

## SDG1-oriented projects

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## ESTONIA

### **Raamatud liikuma / Books on the move (<https://www.nlib.ee/en/node/8181>) (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 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.

### **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.

The project runs from 2019 to 2021. 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.

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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.

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## FRANCE

### **Project Ecrivains publics (SDGs1)**

In France, public libraries make available an écrivain public to their illiterate users. This “public writer” regularly attends libraries and facilitates those with literacy problems in their administrative tasks, helping them fulfil their civil rights. (SDG 1 in

<https://agenda2030bibfr.wixsite.com/agenda2030bib>; see also Ministère de la Culture. Voyage au pays des bibliothèques Lire aujourd’hui, lire demain, par Erik Orsenna and Noël Corbin. Février 2018)

### **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 Frontières](#) 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.

## NETHERLANDS

### Ouderen in de wijk (Elderly in the neighbourhood) - by the libraries of Utrecht, Den Haag, Rotterdam, Amsterdam (ESF) (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.