

2010

E-books in Public Libraries

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Editorial

Dear friends,

This issue comes just in time for the holidays season and the new year's resolutions. Perhaps are you thinking of an e-book service in your libraries? Or perhaps you already have one. In either case, I am sure this issue will be of interest for you. We have tried to gather different examples on what is being done regarding e-books in our libraries around Europe. This time we have contributions from Belgium, Estonia, Finland, Ireland, the Netherlands, Portugal and Spain. I would like to thank all the authors for their work and interest.

I hope to see many of you next year in Málaga, in our next NAPLE Conference, which will be held in May together with EBLIDA and FESABID (Spanish Federation of Societies of Archiving, Librarianship, Documentation and Museology). 26th May will be the day for NAPLE'S Assembly in Seville and on 27th a joint conference together with EBLIDA and FESABID will be held in Málaga.

As for now, Season's Greetings and Happy New Year 2011!

María Antonia Carrato Mena
Chair of NAPLE Forum



State Public Library of Ciudad Real, Spain, inaugurated on 22nd December 2010

The Flemish Initiative for an E-book Platform

By Johan Delaure
Program Management/Central Solutions, Bibnet
Belgium

Multimedia books are the challenge

By the time the multi-functional e-reader has become an evident attribute in our daily life, the way the public library fulfils its mission must have been reinvented, or it will have been marginalised.

The current trend to read more from digital devices will carry on into non-educational areas and it will be nourished with a more diverse content and media converging offering. The physical book will not disappear. But the time we spend now with a paper book on our lap will make more and more room for a different and new experience with digital texts and information in a multimedia rendering. Users will experience their culture and community in a more digital and online way. And with such a different content and media offering, and different user behaviour the value proposition of the bookshop and that of the public library is at stake.

Lending digital content

Public lending as we know it today is facilitated by the copyright law and public lending right. Actually, an author or an editor cannot oppose that a public library chooses to make their published work available to borrowers. A public lending right program compensates authors. And thanks to this legislation the library can fulfil its mission to provide a democratic access to information and culture. The (European) legislation however does not regulate anything to facilitate this mission in the domain of the non-physical or digital content. The Directives only add that if a work is physically part of the library collection, then the library is entitled to make it available in a digital copy, however – and the directive must be read in a very strict sense - only on special secured devices and within the walls of the library. Hence, in the current state and interpretation of the legislative context, the

regulations that enable the role of the public library end right there where books are digitally transferred and the digital library begins.

The lack of legislation makes that if the public library authorities want to provide e-books to their customers, they have to make peer-to-peer arrangements with the right holders. The latter however turn away from a fundamental agreement as if it is a chronic toothache because they look at every loan as being a missed sale. This perception is of course not shared by the library community, which is convinced they promote reading and therefore trigger book sales. This is confirmed by research e.g. in the Flemish area where was demonstrated with statistical relevance that library users buy more books than the average adult.

The absence of adequate legislation makes that all countries in the EU are struggling to find a way to bring e-books to their public to complement the offering of paper books, music, movies and internet-content. The ARROW project, funded by the eContentplus programme of the Community, delivered in the spring of this year an very comprehensive overview of the challenges and possible business models encountered in the EU-nations.

<http://www.arrow-net.eu/resources/public-reports-and-deliverables.html>

However this report does not make a new proposition to facilitate digital access mediated by a public library.

We believe the answer can reside in exploiting the new value chains, roles and business models of the digital world.

The new role of the aggregator

A study executed for Bibnet in 2009 demonstrated that in the emergence of the digitalization of content on the web a new role emerges in the value chain. For books, the value chain goes from author to publisher, then over distributor and/or library to the end-user. The new role is the role of aggregator and takes

position between the creators and the end-user. Typically that role is being taken by international players (cf. Google, Apple and Amazon). The international anglo-saxon scale of the new players however – if being the only aggregators available - could become a treath for the cultural eco-system and policymaking in small language communities as Flanders. Therefore, the study concluded, it makes sense for the government to invest in an infrastructure, an ‘e-book platform’, to store and preserve born-digital book editions and to facilitate multi-format exploitation on behalf of the different involved parties, being: editors, bookshops, libraries and content aggregators.

In this view the publishers benefit from the economies of scale of the platform to distribute e-books, to deliver their content to the myriad of devices the customers will have, to support the new emerging (technically demanding) uses and to use it as a gateway to other (international) channels.

For the bookseller the platform will provide a consolidated access point to the e-book collection of multiple publishers (in stead of a different platform for each publisher), and it will function as the back office to deliver services and the actually e-books to the customers. For the library community this platform must facilitate that the entire Flemish collection can be consulted and accessed through one single access point... and that at least libraries can access a DRM free version in function of their in-house processing. Hence, the facilitating investment in the e-book platform is a proposition towards the right holders to come to an agreement on the conditions for public libraries to realize their basic functions in respect of the copy-righted e-content.

Procuring an innovative solution

The e-book distribution platform has features of Gallica, Libreka, Amazon, ebook.org and e-boekhuis, however it must be more innovative then existing websites. Buying innovative solutions in a public sector context rises however a number of issues. Standard procedures assume that what the government will purchase must be fully defined and specified in advance. And the question is raised whether the government as a spender of

public money should take the increased risk related to buying innovative products and services. To do this, we turned to a new methodology provided by the Flemish Innovation Agency (IWT) to purchase innovative products and services. Key in the public procurement process is bringing together contracting authorities, research institutes, enterprises and industry sector organizations in a dynamic environment to generate and explore opportunities of innovation in the perspective of the expressed need.

The Flemish initiative for an e-book platform

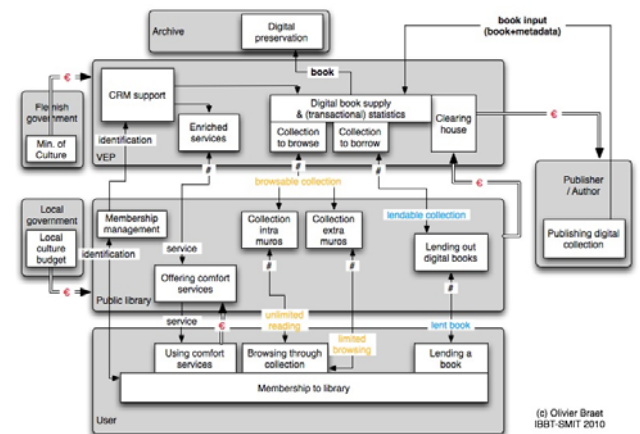


Figure 1: the value chain for access to e-books through the public library

During this process we initiated an exploratory business-modelling track to which representatives of publishers and libraries contributed. It revealed that both bookseller channels and libraries have and will have a threefold service proposition. The services are characterised by the required type of access to the content. The first service is to facilitate that visitors (both in the bookshop and in the library building) may browse through the book collection (either physical of digital), browse through books, navigate between them. In the shop the aim is to trigger a buying intention, in the library the aim is to broaden or cultivate taste and inform. The second service is that users can browse through the offering over the Internet. Amazon is a strong example of how this can be exploited. Compared to what can be offered within the boundaries of the library or shop building, this web access will have reduced functionality. However, it is crucial to have a sufficiently rich proposition for the

online visitor or you will lose him. The third service is about giving private access to the actual content. The bookstore will sell or rent content, the library typically lends an item.

Gateway for cultural heritage

The VEP platform will remain a back office infrastructure; each shop and the library community will build their own front end, adapted to the type of relation they specifically want with their users. The platform will remain neutral and accesses the full content without DRM. It is therefore also the ideal gateway towards archiving e-book productions for the cultural heritage of tomorrow.

Collaboration

The challenge ahead is now to come to terms with publishers about the actual value propositions for the identified services:

- 1) browsing the collection within the library
- 2) browsing the collection as a library member from home
- 3) temporary reading (=lending)

And we have to agree on the differentiating features between those 'library'-services and those provided by the bookseller, being:

- 1) browsing in the bookshop
- 2) browsing the book catalogue from home
- 3) renting a book and/or buying a book

We believe the joined responsibility over a shared e-book platform in function of providing an enhanced e-experience to our respective customers is the way to make sure the public library can continue her role to promote cultural taste, to foster reading and to guarantee the unbiased, ideologically neutral, access to information and culture and at the other side for authors and publishers to continue their creative work and receive appropriate remuneration.

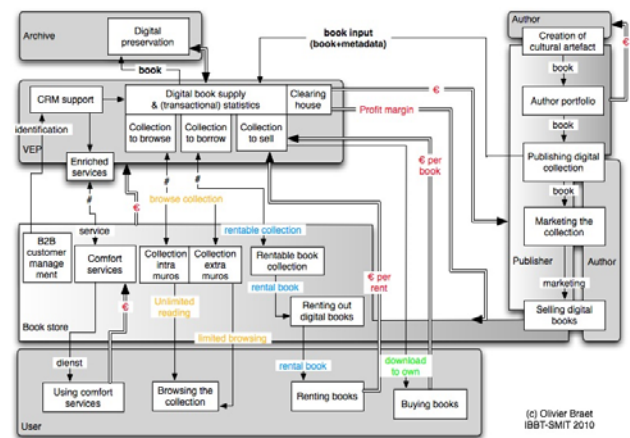


Figure 2: the value chain for access to e-books through the bookstore

E-books in the National E-library

By Kairi Felt
Chief Specialist of E-Collections
National Library of Estonia

The media has recently initiated an active discussion on e-books, their digitisation and copyright problems. In addition, a brief overview of what is new in the field of digitising and 'producing' e-books in the [National Library of Estonia](#) will be given.

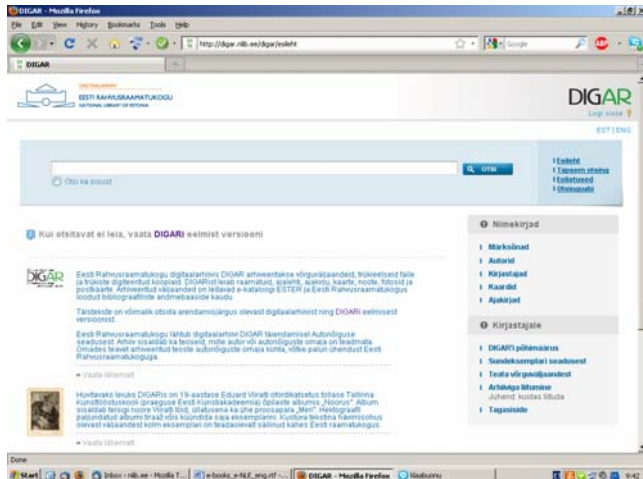
The National Library has started the project of digitisation from the books and periodicals that are not protected by copyright. Our aim is to give a new 'digital' life to the old newspapers,

maps and rare books belonging to our collections.

In the process of planned digitisation, selections are made taking the responsibilities of the National Library as the preserver of the national records into consideration.

This selection enables us to digitise and make the endangered publications – the single copies of national records, old newspapers that are frequently used by readers, large formatted city maps that researchers often take an interest in – available for readers via our digital archive [DIGAR](#).

This is the interface of digital archive of NLE:



The older Estonian periodicals have been digitised for years as a project of some libraries and are now accessible through the [DEA](#) database in addition to the archive. Last year, within the new European project called [EuropeanaTravel](#), the National Library started digitising postcards as well. The collection is also available on the Europeana.

Another collective task of Estonian libraries is the digitisation of the Red Book collection. The first part is already available as a [database](#) and contains a list of our national printed matter beginning from the very first ones (from 1535) until the year 1850. The second part of the e-book will be compiled this year and it will include rare Estonian books from 1851-1917.

An answer to the question why Estonians have not digitised a larger number of books already can be found in the Copyright Act. The National Library of Estonia has tried to act correctly regarding the copyright issues. This is the reason for digitising only the books not protected by copyright as custom work for our readers.

The [EOD-service](#) (e-book on demand) gives the readers of the NLIB and the Library of the University of Tartu and juridical persons the opportunity of ordering digital copies of books. By ordering e-books, every reader can contribute to the digitisation of Estonian literature. That is due to the fact that the service is chargeable but after the order is filled, the digital copy will be saved in the DIGAR and will become accessible for other readers as well.

How does a reader reach e-books in the NLIB?

Information about the DIGAR and the 'home' of Estonian digital books, newspapers and magazines can be found on the web page digar.nlib.ee. The digital archive based on the FEDORA platform was created in 2004 firstly as a small system to fulfil the task of collecting and preserving pre-print files of private sector publishers publications within the European project reuse. Thanks to the financial support of the European Union, the DIGAR has a new interface since autumn 2010. It still takes some time to import the 7 Terabyte archive into the new version but until then it is possible to study a part of the content via the older version.

The books in the digital archive can also be found in the online catalogue of Estonian libraries – [ESTER](#). The records of printed publications published there have hyperlinks attached to them, leading to full texts in the archive. In the catalogue, one can also find foreign e-books that have been acquired by the NLIB: books obtained via the Dawson Book and e-books from different databases.

In addition to the printed matter digitised in the NLIB, we also collect Estonian online publications to the DIGAR. The work is based on the Legal Deposit Copy Act which (regarding online publications) came into force 4 years ago. If the publisher does not wish that his chargeable e-book is read for free on the Internet, he has the right to set a limit for using the book. In that case the reader is enabled to use the online publication of the deposit copy only on certain computers in the NLIB and in the [Library of the University of Tartu](#).

Digital books, newspapers and periodicals are also sent to the archive by the publishers of printed books who have the possibility of entering into a contract to join the DIGAR. The publishers have currently been given the possibility of preserving their files in the archive but we are waiting for a change in the Estonian Legal Deposit Copy Act in a few years. Then it would be possible to collect all pre-print files of Estonian books, periodicals, maps and pamphlets to the DIGAR based on the law.

A few words on publishing Estonian e-books.

Until now, publishing books digitally has not been popular among publishers and therefore the collection consists of only a few works in pdf format (e.g. works by the publishing house Ersen ebooks.ee). We are hoping for a breakthrough by the end of the year as the Eesti Digiraamatute Keskus will complete digitising 1000 e-books in Estonian. The latter is not a web-based shop for purchasing books online but more of a page to connect authors,

publishers and book retail dealers with each other. Several other Estonian enterprisers are trying to start publishing e-books actively by the end of the year as well. Validation of the lowest value added tax for e-books is a common aim for all.

So we hope that publishing and using e-books in Estonia will go through the long-awaited change. As the national library, we will surely continue our mission in delivering e-books to our users.

E-books - not yet a Big Issue

By [Barbro Wigell-Ryynänen](#)
Counsellor for Library Affairs,
Ministry of Education and Culture, Finland

Many of the libraries and the library users are interested in e-books. Those who are most curious and most eager to try buy their own copies, of course. In libraries e-books are still a small-scale activity.

One problem is the content. There is not enough to choose from in Finnish language. Publishers are cautious, printed books are still where the substantial money comes in, especially from the Christmas sale. There are Copyright issues to be solved.

Accidentally, in this day's paper people were asked about their interest in e-books. One of the women said that she buys a lot of books as Christmas gifts and would not like to give her friends files for Christmas.

There are the digital readers, of course, to wrap up.

E-books are not cheaper than printed books, and additionally one needs the digital reader.

As certain digital readers read only certain contents one would need quite a collection of readers.

As it is, e-books are not yet a big issue, publishers advance with caution, libraries are interested but want to wait and see.

There is one exception - the libraries in areas with a Swedish-speaking population. They benefit from the Swedish publishers' large choice of e-books and buy them directly from Sweden. The library of Pietarsaari, Jakobstad in Swedish, is able to offer a big enough collection of e-books. Their Swedish-speaking users are very pleased with the situation but the Finnish-speaking user's can't understand why they are not offered equal services.

At the moment the libraries in the capital area, Helsinki, Espoo and Vantaa, as well as Turku City Library, are trying out the best ways of expanding and developing e-book-services, supported financially by the Ministry of Education and Culture. Next year, there will be more support for this issue, we need briefings, joint conferences and meetings with publishers and suppliers of electronic material. What we actually need is a national e-book strategy.



The Pakkala Learning and Information Centre "POINT", Vantaa
<http://www.librarybuildings.info/>

South Dublin County Libraries

Digital book Service – Expanding the Reading Experience

By Georgina Byrne
County Librarian South Dublin Libraries,
Ireland

South Dublin County Council is Ireland's third largest local authority serving a population of 248,000. The County's Library service is recognised as cutting edge in the use of new technologies for improved remote service and as a method for delivering real 24/7 services.

Designing a Digital Book Service

In early 2005 following requests from visually impaired customers the Service Development team began investigating digital books and their usage in public library systems internationally. Core criteria for the development of a digital book service included:

- Collection Development
- Licensing Issues
- Usability
- Pricing models
- Delivery methods
- Forensic reporting facilities
- Integration with existing library website
- Devices compatible with the service
- Integration with the Library Management System for customer authentication
- What digital formats to choose – digital audio, eBook etc
- Staff training and skill set development

It became clear from the earliest investigation that European public libraries were lagging behind their counterparts in the US who were early adopters of digital book technology. Three potential service providers were identified and based on the core criteria listed above Overdrive began to emerge as offering the preferred solution for the delivery of a digital book service to customers. Using webinar technology, the senior management team of South Dublin Libraries liaised with the

Overdrive team in Ohio over a period of months to work through concerns and issues pertaining to the core selection criteria. On the ground support for library staff was of major concern given that Overdrive were US based and in a different time zone. Having satisfied themselves that Overdrive were the partners we required a contract was signed for a pilot project to run over six months from January to June 2006. The pricing model chosen by South Dublin Libraries includes two chargeable elements – the service and the titles. (South Dublin Libraries currently pay €10,000 yearly as a hosting fee with titles bought separately as required.)

A project manager was immediately appointed by Overdrive who worked with the team in South Dublin Libraries guiding and explaining each new step and methodology as required. Documents determining ILS settings and customer authentication settings using SIP technology were delivered and the build of the digital service into the wireframe of the library website began. As South Dublin Libraries were using UK MARC and not MARC 21 it was not possible to integrate the records of the new digital stock into the online catalogue for the time frame of the pilot project. Collection Development training was delivered via webinar from Ohio where Overdrive were based as were staff awareness sessions for all one hundred library staff. With the web pages, core collection and staff training completed the service went live in January 2006.

The Pilot Experience

The pilot digital book service offered ebook and digital audio format books to customers across twenty collections including Fiction, Biography, Business, Comedy, Children, Health Travel and History. Access to the service was from the Download Zone on the library website www.southdublinlibraries.ie. The web pages through which the Digital Book Service were offered were branded as South Dublin pages so that at no time did the customer feel that they

were diverting from a local site to an external service platform. To use the service customers were required to hold a valid library ticket and PIN number. South Dublin Libraries offer customers online registration from home and customers can begin using the Download Zone immediately after registering thus offering a viable 24/7 service. Browsing the service was easy and selected items could be placed in a 'basket' for checkout later in the session. Wish lists could also be created within the site and customers could select the length of time an item was borrowed for. A limit of ten items per customer was set from the start of the project. Digital books are the ultimate sustainable product as they can never be lost or damaged and the automatic return means that the customer does not have to worry about items becoming overdue.



As the service was initially designed for visually impaired customers the pilot project focused on this user group with road shows and promotional campaigns distributed across the County. Library staff worked closely with VICS – the Visually Impaired Computer Users Society and with book clubs for the visually impaired. Many people with visual impairment are digital natives and the uptake of the digital book service by these customers was immediate. Linkages with local schools along with competitions for MP3 players to upload digital audio books also rapidly increased the take up of the audio and ebooks. Download stations were installed at each service point to facilitate customers who did not have home broadband – simply by plugging in their MP3 players they could download their digital audio books in seconds. Appraisal of the service

following the initial six month pilot project was so positive that the service was mainstreamed and has now been in operation for almost four years from the library website and usage continues to grow exponentially.

The Service Today

The digital book service offered by South Dublin Libraries has now been fully mainstreamed and positioned to take advantage of the explosion of devices such as mobile phones, tablet computers and MP3 players which are all compatible with the Overdrive system. The Overdrive Media console which allows customers manage their digital book experience allows customers download to iPod, iPad and Windows devices in a streamlined way. South Dublin Libraries have also joined the world of digital publishing and have twenty one new heritage titles available in eBook and digital audio format – all published in-house. The library service also joined Gill and Macmillan, one of Ireland's education publishers, to pilot the usage of digital books in a classroom environment.

UK and Irish publishers have been slow to join the digital publishing phenomenon and readers comment that the content offered by the digital book service is weighted with US authors. This is changing slowly. Current most popular titles reported through a useful Dashboard reporting tool indicate that Steig Larsson, Henning Mankell and Ross O'Carroll Kelly are amongst the most read eBooks with Joe O'Connor, James Patterson and John Irving amongst the most popular digital audio titles.

In 2009 the Digital Book Service offered by South Dublin Libraries won Ireland's overall eGovernment award and was a finalist at the European eGovernment Awards in Malmo, Sweden.



E-books on the Horizon in the Netherlands

By Marian Koren, FOBID Netherlands Library Forum

The first signs of E-books in the Netherlands started on 26 August 2009 when the Dutch Amazone called Bol.com put its weight behind digital reading by a marketing campaign with popular authors. It introduced e-books to develop a new market. E-readers were already longer available in larger bookshops, and downloads were already available via e-book.nl. The Sony reader was the preferred hardware, and publishers were encouraged to bring more e-books to the market, adding to the 2,000 (now 4,000) Dutch titles available. Bookshops, although in competition with Bol.com, were eager to jump on the E-book train, learning from their slow reaction to the introduction of the internet. All kinds of book chains offer possibilities for download, even before Bol.com. They want to be the place for E-books, and build on customer loyalty. The fixed book price does not apply to e-books, but there is little competition. No bookseller wishes to degrade the emotional value of the e-book. There is little competition in the formats: all e-books are sold in ePubformat, which works on all readers.

At the same time, it is not difficult to find illegal e-books. But in general titles in Dutch are scarce. Publishers are faced with a digital dilemma: As soon as they make a digital file, it is lost in cyberspace; but if they don't do it, the paper copy is easily scanned page by page and gets into the illegal circuit. Measures against piracy are not easy to take. On top of that, publishers have to rethink their relation to booksellers and authors. They want to keep the traditional publishing industry model: the publisher as the producer, then a distributor, and sales by the bookseller; they all get their share in the sales price. So publishers cannot sell e-books directly to customers, if they want to remain friends with the booksellers. Some Dutch authors want to sell their own e-books (and those of colleagues) via their own site, in order to earn more than via the publisher.

These trends indicate a dramatic change in the structure of the book sector. Publishers could define new roles, become service organisations for authors, dealing with editing, marketing, or negotiating film rights, but when should publishers shift to these roles? For the moment publishers keep the e-book price at 80% of the paper version, although the lower costs could justify just 55%.

Recent research shows that despite expectation of Bol.com to sell 250-400,000 e-books, until September 2010 54,000 e-books and 20,000 readers (mostly Sony) were sold. The choice in printed books is still 36 times larger than e-books: sales: 1 e-book to 1240 print titles. Of the total sold e-readers: 37,000 just 3 e-books per reader were bought.

The limited offer of Dutch titles is one of the reasons that libraries are not fully involved in e-book services. The national provider for libraries, NBD/Biblion, started early in 2008 with ePortal (download in pdf), making it possible for libraries to set up services for their users. A number of public libraries have taken the opportunity to make their users familiar with both e-readers and digital books. They do this in various ways. Users can borrow an e-reader with a number of titles loaded on it. Or they can borrow the-reader and load e-book titles via the library or elsewhere acquired titles. Blogs, workshops and other means of communication by the librarians themselves and by users provide opportunities to share their new digital reading experiences. The library users of music are already familiar with digital loan service. Since 2005, a nationally available digital service for music is available (www.muzeekweb.nl/DigiLeen); users can make an extensive choice, and receive the digital files, which expire after a fixed time (DRM).

What are the Dutch libraries doing in the field of e-books?

The Netherlands Public Library Association (NPLA/VOB) started some pilots in the

libraries of Haarlem, Almere and The Hague. One of the conclusions: to provide users with e-readers can be justified in the policy of media literacy, but libraries should concentrate on content. Other conclusion: too few titles in Dutch are available in the E-portal, and users don't understand that an e-book title is not available because it is 'borrowed' by another users – it contradicts the advantage of the digital.

Based on a policy paper (May 2010), the NPLA Digital Committee now works on solutions in its confrontation with an unclear situation regarding copyright and lending right. The current regulation for lending right (which in The Netherlands is paid by the public libraries themselves) does not include e-books. The price for E-books has a 19.5% VAT regime, and the fixed book price regime does not include E-books. The minister has put an advisory committee at work on this. The limited number of titles is due to the obligation to negotiate with each publisher and author about availability of the e-book-title for libraries. It is here where publishers are hesitating even more; in spite of the safety Digital Rights Management measures on those titles. In fact there are more E-books available in Dutch, but not for libraries. To put it in another way: the main mission of libraries to provide access to sources of information, regardless of format, is hindered by publishers, who in fact are deciding what can(not) be available in libraries.

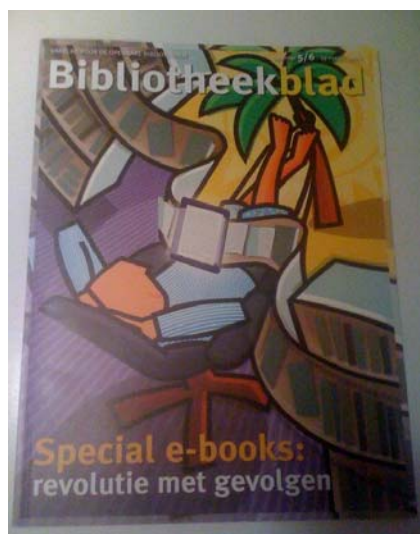
A special library committee is now working on talks with (associations of) publishers and authors, to create better conditions for library users. The strategy is to present libraries as reliable partners in the chain for the exploitation of E-books. One way for libraries is to point at the parallel interests of publishers, authors and libraries: wide and legal distribution, fair remuneration and anti-piracy. One possibility is to have a fixed e-book price, joined with the right to loan e-books, and a lending right regulation. Dutch libraries notice that e-books in fact require a revision of the EU Directive on copyright and lending right, to fill a gap for e-books, as e-books easily cross borders; harmonisation would also counteract piracy.

In summary, libraries are facing the following obstacles:

1. Unclear legal framework for loan service of e-books by libraries
2. Limited offer of Dutch titles by publishers and authors
3. The advantage of digital is not used in the license: 1 user per title only; it is difficult to extend a loan time of a borrowed e-book
4. Inefficiency in administrative procedures, in case of loan of e-reader and/or e-book;
5. Lack of standards for e-readers and formats makes choices for investments difficult

A research report (April 2010) was commanded by NPLA and BNL, the digital library development foundation. It includes market surveys and possible library strategies and models, propositions. Among its conclusions:

1. Timing: Now is the right moment to start an e-books proposition; it will take 2-3 years to develop a good offer.



2. Target group: libraries should not focus on the current niche groups but seek a broader audience.
3. Content is king: focus on content; loan of e-readers is not recommended.
4. Price: Start with an offer based on subscription for a maximum of titles, above which a price per title has to be paid. (In The Netherlands the free use of libraries is mostly limited to use of materials on the spot)

5. Collection: Focus on the midrange of the long tail: between the highly demanded and seldom demanded titles.

6. Libraries have to join forces in policy, roles and resources, to be successful, as licenses are too costly for individual libraries.

In response to this report and the current challenges, Dutch libraries aim to realise: digital content/ e-books as part of their task to offer access to information. They will work on added value through catalogues, references, background information. Especially the introduction of I-tablets opens the world of multimedia content and value added reading. A large(r) offer of titles is necessary to realise a true choice for the user. And use should be easy with a library card.

Libraries need to offer services as an efficient network, cooperation in a digital information

infrastructure. Media-education of the user as (e-) reader is part of the pedagogical task of libraries, but maintaining a battery of all kinds of new devices is beyond the library mission.

Dutch libraries are in the phase of making improvements in the service models and look, in search of national solutions, also to examples in Flanders (Bibnet) and Germany (DiVibib). Individual libraries are exploring new user groups: among them also children, to encourage story telling through digital picture books, to stimulate reading in a different way for weak readers or people with a disability. One of the advantages is that the e-book is less weighty (on holidays, travels, and in bed) and that the letters can be enlarged at will.

There is much more to explore and knowledge to be acquired as e-books find their place in Dutch libraries.

A 'Jewel of Wisdom' Rises to its History

By [Ana Rita Costa](#)
and [José António Calixto](#)
[Biblioteca Pública de Évora, Portugal](#)

The Évora Public Library (BPE) stands out for being one of the older and richer libraries of Portugal. In recent years, BPE has been going through a number of changes and improvements. In 2005, it started a presently very successful circulation service of books. The circulation figures are quite satisfactory, considering the country's average, and the service has had a great impact on the community. That same year the library's OPAC was made available on-line. More recently the Serials Room was refurbished, storage conditions were improved and the access to the serial collection is now much easier than it used to be.

Presently, BPE is developing a project that aims at increasing both the safeguard and access to its historical collections. Following the example of other institutions with responsibilities in guaranteeing the access, stewardship and preservation of historical bibliographic and documental collections, BPE

is in the process of creating Évora's Digital Public Library. The creation of a digital library will contribute to the modernization and qualification of the services provided by the BPE, using the full potential of ICT to make our collections more accessible to the public, regardless of time or physical distance.



Évora's Public Library Reading Room

The opportunity to create a digital library arose in 2009. The BPE had signed a partnership with the Foundation Alentejo Terra-Mãe, in 2007, which would allow the Foundation to digitize and make available on-line, through the [Digital Library of Alentejo](#) (BDA), pre-selected items from the library's collections. The BDA was launched in December 2007,

putting on-line manuscripts and printed books associated with the Region of Alentejo either by their subjects or their authors. From a total of 1328 digital objects made available, all in public domain, 956 belonged to the BPE collections, mostly 19th century books concerning local history, archaeology, art and economy, and early 20th century newspapers.

The Foundation was extinguished in July 2009 and the BDA was donated to the BPE, its main content provider. This meant that all the hardware and software acquired for the development of the BDA, plus all its contents became BPE property.

Building on the BDA's resources and experience, the BPE has been working on the development of its own digital library. The plan is to transform the Digital Library of Alentejo into the Évora's Digital Public Library (BPEDigital), taking advantage of the existing site (with an average of 4000 visitors per month) and digital collections software (with a few adjustments), while transforming some of the support infrastructure. The establishment of an OAIS reference model compliant digital repository has been deemed essential and the use of persistent identifiers recommended ensuring digital preservation.



Annunciation, Hours Book [Manuscript],
Bruges, 15th century.. BPE - COD CXXIV 2-12

As to the nature of the contents made available, it was decided to prioritize the digitization of the works of greater value, beauty and rarity that comprise our historical collections, whether manuscripts, incunabula, ancient books, maps, music sheets or newspapers, and

of fragile and/or difficult to handle documents, whose preservation will benefit from the existence of alternative digital versions.

By September 2010, 200 of the pre-selected documents had already been digitized (TIFF format for digital presentation and JPEG format for on-line use), digitally processed using Photoshop and additional descriptive, technical and structural metadata was created for each of the resulting digital objects.

Another important consequence from the BDA donation is the participation in [EuropeanaLocal](#), a European Best Practice Network project funded by the European Commission to facilitate the development of [Europeana](#). The project, lead in Portugal by the [Portuguese National Railway Museum Foundation](#), aims at increasing the quality and quantity of digital content available on Europeana, through the aggregation of standardized digital content produced by local and regional cultural institutions. Being part of the EuropeanaLocal network has been an important factor in keeping updated with international technical standards concerning the creation and management of digital content. The project's Progress Charts and Technical Questionnaires were key tools to access where we stood in terms of adoption of infrastructure and systems standards, digitization and metadata standards, controlled vocabulary, usage of persistent identifiers, OAI-PMH compliance and access rights. This led to some immediate technical adjustment and has informed the BPEDigital project. Being a network, EuropeanaLocal also encouraged and facilitated experience exchange, therefore helping partners capitalize on each others knowledge and efforts.

However the most obvious advantage of collaborating in EuropeanaLocal is the incorporation of our digital contents in Europeana, ensuring its visibility and public access at an international level, therefore increasing the number of visits. To be considered for integration in Europeana, the digital contents need to be already freely accessible via the Internet, possess a thumbnail, associated metadata and a unique URL because the Europeana portal only collects descriptive metadata for digital objects,

providing a link to the digital object original environment.

Presently, The BPE provides 316 digital contents, namely the books already on-line in the BDA. For us the process was quite straightforward, since our data abided by all the technical requisites, and all we had to do was send the correspondent UNIMARC metadata information to the EuropeanaLocal technical support team to be converted into Europeana Semantic Elements (ESE) schema.

The content has already been validated by the Europeana Content Checker and is at the moment waiting to be made available in the Europeana portal.

BPE aims at furthering the collaboration in the EuropeanaLocal network, and indeed has more than 200 digital objects, waiting to be made available online. For this purpose we are presently looking for financial support, as we need to improve our technical infrastructure as well as investing in new services.

E-books and Spanish Public Libraries

María Antonia Carrato Mena
Head of Subdirectorate General for Library Coordination
Ministry of Culture, Spain

Due to the importance of the progressive incorporation of e-books in the Spanish society and in public libraries, the Subdirectorate General for Libraries Coordination is working on some initiatives about this theme.

On 25th November of 2009, the Congress approved a 161/001344 Non binding motion about e-books in public libraries. According to this motion, the Government should equip public libraries with readers and devices to facilitate the reading with e-books.

Since 2004, the Ministry of Culture has progressively increased the budget for the improvement and update of public libraries collections with the Bibliographic Endowment Extraordinary Plan. The total investment has been almost 131 million of Euros, over more it has been a notable effort in the equality of our library services. Thanks to this investment, we have reached the book per inhabitant indicators (between 1.5 and 2.5) and acquisitions per 1,000 inhabitants (between 200 and 250) that are recommended by the international institutions (IFLA/UNESCO).

For this reason, the incorporations of the new devices and electronic contents in the library services and collections are very important, as

essential elements to make the new technologies accessible for everyone by means of an instrument of dissemination for knowledge and democratic meeting par excellence, 'the public libraries'. These play a vital role in the disappearance of the digital divide, assuming a leadership role in the dissemination of new technologies in general and electronic books in particular.



Public Libraries of Sevilla

According to this action line, the Directorate General for Books, Archives and Libraries of the Ministry of Culture, through the Subdirectorate General for Libraries Coordination, has decided to set up a pilot programme to incorporate the e-book in the

State Public Libraries. The aim is that the citizens can borrow both the e-readers and the e-books.

The first phase of programme has the objective of providing e-readers to 15 State Public Libraries. The libraries should implement, as soon as possible, lending services of e-readers and the e-books in the public domain already in the device or with a SD card. We are working in an evaluation questionnaire draft with the objective of harvesting the users opinions and suggestions, in this manner the acceptance of e-books in the libraries could be evaluated. Next year, we are preparing a tender of continuing training courses in these new topics of the public library services.

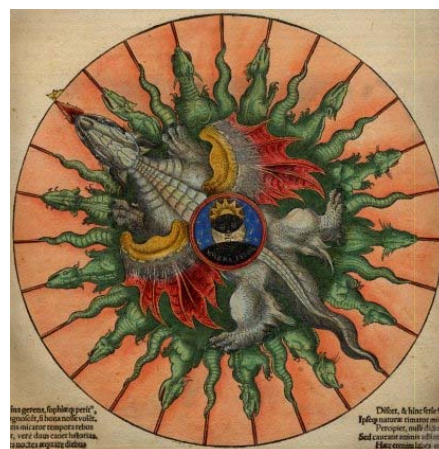
In this first pilot phase, the 15 selected libraries will receive 48 readers, model Cybook Opus, that include a download voucher of 100 titles in the public domain.

In a meeting of Plenary Session of the Council of Library Cooperation, the body responsible for the administration of library cooperation among all the public administrations –state, autonomous regions, local administrations and universities-, and all the different types of libraries, the creation of a Working Group was decided.

According to this agreement of the Plenary Session, the Working Group on e-books of the Council of Library Cooperation must take in consideration the report “E-book” of the Observatory of Reading and Books created by the working group with the same name. Its creation was based on the importance and potential of the Spanish book industry, with all its rich linguistic diversity, and on the international importance of the Spanish language. Various circumstances which are of special importance can be added to this, due to the gradual consolidation of the new technologies, which make it increasingly necessary to track changes in the book industry, their impact on reading, and the analysis and proposals for improvement of the library system.

The creation of the working group “E-book” of the Observatory of Reading and Books takes place in June 2009 during Conference about the e-book in the “Book Fair”. In this

conference different experts participated with the objective of analyzing and debating related topics to the edition, authors, reading and the readers in the digital environment.



Astronomicum caesareum, Apiano, 1540
Virtual Library of Bibliographical Heritage

In this report, there is a chapter about the digital libraries in connection with the users and the book sector. In Spain, because of the importance of the Open Access Initiative promoted by the European Union, Hispana was created in 2006. It's a powerful aggregator of digital resources not only of libraries but also of archives and museums, and public administrations as well as foundations and non-profit institutions. Also, Hispana has a directory of national digitisation projects evolving, with the objective of avoiding a document being digitised twice or three times.

The Digital Libraries of Autonomous Regional Administration and others from the Local Administration incorporate their digital contents for the Europeana Local project through of Hispana. The Ministry of Culture is the national coordinator in the Europeana Local project, where 32 institutions of 26 countries participate. Now, Hispana has 2,574,913 digital objects of 132 Spanish repositories.

The digital libraries of the Directorate General for Books, Archives and Libraries of the Ministry of Culture, the Virtual Library of Bibliographical Heritage and the Virtual Library of Historical Newspapers, form part of Hispana. These allow downloading their digital objects in EPUB format, a standard for digital objects created by International Digital Publishing Forum, with the objective of

promoting the visibility of collections and speeding up the searches. So, digital libraries are transformed in publishers of e-book, but they have to use a procedure as DOI (Digital Object Identifier) permanent identifier of digital objects recommended by Spanish publishing sector.

Last November, the Subdirector General for Library Coordination organized the 5th National Congress. It was entitled '*Public Libraries. Biblioteca pública y contenidos digitales: retos y oportunidades*' – '*Public Libraries and digital contents: challenges and opportunities*'. Three main topics were addressed this year,

one per day, being: *Public libraries, users of digital contents, Public libraries, providers of digital contents and Public libraries, leading the digital society*. The Congress had both national and international speakers, coming from Belgium, USA, the Netherlands, United Kingdom and Australia. Among other themes, it was focused on the experience of their institutions in relation with the e-books service, its implementation and impact and the future perspective.

More information:

<http://www.mcu.es/bibliotecas/MC/2010/CongresoBP/index.html>

PRESS RELEASE

Netherlands Institute for Public Libraries
The Hague 2010

Leo Voogt (50) to strengthen library sector. Very experienced director appointed to the Netherlands Institute for Public Libraries

With the appointment of Leo Voogt as director of the Netherlands Institute for Public Libraries on 1 June 2010, the SIOB succeeded in attracting the right person to rejuvenate and strengthen the library sector.

Voogt (50) is currently the director of the Museum Meermanno in The Hague. Since his appointment there in 2003, he considerably increased the visibility of this 'house of the book' by addressing a broader audience through a targeted marketing policy and PR campaigns and by entering into successful alliances with cultural and scientific institutions.

Through his work in other sectors, Voogt also has additional skills and experience that will benefit the library sector: he was Director Global Library Relations at the scholarly publisher Elsevier, executive director of the Royal Association for the Dutch Book Trade and Secretary-General of the International Federation of Library Associations and Institutions (IFLA). Prior to that, he worked at the National Library of the Netherlands, and the Netherlands Council for Libraries and Information Services.

Leo Voogt is also a member of the boards of the AKO Literature Prize, the Dutch Language society and NAI Publishers. He was previously a member of the Supervisory Board of the NAI, the Netherlands Architecture Institute, and the Netherlands Council for Culture.

His combination of experience and skills is very important for the Netherlands Institute for Public Libraries. The institute, which was initiated by the Dutch Ministry of Education, Culture and Science to help libraries perform better, became active on 1 January 2010. The SIOB's mission is to strengthen the position of libraries in society and act as a platform for reflection and research. The institute will also coordinate activities promoting the sector as well as the services libraries provide to people with reading disabilities.

The supervisory board and the staff are looking forward to working with Leo Voogt.

The European Congress on E-Inclusion 2010: 'Delivering Digital Europe in Public Libraries', where NAPLE participated, it's an official conference organised by the Belgian Presidency of the Council of the European Union took place on 20th and 21st September 2010 at the Flemish Parliament in Brussels. It attracted 240 delegates over the two days representing 27 European countries, to hear from and participate in discussions with speakers from 14 nations.

More information: [ECEI 10 - Post Conference Report](#)