

SDG 4 - oriented projects

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BULGARIA

“Financial Literacy Through Public Libraries”¹ (SDG 4)

The overall objective of the project is to upskill librarians to provide basic financial literacy support to adult users. This age group (55+) needs further support to cope with a rapidly changing and complex financial environment where financial products and services are becoming more numerous, complex and risky. Special emphasis is placed to librarians in small cities and rural areas where different educational activities and lifelong training on key competencies are so necessary. The FINLIT project supports also the implementation of specific growth, education, and cohesion policies related to EU 2020 Strategy and Digital Agenda for Europe.

CZECH REPUBLIC

“Start Life with a Book” - improving reading literacy² (SDG 4)

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

¹ <https://finlit.eu/edu/?redirect=0>

² <https://librarymap.ifla.org/stories/keywords/czechia>

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 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 can be purchased for a modest fee. The packages are distributed to parents at various occasions, most commonly the occasion of welcoming new-born 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 a 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 space 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.

Public libraries team up with primary schools to increase reading literacy³ (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

³ <https://librarymap.ifla.org/stories/keywords/czechia>

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 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,⁴ which support the implementation of SDGs in libraries.
- “Start Life with a Book” - improving reading literacy⁵ (SDGs 3, 4, 11, 12, 16 and 17).

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⁴ <https://codokaze.knihovna.cz>

⁵ <https://librarymap.ifla.org/stories/keywords/czechia>

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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 (<https://www.facebook.com/groups/706609713106254>) (SDGs 4, 11, 16, 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 (<https://bib.ballerup.dk/nyheder/events-udstillinger/worlds-best-solutions-live>) (SDGs 4, 11 and 17)

Strong local societies and collaborations: Facilitating collaboration between local citizen groups, local, national and global educational institutions and "green" NGOs.

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 Library 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 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, 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 sustainability 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.

ESTONIA

Raamatud liikuma / Books on the move⁷ (SDG 1, 4, 10, 11, 12)

The innovation project *Books on the Move* has set out to modernise the lending service and bring it into the 21st century. The project is driven by the wish to encourage better use of the physical book collections, and to render this body of knowledge relevant and conveniently accessible to the contemporary user. The idea behind the project is as simple as it is ambitious: to make the physical

⁶ <https://svendborgbibliotek.dk/fnsverdensmaal>

⁷ <https://www.nlib.ee/en/node/8181>

book collections of Estonian libraries universally available and discoverable in a one-stop search, so as to enable quick delivery of the desired book to the user.

After having found the required book, the user simply clicks "order", without having to consider the location of the book. An algorithm picks the most fitting, most expedient copy across all participating library holdings. With the help of our logistics partner, the book is then delivered to the user, either to a parcel locker, local store or directly to an address indicated. Library lending becomes conveniently integrated into the users' daily routines. Remote loans will no longer be interlibrary transactions – the physical book becomes mobile in Estonia, and the broader library network will serve as the home library for the user.

As a result of the project, we are creating a digital platform together with a mobile application for the end user, to be navigated seamlessly in its features of discovery and delivery: "find and order" books, "manage and monitor" orders, set delivery preferences, retrieve information on due dates, pay for delivery and settle overdue fines, and recommend books to friends.

The project runs from 2020 to 2022. All relevant parties to the new lending service (libraries, users, Ministry of Culture, Ministry of Education and Research, local municipalities) are included in the project through various advisory bodies. Books on the Move is funded by Enterprise Estonia and their Innovation Procurement Program in the amount of EUR 333,332.50.

MUIS2 15 (SDG 4, 9,10,11,12,16)

The National Heritage Board is developing a new information system for museum collections, the aim of which is to provide better and more user-friendly access to Estonian museum collections and to create a modern solution for museums that supports the preservation and management of museum collections.

Bürokratt / KrattAI (SDG 1, 3, 4, 8, 10, 11, 16)

#KrattAI is envisioning how digital public services should work in the age of Artificial Intelligence (AI). #KrattAI will be an interoperable network of AI applications, which enable citizens to use public services with virtual assistants through voice-based interaction. #KrattAI is not just an IT project to create an Estonian state virtual assistant, i.e. an user interface - although this may be necessary as an intermediate step. Instead, #KrattAI will, in the future, allow people to get everything they need from one device and through a virtual assistant in one communication session. #KrattAI is thus an interoperable network of public and private sector AI solutions, which from the user's point of view, acts as a single channel for public services and information.

Most of the time, people don't know which public agency to contact and they do not have an overview of their own obligations and of the opportunities offered by government.

Future benefits: People will communicate with the government 24/7; thanks to the interoperability of bots, it will be possible to have access to direct contacts efficiently between different government agencies.

#KrattAI will include the following steps:

- Analysis and PoC on the use of alternative channels,
- Classification of citizen messages: analysis and PoC,
- Analysis and PoC of eesti.ee national mobile app,
- Speech synthesis,

- Information extraction,
- Consent management platform,
- Cooperation with companies,
- Cooperation with Finland (#KrattAI and AuroraAI).

Massive digitalisation of Estonian cultural heritage, including printed material (books, newspapers etc) 16 (SDG 1, 3, 4, 9, 10, 11, 12, 16)

The Ministry of Culture prepared an action plan for the digitisation of cultural heritage. Its objective is to make one third of the cultural heritage stored in our memory institutions digitally accessible by 2023 and to upgrade the infrastructure for storing information in the memory institutions.

The action plan largely focuses on the heritage from 1900 to 1940. Documents, publications, photographs, films and objects are being digitised. The objective is to make key choices in terms of cultural heritage, and not to digitise the entire cultural heritage.

The objective of the action plan is to make the following digitally accessible by 2023: 3% of the documentary heritage, 32% of artefacts; 60% of both film and photographic heritage and 28% of printed heritage; i.e. about 33% of our entire cultural heritage. The total cost of the project is €9.02 million, of which €8.19 million will come from the planned European Union structural fund investments. The action plan was prepared in cooperation with the Ministry of Culture, the Ministry of Economic Affairs and Communications, and the Ministry of Education and Research.

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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:

- 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;
- 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;
- 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

[Vihreä kirjasto](#) (SDGs 3, 4, 10, 11, 12, 13)

The Public Libraries' Environmental Awareness for the 2020s is a platform intending to share environmental information from the entire library field and to promote environmental work in libraries project, as well as environmental tools and training materials.

SDG 3: Reading promotes well-being and library card holders live longer.

SDG 4: Libraries support the reading and lifelong learning of children, young people, and adults alike. The environmental aspects are included in all library activities, from story time to art exhibition and events.

SDG 10: Public libraries provide free of charge basic services that are available to all. Libraries do not tolerate any form of bullying or discrimination. Libraries are responsible employers.

SDG 11: Libraries follow municipal environmental guidelines and many libraries have their own environmental programme, certificate or ecological subsidy system.

SDG 12: Libraries are pioneers in the circular economy and act as sharing economic platforms. Libraries offer premises and tools for sharing, reducing the need for consumption.

SDG 13: Libraries recycle and save energy. Libraries provide up-to-date and reliable information on environmental issues and help find information.

FRANCE

Project one Migrants in libraries - Bibliothèque Sans Frontières (SDGs1, 2, 3, 4, 8)

How to welcome someone who does not speak French in a library? What resources can be offered on access to rights? How do you register a person having no administrative record? How can you promote cultural diversity by adapting the existing resources and actions of your library?

Faced with the many questions of librarians, in 2018 Bibliothèques Sans Frontiers produced a dedicated online training course, "Welcoming people with migration in libraries". The result of a collaboration with librarians, associations and researchers, the training course is now available on the BSF Campus platform, which offers eight free and certifying training courses for French-speaking library stakeholders.⁹

Many projects of libraries in prison (SDGs 4, 8)

For people in custody, the library is a right and an asset for rehabilitation. It is the duty of the public authorities to make this service available to them in viable conditions of use. Citizens, even when detained, continue to be human beings deserving of respect. They have the right to read, a right that is not limited by a court decision or the internal rules of an institution, including in the case of solitary confinement, disciplinary sanction or psychiatric internment. It is necessary and legitimate that the

⁸ <https://www.ouka.fi/documents/78400/596635/Kest%C3%A4v%C3%A4kirjasto+2030+-tiekartan-tiivistelm%C3%A4.pdf/542f3a4b-737e-4147-b3ad-3865a96dd074>

⁹ <https://www.bibliosansfrontieres.org/2021/02/05/comment-mieux-accueillir-les-publics-migrants-dans-les-bibliotheques>

public authorities really ensure the satisfaction of this right. The media library must be able to promote a taste for leisure and entertainment among this population and give them the opportunity to carry out an important recreational activity.¹⁰

GERMANY

Wie kommt das W in den Baum?¹¹ (SDG 4)

The Potsdam City and State Library at the Bildungsforum, Potsdam developed a creative integration initiative for children, where twelve German and refugee children took part together in a reading promotion project lasting several weeks. In cooperation with institutional and associated partner organisations, children between 9 and 11 year-old created large-format photos with tablets, digitally edited them, creatively alienated them, added texts and finally presented them in a joint exhibition.

On the theme "How does the "W" get into the tree? A letter journey through Potsdam", children went on an excursion to discover letters in the city. In trees, cracks in walls, on banks, on houses or buildings. In the sky, on the ground or at eye level. Together, they used tablets to search for clues, literally got to know their common (new) hometown in a different way and photographed their finds. In group work, the sites were then documented and the letter pictures digitally transformed artistically and literarily. All children's artistic works and a portrait photo were presented in large format in the library.

4. 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 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 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

¹⁰ <https://www.abf.asso.fr/4/107/257/ABF/la-bibliotheque-de-prison-un-droit-pour-les-personnes-detenues>

¹¹ <https://www.biblio2030.de/wie-kommt-das-w-in-denbaum-slb-im-bildungsforum-potsdam>

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.¹²

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.

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

¹² <https://librarymap.ifla.org/stories/Germany/DIALOGUES-FOR-INTEGRATION:-HAMBURG-LIBRARIES-HELP-REFUGEES-FIND-THEIR-WAY/131>

already completed their dual training programme and are now working as members of the Bremen Library team.”¹³

German Library Associations’ initiatives

- “Total Digital!” provides funding opportunities for the creation of digital scavenger hunts, the discovery of picture books using multimedia, programme robots or the elaboration of original stories to be filmed.¹⁴ (SDG 4, 10, 11)

ITALY

PON METRO BOLOGNA¹⁵ (SDGs 4,5,10,11)

Within the framework of the European Structural and Investment Funds 2021-2027 several initiatives have been set in motion.

- a) City area school, which provide tailored courses where there are no teachers, but educating communities, no desks, but neighbourhoods, no pupils, but girls and boys. These schools are based on real community needs and aim at improving the well-being of citizens and combating social exclusion and educational poverty.
- b) Hamelin, a cultural association, has set up a course to train reading experts in a two-year course. The training is structured in two phases and foresees for the participants a compensation for the months in which they will be involved.
- c) Enhancement of the Salaborsa (Bologna City Library) with laboratories and multidisciplinary courses on research and experimentation in the field of reading, coding, robotics, fablab, digital literacy and information literacy courses, as well as orientation courses addressing STEM disciplines (Science, Technology, Engineering and Mathematics). Workshops are organised which offer a creative approach to digital and technology, thus encouraging original and critical paths of thought and imagination through coding and robotics.
- d) Equipping each library in the sector with RFID technology development of augmented reality software for immersive visit paths to historical buildings (Archiginnasio, Salaborsa, Casa Carducci); application of machine learning (ML) techniques for collection review and management; creation of a platform to support Customer Relationship Management (CRM), useful to improve strategies for listening and responding to users' requests and needs.
- e) Full implementation of the Faro Convention, where knowledge and use of cultural heritage are a human right and encourage the construction of a peaceful and democratic society.

DigEDUCATI¹⁶ (SDGs 4,5,10,11)

A commitment to combating educational poverty by developing actions aimed at the problem of the digital divide in the 6-13 age group, through the "DigEducati" project, selected and financed by Impresa Sociale Con i Bambini as part of the Fund for combating educational poverty among minors with a contribution of € 1,250,000 and by Fondazione Cariplo with a further contribution of € 1,250,000.

¹³ IFLA Library Map of the World, <https://librarymap.ifla.org/stories/Germany/STADTBIBLIOTHEK-BREMEN-PROVIDES-FUTURE-TRAINING-OPPORTUNITIES-FOR-REFUGEES-AND-OTHER-NEWCOMERS/167>

¹⁴ <https://www.bibliotheksverband.de/dbv/projekte/totaldigital.html>

¹⁵ <http://www.comune.bologna.it/ponmetro/pon-metrobologna>

¹⁶ <https://www.fondazionebergamo.it/news/parte-ilprogetto-digeducati>

Creation of widespread workshops in the city libraries where equipment, skills, experts and tutors will be made available, offering a creative approach to digital and technology that encourages original and critical paths of thought and imagination through coding and robotics.

Sapere digitale (Digital knowledge)¹⁷ (SDGs 4,5,10,11)

The project, supported by the Piedmont Region - Libraries Sector and by the Compagnia di San Paolo, I luoghi della Cultura 2019, aims to stimulate the crucial role that libraries can play in supporting digital civic education and the spread of an increasing awareness in the proper use of digital technology, first of all for teachers in local schools and as a spin-off for the entire citizenry.

It is a training course that is intended to be both an activation method and a research opportunity to take stock of the technological equipment and digital skills in the libraries (and schools) willing to be promoting an active role of libraries in digital civic education.

The libraries that apply for it adhere to the training pact and will be able to participate in the courses, which are free of charge, host a course, propose a topic or a project and start digital civic education initiatives, with the support of the project.

The project is open to all libraries in Piedmont, especially civic libraries, but school and university libraries and archives can join, too. Themes are: the stimulation of information skills in readers, Internet and the ongoing change, information education, media education, data and artificial intelligence and digital culture and creativity.

Smart-In - Community Library¹⁸ (SDGs 4,5,7,10,11)

Through the regional Smart-In strategy, the Apulia Region promotes the revival of Apulia's cultural heritage, enhancing it and improving its use. With this in mind, the Community Library issued a public bid aimed at supporting libraries of local authorities, schools and universities, projecting a positive impact on the community and expanding access to cultural resources available in Puglia. Projects for the qualification of libraries include the provision of suitable spaces and the acquisition of advanced equipment and technologies, with sustainable and innovative management models.

SKYLibrary, the largest Digital Corporate Library in Italy!¹⁹ (SDGs 4,5,8,9,10,11)

CSBNO, has created for Sky Italia the SKYLibrary, a digital library dedicated to its employees and collaborators. It is based on the MLOL platform, the first and most important public digital library. The agreement enables the company to offer a vast catalogue of e-books, over 37,000 titles, continuously updated with the latest publications, from fiction to non-fiction, to fairy tales.; a true and complete library at the click of a button; A project that has been met with widespread approval and is destined to become increasingly popular... SKYLibrary is Cultural Welfare!

The pandemic crisis has not stopped the project, indeed it has been able to continue with great satisfaction thanks to the digital services, and especially thanks to the MLOL digital library, which has generated growing attention and interest from the business world. The digital corporate libraries

¹⁷ <https://www.sapereditale.org>

¹⁸ <https://por.regione.puglia.it/-/smart-in-community-library>

¹⁹ <https://webopac.csbno.net/home/csbno-per-l-impresa/ilprogetto-csbno-per-l-impresa>

managed in collaboration with the CSBNO in 2020 recorded over 1,400 e-book loans and 5,300 consultations, made by 1,733 users!

Things to do (Cosedafare)²⁰ (SDGs 4,5,8,9,10,11)

The Panizzi Library System in partnership with Fondazione Cariplo, Consorzio Sistema Bibliotecario Nord Ovest (MI), Sistema Bibliotecario del Vercatese (MB), Sistema Bibliotecario della Valle Seriana (BG) and Comunità Montana di Valle Trompia (BS) have committed themselves to realize the digital platform "Cose da fare" that allows to manage in a participatory way the educational opportunities and the cultural and leisure offers, both temporary and permanent, available in their respective territories.

The information on the platform is available free of charge, accessible and organised in a website characterised by common elements for the partners, but customised locally.

Users can:

- consult a database of what is available in the reference territory concerning courses, events, museums, routes, tourist attractions;
- search for profiled and filtered information on the basis of personal interests;
- autonomously make bookings and payments;
- check the actual availability of spaces where leisure activities are carried out.

Shake'n²¹ (SDGs 4,5,10)

People come together to exchange knowledge, in a neighbourly and supportive way. This is Shake'n, a project based on networks, relationships and community. The 'Shakers' are people eager to share their passions, skills and abilities and make them available to anyone looking for new stimuli to satisfy their curiosity, learn, discover and grow with others. The meetings take place online and are free of charge. Each meeting is facilitated by a librarian or librarian, who helps the dialogue and opens the door to all possible connections to the information resources of the CSBNO libraries. What is a Shaker doing? They share knowledge, skills and abilities, making them freely available to the community in one or more online meetings.

LATVIA

Rural and Regional Libraries as Local Family Entrepreneurship centres²² (SDGs 4 and 8)

The ERASMUS+ project Family Business Library is an adult education project funded by the European Commission. It promotes entrepreneurship education in non-urban and rural regions. The main idea of the project is to address people in rural regions through local and regional libraries. A particular focus of the activities is the promotion of family businesses and local entrepreneurship. A key aspect of the approach is to use regional and rural libraries as a platform to reach the local population. The six project partners come from Latvia, Germany, Croatia, Italy and Greece. The project started on the 1st of September 2020.

²⁰ <https://csbno.cosedafare.net>

²¹ <https://webopac.csbno.net/home/shake-n>

²² <https://family-business-library.eduproject.eu>

The objectives of the Family Business Library project:

- The development and implementation of innovative practices of teaching Entrepreneurship to people living in regional and rural areas,
- An increased sense of initiative and entrepreneurship among people living in regional and rural areas,
- The setting up of a system where libraries serve as a centres for rural entrepreneurship development.

Main results of the project:

- E-learning module on Entrepreneurship for use in libraries,
- Mentoring methodology and e-learning course module for librarians,
- Policy paper to better exploit the results of the project.

Cultural Capital as a Resource for Sustainable Development of Latvia / CARD (SDG4s 4, 9, 11)

The project "Cultural Capital as a Resource for Sustainable Development of Latvia" / CARD is funded by the Ministry of Culture of the Republic of Latvia in the framework of the National Research Programme "Latvian Culture – a Resource for National Development" (2020-2022). The National Research Programme is administered by the Latvian Council of Science. Project implementation period: 01.10.2020.–30.09.2022.

Objectives:

- analyse selected phenomena in the history of artistic production (in architecture, film, audiovisual, art, music, performing arts, visual arts and design) and its role in cultural capital creation;
- examine current cultural processes through the mapping and analysis of how cultural ecosystem actor groups interact, as well in of manifestations of cultural participation;
- analyse the roles and transformations of specific kinds of cultural heritage in the cultural ecosystem, and the resources of memory institutions as a driver of diversity and value creation;
-
- study the diversity of heritage communities and other active societal groups (especially young people) and the range of novel practices and roles in heritage management and communication;
- explore and systematise methodological approaches to artistic and digital research in arts and cultural heritage studies and tertiary education;
- develop methodologies and methods of measuring social and economic impact of cultural and creative sector activities and propose monitoring indicators workable in the Latvian context;
- develop research capacity of thematic researcher groups, increase integration of the work done in the five partner institutions;
- transfer the relevant knowledge to policy-makers, practitioners and other stakeholder groups.

Debate Your Issue (DYI)²³ (SDGs 4, 16)

Every democracy needs citizens who ask critical questions, who are not afraid to express their views, but who also know how to listen to the opinions of others and how to respond to them in a matter-of-fact and fair way.

²³ <https://www.lnb.lv/en/projects/debate-your-issue>

The aim of the project Debate Your Issue (DYI) is to strengthen the awareness of young Europeans (18-25 years old) on the topics of politics, democracy, tolerance and their threats: disinformation, intolerance, polarisation and hate speech. Debate can teach young people how to stand up for their opinions and views in a well-founded and convincing manner. Furthermore, by dealing with relevant socio-political questions in a critical manner, it contributes to political education in the targeted region.

The project activities include debate training programs and competitions, adaptations of a methodological approach, joint publications, providing open and effective tools for counterbalancing the rising polarisation and disengagement of young people in six European countries (Belgium, Czech Republic, Latvia, Lithuania, Poland, Serbia). During the project the young people will access knowledge of relevant socio-political issues, and acquire skills of the art of debate. In the second part of the project they will take part in a debate competition, in order to compete with their peers from other countries.

Young people in all six project countries are invited to apply for debate training and active participation in the project activities. The training will take place both in person and online, the project is developing recommendations for debate trainers, webinars for online observation, as well as infographics that will help many other young people to learn aspects of media literacy.

Project partners are Mediawijs (Belgium), Goethe-Institut Czech Republic (Czech Republic), National Library of Latvia (Latvia), International Youth Debate Alumni Association Lithuania (Lithuania), Kolegium Europy Wschodniej (Poland), Novo kulturno naselje (Serbia). Project implementation period will be from 03.02.2020. to 02.08.2021. The project is co-funded by the Erasmus+ programme of the European Union.

Digitisation of the Cultural Heritage content (1st stage); Digitisation of the Cultural Heritage content (2nd stage)²⁴ (SDGs 4, 11)

The National Library of Latvia implements a European Regional Development Fund (ERDF) and nationally co-funded projects in the field of Latvia's digital cultural heritage, together with project partners – the National Archives of Latvia, the State Inspection for Heritage Protection of Latvia, and the Cultural Information System Centre.

The main objective of the projects is to ensure the wide availability of Latvian cultural heritage to society in the digital environment, which serves as a basis for strengthening national identity, developing the cultural, scientific, knowledge society and creative industries, ensuring the long-term preservation of national cultural heritage in digital form, and creating opportunities for its repeated use in new products and services, as well as its integration into a unified European and global cultural digital space.

LITHUANIA

Development of Elderly's Digital Skills Through Family Learning (No 2020-1-LT01-KA204-077965)²⁵ (SDG 4)

²⁴ <https://www.lnb.lv/en/projects/project-digitisation-cultural-heritage-content-1st-stage>;
<https://www.lnb.lv/en/projects/project-digitisation-cultural-heritage-content-2nd-stage>

²⁵ <http://www.uvb.lt/lt/projektai/tarptautiniai-projektai/2569-family-learning>

This project is carried out by the A. and M. Miškinių Public Library of Utena as a European Commission's Erasmus+ (Key Action 2 Strategic Partnership Project) initiative. The project will last almost two years and benefits from a EU grant equal to EUR 82 230.

Lack of digital competences is a growing problem for older people: they do not trust technology and are afraid that they cannot adapt. As they think that technology is for the young, they do not see the potential of the virtual world and do not seek to use it. Teachers in adult school are unable to motivate older layers of population and modern methods of teaching and learning are neglected. A study made by the Organisation for Economic Co-operation and Development (OECD) has shown that in Lithuania, as in many other countries, the majority of the older population struggles to adapt to the digital environment and lacks the skills which would enable them to solve problems by using technologies.

The aim of this project is to strengthen the potential of the participating institutions to develop the digital skills of older people, to promote the idea of family learning and to make it a reality for older people. This socially inclusive project has the following objectives:

- Organise international exchange and mutual learning events in the partner countries,
- Describe success stories, collect examples of good practice, publish in an online journal format and make them public,
- Organise pilot trainings in partner countries to apply new models of family learning.

The Utena A. and M. Miškiniai Public Library is project leader and partners include the Pärnu Central Library (Estonia); Tsennosti, Dobrodeteli, Integritet Foundation (Bulgaria), the Association "EDUVITA" (Italy), the Association "Nazilli Hayat Boyu Ogrenme Dernegi" (Turkey), University of La Mancha (Spain).

Integrate Yourself²⁶ (SDG4, SDG11)

An educational academy "Integrate yourself" was created in 2020. The academy is for teens and young persons (12–20 years old) who want to understand and comprehend the possibilities offered by the modern cultural and socio-cultural environment. There were 4 groups and 64 sessions organised in 2020 and 2021 in cooperation with institutions working with socially vulnerable groups. During the classes, lecturers are acquainted with design aesthetics, perspectives, programs and their management tools. Individual projects were created with the aim to present each participant, highlighting leisure interests, abilities, experiences with the help of graphic design.

The library is near the city park, so that the project "Integrate yourself" is accessible not only to a closed target audience, but also to all social groups of teenagers. During the summer, open seminars and open-air meetings were organised in cooperation with representatives of the creative industries. The interviews and seminars were devoted to discussions about the career opportunities of the contemporary artist, about how art changes the perception of socio-cultural space, emphasising subcultures, the problems of globalisation and the benefits for contemporary life. The established educational academy "Integrate yourself" revealed several essential aspects of the project's impact: the created socio-cultural space and touch with different artistic fields help to form the adolescent's perception of modern art created with modern technologies.

²⁶ <http://www.marvb.lt/apie-mus/veikla/projektai/integruoksave>

Turn off the smart - reveal your talent²⁷ (SDG4, SDG11)

Today's young people are spending more and more time on smart screens and virtual communication; this takes up a significant portion of their time, depriving them of the time to communicate and stay together in the here and now. The goal of the project "Turn off the smart - reveal your talent" implemented by Šilutė Fridrich Bajoraitis Public Library is to "recover" young people from the virtual space for direct communication with each other. In addition to the youth of Šilutė, representatives of youth organisations from Šilutė district and Pagėgiai municipality participate in it. They integrate into cultural and educational activities, discover the joy of real (not virtual) communication with peers, and can reveal their abilities and creativity. There were 5 different intellectual events organised during the project for young people:

- The musical event "African Drums". The musicians performed African melodies, accompanied by songs, introduced them to sixty different African drums, their sound, the main playing technique, and taught the participants to play African rhythm. The audience heard djembe, dunun drums, balafon, kalimba and kamelen ngoni, which created a wonderful atmosphere and helped to survive their personal Africa. The event took place in the Summer Courtyard of the Library. The audience eagerly listened to the invitation of the performers and happily became participants in their performance.
- The poetry performance "Dive from the fur". It is a unique, form-breaking stage spectacle for young people, combining various arts, club music and classical poetry, provoking and raising the issue of human identity in today's populist culture. Bold and unexpected interpretations of well-known poems invited young people to rediscover classical poetry and its relevance today.
- The poetry and music program "Secrets of Romance". On the occasion of the World Music Day, the piano works of F. Chopin were played in a non-standard format, accompanied by poetry of Ch. Bodler and A. Mickiewicz.
- The literary performance "Catch a Thought" involved everyone in an energetic game. During the performance, participants were introduced with various genres of literature: poetry, prose, fairy tale, fiction, slam. Everyone had the opportunity to become an actor for a short time.
- The presentation of the book "Black Waters. Created in a mystical evening environment with special light effects, the book came alive, its characters were reborn, they were embodied by the viewers themselves.

Modernisation of the Cultural Education System²⁸ (SDG4, SDG9)

A common system of cultural education will be developed, which would combine formal and non-formal education and cover the entire territory of Lithuania. The National Library, together with representatives of the Ministry of Culture and the Ministry of Education, Science and Sports, has developed a common concept "Creating a Cultural Education Administration Platform and a Network of Cultural Educators to Ensure High-Quality and Diverse Cultural Education and Coordinated Coordination". According to the authors of the concept, the synergy of the fields of culture and education will allow to improve the process of formal education, integrate with cultural activities, and increase its attractiveness to students. This project is an investment in the youth and future. Numerous international studies make it clear that innovation and readiness to tackle complex programs are directly related to the ability to think critically and creatively. Such competencies necessary for the future are formed by cultural and creative skills, and in order to have consistent and systematic conditions of cultural education, they need adapted measures that meet the needs of modern society and the education system.

²⁷ <https://www.silutevb.lt/silute/2020/09/18/bibliotekojestartavo-projektas-jaunimui-isjunk-ismanuji-atskleisksavo-talenta>

²⁸ <https://www.lnb.lt/en/about-library/maininformation/program-and-projects?view=article&id=6451:modernisation-of-the-culturaleducation-system&catid=26:lnb-en>

Development of a virtual cultural space for the needs of society²⁹ (SDG4, SDG9)

- The project aims to modernise the Virtual Cultural Heritage Information System and to create services that facilitate the search, accumulation, management and use of digitised cultural content for educational, research and other purposes of the portal epaveldas.lt.

Creation of Network of Family Digital Activity Hubs for Wellbeing and Education Support in Eastern Aukštaitija and Southern Latgale (Network-DigiHubs)³⁰ (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.

NETHERLANDS

Ouderen in de wijk (Elderly in the neighbourhood) - by the libraries of Utrecht, Den Haag, Rotterdam, Amsterdam (ESF)³¹ (SDGs 1, 4, 10)

The project is supported by the Fund for European Aid to the Most Deprived (FEAD) and carried out by the public libraries in Utrecht, The Hague, Rotterdam and Amsterdam, in cooperation with Mira Media. The overarching goal of the OP is "to reduce the social exclusion of older people in the Netherlands with low disposable income." Material assistance needs to go hand in hand with social inclusion measures, such as guidance and support to lift people out of poverty and to improve the integration of the most deprived people into Dutch society. .

Three specific objectives have been set up: a) to make the target group aware of local support; b) to strengthen the social network of the target group; and to c) strengthen the competences of the target group. The target value is associated with the following indicators:

- 65% of the elderly should still be in the picture with aid organisations and/or municipalities after their participation organisation and/or municipality after participation;
- 40% of the elderly should indicate having a strengthened social network after participating;
- 40% of the elderly must indicate having a strengthened social network at their disposal;
- 60% of the older people must indicate that they have strengthened competences at their disposal.

²⁹ <https://www.epaveldas.lt/en/home>

³⁰ <https://latlit.eu/creation-of-network-of-family-digitalactivity-hubs-for-wellbeing-and-education-support-ineastern-aukštaitija-and-southern-latgale>

³¹ <https://www.google.com/search?client=firefox-b-d&q=1.+Ouderen+in+de+wijk>

ProActive - by FlevoMeer Bibliotheek (AMIF-project) (SDG 3, 4, 10)

The FlevoMeer Library project ProActive has focused on 5 municipalities in the Dutch province Flevoland. Municipalities where libraries take an active role in the integration of people from non-western countries and their relatives in the Dutch society. Despite corona measures, good results have been achieved and new follow-up routes have been developed. From practice, it is demonstrated that participation quality and integration can be achieved through non-formal education. The activities were organised in close cooperation with volunteers and the library as a central meeting point. The project has resulted in the empowerment of more than 400 migrants and the development of interesting methods and instruments. Some examples are online training tools to learn basic skills (language-, social- & digital- competencies, see www.flevowijzer.info), impact monitoring and summer schools with the combination of theatre and learning Dutch.

ROMANIA

Sustainable Romania³² (SDG 4; SDG 10)

The aim of the project is to implement the National Strategy for Sustainable Development of Romania 2030 (SNDDR 2030) by ensuring the appropriate implementation framework, increasing the institutional capacity of central authorities, streamlining inter-institutional communication and collaboration, ensuring consistency of implementation by monitoring progress and presenting Romania's development trends, allowing evidence-based public decisions in a projective manner, anticipating systematic developments and risks.

The strategy mainly addresses the following areas: access for all children to early education, fair and quality primary and secondary education, leading to relevant and effective outcomes, substantial increase in the number of young people and adults with relevant professional skills, which facilitates employment to decent jobs and entrepreneurship. It ensures that all students acquire the knowledge and skills needed to promote sustainable development.

Get up and goals! - Time for global education: an international learning network and active schools for the SDGs³³ (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.

Education up the sky / Educație la înălțime³⁴ (SDG 4)

The national innovative education program for sustainable development through live drone lessons. The aim of the project is to familiarise students and teachers with the objectives of sustainable

³² <https://www.romaniadurabila.ro>

³³ <https://www.getupandgoals.ro/proiect.html>

³⁴ <https://www.aspireteachers.ro/educatie-la-inaltime>

development, in a way that highlights Romania's resources and the 21st century skills of students; to create student-centred interactive lessons, using the latest technologies; to offer materials related to the school curriculum, accessible to all teachers, even after the end of live broadcasts. The lessons will also include non-formal activities in class or at home, games and interesting tasks. The activities follow a scenario that involves training both before and during and after the end of the live broadcast.

SPAIN

#readytoreadyfor (SDG 4)

The project intends to promote a general development plan intending to distribute knowledge, competences, skills and transversal values which are imparted at the Polytechnic University of Madrid through social networks. The selection, organisation and distribution on social networks the university community will be made by the University Library.

Biblioteca de Acogida (SDG 4, 5, 10)

"Biblioteca de Acogida" (First Prize Social Library 2017) is a project that turns the Public Library of Purchena into a space of peace and exchange between young immigrants / young people at risk of social exclusion and local young people. The project is promoted by the Biblioteca Pública Municipal de Purchena.

Healthy walks. Social and community inclusion project from the Library of the Severo Ochoa University Hospital and the Municipal Archive of Leganés (SDG 3, 4)

Libraries are open spaces where people's access to knowledge and information is welcomed. It is a place where inequalities are balanced. Library's scope transcend physical space and cover a wide spectrum of uses and users through the enhancement of resources. The Municipal Archive-Technical Library of the Leganés Town Council had similar concerns. A cooperation was triggered, involving librarians and archivists into the social texture of the population that circulates in the city hospital and the municipal environment. A set of activities carried out in real spaces of everyday life that relate health, social, cultural and historical aspects in Leganés, relying on the knowledge, technical resources and human capital available, at no additional financial cost to the Severo Ochoa University Hospital Library and the Municipal Archives of Leganés.

A room of one's own. A space for equality: a meeting and awareness-raising space (SDGs 3, 4, 5, 10)

"A room of one's own" is an open and free space for meeting and awareness-raising for all audiences having a specialised background in equality and gender violence. Its proximity to the community makes the room a fundamental piece in the fight against inequality and a challenge for a more democratic and egalitarian society, Municipal Library 'Rafael Azcona' Location (Province): Logroño.

SWEDEN

Library's Digital Centre closes the digital gap for elderly citizens³⁵ (SDGs 4, 9, 10, 11, 17)

³⁵ <https://librarymap.ifla.org/stories/sdg/0/Country/Sweden>.

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 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.