THE SOUTHWEST OF GERMANY**  
**June 14 – 21, 2009**

**PROFESSIONAL REPORT**

My professional visit to the public libraries in the Baden-Württemberg federal state, Southwest Germany in June 14 –21, 2009 was realised owing to the grants received by the BI-International (Bibliothek & Information - International Committee of the German Library Association [www.bi-international.de](http://www.bi-international.de)) and Lifelong learning programme Grundtvig of the Agency for mobility and programmes of EU ([http://ec.europa.eu/education/programmes/llp/index\\_en.html](http://ec.europa.eu/education/programmes/llp/index_en.html)).

During five workdays I visited 10 libraries in five cities - Ulm, Stuttgart, Freiberg am Neckar, Freiberg, Ludwigsburg and Karlsruhe - and talked to 20 librarians. Generous help and support in detailed planning of my professional visit and contacts with German colleagues were given by **Ms. Bianka Reckenbeil**, the head of the library in the Goethe Institut Kroatien in Zagreb (<http://www.goethe.de/lms/hr/zag/hrindex.htm>).

General purpose of my business trip was to learn more about activities of visited libraries to cope with challenges of nowadays society in order to transfer acquired knowledge to the Croatian librarians, as well as to apply it in the library where I have a position of a directress ([www.knjiznica-koprivnica.hr](http://www.knjiznica-koprivnica.hr)). I was interested in the concepts and work organization of the libraries, library management and marketing, reading promotion, especially in ways of supporting lifelong learning, especially of adults as my special focus in the lifelong learning programme *Grundtvig*.

**City library of Ulm / Stadtbibliothek Ulm**  
[http://www.ulm.de/kultur/tourismus/bibliotheken\\_und\\_literatur/stadtbibliothek.30713.3076.3963.3669.30713.htm](http://www.ulm.de/kultur/tourismus/bibliotheken_und_literatur/stadtbibliothek.30713.3076.3963.3669.30713.htm)

The City library of Ulm was the first stop of my professional library tour (Monday, June 15 2009). **Mr. Alexander Rosenstock**, deputy director, explained me the organizational structure, library marketing and management concept, reading promotion programmes and projects, and activities in lifelong learning.

Ulm has 120,000 inhabitants, 22,000 registered public library members, 550,000 media (180,000 books, 45,000 older than 1,800 and 620 incunabulas; first printing house was established in 1474). The library has 120 manuscripts (the oldest dates from 1282). The oldest library was established in April 1<sup>st</sup>. 1516, the Public library was founded in 1896. The Academic library and the Public library were united in 1999 to Central Library (Zentralbibliothek), which operates since 2004 in a new building. At the previous library

location is situated about 70 meters from the new building, there is still a magazine with about 180.000 books (inclusive the 45.000 rare books before 1800), which are held by the previous academic library. Public library card is 20 €. Children and young under age of 18 have free admission to the library services. All is free of charge except DVDs.

Library system consists of the central library, four branches in suburbs, and mobile library. There are 34 members of the library staff and a few people supporting several hours per week. The total budget was all-inclusive 4,560.000 € (inclusive writing off / depreciation of the new library building, too) in 2008.

The library is situated in a new building since 2004. It is impressive from many aspects. Very interesting is a way of implementation of the modern library building within the shape of 35-meter high glass pyramid into historical and cultural heart of that city on the Danube River. It has 4,700 m<sup>2</sup> space in total (3060 m<sup>2</sup> for users). The idea is that library acts as a place of real communication, besides virtual world of Internet. With its five stages building it is very functional, easy and simple to understand. Motto of the library is: *All have questions, we have answers!* It emphasizes the main orientation of the library to be a meeting point and the place of communication that is open to all citizens. Architect is Gottfried Böhm, one of the most important architects in the second half of the 20<sup>th</sup> century (*additional information: <http://www.goethe.de/wis/bib/dos/bip/bwb/de116829.htm>*). *Special architectonic style of the buildings in the city Ulm is the expression of self-consciousness of its citizens*, explains Mr. Rosenstock. Ulm was very rich town in medieval times, famous on its trade especially with fustian (Barchent), a fine sort of linen. Famous is its Cathedral which was founded in 1377 as citizen's church (not as a bishop's church which a cathedrale uses to be) with the highest church tower in the world with its 161,53 meters; the library pyramid shape is a sort of corresponding construction.

On the ground floor of the library are placed an information desk, books (bestsellers), DVDs, CD-ROMs, talking books, recommendation books (fiction and facton), cartoons, comics, a book flea market, Children's library on the 1<sup>st</sup>. floor, and Music department with electronic piano. Science and no-fiction are placed on the three upper stages. Besides separated reading room, in all parts of the library are sitting places for individual or group work. On the top floor is a reading café with daily and weekly newspapers and a majestic panoramic view on the whole city.

The biggest problem of the library is the lack of the staff. There is a tendency of loosing staff because of the consolidate city budget and economic crises. It is reflected on the library opening time to public (as many German libraries, this one is closed for customers on Mondays) and work with customers. There are not a lot of programmes and projects for adult public because of it. There are each semester two courses for adults in cooperation with the Adult education school (*die Volkshochschule*) "Library Ulm introduces itself" ("Die Stadtbibliothek Ulm stellt sich vor") as three hours long training in library orientation and using databases. Library has 36 Terminals with public access - half of them for Internet, half for OPAC and one PC with installed CDROM-databases.

A lot of efforts are put into reading promotion among children. There are a lot of activities in the Children's libraries. Mobile library visits schools giving special events in reading and media lending.

*The best marketing is a good selection of media, kind stuff and good organisation*, explained Mr. Rosenstock. There is one person as PR who organises dates of events, flyers and posters, but she is a librarian and her main business is selection of media and information service. Concerning Internet service, there is the Internet catalogue available 24 hours a day. There is no restriction in number of lending media (return in 4 weeks), except of music CDs (up to 10). In the Central library, 23% of the offered media are lent out of library, and 35% in the Children's library. Separate offer are bestsellers from the list in *Der Spiegel*. *Concerning modern technology, for example RFID und downloading of e-books*, said Mr. Rosenstock, *the City library of Ulm is not ambitious to be always the most modern German library*. But in the year 2000/2001 the development of the most efficient library acquisition data interchange system EDIFACT for libraries (containing completely data exchange from

Standing Order information to delivery information up to electronic invoice including lending-ready delivery of media by the distributor) was caused and planned in Ulm and realized in cooperation with the software house and the distributor EKZ. A most forced organisation of the whole library while saving personal resources has been the permanent effect of this project. There are two self-service machines and a cash machine, but not RFID. Acquisition of quality of media for all ages and interests (the needed books in the needed number) is in the focus of the Ulm City Library.

### **City Library of Stuttgart / Stadtbücherei Stuttgart im Wilhelmispalais**

<http://www.stuttgart.de/stadtbuecherei/>

In the City Library of Stuttgart I spent the major part of my visit tour duration. It was a target of my professional visit in next two days (Tuesday and Wednesday, June 16 and 17, 2009). This public library is the biggest one in the Baden-Württemberg region, economically most developed region in Germany. Stuttgart is the capital and the financial, business and cultural centre, with population of 600.000 inhabitants.

On the first day I talked to **Ms. Ingrid Bussmann**, the directress of the Library about the library organisation, lifelong learning programmes (this library is one of leading one in that field in Germany.), marketing and management activities, open content service, and concept of new library, which is under construction.

On the first day I got a guided tour through the Central Library by **Ms. Bellinger** (the head of the Language & Foreign languages studio) and **Ms. Berger (the head of the Graphothek)**, the Children's library by its head **Ms. Karin Rösler**, and the Music library (*Musikbücherei am Wilhelmispalais*) by **Ms. Jeannine Jochum**. On the second day I was introduced into PR activities by **Ms. Andrea Grulich**, central acquisition by **Ms. Emminger** and visited two libraries in the Stuttgart library system - a branch City library West (*Stadtbücherei West*) introduced by **Ms. Lorösch** and the Media centre (*Mediathek im Treffpunkt Rotebühlplatz*) by **Ms. Fuoss**.

The Stuttgart public library system consists of the Central library, 17 branches and 2 mobile libraries with 24 stops in parts without library branches, visiting schools and kindergartens in the morning and wide public in the afternoon. Four libraries in hospitals with information work for the hospital staff and little collections for patients are allied with the system. Total annual budget is 15 Million €. There are 175 working places, 250 people employed and 80 people having mini-jobs a few hours per week. Women are 90% of the staff. It is one of the best public library in Germany with lending of 10,6 media per inhabitant. Membership fee is 15 € per year or 4 € per month. Children up to 18 are free of charge. It is possible to borrow up to 50 media at once. Lending time is 4 weeks for all except DVDs and CDs. It is possible to renew lending 8 times. There is a unique card for the whole library system. A lot of events are organised by the library (e.g. 3.423 events were in 2008): lectures, workshops, courses, training, guided tours etc. It has 2,5 Million visits per year. There are more than 300.000 medias in the Central and Children's library placed in the Wilhelm's Palace.

The main idea of the library is to offer access to information and books and to be a public meeting point. It is an educational institution supporting lifelong learning and a bridge between culture and education. *Libray has many roles in general, and it is a question of strategy which to point out*, explained Ms. Bussmann. *Libraries are institution of information and knowledge, not of cultural heritage*, she said. *The aim of librarians is to carry on educational, and not to avoid a cultural role at the same time. In the future, educative role is panned to be more dynamic.*

There are a lot of programmes at support lifelong learning and education in general in Stuttgart City Library, for immigrants especially in branches, many of them in cooperation with national clubs and associations. For example, there is women's club in the library as a meeting point, library as a place for training German, library as a friendly place, cultural events in the central library, support to people who prepare secondary-school graduation etc.

*Mediathek* (media centre) supports adults in computer education, while knowledge cafés brings people together to exchange knowledge and support discussion between them. *Idea is to create social interaction in the library*, said Ms. Bussmann. Library supports digital literacy. There are some individual services for students how to find suitable service and trainings for school classes in information searching. The concept of the library is to support learning from the early ages. Such support starts in the Children's library with motivation to read and self-searching of information on funny way (for example, two groups of "pirates" are searching for various media on the same topic). Library prepares worksheets how to do researches for age groups 7-10 and 11-12. There are trainings going on how to find information and how to use mouse and PCs for old people. There are computer games workshops where background is critical approach to the Internet. *Library branches are close to everyday life, the Central library is open to more abstract level*, explained Ms. Bussmann.

The Central library is situated in the historical building in neoclassic style, named after Wilhelm I, who built it 1834-1840 to his daughters Marie and Sofie. Wilhelm II, the last German king, was living there until abdication in 1918. It is decorated for the library in 60's of the 20th century, renovated in 1995. New library building is under construction as a part of the City project Stuttgart 21.

Library has RFID technology with 4-sorted containers, self-service machines for return and borrowing media and outside of building machine with possibility to return media out of library working hours.

Library departments act as *learning studios* and *art rooms*: Job & Business, Stuttgart & Region, Language & Foreign languages, Live, Think, Do, Sport & Leisure time, Media & Society, Modern Technic & Nature science, Geography & Cultures, Art room, Grapothek, Futuristic reading room

All media are sorted towards topics in learning studios. Fiction is sorted in alphabet order. Orientation is made by neon lights - alphabet letters in the room with fiction, by words in learning studios with non-fiction: thinking - living - discovered - learning - retrieving (searching). School libraries are not appropriately equipped in the whole Germany, so many public libraries acts as school libraries in the same time. This library is a learning place for many students. Language studio is equiped with dictionaries, grammars and learning materials, fiction and non-fiction books, talking books, DVDs and easy reading books in more than 100 languages. It is very well used, because 23% of Stuttgart population are immigrants. Librarians are specialised in acquisition, information service and events. Job & Business department is very well visited, too. The same is with newspapers and magazines reading rooms.

Graphothek is established in 1976. It possesses 2,500 original graphics for lending, some of them of famous German and international artists. The aim of this service is to educate wide public and raise their enthusiasm for modern and cotemporary art, to borrow graphics in the same way as books. Lending time is 8 weeks and possibility of 6 times to renew lending. In this department are art books and books on architecture, fashion, design, theatre, landscape and design of gardens. *Graphotheks* are very popular in Germany with their position between museums and private collection.

The Central children's library has 45,000 media for children ages of 3 to 13. Like in many German libraries all non-fiction media are sorted by topics (based on own systems of sorting). *In majority cases children do not search media towards authors and titles, but towards topics*, explained Mrs. Karin Rösler. Children's library organises a lot of events, courses and trainings for children through fun and play. Many of them are shared with library branches and made for classes in cooperation with schools. Some of services are: Reading and learning packages, Early readers, Language balcony, Internet, Computer options, Introduction for school classes, Library user's skills certificate, Spectrum of events, Open ears – for books read together, Picture book show – picture book films, Storytelling games, children's theater, Fairy-tale bazaar, Encounters, Creative workshop – an approach to art, Kids can be experts, Language laboratory, Internet reporter, Internet user "Driver's licence", Music between the books, Reading parties and Services specially for schools, kindergartens, after school programs and groups.

Ms. Andrea Grulich is in the charge of Public relation organising numerous events in the library. There are over 150 events only in the Central library. Annual and monthly event programmes are published. There are two rooms for them – big with up to 200 seats and small one. Like in many German public libraries tickets are sold for them, in this library in amount of 5 €, for students 3 €. Some events are free of charge. Concept is to be focused on one central topic each year (this year is devoted to Kepler and astronomy, last year was devoted to the mathematics). It is tradition in Germany to have reading sessions of domestic and foreign authors in libraries. Numerous events are organised in cooperation with partners: University, national clubs and association of immigrants, museums, publishers, bookshops etc. Topics of Internet are also discussed in workshops, as well as local topics.

Process of **central acquisition** in the library system explained me the head Ms. Eminger. Acquisition is made by librarians working with users but in the same time in the charge to make selection of media. It is based on the list of media given them every two weeks by EKZ organization. Central cataloguing and classification are made in this office. Regular systematic are used, added by some own rules. Internal decision is to purchase 40% of media from EKZ and 60% of media from local bookshops. 1,5 Million € is paid for media in 2008, 21,000 titles were purchased, 14 copies of each (2-3 for central library, 1-2 for branches). Cataloguing goes very fast, because of using data from the National library or EKZ. Computer system Bond is very common and popular in Germany in bigger libraries. It enables huge transparency of the whole acquisition process and enables networking in the whole library system.

#### **The Music library / Musikbücherei am Wilhelmshaus**

<http://www.stuttgart.de/stadtbuecherei/musikbuecherei/>

The Music library has been placed in the rented space of Allianz Insurance Company skyscraper nearby to Wilhelm's Palace since 1995. There are five music libraries in Stuttgart. This one is for lending media, for self-education and help in learning and practicing music. It offers 110,000 items of music notes, books, magazines, CDs, LPs, DVDs. Lending is 50,000 items per month, very high in comparison with other music libraries in the city, because of lending rock-music, explained Ms. Jeannine Jochum, music librarian. Lending time is 21 days for 50 items and all media from all libraries in the system. It is possible to renew lending 8 times. *It is good for library because of the lack of space*, explained Ms. Jeannine Jochum. If any media is reserved it is not possible to renew lending. CD's are sorted towards genre, classic music towards voices, composers towards alphabetical order. Library possesses two special collections – for children, parents and teachers and regional music of Stuttgart. *Web page of the Stuttgart library is very simple, based on links primarily*, she said. *We librarians are to get information, not to produce knowledge*. The Music library shares *blog* with the Stuttgart Opera and exchanges information on music. On the library web is the collection of talking books, recorded and produced by the library as the result of reading sessions in the library. LP collection is not for lending because of the protection.

#### **Media Centre / Mediathek im TREFFPUNKT Rotenbühlplatz**

<http://www.stuttgart.de/stadtbuecherei/mediathek/>

**Ms. Fuoss** introduced me the work of *Mediathek* as a special part of the City library. It is placed in the Cultural and education centre called TREFFPUNKT Rotenbühlplatz in the very centre of the Stuttgart city, opened in 1992 under motto: *Learning. Education. Culture*. The idea was to establish centre for informal education of different public. It was the first *mediathek* in Germany, a special form of reference library with possibility of using various media, but not to borrow. The main concept of this *mediathek* is to be the centre for information and advices for wide public. It has 300-400 visits per day. Media have to be up-to-date, old one are sold regularly on internal book flea market.

*Mediathek* cooperates primarily with the High school for adults and Music school sharing the same building with them. It supports learning programmes of schools with

multimedia materials: books, DVDs, CDs, talking books, newspapers in various languages. It offers events for parents how to use media and Internet, because in the building is situated the Central Organisation for education in Stuttgart, cooperating with special schools and teachers. Book collection consists of up-to-date information in reference, „advice“ literature (encyclopaedias, dictionaries, atlases, maps, guide books etc.) and bestsellers from the list of magazine *Der Spiegel*. Classification system is based on pictograms. All media on the same topics are together on shelves. *Presentation of media on shelves and library rooms are very important for users*, said Ms. Fuoss. There are 4 Internet places and 2 PCs for adults for learning about various topics. **Computers** are for self-working. Librarians help users to start. *Mediathek* was redecorated recently and the most attractive part of it is the music and watching film area with very comfortable seats. Special attention is devoted to the needs of immigrants to read newspapers in their native languages in reading room and to watch satellite TV.

### **Stuttgart library - West**

I had opportunity to visit one of 17 branches in the Public library Stuttgart system. It was presented me by Ms. Lorösch and her colleagues. **The** Branch was opened in 2005 for the needs of 50,000 citizens living in the western part of Stuttgart. Many of them are immigrants. The library was planning 30 years and with its 23,000 media and space of 500 m<sup>2</sup> in only one room has been too small for this area from the start. Because of the lack of space it does not have resources for all users. That is why it develops itself as the family library primary. The focus is on family literature and other media – how to raise children, hobbies, travels, medicine, health, sport, popular psychology. The second focus is on schools and learning support materials up to age of 10. Library has five self-check stations and has very good experience with them. *We can not cope with huge crowd without it*, said Ms. Lorösch. Library collection has 30,000 media, 10 times a year is their lending, very high in comparison with other libraries with average of 3 lending a year. The Library offers a lot of programmes for families and school children in its closing time. Some of them are: *Parents together* in cooperation with the Office for the Youth (advices for parents how to upbringing children), *Storytelling hours* in cooperation with the School for children with mental difficulties (to raise skills in language and self-consciousness), *Storytelling hours for children of immigrants* with difficulties in German languages in cooperation with kindergartens, *Classes visit library* - education in using library through play and fun.

### **Stuttgart 21**

Stuttgart 21 project – the new transportation concept for Stuttgart and the region - is a *hot topic* of this city as a big chance for its future development, including the city library in new building. The first idea dates since 1995. *Current library building is very attractive, but too small for high acceptance of users and further development*, told me Ms. Bussmann, directress. It will be moved to the part of City, which is not so attractive as exiting, historic one. That is a reason that librarians talk with public to inform them and explain the current processes of new library construction once a month at the same time. Ms. Bussmann explained me the concept of new library building, which is the under construction. The main idea of Korean architect Eun Young Yi is the fundamental role of library is not to collect materials, but to be open for all people. Library is like *the Noa ship of knowledge*. If books survive, the man will survive. Detailed plan of future organisation and common library strategy are made. Opening of 72 hours per week is planned in new building instead of present 55 hours per week. The first floor will be for the Music library, 2nd floor for Children's library, 3rd floor for Non-fiction, Humanistic and Sport, 4th floor for Technic, Nature science, Job and Business, 5th floor for Fiction and Foreign languages, 6th floor for offices and big meeting room, 7th floor for offices and fiction, 8th floor will be Art department and little café for literature events. The most intrigued in the concept of new building to me is *The heart*, room for meditation and concentration. New building should be ended in 2011. The finances are ensured.



## Town library of Freiberg / Stadtbibliothek Freiberg (Neckar)

<http://www.freiberg.bib-bw.de>

During the fourth day of my professional tour I visited public libraries in Freiberg (Neckar) and Ludwigsburg (Thursday, June 18, 2009).

**Ms. Andrea Wehr**, library directress and her deputy **Ms. Mona Jeuk** explained me the concept and work of the Town library of Freiberg, management and marketing activities, Certification in Quality Management, lifelong learning programmes and reading promotion

Town library of Freiberg is a nice example how small library works in high standards despite the lack of finances and staff. This library organises its work sharing the same building with big school (1900 pupils in the age of 10-19) and acts as a public and a school library in the same. There are 15,000 inhabitants in Freiberg. It is mostly „a town for living”, because of a lot of people work in nearby Stuttgart. Many of them are immigrants. Main Target groups of users are children and families. Library has 33,000 media, 28% of them are non-book (newspapers, CDs, DVDs, family games). It is in just one room of 500 m<sup>2</sup>. The lack of staff is evident, but 7 persons on 3,3 working places are devoted to their job totally. Special service is charged, for example using Internet and borrowing bestsellers (in this library not only from *Der Spiegel* top-list like in many others, but from 20 different magazines and web portals, mainly mainstream fiction and non-fiction). There is a small reading-room corner with 85 periodicals.

The library is very well structured in organization of room and services. It is well known as one of a few libraries certificated on ISO-Norm 9001:2000 (Quality Management) in Germany. *Everybody talk about QM, but only a few librarians work consistently with it*, said Ms. Wehr.

Despite the lack of staff this library offers numerous trainings – short computer courses for beginners (students and adults) and a lot of programmes for children and families. Library has a lot of partners in local community and a valuable help of the Circle of library friends (54 members), especially in voluntary work in events and finding sponsors for them. Many of events are charged by 2-5 €) to cover costs (*If something is good, it is worth the money*, said Mrs. Wehr). Library cooperated with the High school for adults (*die Volkshochschule*) a few years ago in about ten common events per year, but stopped because of the lack of stuff. The most developed cooperation is with schools in the same building. Visits to the library are organised from the kindergarten to the age of students. Because children and families are main target group of library, lifelong learning programmes are devoted to children, parents, kindergarten and school teachers, as well to people in local community, especially less mobile seniors. Topic of one of recently workshop was „What rights have I got when I lost my job“. *Library collections are the basis for lifelong learning for all ages*, said Mrs. Wehr, and explained: *We offer what people need and want, taking care about the quality. Marketing is not advertising.* Lending of 30% of media is an argument for her statements. Collections are marked and organised in the library space transparently. Some computer data basis are offered. Library has been developing its own catalogue. Needs of family everyday life and upbringing children are the basic, but not the only principle in sorting media towards topics. Library purchase about 7,000 media per year. *We do not have too much media, but we can lend from other libraries by interlibrary loan. Stuttgart with a lot of libraries is very close*, said Mrs. Wehr. The stuff in Freiberg does all jobs itself with cataloguing and classification, without outsourcing. *All members of the staff work as hard as they can. It is a way of working and thinking in this library*, said Ms. Jeuk. *Traditional librarians think how to storage sources of information. Modern librarians are in positions to help people how to find orientation in sources of information and knowledge, not in the sense of pedagogy, but how to learn to help themselves*, stressed Mrs. Wehr. That business philosophy statement is evident in every corner of this small, but very efficient and friendly library.

**Mr. Thomas Stierle**, director, explained me the role of the City library of Ludwigsburg in terms of lifelong learning, marketing and management activities, library support to lifelong learning, Online Library, RFID system and reading promotion for children and youth.

City library of Ludwigsburg is the central library for Ludwigsburg city and its 85,000 inhabitants. It is orientated to the multimedia point as its target, i.e. media learning for children, school and adults. It shares the same building with the High School for adults (*die Volkshochschule*). The lack of space is its problem as one of the most frequently used public library in Germany. There is a collection of 140,000 media in the central library in the space of 1400 m<sup>2</sup>. *Because of the space lack, many functions can not find place*, explained Mr. Stierle. There are a lot of activities in cooperation with schools (7 schools with 4,000 students). Library also acts as the school library, because of undeveloped school libraries. Library system consists of the central library, two branches which are situated in schools and act as school libraries, and mobile library with 11 stops in a week, visiting schools and kindergartens. There is 25,7 full time working places. Total annual budget is 2 Million €. Library building is placed in 40 years old building, but renovated 7-8 years ago. Library has two stages and RFID technology. Media are sorted towards the German systematic, used by 50-60 % of German libraries. Space is structured into cabinets. It is an idea of the architect to design a library as „A ship on the see of knowledge“. Children’s library for 0-12 years old children with a little corner for teenagers is designed as a flexible, multifunctional space for reading and relaxing. *Parents like to come with children. Many librarians forget on parents as users when they design their library space*, explained Mr. Stierle.

Library offers a lot of reading programmes. Modern technology is here a medium to reach a target – to get information and learn. There is a policy in last ten years in Germany to support reading in cooperation with schools, and focus is not so much on adult education in this moment. The Ludwigsburg library offers some projects in fostering reading from early ages, for example *Storytelling hours* with reading and talking about books run by over 90 volunteers in kindergartens. Library recruits volunteers among parents and grandparents, training them and after that let kindergartens to manage the project. Another projects are *Installation of little libraries into kindergartens* with about 100 media and asking for sponsors. Mini libraries are installed into paediatricians’ waiting room (*waiting room libraries*). Besides, the Library prepares boxes with media for schools, teachers and students. Library cooperates with the local Theatre club in introducing children in reading and library. Because of 20% of immigrants living in Ludwigsburg, the Library offers materials in 7 languages. It also offers packages for parents of beginners in reading.

The Ludwigsburg library is well known on introducing new technology to their users. The newest project is Online Library as common project of 7 libraries in the area under motto „*Open the door to the electronic media*“. Online lending and downloading e-books, DVDs and CDs are possible. Project is shared with a private company and sponsored by the bank partially. It is a pilot project besides 2-3 others in Germany. Project is just at the beginning (10.000 € was put into advertisement). There are 10,000 items, but offer is restricted on the educative materials because of the copyrights. *Business structure of it is the same as in real library*, explained Mr. Stierle.

In this moment most of education programmes for adults are managed by the High school for adults, which is focused on learning courses as formal education of adults, when library is focused on self-managed learning. They have common courses in literature, media forming *education team* of adult education teachers and librarians. Vision of this library is to develop itself as the Learning centre together with the High school for adults to support self-



learning programmes in media and lead people to successful learning combining formal and informal forms of learning. Prerequisite of it is suitable space for library, which will be ensured after moving the nearby museum to another space.

### **City library of Karlsruhe / Stadtbibliothek Karlsruhe**

<http://www.karlsruhe.de/kultur/bibliotheken/stadtbibliothek/de>

The last working day of my library tour in Germany was devoted to the visits of the City library of Karlsruhe and Centre for Art and Media Technology – Media Library (Friday, June 19 2009). Karlsruhe has 300,000 inhabitants. It is a strong economic and cultural centre, as well as wellknown university centre with a lot of students and libraries.

**Ms. Andrea Krieg**, directress introduced me the City library of Karlsruhe: *We are not specific public library in Germany, but we try to be modern and innovative*, she told me at the beginning. Library system consists of two central libraries (for adults and children), 6 branches and mobile bus. There are 70 workers in 53 working places. One of branches is the American library, which was a military library, and was gifted to Karlsruhe after American departure from the city. The Central library for adults has three stages. International Department has reach collections, especially in English, French (border to France is very close), and Russian (because of German people came from Russia after political changes in Europe in 90s of last century). As in other visited libraries shelves are not too crowded. 20,000 media are purchased per year, but merely the same number is going out of the library. OPAC is available on 8 PCs and on each information desk. There are 6 Internet places and 1 PC for writing in the Information department with non-fiction.

Technology in the library is very modern. At the main entrance is RFID and self-check service. RFID is 3 years old service, but software is recently exchanged. It is possible to lend 40 media at once, books in 4 weeks, CDs and DVDs in 2 weeks. A membership is 15 € per year, 10 € for students and children up to 18 are free of charge as a part of reading fostering. Library offers a lot of events. I was talking to **Ms. Sabine Dietrich** in the charge of information service librarian and PR person for contacts with authors, publishers and bookshops in organising numerous events (reading exhibitions, art installations, competitions in writing, workshops, courses etc.). Big events were fashion show in library in cooperation with local textile academy, *Library day* celebrated in the whole Germany, campaign *Germany read - meeting point in Library* etc.

**Ms. Sabine Mager** is in the charge to organise Internet services – trainings in Internet use, and PR work with the press, as well as projects like „Night in the Museum“. Namely, library shares the same building called Das neue Ständehaus with museum. It is of high importance for Karlsruhe as a place of its first parliament. Library cooperates with museum in organising common projects to attract people on building and offers of library and museum. The Library also offers new service, Online library with 1 day for lending books and 1 hour for lending newspapers. Mrs. Mager opinion is that such offer does not refuse people to come to the real library. It is additional reason to come, because there is wider offer of media in real library and their lending time is longer.

*The main purpose of library in supporting lifelong learning is to provide media for very ages and any part of living*, explained Ms. Krieg. There are a lot of open courses in library in cooperation with schools. Some of them are very individual for teachers of special subjects, and for other adults. Library has very well developed library pedagogy programmes for every school class 1-9. Once a month there is a guided tour on using library and finding information. There are 250 courses per year, most of them for children and young adults. There are 90 minutes long (for small children less) guided trainings how to use OPAC (Online catalogue) and Internet courses. The interest is huge despite they are charged.

I was introduced to the Youth library, located in different building and city part by **Ms. Auer**, the library head. She explained me library offer supporting reading and literacy for children and youth from 0-17 years. There are a lot off media and events for them in this frequently visited library.

## **Centre for Art and Media Technology – Media Library / Zentrum für Kunst und Medientechnologie - Mediathek**

*Ansprechpartnerin: Frau Petra Zimmermann*

<http://www.zkm.de/>

<http://on1.zkm.de/zkm/institute/mediathek/>

The last library I visited was the Media library (Mediathek) opened in 1997 as the part of the Centre for Art and Media Technology. I was guided by **Mr. Hartmut Joerg**, who introduced me audio collection with 13,000 titles with focus on electronic music and video collection with 1,500 titles from 60s as the beginning of video. After that, **Ms. Petra Zimmermann**, the head of the library, explained me the work of library with 45,000 books, majority of them are art and exhibition catalogues, CD-ROMs and 100 titles of magazines. It is the reference library, which also act as a library for the School of design. *Mediathek* is only little part of a big Centre for Art and Media Technology, which aim is to show art development on computers from their beginning and to be place at the same time for wide public and of artists. It has been changing towards exhibition places through time. *Mediathek* is a service primary for specialists from museum and archive of the Centre. In comparison with *Mediathek* in Stuttgart and its concept to be up-to-date in media to give information and advices, *Mediathek* in Karlsruhe is not focused to be up-to date. It is a classical library in the Media House. Both of them are reference libraries sharing building with other organizations, open to wide public.

### **Conclusion**

In comparison with my professional visit to public libraries in the North Rhine-Westpfalia federal state (Köln, Mülheim an der Ruhr, Dortmund, Düsseldorf) in 2000, applications of new technology in public libraries are more evident now. In 2009 I visited public libraries in the most developed part of Germany, which are not so much under pressure to find alternative financial sources on market in this moment.

All German colleagues were very well prepared on my arrival and very kind in introducing their library. They were interesting to exchange opinions and discuss crucial library questions. They were inspired by practice of library where I work, especially of the concept of inclusive library and innovative services such as library service for the blind, health information and digitisation of local newspapers.

I would like to thank once again to all colleagues and persons that I mentioned or forget to mention in my report, who were so kind to host me and enable to realise successful and fruitful professional visit to German public libraries. I am grateful to the BI-International (Bibliothek & Information - International Committee of the German Library Association and Lifelong learning programme Grundtvig of the Agency for mobility and programmes of EU for financial support, as well as to Ms. Bianka Reckenbeil, the head of the library in the Goethe Institut Kroatien in Zagreb for generous help in planning the trip and contacting German colleagues.