SDG 17 - oriented projects

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CZECH REPUBLIC

Public libraries team up with primary schools to increase reading literacy[1] (SDGs 4 and 17)

In the 2006 PISA survey – which tests 15-year-old students from all over the world in reading, mathematics and science - Czech pupils ranked only 21 out of 56 participating countries in reading skills. Therefore, supporting reading literacy has become an important issue for many stakeholders, including libraries and schools.

Ivana Hutařová, an active member of the Club of Children's Libraries, a division of the Association of Library and Information Professionals of the Czech Republic (Svaz knihovníků a informačních pracovníků České republiky), came up with the idea of a project called "I am already a reader – Book for First Grader". The project, which started in 2008, brings together libraries and schools to develop reading habits of primary school first-graders (age 6 to 7).

As part of the project, the children's section of public libraries organise events for school children, including library tours, reading sessions for both adults and children, meetings with book writers and illustrators, book discussions, and exhibitions. The number of events varies by library and number of school classes involved. For all children who participate in the events there is something extraordinary to look forward to – a book prepared exclusively for them. Every year a brand new (previously unpublished) book title for children with original illustrations is produced which is not made available for sale for at least three subsequent years. So far, more than 250,000 pupils have received the book.

In the past, the project was financially supported by the Ministry of Education, Youth and Sports of the Czech Republic and schools reached out to local libraries to collaborate in the project. Since 2011, the financing and implementation of the project is being organised through the Association. The

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[1] https://librarymap.ifla.org/stories/keywords/czechia

partnership principle has been reversed; libraries undertake a more proactive role and it is now their initiative to get in touch with schools and work on the project together.

The number of project participants is increasing from year to year; in 2018, more than 500 libraries and over 800 schools were participating. Working together towards the common goal has strengthened partnerships between local libraries and schools.

This project is an important example of how libraries, through strengthened partnership with schools, can contribute to achieving the country's educational goals.
- Many other SDG-oriented library activities are included in an ad hoc website,[2] which support the implementation of SDGs in libraries.
- "Start Life with a Book" - improving reading literacy[3] (SDGs 3, 4, 11, 12, 16 and 17).

Until recently, only a handful of Czech libraries offered special services to babies, toddlers and preschool children and their parents or caregivers. Although the overall literacy rate in the Czech Republic basically reaches 100%, the PISA 2015 international survey clearly indicated that Czech students – compared to those from other OECD countries – were achieving below average results in reading literacy. Therefore, the Association of Library and Information Professionals of the Czech Republic started a project in 2018 called "Start Life with a Book" (S knížkou do života). It was inspired by the original Bookstart project founded by BookTrust in the United Kingdom in 1992 with follow ups in various European countries. Its goal is to show parents of young children how reading is important for their children's intellectual and emotional development and, consequently, future employment.

The Association has provided all participating libraries with a standard package to be given to the parents. Every library adds a free library card or a voucher to get one and can add any other items it considers fit for the purpose, such as folding picture books or suitable toys. In the first year of the project, libraries received the package for free; starting from the second year, it is to be purchased for a modest fee. The packages are distributed to parents at various occasions, most commonly the occasion of welcoming newborn citizens by the local authorities, at special events taking place in libraries or at maternity wards in hospitals.

An impressive number of 140 libraries have joined the project so far. As the result, libraries strengthened their links with local authorities and developed partnerships with local charities, and companies. The gift packages have been sponsored mostly by the Association's partners, especially private enterprises but also by the Ministry of Culture of the Czech Republic. Every participating library is expected to organise a minimum of four events for the children and their parents per year, which include activities such as reading, storytelling, creative activities, and movement. It is also expected that facilities such as baby feeding areas or changing stations are available – these can take a variety of forms, always depending on financial resources and spaces available.

According to a survey conducted in November 2018, 97% of libraries participating in the project report that parents and their children are interested in taking part in the future events. In many libraries, book clubs for parents with children under the age of five have been set up. During 2018, the participating libraries gave away approximately 10,000 packages. Apart from parents and children, the project has been acknowledged by politicians, especially from the Senate. In 2018, it received an award from the Czech Minister of Culture.

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[2] https://codokaze.knihovna.cz
[3] https://librarymap.ifla.org/stories/keywords/czechia

Libraries lend books, but you can have fun and learn (SDG 3, 4, 11, 12, 16, 17)

Libraries offer breakfasts, leisure universities, community gardens, folklore and local traditions. Within library premises you can create, realise a project, learn how to program, play chessboard, meet new people or just sit with a book or a magazine. Through their activities, libraries develop all of the eight key competences for lifelong learning defined by the European Reference Framework.

"What the library can do" is a website offering a map of specific community and educational activities throughout the Czech Republic and all types and sizes of libraries. Originated by the programme Social Innovations in Libraries funded by the ESF for the years 2017-2020, the project was supported by the European Union under the Employment Program. Its continuation and development is funded by the Ministry of Culture of the Czech Republic under the VISK1 program for 2021 in the project Library Development Strategy: from methodology to practice (16033/2021 OULK-OLK).

Library Development Strategy 2021-2027 (with a view to 2030) – national strategic plan (adopted by the government in July 2020), prepared under the Ministry of Culture (SDGs 3, 4, 11, 12, 16, 17)

Libraries are designated as:
- pillars of civil society development and natural centres of communities,
- educational and education-based institutions,
- guardians of cultural and knowledge based wealth.

Activities for librarians consist of:
- year-round educational cycle for libraries on SDGs, officially supported by UN Information Centre Prague, Ministry of Culture, Ministry of Environment and Czech Commission for UNESCO,
- developing a knowledge base in Trello notice board and a website,
- networking libraries which are interested in the SDG topic: map of libraries, Facebook page and group,
- networking with other organisations and stakeholders: KUMU map of topics, initiatives and inspiration,
- sharing know-how and examples of good practice.

Several libraries offer breakfasts, leisure universities, community gardens, folklore and local traditions. Within library premises you can do something you like, you can realise a studio project, learn how to program, play chessboard, know new people or just sit with a book or a magazine.

DENMARK

Project Title: DB2030 Network[4] (SDGs 4, 11, 16 and 17)

Content: A National 2030 Network of cross-disciplinary character including libraries, NGOs etc. is working to stimulate 2030 activities in the library environment in Danish municipalities, thus supporting 2030 initiatives at both national and local level.

Methodology: The DLA2030 Network (DB2030 Netværk) has been established since 2019 as an informal network and is now counting more than 210 members on a national scale. A number of meetings / conferences have been organised to create awareness about and/or support SDGs in the last three years; more are in the pipeline.

Outcome (expected): A strong 2030 focus in the work of the public libraries in Denmark wherever relevant also affecting the internal library organisation. Externally libraries extend their role in addressing SDGs in municipalities, local schools and other institutions as well as in local associations and individual citizens.

Project Title: The World's Best Solutions Live! (Verdens Bedste Løsninger Live), Ballerup Public Libraries[5] SDGs 4, 11 and 17)

Content: In 2019, the Ballerup Library held a two days festival on the SDG goals. The concept for the festival was inspired by Sunday Papers Live in London. Crucial was the involvement of the local high school and the Technical University of Denmark (DTU) in exploring the potential for collaboration of the two institutions in the "neutral" library setting. The library then collaborated with PLIX - Public Libray Innovation Exchange at MIT- and DTU in building Cube satellite models sessions together with citizens and students from the local high school in the library makerspace. On the first day of the festival 400 students attended. On day two of the festival, 250 citizens, volunteers, staff, keynote speakers and contributors spend a day eating, talking and learning about SDG goals. (This was a fine higher attendance than ordinary library users; the project was partly funded by the Danish Agency for Culture and Palaces (in Danish: Slots- og Kulturstyrelsen).

Methodology: The festival was held in library premises, between the bookshelves, thus transforming library knowledge embedded in traditional books in a new form of learning where citizens present their different points of view and get a critical but optimistic approach to solving SDGs. The stage and surroundings were decorated with old lamps (second hand), small light balls, plates and pillows, sofas and armchairs, to make the library stage look like a homestyle relaxed environment. At the festival, students from DTU presented many products, from lunch prepared in the local organic farm to children making SDG hats, from music played by students of the local music school to local citizens which would collect rubbish outside the library. On stage, keynote speakers gave lectures inspired by the format of TED TALKs, stand-up and Sunday Papers Live. There were key people from Danish green organisations, celebrities with a green agenda, a chef who presented vegetarian food that tastes like meat and presentations about plastic in the oceans, sustainable clothes and much more. The format was deliberately flexible, so that other libraries / cultural institutions easily could copy the concept.

The satellite sessions: The CubeSat program was developed by PLIX - Public Library Innovation Exchange (MIT). Their idea of working with satellite technology could provide an understanding of how we monitor the globe from space - ice melting, forest death and so on. In collaboration with PLIX, there were two sorts of sessions: one for the public and the other for high school students. Members of the Coding Pirates – the local "programming club" for children and volunteer parents - and volunteers from the library's makerspace were present. In the version for higher school students, DTU made available their special knowledge of satellites.

Outcome (expected): Ballerup Library will hold other versions of the festival - an event with speakers on the theme UN17 SDGs. This time the audience were keypersons and leaders from the Danish public libraries in Denmark, other professionals working with culture in Denmark, green NGOs and representatives from educational institutions. SDG-related knowledge and working methods will be presented and library contribution will focus on the "why" and "how". The festival showed that SDG-related activities can be organised both locally and nationally. Ballerup Library has now decided to organise the festival every year and is working to involve more citizens as volunteers. The library staff has now become aware of the relevance of SDGs into their activities. And the local community and

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[5] https://bib.ballerup.dk/nyheder/events-udstillinger/worlds-best-solutions-live

politicians now know that the library can provide knowledge, inspire people to take action and play a role in the attainment of the 2030 Agenda.

2030 Certification of Svendborg Public Library (Certificering af Svendborg Bibliotek)[6] (SDGs 17, SDG 3, 4, 12)

Content: Through the help of the company Green Network, Svendborg Bibliotek has become certified Sustainable Business Partner. This means, that Svendborg Bibliotek has completed a CSR capacity measurement, which confirmed the required knowledge about sustainably and CSR tools.

Methodology: Because of this certification, Svendborg Library has created a strategy for sustainability with the following focus points:
- To be a sustainable workplace,
- To be a house of knowledge and development of sustainability,
- To have healthy, competent and creative employees.

A strategy where librarians commit themselves to undertake specific actions. Working with sustainability is a conversion, for which good timing is crucial. Therefore, all librarians have to take part in working with sustainability to attain the 17 goals. As an example we are currently working on the transformation of the green areas surrounding the library into a giant buffet for insects, and an outdoor space for contemplation, mental health, well-being and much more.

Outcome (expected): Enlighten about, and contribute to, a shared responsibility; success criteria for our actions - i.e. how, and what, measuring the attainment of SDGs; support all employees in the implementation of SDGs.

Verdensrum (Space)[7] (SDGs 17)

"Partnerships for action" and consists of a physical library room in Dokk1 (Aarhus Public Library) whose name is indeed 'Space'. This large room, which also includes the front area, has a view on the Aarhus basin and the harbor. Communication in Verdensrum takes place in many different ways with many partners conveying the UN's 17 world goals to the many different target groups.

Target groups for Verdensrum include:
- Citizens of Aarhus Municipality,
- Business enterprises,
- Tourists and international guests,
- School students,
- High-school students.

It is about what happens across science, commerce, culture, history and social sciences.

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[6] https://svendborgbibliotek.dk/fnsverdensmaal
[7] https://verdensrum.aarhus.dk

FINLAND

Sustainable Library 2030 road map (SDGs 1, 3, 4, 7, 9, 10, 11, 12, 13, 16, 17)

During the spring of 2020, the Oulu City Library prepared an action plan for sustainable development, the Sustainable Library 2030 roadmap. The plan is based on the objectives of the UN Agenda 2030 and the eco-promises prepared by the City Library in 2015. When preparing the roadmap, it was also ensured that it was in line with the objectives of the City of Oulu's environmental program, Towards a Carbon-Neutral Oulu 2026, which entered into force in autumn 2019.

The Sustainable Library 2030 roadmap recorded the most important areas for development in the near future (2020-22) and prepared a detailed implementation plan for them, as follows:
   a) Promoting environmental awareness. The aim is to increase the environmental awareness of both customers and staff through the various means of environmental communication available. The aim is also to increase library's visibility as an ecological actor by communicating externally about the library's own responsible activities;
   b) Reducing the environmental impact. The aim is to review the library's energy use, logistics, recycling and collection practices and to reduce the environmental impact of their activities, as well as to reduce the use of unnecessary plastic;
   c) Responsible construction. In order to reduce the ecological footprint of library properties, the aim is to take ecology into account in connection with renovations and new construction, in the entire construction process - from design to the building. The aim is to design and implement the most energy-efficient facilities possible and to pay attention to environmental friendliness in all solutions related to practical equipment and interior design. Responsibility in construction is also reflected in e.g. involving customers and staff in the planning of future facilities.[8]

GERMANY

Dialogues for Integration: Hamburg Libraries Help Refugees Find their Way (SDGs 4,8,9,10,11,17)

Since 2015, Europe has seen the arrival of an almost unprecedented number of people fleeing war and poverty. A particularly large number of them have come to Germany, with over a million registrations for asylum, and almost half a million more applications in 2015 alone. Between 2015 and 2017, the city-state of Hamburg in particular, with a population of around 1.83 million, received around 66,000 refugees. This number adds to an already diverse population, with over a third – and almost a half according to some estimates – coming from migrant backgrounds.

For these newcomers, a key priority after shelter, food and medical care is language acquisition. Yet many have no way of attending language classes as they are often expensive and not open to all refugees and migrants. This is where libraries can make the difference.

As a key part of the city's 'Refugee Help Forum', the Hamburg Public Library System, Bücherhallen Hamburg, joined forces with the as the Volkshochschule adult education centre to support refugee language acquisition. Bücherhallen Hamburg do this through their 'Dialog in Deutsch' volunteer project, which is the largest volunteer language acquisition project in Hamburg. Through 109

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[8] https://www.ouka.fi/documents/78400/596635/Kest%C3%A4v%C3%A4+kirjasto+2030+-tiekartan-tiivistelm%C3%A4.pdf/542f3a4b-737e-4147-b3ad-3865a96dd074

conversation groups across 33 libraries, refugees and migrants are able to apply and practice their German speaking skills.

The groups are open and free of charge and are currently run by around 270 volunteers; no enrolment or registration is required. The 'Dialog in Deutsch' volunteers do not give language lessons, do not hold tests but rather gives topics to discuss during a 'Dialog in Deutsch' session to enhance oral skills.

Every year around 40,000 participants, from all migrant backgrounds benefit from the 'Dialog in Deutsch' conversation groups. In order to meet the dramatic increase in demand from refugees and migrants, 25 groups especially for beginners had been added in 2016 and 2017. To support language acquisition, the library also expanded its media collection to include books for children and young adult in Arabic, boxes of games, dictionaries, board books, and other materials for learning German. In addition, the library introduced a scheme using donations to allow refugees to gain access to varied library e-media services and WiFi. This provides a key means of keeping in contact with family and friends, especially given that many accommodation facilities do not have WiFi access.

Meanwhile, 600 professionally trained and supervised volunteers work in the Bücherhallen and play a key role in integrating refugees in other areas.[9]

Stadtbibliothek Bremen provides Future Training Opportunities for refugees and other newcomers (SDGs 4,8,10,17)

In 2010, the Bremen City Library (Stadtbibliothek Bremen) anchored a diversity strategy in its mission statement. The Library expanded its intercultural offerings to patrons, carried out an extensive series of training courses for intercultural openness for all employees and implemented a staff position for diversity management. For these endeavours, in 2015, the Library was awarded the Bremen Diversity Prize.

Even though the library excelled in serving its population, the community's cultural diversity was not represented in the library team. In 2015, 28% of the Bremen population held a migrant background, the Bremen public service rate was around 13% of employees, and the library's rate was only at 2.5%.

It can be challenging for people with a migrant background to enter skilled professions, such as librarianship, especially if they speak little German. Applicants must speak and read German at a B1-level before institutions will offer a job on contract, and applicants must have qualified vocational training to secure a position that is paid an appropriate, living wage. Labour and residence laws pose additional challenges for refugees in Germany, as many young people are not offered trainings without a determined residence status.

In 2014, the city of Bremen developed a project called "Future Training Opportunities" (Zukunftschance Ausbildung), targeted to help those with refugee status gain entry-level qualification (EQ, Einstiegsqualifizierung) with accompanying language lessons and socio-educational support. In addition to acquiring language skills, the vocational qualification is essential for successful and sustainable integration into the labour market in Germany. The EQ prepares refugees and asylum seekers for an apprenticeship and a dual training programme in Bremen public service and in private companies. The library joined this city-wide project as an apprenticeship site in 2015.

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[9] https://librarymap.ifla.org/stories/Germany/DIALOGUES-FOR-INTEGRATION:-HAMBURG-LIBRARIES-HELP-REFUGEES-FIND-THEIR-WAY/131

For those who choose to apprentice in the Library, it means training to become qualified specialists in media and information services. During their dual-study programme, apprentices work three days per week in the library, and spend two days at the vocational school to learn necessary theoretical knowledge and to study the German language. After completing the programme, newly-qualified media and information specialists can begin working on contract at the library.

Since the beginning of the project, six people have selected the library for their apprenticeship – a woman from Syria and a woman from Turkey, and four men who came to Germany from Guinea, Syria, Afghanistan, China – all six trainees have completed their entry qualification. Three of them have already completed their dual training programme and are now working as members of the Bremen Library team."[10]

LATVIA

Creation of Network of Family Digital Activity Hubs for Wellbeing and Education Support in Eastern Aukštaitja and Southern Latgale (Network-DigiHubs)[11] (SDG 4, SDG 9, SDG 16, SDG 17)

Technological leaps bring major changes in the society. The lack of digital literacy skills is becoming a capital problem. The Organisation for Economic Co-operation and Development (OECD) has carried out several investigations which show that, even though the general competences of the population in the Baltic region are sufficient, problem-solving skills invoking technologies are less than average.

With a purpose to reduce this problem, 4 libraries from Utena, Zarasai, Daugavpils and Preili joined forces for a project (the project is funded by Interreg V-A Latvia-Lithuania Programme 2014-2020). Its objective is to adapt different library practices and use those as a base to create a new public service – Family Digital Activity Hubs (DigiHubs). DigiHubs would serve as technology cognition centres to people of various age, gender and social status. The project was implemented in the period 2017-2019.

My Green Identity[12] (SDGs 13, 17)

The ultimate aim of the "My Green Identity" thematic network project is to fight against climate change and support sustainable development. The aim will be reached by developing a multi-professional transnational network with closely involved partner organisations and participants. This network ensures that partners create, produce and implement collaborative cross border measures encouraging active citizenship in people by sharing information and making it possible to combat climate change.

Besides producing a thematic international network, the project aims to increase the competence and knowledge of the staff in partner organisations on international cooperation, climate change and UN's Agenda 2030 SDG. In addition, the purpose of the project is to expand and emphasise the role of libraries as active initiators in the field of sustainable development and make that role visible to decision makers and library customers.

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[10] IFLA Library Map of the World, https://librarymap.ifla.org/stories/Germany/STADTBIBLIOTHEK-BREMEN-PROVIDES-FUTURE-TRAINING-OPPORTUNITIES-FOR-REFUGEES-AND-OTHER-NEWCOMERS/167
[11] https://latlit.eu/creation-of-network-of-family-digitalactivity-hubs-for-wellbeing-and-education-support-ineastern-aukstaitja-and-southern-latgale
[12] https://mygreenidentity.net

PORTUGAL

SDG Book Club[13] (SDG 17)

The Traça is a family film exhibition that seeks to make known and encourage the viewing and study of films from family archives, hitherto limited to private viewing and use. Each year, Traça has a different format, and takes place in a different location, adapting to the community hosting it. Two Leitmotive underline the events: on the one hand, a series of artists are invited to work on and create new objects from the AML-Videoteca's collection of amateur and family films; on the other hand, the Mostra exhibits these films in their raw state, while gathering around them depositors, residents, artists, researchers, and other guests, national and international, challenged to think about the place of these films in the definition of archive and history. As a follow up the "Exchange for exchange" consists of the free and disinterested lending of books subsequently made available for further exchanges. This municipal reading project encourages interest in books, consolidates reading habits and provides access to new reading and the renewal of private collections. Book donation campaigns are held twice a year (for 4 months) and then Swap Fairs are held, also twice a year (May and November).

Green library objectives - Partnerships with other institutions (SDG 17)

The main purpose of creating a green library is to use sustainable efficient resources. Managing a green library is very much necessary for the development of town, country, institutions, etc. The saving generated by an efficient management on using water, paper, electricity and air conditioning as a huge impact on the library budget. The partnerships inside organisation between the library and other institution facilities and with external partners, like providers, other institution and specially the users, allows to implement more efficiently the 3 R policy's: re-use, recycle and reduce.

Get up and goals! - Time for global education: an international learning network and active schools for the SDGs[14] (SDG 4, 10 and 17)

Coordinated by NGO C.I.S.P. (based in Rome, Italy), partnerships include 13 other NGOs from 12 different European countries, whose Ministries of Education have joined the project. In Romania, project implementor is the Association "European Academy". The overall objective of the project is to enhance curricula in relation to SDGs in order to encourage global citizenship education and sustainable development.

Being implemented in a selected group of schools at national level (wide dissemination in all regions of Romania) in 12 EU countries, beneficiaries are main actors in the local school: teachers, pupils aged 11-16, school principals, education institutions and address some of the key objectives of the 2030 Agenda for Sustainable Development:
   - International inequalities (see SDG 10);
   - Climate change (see SDGs 7, 11, 12 and 13);
   - Migration (see SDGs 1, 2, 10 and 13);
   - Gender equality (a topic addressed in the SDGs).

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[13] https://bad.pt/agenda2030/clube-de-leitura-ods
[14] https://www.getupandgoals.ro/proiect.html

Activities include training of teachers, at national level, on Agenda 2030 and Global Citizenship Education; training and exchange of best practices among teachers (participation in European seminars with teachers from partner countries); experimentation with Learning Units on issues related to the SDGs; production and experimentation of a global geo-historical textbook; creating awareness on SDGs targeted at local communities and implemented by students; measuring the impact of global citizenship and sustainable development education initiatives. The website resulting from the project will act as a tool for the implementation of a dedicated campaign, involving more teachers all over Europe.

SWEDEN

Library's Digital Centre closes the digital gap for elderly citizens[15] **(SDGs 4, 9, 10, 11, 17)**

Digitisation is no longer a new phenomenon in Sweden and the pace of social transformation is increasing with each passing year. Since 2017, through their Digitalisation Strategy, the Swedish Government has been working to become the world's leader at creating opportunities through digitisation. One of the five main pillars of the Strategy is to ensure everyone is offered the opportunity to improve digital competencies.

An annual survey of the internet habits of Swedish people reveals that as many as 95% of Swedes use the Internet, 9 out of 10 own a smartphone, and more than 90% have a computer at home. Digital exclusion is diminishing but is still significant, with about a million Swedes living with limited access. Exclusion is particularly clear when analysing the use of public digital services, such as e-services in health care or tax authorities. The elderly are one of the main vulnerable groups who are at risk of digital exclusion.

Within Helsingborg, a city in the south west of Sweden, the Helsingborg Public Library is working intensively to bridge the digital divide among its 150,000 inhabitants. The library provides access to digital information and technology on site, as well as supervision and training by the library staff.
In 2018, as the result of collaboration with the Helsingborg Digitalisation Department, the library opened its Digital Centre, equipped with trained staff and technology such as computers, scanners, printers, and tablets. Serving approximately 200 visitors per day, the Centre is located on the library's premises and keeps the same service hours. In collaboration with the Helsingborg Healthcare Department, the Centre's staff also works off-site to reach the elderly at senior citizens' meeting points, such as recreational facilities, pop-up events and the library's bus, among others.

The Library's staff explained what drove the Centre's creation: "Simply providing access to ICT and broadband is not sufficient to close the digital gap. Instead, citizens need access to a place where tools are located as well as hands-on training, such as using a computer and other tools, surfing the internet, and accessing online public services. Access to the Digital Centre helps increase digital literacy of this and other target groups and creates stronger civic engagement by involving citizens in the co-creation of new services. As part of the collaboration with HBG Works Innovation Hub, our Centre also functions as a test site for new digital services developed by the municipality. While our primary target groups are senior citizens, those with a migrant background, children, and young adults, we are open to all groups."

Programme evaluation results show that a major portion of the Centre's users are becoming increasingly self-sufficient when it comes to the use of technology and digital services. The value of

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[15] https://librarymap.ifla.org/stories/sdg/0/Country/Sweden.

the Digital Centre's services is especially high among seniors. A 70-year-old user shared her experience: "As a senior citizen it is harder to be updated when it comes to all things digital. The Digital Centre at the Library is perfect for me and I can easily get the help I need."

While the Library's Digital Centre did not close during the pandemic, in addition to regular services it began offering digital courses like Talk Digital, covering content on a variety of topics and skill levels. In 2020, a [national survey](#) revealed that during the COVID-19 pandemic older people in particular started using digital services more frequently than before, or tried them for the first time. Elderly people have also used digital healthcare services more during the pandemic with 7 out of 10 accessing a digital health care service.

The library's Digital Centre has contributed to an increased use of digital tools and expanded the possibilities of the internet and technical upskilling among elderly people in Helsingborg.

SWITZERLAND

Interdisciplinary working group at the University of Bern (SDG 17)

The Universitätbibliothek Bern set up an interdisciplinary working group that deals with sustainability issues and brings up the Agenda 2030 on the realm of the Bern University. In spite of its narrow scope, this engagement has been successful in raising awareness and draw people's attention.