

THE 2012 ROD EAST MEMORIAL FELLOWSHIP PAPER

German libraries and the Third Place: creating community relevancy in the era of the e-book - lessons for South Australia

ABSTRACT

In this new era of the e-book, innovative German libraries have refined the Third Place concept, leading to them being more popular and populated than ever. This paper documents best practice and a range of recommendations for implementation.

By

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EXECUTIVE SUMMARY

Purpose:

The purpose of this Paper is to showcase best practice examples of the Third Place in leading German libraries, with the aim of using these ideas in South Australian libraries to increase their relevancy and use by local communities.

Procedure:

Staff from 23 German libraries were interviewed and asked specific survey questions (see Appendix 1) relating to collections, services, programming, architecture, design, demographics, community involvement, marketing, accessibility, urban planning, co-location, fees and funding. Physical tours of these libraries were conducted before, during, or after the interviews. The questions and tours were designed to explore all aspects of what might cause a library to be seen as a Third Place by its community, and to document best practice examples to bring back to South Australia.

Findings:

- Local public libraries are one of the few free options available for communities to gather in
- To increase customer patronage, it must be easy for people to be able to both visit and effectively use their local public library
- Unusual and interesting collections, programs, and services can stimulate the public into visiting their local library
- It is important for library programming to bring different generations into contact with one another
- German libraries excel at connecting with children of all ages through collections, services, and programs, due to their close contact through the schooling system
- RFID and self check out/check in systems are very useful in large libraries, but some smaller libraries commented that they lost contact with their communities after implementation - not conducive in creating a Third Place atmosphere
- People increasingly come to libraries for technological help - nowhere else available for free assistance
- Staff attitudes must be friendly and approachable at all times to create the atmosphere of the Third Place - this encourages return visits and allows people to feel 'at home'
- Good architecture can influence people into visiting libraries, but is not always necessary for a library to be considered a Third Place
- Successful Third Places usually involve community participation in their creation
- Numerous German libraries use co-located facilities to the benefit of themselves and their communities

Recommendations for South Australia:

- Decrease the use of Dewey, and consider simpler forms of classification that are easier and more intuitive for customers
- Consider introducing unusual collections, such as an Art Library, board game collections for adults and children, a '65+' collection, and 'Reading Pen' and 'Birthday Box' collections
- Create a Wii bowling club for all ages - particularly aim to involve children and seniors
- Be more proactive in regards to children - offer library tours for kindergartens, primary and high schools, introduce a 'Treasure Hunt' pamphlet for new child borrowers
- Increase services and programs aimed specifically at youth - consider introducing a youth 'Book Picnicking Group', roll out an S.A. 'Young Media Jury' program
- Introduce Cafes (if space is available), or coffee and food facilities into libraries
- 3D printers and 3D scanners to be available in most public libraries
- Increase communication and conversation through civic engagement, a 'Communication Board', a 'No' to 'Yes' List, and a 'Reciprocal Notice Board'
- Strongly consider if your library needs a self check out/check in system before implementing - if 'Yes', then consider other ways to maintain contact with customers
- Increase staff knowledge of new technologies, and continuously up-skill
- Increase transport options to the library - better public transport availability, more car parking and bicycle racks, more options for library bus visits
- Increase access for all - more ramps, elevators, tactile flooring, computers for people with a disability
- Encourage local communities to participate in the creation of new or renovated library spaces - this increases the feeling of ownership and likelihood of Third Place transformation
- Co-locate more public libraries with other facilities that would draw in customers and the community

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Medien@age*

*The American Memorial Library
The Zentral und Landesbibliothek
Anton Saefkow Bibliothek
Jacob & Wilhelm Grimm Zentrum
Hoeb4U*

*Stadtbibliothek Bremen
Mediothek Krefeld
Cologne City Library
Hamm Municipal Library*

*Centre for Information and Education (ZIB)
Brilon Municipal Library*

*The Phantastik Library of Wetzlar
Stadtbücherei Frankfurt*

KiBi (Kinder Bibliothek) - Centre for Children and Youth Library

*Stadtbücherei Würzburg
Nuremberg Stadtbibliothek
Nuremberg Südpunkt
Stadtbibliothek Stuttgart
Stadtbücheri Biberach*

*The International Youth Library
Stadtbibliothek Rosenheim*

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Introduction - What is the Third Place?

According to Ray Oldenburg, the creator of the concept of the Third Place, it is:

- Inclusive
- Local
- Democratic
- Playful
- Convenient
- Casual
- Informal
- Unpretentious
- Neutral ground
- Easily accessible
- Cheerful & upbeat
- Free or inexpensive
- Not sterile
- Open/available day & night
- A 'port of entry'
- A 'mixer'
- A 'leveler'
- A public forum
- An informal office
- A home away from home
- A de-stressing destination
- A place which has 'regulars'
- A place of good company
- A place of novelty and serendipity
- A place people choose to come to
- A place that eliminates all barriers
- A place that has vitality
- A place to find and create common interests
- A place to host meetings and gatherings
- A place to find pleasurable and entertaining conversation
- A place that enhances and encourages friendship, understanding and tolerance
- A place where the full spectrum of humanity is present and the customers have a sense of ownership

These descriptions could very easily apply to a local public library. However, according to Oldenburg (1999, p. 203), a library cannot be a third place as '**...Unlike hospitals or libraries, which have exacting, complicated, and expensive internal requirements, third places are typically modest, inexpensive, and small by comparison**'. What he fails to notice is that there are few destinations that cover his plethora of Third Place requirements more than that of a library - particularly in regards to freedom of access. In Germany almost all public libraries are required to charge membership, but this is often a modest fee. Children are usually free, and low-income earners are charged a reduced fee. In Australia, and particularly in South Australia

through the Libraries Act (1984), we are able to offer free membership to everyone. Both countries allow people to enter and spend time inside the library, regardless of whether a person holds a membership card.

Background - The Library, the Third Place & Germany

Many German libraries are very interested in the idea of the Third Place, and this is one of the main reasons that I applied for the Rod Memorial East Fellowship, as this Fellowship allowed the beneficiary to travel overseas to study an aspect of libraries or librarianship. A word called **Gemutlich** was my other motivation for choosing Germany. Oldenburg repeatedly mentions the term throughout his seminal book, *The Great Good Place*. He states, “Third places are also Gemutlich. No other language includes a word as effective in communicating the coziness and diffusing friendliness of certain settings as German. What Gemutlichkeit might lack in exuberance, it makes up for in the strong neighbourly imperative that it captures. It suggests an expansive and inclusive attitude of the mind and inclination of the spirit that welcomes all ages, sexes, and nationalities. It carries an obligation of helping others feel at home as well as doing so oneself. A Gemutlich setting is inviting to human beings - all of them.” (Oldenburg, 1999, p. 56)



Figure 1. My Rod East Memorial Fellowship route around Germany

From August to October 2013 I went to visit 23 libraries in Germany to look at the idea of the Third Place in some of their best libraries (see Appendix 2 for contact & statistical information):

- Dresden - Main & Music Library
- Dresden - Medien@age (Youth Library)
- Berlin - The American Memorial Library
- Berlin - The Zentral und Landesbibliothek
- Berlin - Anton Saefkow Bibliothek
- Berlin - Jacob & Wilhelm Grimm Zentrum
- Hamburg - Hoeb4U (Youth Library)
- Bremen - Stadtbibliothek Bremen
- Krefeld - Mediothek Krefeld
- Cologne - Cologne City Library
- Hamm - Hamm Municipal Library
- Unna - Centre for Information and Education (ZIB)
- Brilon - Brilon Municipal Library
- Wetzlar - The Phantastik Library of Wetzlar
- Frankfurt - Stadtbücherei Frankfurt
- Frankfurt - KiBi - Centre for Children and Youth Library
- Würzburg - Stadtbücherei Würzburg
- Nuremberg - Nuremberg Stadtbibliothek
- Nuremberg - Südpunkt (Children's and Youth) branch
- Stuttgart - Stadtbibliothek Stuttgart
- Biberach - Stadtbücheri Biberach
- Munich - The International Youth Library
- Rosenheim - Stadtbibliothek Rosenheim

I toured all of these libraries, and asked a lengthy list of 89 questions to my library guides (see Appendix 1), in an attempt to see all aspects of what may or may not cause a library to be seen as a Third Place. My questions involved themes such as collections, services, programming, architecture, design, demographics, community involvement, marketing, accessibility, urban planning, co-location, fees and funding. These diverse questions lead to my discovery of new ways of thinking about libraries, and ways in which Australian libraries might make themselves more attractive to their communities, and thus enhance their Third Place status.

Methodology

I began by choosing a list of libraries that I felt exhibited best practices through services, programming and/or architecture. These features link to my understanding of the Third Place, and explain why people might be drawn to visiting certain libraries on a regular basis, and thus forming the beginnings of community - the key to future of libraries everywhere.

My original list was formed through the exploration of the Goethe Institut website, a non-profit organisation that promotes the study of the German language abroad, and which has a large section on their website devoted to German libraries. From there I formed my initial shortlist of 14 libraries, many of whom were recent winners of the German Bibliotheksindex (BIX) Award for their population demographic.

Initial shortlist:

- Anton Saefkow Library
- Jacob & Wilhelm Grimm Centre
- Hoeb4U - Leisure Library for Young People
- Public Library of Bremen
- Brilon Municipal Library
- Hamm Municipal Libraries
- Cologne City Library
- The Fantastic Library of Wetzlar
- Stadtbücherei Würzburg
- Biberach City Library
- Rosenheim Public Library
- Dresden Main Library
- Medien@age
- The International Youth Library

I contacted Christel Mahnke, the Australian representative of the Goethe Institut, to confirm my shortlist selection. She then referred me to her colleague, Benjamin Blinten, from Bibliothek & Information Deutschland (BID), who suggested an additional 3 libraries to include:

- Stuttgart Central Public Library
- Mediothek Krefeld
- Frankfurt Central Public Library

Herr Blinten also recommended that I contact a colleague and friend of his, Olaf Eigenbrodt, who works for the State and University Library in Hamburg, and who is one of Germany's foremost experts on the concept of the Third Place in libraries. Herr Eigenbrodt advised including 3 more libraries:

- Library in the ZIB (Centre for Information and Education) in Unna
- Nuremberg Public Library (Central Branch)
- Nuremberg Südpunkt Branch (Children's & Youth Library)

When I contacted the Wilhelm & Jacob Grimm Zentrum in Berlin, their Public Relations person suggested the addition of the Berlin Zentral und Landesbibliothek and, in turn, when I contacted the Zentral und Landersbibliothek, they recommended also visiting their sister library, the

American Memorial Library. I discovered when I researched the Frankfurt Central Public Library further that they had a branch library specifically for children and youth called KiBi (Kinder Bibliothek) located nearby. This was the final addition to my list, as I felt that I may be able to discover some interesting programs and services for children and youth that would be of benefit to South Australian libraries.

My route around Germany was plotted according to the locations of the libraries, and the easiest way to travel between them. In some cases, such as in Cologne, I based myself in a large city and did day trips between the smaller, outlying libraries. In most cases I used the wonderful German railway system as my mode of transport.

The list of 89 interview questions were created after I spent a solid month researching the idea of the Third Place, both generally and specifically in library or GLAM (Galleries, Libraries, Archives & Museums) contexts. I read seven books and over thirty journal articles, many of which can be found in the Bibliography at the end of this report. I also tested the list of questions on my home library, Prospect, and Mount Gambier Public Library - renowned for being one of the best public libraries in Australia, particularly regarding the concept of the Third Place.

I contacted all 23 German libraries via email, and confirmed the time and date that I was hoping to visit them. I also forwarded my list of questions to the libraries several weeks before the date of my visit, to allow them time to view the questions and, if necessary, translate them into German, or have a translator explain them. As I speak very limited German, it was greatly appreciated that all of my library guides spoke excellent English.

On the completion of my tour I had over 2000 question replies to sift through, hundreds of photographs, and several kilograms of pamphlets and leaflets. The following report contains my best attempt to bring everything I learnt into one concise document, however the breadth of my experiences and the vast amount of data collected means that it is possible that not everything has been included - I apologize in advance for any oversights or mistakes.

Classifications

There are many aspects as to why people do or do not choose to use their public library. To encourage more people to come and visit us, we need to make their visit as absolutely easy as possible. One of the ways to do this is to consider adjusting the way that librarians classify and store their collections. In Australia the American Dewey system is prevalent throughout most non-fiction areas. While librarians have learned to understand the intricacies of Dewey, it is often completely baffling to the average library customer.

In Berlin the Anton Saefkow library has shelved books in an alpha-numerical system like Dewey, however they also have clearly labeled categories, with each category having a colour and shape associated with it. This colour is on the large sign above each section and it is also on the spine of the book. This allows customers to associate books in a certain colour with their favourite non-fiction subjects. This is good for both customers and staff. It's also really easy to see on the shelf when a book is in the wrong place.

Dresden libraries have created their own form of classification. This involves the use of colour on the spine labels of the books to denote which age range the books are aimed at. The non-fiction section uses one or two words as the main classification (eg. 'German History'), and there is then a line under the words to narrow the topic (eg. 'After 1945').

In the Hamm Municipal Library they have colour-coded the different floors of the Library, so that it is easy to see which level you are on, and have coded the children's collection with yellow spine labels, and the adults with white.

The Main Library of Frankfurt has chosen to store the non-fiction DVDs and audiobooks among the books in the non-fiction sections - this way people can find everything on a subject on every type of media in the one place. In the Music Library the CDs and books have been categorised into Genres (eg. Jazz or Rock/Pop), and they have also been housed together. Mawson Lakes Library, in South Australia, has successfully used this form of storage for a number of years.

In Rosenheim the books are categorised according to genre and age appropriateness, which assists both children and parents in knowing which books are suitable. Biberach Library has placed spine label stickers throughout the children's fiction and non-fiction areas to let children and parents know at a glance if the book is a 'picture book' (green face), a 'pictures and reading book with words or a sentence' (yellow face), a 'pictures and reading book with little text' (pink face), or a 'reading book' (white face). Within these categories they have added a second sticker to let the customers know the theme or genre of the book, for example 'Adventure' (pirate picture), 'Biology' (farm animals), and 'Fantasy' (dragon). There are around 60 of these categories, and there is a brochure available for customers to take.

Some libraries in Australia, such as Mount Gambier, have chosen to use the bookstore model in addition to Dewey to organise some of their non-fiction collection, as they say it makes it easier for customers to find the popular areas, such as Biographies. In recent years South Australian libraries have also begun to adjust their classification headings, changing from the Latin-based formats to English ones, such as in the case of 'AG' (Adultus Grandis) for large print items, to the more obvious 'LP'. Building on the work already undertaken in S.A. could mean a complete re-thinking of the way we have traditionally classified our collections. This could be an opportunity for libraries to reflect on the needs of their particular customer bases, without being restricted by a system such as Dewey, which is increasingly seen as an outdated model.

Collections

'...The trick for libraries is to figure out which print resources their community is using heavily, and to stock those, while ensuring that less-used but still valuable books and journals are preserved at one institution that is available to all. '

(Bula, 2011).

Collections are another area that will need to be closely looked at in the near future. Statewide library statistics from Bibliostat in the 2011-2012 period show a general decrease in the use of certain collections, such as non-fiction books and compact discs. The combination of the rise of the Google search and an increase in music downloading probably has a large part to play in these trends. To encourage people into the library we need to stock items that they want badly enough to warrant them coming in to visit us, especially now that the One Card System allows people to request items from around the state to be delivered to their preferred 'home' library. Some libraries may find that their customers may choose a library that is less local as their 'home' location, simply because it has a better atmosphere and a more desirable base collection. Libraries also need to avoid keeping items and collections that just don't get used - that space would be better utilised by giving the public more seating room. In Germany I came across some unusual library collections, a few of which could be easily integrated into Australian public libraries, such as the following examples.

General

One of my favourite collection ideas was an 'Art Library'. Four of the libraries that I visited had an art collection - the American Memorial Library in Berlin, Stadtbibliothek Bremen, Stadtbibliothek Stuttgart, and Stadtbuecherei Biberach. These collections ranged in size from 400 items in Biberach, to over 4000 items in Bremen. The Art Libraries consisted of prints, paintings and sculptures. Loans are for 3 months, with the opportunity to renew twice, and there is a nominal service charge for this collection. The Art Library collections are particularly popular with doctor's surgeries and similar businesses who like to rotate the art in their waiting rooms. Given the diversity of collections, this could be introduced in South Australian public libraries.



Figure 2. A portion of the Art Library from Stadtbibliothek Stuttgart

easily borrow a map to take on holiday within the state and return it either when you get home, or to a local library along the way.

Krefeld has a specific collection called '55+', where non-fiction books relevant to this demographic are all housed together, similar to a parenting or teen nonfiction section. The large print collection is located next to this area, making it easy for people to find items of interest. In South Australia the 55-65+ demographic has already been identified as a target group, and this type of collection could easily be incorporated into many public libraries.

Children & Youth

Germany has numerous libraries devoted specifically to children and youth. I was fortunate to visit some of them, including Medien@age in Dresden, Hoeb4U in Hamburg, KiBi in Frankfurt, Südpunkt in Nuremberg, and the International Children's and Youth Library in Munich.

KiBi was the first library I found in Germany to lend more than just board games, as they also have a large amount of puzzles - their toy collection numbers around 600 items. They stock children's books in 13 different languages, and will soon have a Chinese language section with over 300 items after the next Frankfurt Book Fair.

The International Youth Library has a collection of over 600,000 children's and youth books in more than 130 languages, including 60,000 historical children's books, published between 1574 and 1950. This makes it the largest library for international children's and youth literature in the world. There are also reading museums for visitors to explore the life and works of German authors Michael Ende, James Krüss, Erich Kästner, and the illustrator Binette Schroeder.

In Hamburg the Hoeb4U 'leisure library for youth' has purposely distanced itself from study by containing no items relating to formal education. This is unusual, as many German libraries contain texts for local schools as they have no school libraries. There are non-fiction books on popular youth topics, such as craft, cooking, cosplay, parkour, music and Manga. Half of the collection consists of media items, such as CDs, DVDs, Blu-Rays, PC/Mac computer games, console games, and audiobooks in German and English. They also have a good collection of teenage and adult books. These are categorised via genre and author surname, with the red Hoeb4U branding above the spine label - eg. Hoeb4U/Romance/MEYE for the Twilight series. This makes it very easy to find the books, and the genre separation allows people to find all the books available for their preferred reading tastes. Hoeb4U also tends to buy more local and unusual music than the other branches. They take customer requests, and are quick to catalogue these items to satisfy their customers.

Brilon Library has numerous unique collections, including a selection of Puppets, 'Story Sacks' (a bag with a story or song with related play materials), 'Tell Suitcases' (a suitcase with a story, play materials and an education guide), and 'Media Boxes' (themed boxes that contain materials for school projects on different media). My favourite collection, however, was the 'Birthday Box'. There are 20 different 'Birthday Boxes', each with a different theme. The two that I saw were 'Horses' and 'Bob the Builder' - the boxes have books, banners, drawings, invitations, and more, so that children and parents can use them to plan and create a themed birthday party. Other unusual collections include packs with readers to use with tile puzzles to create shapes, and 'reading pen' kits with an electronic pen that reads a word or phrase out loud when waved over a printed area.

I believe that 'Birthday Boxes' and 'Reading Pen' kits could be worthwhile and unique additions to South Australian libraries, for a relatively minimal cost. The goodwill generated by providing collections such as these show people that libraries are an important community resource that

can provide more than just books or DVDs . We are able to supply additional items that assist with their child's education, such as through a 'Reading Pen' collection, and can make life easier for busy parents on a tight budget with a selection of 'Birthday Boxes' to borrow.



Figure 4. The 'Horse' themed Birthday Box from Brilon

Germany is fortunate to be able to offer console games for loan from every platform. In Australia we have been restricted to loaning only Nintendo products, so we miss out on the valuable Playstation and X-box audiences. These types of collections are popular across a broad spectrum of demographics, but most importantly that of youth and young adults.

Programs

One of the next most important ways to remain relevant to our local communities is by providing programs that are desirable, and that bring people into the library and in contact with each other. In the best instances neighbor gets to meet neighbor, and different generations intermingle. Conversations start, connections are made, and the feeling of community grows. Libraries are one of the last places left to be able to provide the space and the opportunity for interactions of this kind.

Kate Meyrick of the Australian Homey Institute suggests that two of her ten practical ways for a library to be recognised as a third place are '**leading with programming**' and by not '**dumbing down the vision due to lack of funds**' (Harris, 2007, p. 145). Sometime hard decisions have to be made - especially at this point in time, when many library budgets are being reduced. Brilon is a good example of a library successfully making a tough choice. Since 1983 Brilon has chosen to cut extra programs and services to adults and the elderly due to severe budget cuts, and to focus instead on being the best children's and family library that they could be. In 2005 they were rewarded for this venture by becoming runner-up to the Library of the Year.

Programming is an essential part of the Library - it is one of the most visible ways that we interact with our customers. Their enjoyment of our programs is one of the best methods that we can keep people interested and coming back, as well as being an excellent way to promote ourselves via word of mouth.

General

Different generations come together to play in Cologne through a program called 'Games4Kalk', where children show adults how to use console games, such as the Wii, X-box 360 and PS3.

Wetzlar often hold movie nights, usually showing political films - they recently had a very popular session from Argentina. They also host seminars, workshops, evening events, music recitals, exhibitions, lectures, 'reading aloud' hours, tours, piano and arts lessons, and courses for migrants.

The American Memorial Library contains a specialist Music Library. They often work in conjunction with a local Berlin music college, with the Library presenting concerts by the talented students.

'Interconfessional Talks' is a program hosted by Stadbibliothek Bremen which discusses religion in fiction. At least four different faiths are usually represented on the panel, most often Jewish, Christian, Muslim & Buddhist.

Numerous German libraries (including Krefeld, Bremen and Wuerzburg), have collections or programs specifically designed to help people gain employment. In some cases they work closely with the local government department for employment and the local adult education centres to encourage people to gain further education or to get back into the workforce.

Stuttgart is looking for innovative ways to show that libraries are all about sharing - they are currently considering creating a community garden space on their large rooftop terrace.

Krefeld's community comes together for 'Theaterball', a joint annual event held in the Krefeld Library and the adjoining City Theatre. Two choices of music are played - classic in the theatre

and modern in the library. The event is extremely popular, with local residents coming dressed to the nine's. This is a great example of two organisations successfully working together on a large, recurring event. It is also a valuable promotional opportunity for both institutions.

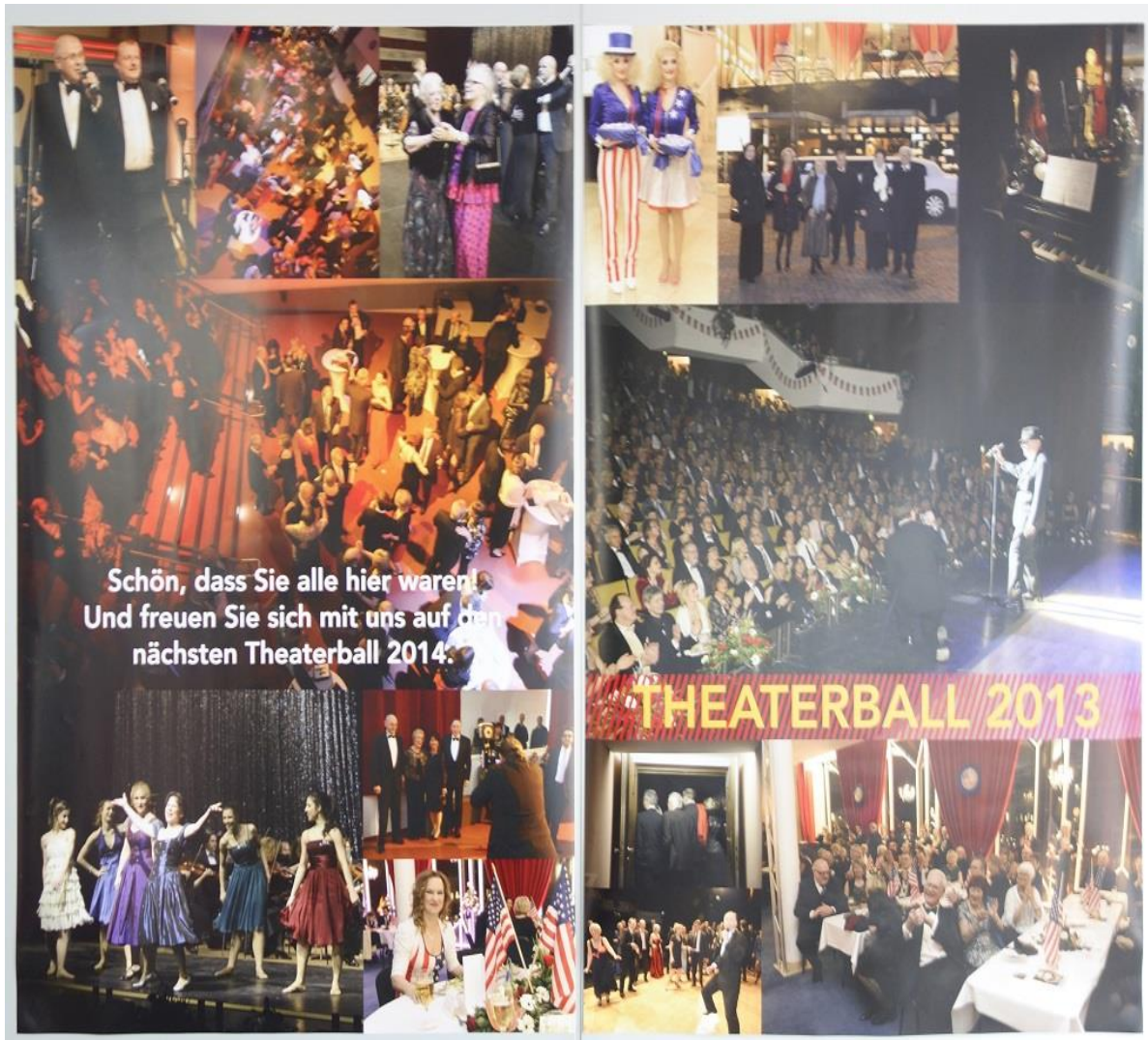


Figure 5. Poster advertising Mediothek Krefeld's 2013 Theaterball event

Children

Programming for children by libraries has existed for many years - this is something that we are known for, and it is often these programs that have the highest attendance rate. Library programs are some of the few free activities that parents can take children to outside of the home environment, where both parents and children have an opportunity to interact with others. Children's programs are a child's first introduction to the fun that can be had in a library, and are sometimes also the first introduction for a parent. German libraries excel in their children's programming. The following are some of my favourites:

At ZIB, in Unna, fourteen senior volunteers read with children twice per week in a program called 'Willma the Reading Snail'. 'Willma' means 'I want to' in German, and the snail is used as a mascot for the children's area. Biberach Library has a similar program on Saturday mornings where volunteers read to the children and the children read back to them, in programs called 'Lese Mentor' and 'Lese Parten'. These programs are not only helpful in encouraging children to

learn to read, but they also provide them with much-needed adult and grandparent-like interaction. It is good for the senior volunteers as it keeps them involved in the community and lets them interact with a younger generation. Many children grow up without grandparents and many older people don't see their grandchildren as often as they would like - programs of this type help to fill a void for both of these groups. Many South Australian libraries have frequent requests from people hoping to volunteer, and programs such as these, which connect different age groups together through shared reading, would be an inexpensive and effective way to promote language and literature as well as social inclusion.

Biberach Library also has an informal monthly playgroup for parents of children aged 0-4, where parents can meet while the library employs a person to play with the children. The cost is 5 Euros, and parents have the option to leave children there while they do other activities.

University students regularly come into the Dresden Main & Music Library to read to children. This gives the students practice and the children more opportunity to be read to by an adult.

The American Memorial Library has story sessions for deaf children called 'Read with your eyes'. This program attracts up to forty participants per session. It is often held in the winter time in a yurt tent, set up in the Berlin library's lovely courtyard garden.

The staff at Brilon Municipal Library and Nuremberg's Südpunkt branch are very enthusiastic and keen to try new programs with their patrons. One of these ideas is the Story Book Theatre, which I believe would work well in Australian libraries for a minimal cost. It is a wooden box that opens up into a miniature theatre with pictures that are slid in the back for each page of the book - this type of storytelling is called Kamishibai in Japan. A librarian reads their copy of the book while the children look at the picture in the wooden theatre. The Südpunkt branch also does story time in Turkish, and formerly in Russian, two of the languages of the biggest migrant groups in their area.



Figure 6. Kamishibai Board open with picture inserted & Figure 7. Kamishibai Board closed.

The Children's and Youth Library in Frankfurt, known as KiBi, held over 240 free events for children and youth in the last year. For 2-3 year olds they have a group called 'BibStarter' (or 'Library Starters') which involves picture books and nursery rhymes. For 4-5 year olds they have 'LeseMinis' ('Reading Minis') and for 6-8 years olds there is 'BücherBande' ('Book Gang') - both of these are weekly events that involve a book reading with a craft activity following. The library does not allow parents to be present at these activities as they feel that they can stifle the children's imagination. Integrated into the BücherBande activity is the theme 'Abenteuer in anderen Sprachen' (Adventures in different languages), where the children are presented books in different languages. On alternating weeks for the Leseminis is a 'Bilderbuchkino' (Picture book

cinema), where children are invited to the cinema. There are limited seats available, so children are randomly invited from a list of interested people, they then receive an entrance ticket, and a picture book is shown via projector, with a volunteer reading the story. After the cinema an active game is played, relating to the theme of the picture book.

KiBi also has group programs, such as 'LeseKaiser' (Reading King). Five and six years old children come into the library for four sessions and get a playful introduction to the functioning of the library. After the successful completion of the sessions, the children are invited with their parents to a coronation ceremony in the library where the little experts are crowned king or queen - they even have a gold throne for this! Sponsorship has also proven to be very useful in increasing children's programming at KiBi. Sparkasse Bank in Frankfurt supports both 'LeseZauber' (Reading Magic - aimed at 4-8 year olds with a different theme each year), and 'Buch auf - Meinung ab!' (Open the Book and Give Your Opinion - where 4-8 year olds review new books and can win an invitation for a reading with an author).

Frankfurt and Bremen, along with 18 other German libraries, are involved with the TOMMI computer game testing awards. TOMMI is the annual 'Childrens Software Award of Germany', the initial selection of games are chosen by an expert panel of journalists and education professionals, but the final choice is made by a children's jury who have tested each of the products at one of the 20 public libraries. In 2012 over 3,500 German children took part in the TOMMI testing.

Many public libraries in Germany have close ties with the schooling system from kindergarten onwards. Cologne runs an annual program for children in kindergarten, and also provides some training for the kindergarten teachers. Every three years the students in local primary and high schools come in for library training. When students are in their final year they are required to do a research project, so the Library does a three hour training session on how to research with them. They connect with 60-70 local schools annually through these programs.

Brilon do a tour for the local kindergartens and are contracted into doing regular school tour programs - second grade gets a 'pirate tour', fourth grade a 'library license program', fifth grade 'good in research', and sixth grade 'history detectives'. Brilon also hold 'Reading Nights', where the children get to stay in the Library at night. The library is located in an older building with an attic, and they have placed a 'vampire' coffin in the attic space, with bats dangling and a book and bottle of blood orange in the coffin.

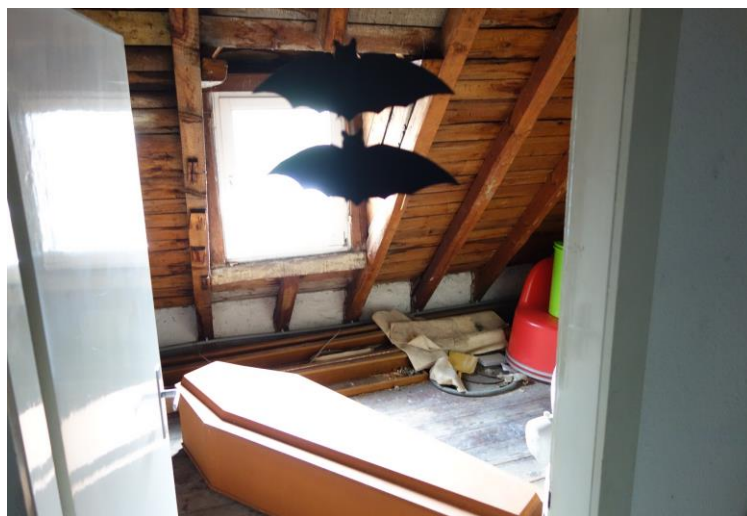


Figure 8. The 'Vampire' coffin in the attic of the Brilon Municipal Library

The International Youth Library in Munich has a strong focus on reading promotion. They facilitate reading programs for preschool and youth, hold readings for children by Munich local authors on Sundays, present visiting storytellers from Germany & Zimbabwe, have regular family feasts with literacy-centered games, and stage the annual Astrid Lindgren Festival.

Youth

The youth demographic has always been a difficult one for libraries, whether located in Australia or Germany. Because so many of the public libraries in Germany have links with schools due to being the school text repository, high school students still need to visit their local library. This has caused some young people to connect libraries with work and study, not fun. Like Australia, many children stop coming into the library after primary school, and they do not tend to return until they have children of their own. Visiting a library should be an attractive option for youth and young adults, so that our libraries remain vibrant by including all age groups from our local communities. This also encourages the idea of lifelong library membership.

Making the Library into a fun place to be is a core value for Hoeb4U in Hamburg - they specifically aim to be a 'leisure library for young people'. As part of their training, the young staff members create programs for the Library. One recent event was a Manga exhibition which traveled through the other branch libraries, all the while advertising the Manga collection available at Hoeb4U. They recently celebrated 'Banned Book Week', by doing readings from a selection of the books, and have held vampire and cosplay dress up parties, as well as Manga and Japanese language workshops.

Cologne City Library has a fantastic 2 day program for girls aged 11-13, called Go4IT, where they are able to work in teams to create robots using LEGO Mindstorm products and a simple programming language called NXC. The girls are guided by the librarians to write their own software programs for their robots. The information is sent via bluetooth, and the girls learn to instruct their robots as to how to walk, turn right and left, wave, and walk, as well as learning to recognise light, dark and touch. A study by the University of Aachen found that the girls' self confidence and interest in the field of ICT had grown significantly as a result of these workshops (EIFL, 2013).

KiBi, in Frankfurt, has two programs for youth that I particularly admire, the first being a monthly program called 'BücherPicknick' (Picnic with Books). Teens come into the library to discuss books and other media of their liking whilst sitting on a blanket, drinking soft drink and eating snacks - all provided by the Library. They write short reviews of their recommended books for the Facebook site. Three of the current BücherPicknick groups also have their own blogs. The Picnic with Books is a peer-to-peer program, which is organised by the adolescents, with one of them acting as a contact person to the Librarian in charge.

The second program from KiBi, and my favourite, is the JungeMedienJury (Young Media Jury), which is aimed at 13-16 year olds and is now in its 10th year. This program is sponsored by the Frankfurt Lions Club and the Commerzbank. The adolescents work together as media critics in 5 juries - book, comic/Manga, film, audio book, and games - where they discuss and evaluate 20 new titles and select the winners. There are special events organised for each of the five juries, for example: the book reviewers go to the Frankfurt Book Fair, the audiobook reviewers go to a radio station, and the game reviewers visit a local software game developer.

Seniors

Oldenburg states that, **'Third places provide a means for retired people to remain in contact with those still working and, in the best instances, for the older generation to associate with the youngest.'** (Oldenburg, 1999, p. xxi). While Germany is very good with providing programming to its younger generations, I found there were fewer options for seniors.

A 'Grandparents Day' is held by Dresden in their Main Library where the two generations come to the Library - a nice way to bring family together. I also really liked the Wii bowling group idea from Cologne, where people from a local nursing home are brought into the library for regular bowling sessions. Readings for seniors occur at ZIB, in Unna, in cooperation with 'Melange' - a club specializing in programs for elder people.

I would recommend South Australian and German libraries consider introducing more programs that allow older people to connect with younger ones, and have conversations to share the experiences and knowledge that are important for the next generations to understand. Programs similar to the internationally successful 'Living Book' program, would be a great way to engage people of all ages.

Services & Facilities

Services are what makes a library more than just being a place that holds books - they enhance the library experience for the user. Germany has many unusual library services, some of which could be replicated here in Australia.

General

Many of the libraries that I visited offered coffee facilities for customers, such as Biberach, Brilon and Hamm, while a few others went even further and had a cafe on site, such as Würzburg, Nuremberg, Frankfurt and Stuttgart. Most libraries allowed food inside (at least in certain places), providing the food was not hot and smelly and that people did not leave rubbish behind. The majority of libraries agreed that allowing food created a more inviting atmosphere.



Figure 9. The bustling cafe inside Stadtbücherei Würzburg

The American Memorial Library (AML) in Berlin has a 'Theme Room', of approximately 5 x 5sqm, where a different topic is presented every month. There are books on this subject, films to watch, an iPad app game to play, and options to send messages via Twitter to a big screen TV. Themes chosen have been somewhat controversial. The month that I visited it was 'Islam', previous subjects have been the 'Anniversary of the Nazi Book Burnings', and the 'History of Plagiarism and Copyright'. The AML also has a unique film viewing room for just one person (due to copyright issues) called 'The Black Box'. Customers can reserve the room to watch any of the Library's films or DVDs. Unfortunately this service is soon to be discontinued due to major library renovations.

While there are no specific 'quiet places' in the Hamm Municipal Library, you can borrow noise-reducing headphones to use within there. In Frankfurt, Würzburg and Stuttgart you can buy earplugs in the library from a little vending machine that looks like a gumball dispenser - this is something that could definitely be applied in Australia.



Figure 10. Earplug dispenser at Frankfurt's main city library

Krefeld have a 'Senior Scout' service, where retired library employees run a tour and information session for interested people.

The Phantastik Library of Wetzlar is available to be rented for birthday parties and other celebrations, and they even have their own guestroom to offer visitors.

In Würzburg, the Library has placed notice boards in the language and music sections for people respectively seeking language tutors and people to join bands. This has been very popular. The language notice board is a reciprocal service. For example, if you speak German but want to learn Japanese, then you have to be prepared to also to teach some German to the person who is teaching you Japanese. The lessons are held in the safe environment of the Library, and they encourage people to meet with a person from another culture to exchange knowledge through a learning conversation - Ray Oldenburg would be proud!

Brilon has a kit for new parents which are given to them at the hospital. This contains a board book, library information, and a growth chart which shows reading stages (until age 8), and what parents can do to encourage their child to read. There is also a different kit for further siblings - this version contains a growth chart that relates to the child's use of technology.

Technological

Technology has had a huge impact on libraries and the way they conduct their business, with one of the biggest changes emerging from the use of RFID. Many of the Libraries that I visited in

Germany used RFID alongside automated loans and return systems. In Stuttgart the RFID book sorting machine was created specifically for their Library, with little blue book carts traveling like trains on a model railway to carefully take individual returned books back to their home floor. Even the two Stuttgart mobile libraries use RFID, so that patrons can easily borrow and return items.

Stadtbücherei Biberach, a smaller library based in a rural setting, has a self check out system and RFID. They commented that while teenagers love the ability to be self-sufficient, the self-check machines have reduced the library staff's interaction with their community, causing them to not know their customers as well as previously. Rosenheim also has a self-checkout service, but purposely chose not to have a self-check in machine, so that staff and customers did not lose the contact with one another.

Stuttgart have a 'Library for Insomniacs' where people can choose books and DVDs from a large and futuristic-looking vending machine - these can be accessed and borrowed 24 hours a day, 7 days a week. People can also return their books 24/7. Inside the library there is another vending machine on every floor where patrons can borrow a CD player, a net book, or a tablet for use inside the library. Adults can borrow these all day, young children for 1 hour, older children for 2 hours. Stuttgart chose the vending machine option as there are no computer workstations above the first floor area for patrons. This also allows people to choose where they work inside the library, as sockets are embedded into tables and lounges all around the library in specifically designed furniture. They have facilities for transferring LPs to MP3s, and for composing and recording your own music. There are also three computers available for watching and creating 'trick films' (a form of animation).



Figure 11. Stuttgart's 'Library for Insomniacs'

The Bremen Public Library has managed to integrate their e-book collection into their existing online catalogue. This has made their e-book collection fit in seamlessly with their physical

existing one, and their customers are very happy. They have over 15 000 e-books, with most being reserved or on loan at any one time.

Bremen also runs a training session once a month for people to come into the Library to get help with a range of new e-readers. There is a similar service available at Biberach, called 'E-Life'. This includes electronic offers, such as a day for learning console games or e-readers, the ability to borrow e-readers from the library desk, and the opportunity for customers to book consultation times for help with their own e-readers. Helping adults understand and get the best out of new computer, tablet, console, and e-book technologies is fast coming to be an expected library service, both in Australia and Germany. Stuttgart even has digital competence workshops to teach people how to be sensible about personal data. Services such as these should be integrated into more South Australian libraries, whether in the form of a Digital Hub (such as at Charles Sturt, Prospect & Adelaide City libraries), or simply via a formal or informal session with a knowledgeable library staff member or volunteer.

The American Memorial Library has an area where people can come and collect their reservations. This is protected by RFID security, so that people must borrow the items before they can leave the reservation area. People recognize their reserved items through a code using the first two letters of their surname and two specific numbers on their card - this ensures anonymity.

There is a CD-Rom testing station in the Cologne Library, where hiking, cycling and geocaching routes can be transferred onto a navigation device. Three GPS devices are available for loan from the Library desk.

Each floor of the Stuttgart Library has information screens that can show you exactly where the section is that you are looking for. An item search on the catalogue will give you the item's shelf number and show you on a map where this shelf is located. This is a great example of technology increasing access to information resources, and making it easier for people to navigate library buildings.

Children & Youth

The German school day supports children using the library within the day, as it starts at 7:30am and ends at 1:30pm. This allows children to have their afternoons free - time often spent at the Library, particularly in the cold winter months. However, the German school system is being modified and their school days are lengthening to accommodate a change in lifestyle. For libraries in areas where a longer school day is being trialed, the absence of children and youth is being noticed. Teenagers, in particular, have found that a longer school day combined with homework requirements leaves little extra time to visit their local library for leisure activities.

German public libraries are linked much closer to their local schools than most Australian libraries. Almost all of the primary and high schools in Germany are government managed, and few have school libraries. One of the exceptions to this rule is in Frankfurt, where the public library system has teamed up with their schools to help them all have a library on school grounds. Frankfurt works with 94 school libraries to help select and catalogue resources, along with working with them for programming and reading promotion. Most other schools around the nation are reliant upon their local public libraries to provide all the school texts, reading, and learning materials that would normally be a part of every Australian school library. While it is unfortunate that most German schools do not have their own libraries, this does serve to bring children consistently into their local public libraries. The schools and libraries usually work closely together, with librarians often assisting with school programming, and providing 'media boxes' to schools when they are doing specific projects.

Dresden Library has a housebound service that delivers books to children's homes and to local schools. This is particularly useful for parents of very young children, who may be time poor and have limited mobility, as it still gives them the opportunity for contact with library staff and access to materials. This increases the chance of these parents becoming regular users and visitors of their local library as their children grow older. Dresden have also created a treasure hunt pamphlet that they use with children to familiarise them with the Library - kids tick off the items in the pamphlet as they find them, turning discovering the library into a game. I really like the idea of an introductory treasure hunt, and think this would be a fun and inexpensive way to introduce South Australian children into all the resources our libraries can provide.

Seniors & Disabled

Due to financial cutbacks from the mid-1990s, many of the libraries that I visited in Germany had limited services for seniors and people with a disability.

In Würzburg there is a service called *Mobiler Bücherdienst* (Mobile Library), which travels to hospitals and retirement homes. While this concept is fairly common in Australia, this was one of the few libraries that I visited in Germany to have this service.

For elderly and housebound people in Biberach, the Library regularly provides media boxes to their local retirement village. They also do tours around the Library for senior people to ensure that they are getting the most out of the library service.

Stuttgart, Frankfurt and Bremen all have computers with software for the vision impaired or for people with a disability. For Bremen this was purchased with the assistance of the local Rotary Club, while Frankfurt's bank of three computers was donated by the local organisation for the blind. Frankfurt has a scanner where a book can be placed so that the computer can read aloud the text, as well as a terminal with a Braille keyboard.

Contact with other people is very important for this demographic - whether they live in a nursing home, by themselves, or with a partner, elderly people often suffer from isolation and loneliness. Interaction with other people is vital, even if it only comes monthly from a librarian or volunteer delivering books for the housebound service. Dresden has a home library delivery service, and in Bremen they can service their local elderly population with media deliveries via bicycle courier - a novel way to reach their urban senior citizens!

I would suggest that one of the best ways to create a Third Place setting for seniors, however, is by increasing their access to the library. A service such as a monthly bus visit to the library can be a much-anticipated outing for older people who are mobility-impaired, and a way for people to avoid isolation and meet with a regular group of friends. A service such as this is worth the extra funding it may require, as it makes an invaluable contribution to the lives of some of the frailer members of our community, who may find it otherwise impossible to visit their local library and utilise its resources.

Students

The Jacob & Wilhelm Grimm Centre is a library of the University of Humboldt in Berlin, and is not a public library. I chose to look at this library because South Australia has several TAFE tertiary education institutions that are co-located with public libraries, such as at Berri and Port Lincoln. Also, a growing trend in both Australia and Germany is that of the adult learning movement. Libraries have long been places for students to come and study, whether they are a university or a public library. The Grimm Centre uses beautiful architecture, a calm palate of

colours, and good design to inspire their students into the right frame of mind for studying. They also have some great services for students, such as the following:

The Library has come up with a clever way for students to pick up their reservations themselves via two automatic book dispenser machines (one called 'Wilhelm', one called 'Jacob'), which are activated by student library cards. They had problems when the reservations were on open shelves because other students would look up a title, discover that it was sitting on the reservation shelf for someone else, and simply walk up and take it. The installation of Wilhelm and Jacob has stopped this issue. There is also an option for if you are currently using a book in the Library and need it for tomorrow, but don't want to take it home with you - you simply put it in the reservation machine under your name, and that way you can just come and collect it back from the machine the next day.

14% of the Grimm Centre's student population are parents, so the Library has created a special room just for parents with small children to come and study. The room has a ball crawl, books for the children to read, interactive computer screens, and a large cushioned area if they want to lie down. There are 4-5 desks in this space for the parents to study at while they watch their children. This room is located at the top of the building, separate from the other study areas for students, so that any noise from the children will not be a distraction.



Figure 12. The Jacob & Wilhelm Grimm Zentrum's children's room

Students studying for a thesis have the opportunity to book a small, private study room for up to five weeks within the Library. This means that they can safely store their computer and study materials within the Library in a small place of their own. The Library has about 10-12 of these rooms available.

Residents

The library can also be what Gene Coppola calls “a forum of continuous civic engagements”, where constituents can gather to listen to and speak with civic leaders, electoral candidates, and other community representatives. Hosting these and other similar events are crucial to establishing a library as the heart of the community.’ (Musil, 2011, pp. 8-9)

The Anton Saefkow Library in Berlin hosts government representatives that come into the library for 4 hours per week to give residents the opportunity to speak to them face to face, without having to travel into the City. Different departments are available to the public on different weeks. This service gives residents an opportunity for civic engagement, and to have their voices heard on issues that affect them and their community. This is a service that I believe would be beneficial for every community, as it would keep citizens informed and interested and the activities of politicians and city authorities would be more transparent and accountable. It would be wonderful to see the people who hold public office being brave enough to allow themselves to truly meet with the citizens, and I hope that this might become a regular future occurrence in South Australian public libraries.

Many of the libraries that I visited in Germany acted as local information hubs, but none better than Stadtbibliothek Bremen. They have dedicated a large area of their front foyer to containing hundreds of pamphlets with information about anything happening locally. When the local theatre was being renovated the Library foyer also gained a small stand where they could sell tickets for upcoming shows. It proved so popular with residents that the stand remains, even though the theatre renovations are long since complete.

Volunteers & Friends of the Library

Volunteers and Friends of the Library (FOL) members are an established presence in both Australian and German libraries. The most common use of volunteers in Germany is for telling stories to groups of children. Friends of the Library groups raise monies for the libraries, usually at 'Flea Markets' - the German term for a sale of secondhand goods, such as books.

The Phantastik Library of Wetzlar works with a very keen team of volunteers who train for a year on how to read to children, along with aspects of social work. After the training they work with a family with children from a low socio-economic area to increase the child's confidence and love of reading. Only twenty families get this service per year with a current waiting list of over fifty. The volunteers work with the family to help them understand that reading and education are to be valued and encouraged. This serves to begin to break the cycle of low-education and poverty.

Cologne's Public Library system has around ninety volunteers, and they are utilised in reading for children, re-shelving and repairing books. They also have student volunteers to teach interested people how to make music on their iPads. In a local Cologne park there is a small wooden library called 'Minibib'. This is run by volunteers, and people can borrow donated or ex-library books without needing a library card (<http://www.shoppingguide.ihk-koeln.de/en/shopping-guide-cologne/ort/minibib-im-stadtgarten>).

At Krefeld there are more than seventy volunteers that work for the Library in order to bring story telling to the surrounding schools and kindergartens. Their Friends of the Library Group looks after a stall set up in the Library foyer to sell stationary and small gifts to fund raise for the Library.

Bremen has the oldest Friends of the Library group, at 112 years. They were responsible for the creation of the Bremen Stadtbibliothek 111 years ago. They are still strongly involved in the Library through various fund raising activities.

The Rosenheim Public Library has the biggest Friends of the Library group that I have yet come across, at over 800 members. They have managed this by charging 18 Euros annually for people who want to become a member of the Library, as well as a FOL. Normally membership costs 15 Euros per annum for adults, but by paying 3 Euros more to become a FOL, these people are able to attend library events at a discounted rate.

Many libraries in South Australia have Friends of the Library groups which charge an annual fee. Offering incentives for people to become a Friend of the Library, such as priority notification of events or member's only functions, could potentially lure more people into becoming a Friend. FOL members are more likely to feel a sense of ownership of a library, thus encouraging the perception of the library as a Third Place.

Staff & Customer Service

Jeanette Woodward, author of the 2013 American Library Association publication, 'The Transformed Library', asserts that **'LIS [Library and Information Science] professionals must become acute observers, asking questions and watching usage patterns closely. They must be on top of demographic changes, noticing how lifestyles are evolving in unexpected ways... What we have learned again and again over the years is that our communities will support their library only when it meets their needs.'** (Woodward, 2013, p.124).

The customer service that is afforded to our library patrons, and the conduct of library staff, directly affects the way that customers view a library. If people are made to feel uncomfortable or unwelcome, then that library will never become their Third Place. Elmborg suggests that attitude is all important, as **'...Librarians must seek out the encounters of the Third Space, to encourage and vicariously share its pleasures, surprises, anxieties, and struggles... the librarian is part of the game, the quest, and the adventure'** (Elmborg, 2011, p. 345, 346). The following are German best practice ideas regarding staff and customer service.

At the Hamm Municipal Library there are members of staff who speak numerous languages from the surrounding region, so there is almost always someone for customers to speak to in their native language. This service encourages inclusiveness and gives greater access to minority groups wanting to utilise the Library and its resources.

Both Hoeb4U and a branch library in Cologne are staffed in a unique manner. A few select second year library students work for a year in a trainee capacity at the branches. At the end of the year a new group of students are brought in. The students study for 2 days per week, and work in the library on the remaining days. The knowledge of youth culture that they bring to the Library is invaluable. They are involved in selection and cataloging - more than many other branch trainees ever get to do, and they usually staff the counters. This gives these libraries a vibrancy that they would not otherwise have. When young people come into the libraries, they can see their peers behind the counters. This in itself would greatly increase the welcoming feeling for a very hard to reach demographic.

According to Musil, it is necessary for library staff to have the **'... attitude of doing whatever it takes to encourage every patron to come back... Use your best judgment in the best interest of the patron. There are never any bad consequences when the patron leaves happy'**, (Musil, 2011, p. 10). Customer service is something that librarians can do better than almost anyone else. After all, we are not based in the commercial world of trickery and manipulation - we are offering a free service, and access to the world of knowledge and information, all packaged in a nice place to be. We want to help people find what they need, and we want them to want to come back again.

My two favourite examples of customer service came from Dresden and Frankfurt. As a part of their effort to constantly improve customer service, the Dresden libraries have created 'No' lists, where they write down inquiries that they have not been able to fulfill, and at the next staff meeting these queries are examined, and ways are discussed to turn 'No' to 'Yes'. At KiBi in Frankfurt there is a 'Communication Board' where youth can leave comments (and item purchase requests) for the library staff. This form has 2 boxes on it - one for the requester, and one for the library staff member to write their reply on. This form is then attached to the public Communication Board so that the requester can see that their inquiry has been seen, and what the outcome was or will be. Tea Tree Gully Library, in South Australia, has successfully practiced this form of customer service for a number of years.

An interesting distinction between Australian and German libraries is uniforms. In Germany the practice is for casual jeans and shirt attire, unlike the Australian norm of council uniform or business casual. I found that this informal clothing lent an air of relaxation to the libraries, and the staff appeared more approachable by not being clothed in a professional uniform.

Another aspect of customer service, briefly touched upon in Services, is the expectation of customers regarding staff knowledge of technology. This is an area that is becoming increasingly popular, and library staff need to receive the training necessary to be able to adequately assist customers with their queries. Regular updates will be needed due to rapid and continuous technological change. All this requires adequate time and money for training and practice - something most libraries have little of.

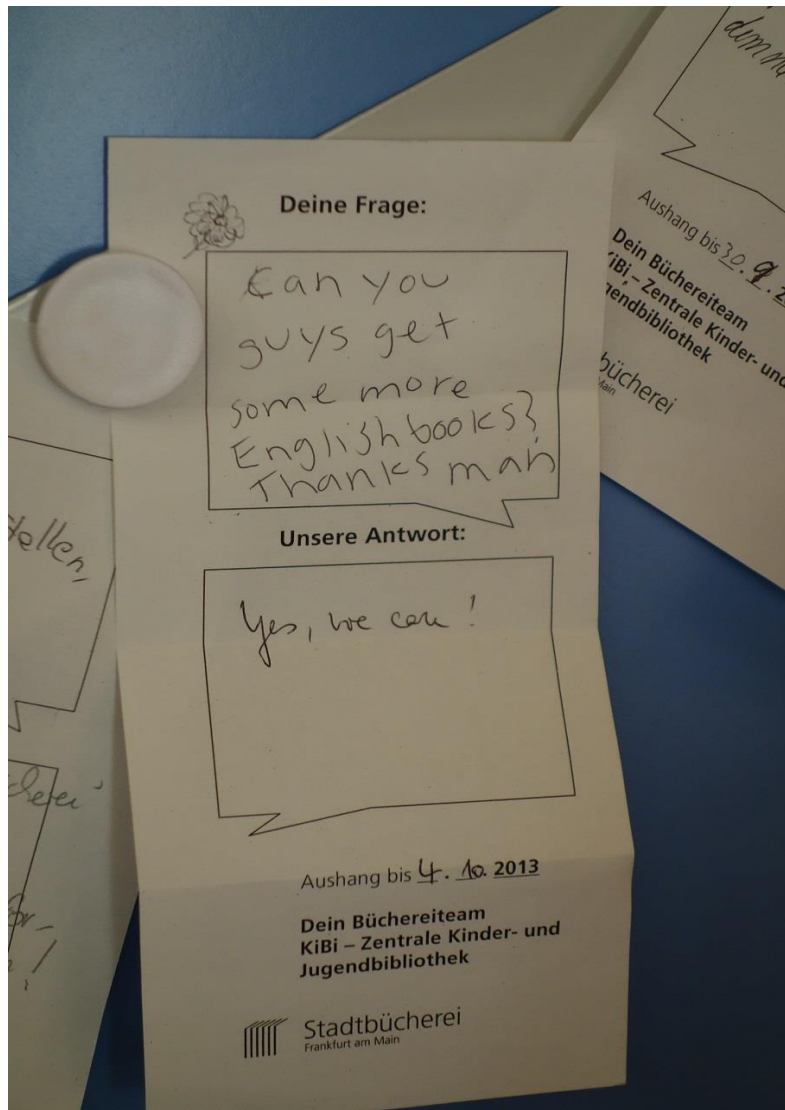


Figure 13. Communication Board at KiBi, Frankfurt's children's and youth library

Architecture & Design

The first impression that any library visitor receives comes from the building itself, the beginning of the library experience. Libraries come in all shapes and sizes, but there is often a special something about these buildings, something that emanates from the core. Libraries are meant to be places that inspire, welcome and relax. They encourage inclusiveness and persuade users to linger. Good architecture can influence people into coming into a library, but the atmosphere inside should avoid sterility, otherwise a return is unlikely, and Third Place conversion impossible. Interior design is a hugely important factor in the way a library is perceived. The colors and materials chosen will define a library for many years to come and, in some cases, will date it. People often associate books with history, so having libraries located in old buildings can seem appropriate - the character of the historic architecture lending credence to the collection.

All of the library buildings that I visited in Germany were special in some way, whether it was because they were shining examples of modern architecture, such as the Grimm Centre and Stadtbibliothek Stuttgart, or because they were housed in lovely examples of architecture from the past, such as the 1950's American Memorial Library, the Rococo library of Würzburg, or a 1515 cattle barn - now home to Stadtbücherei Biberach.

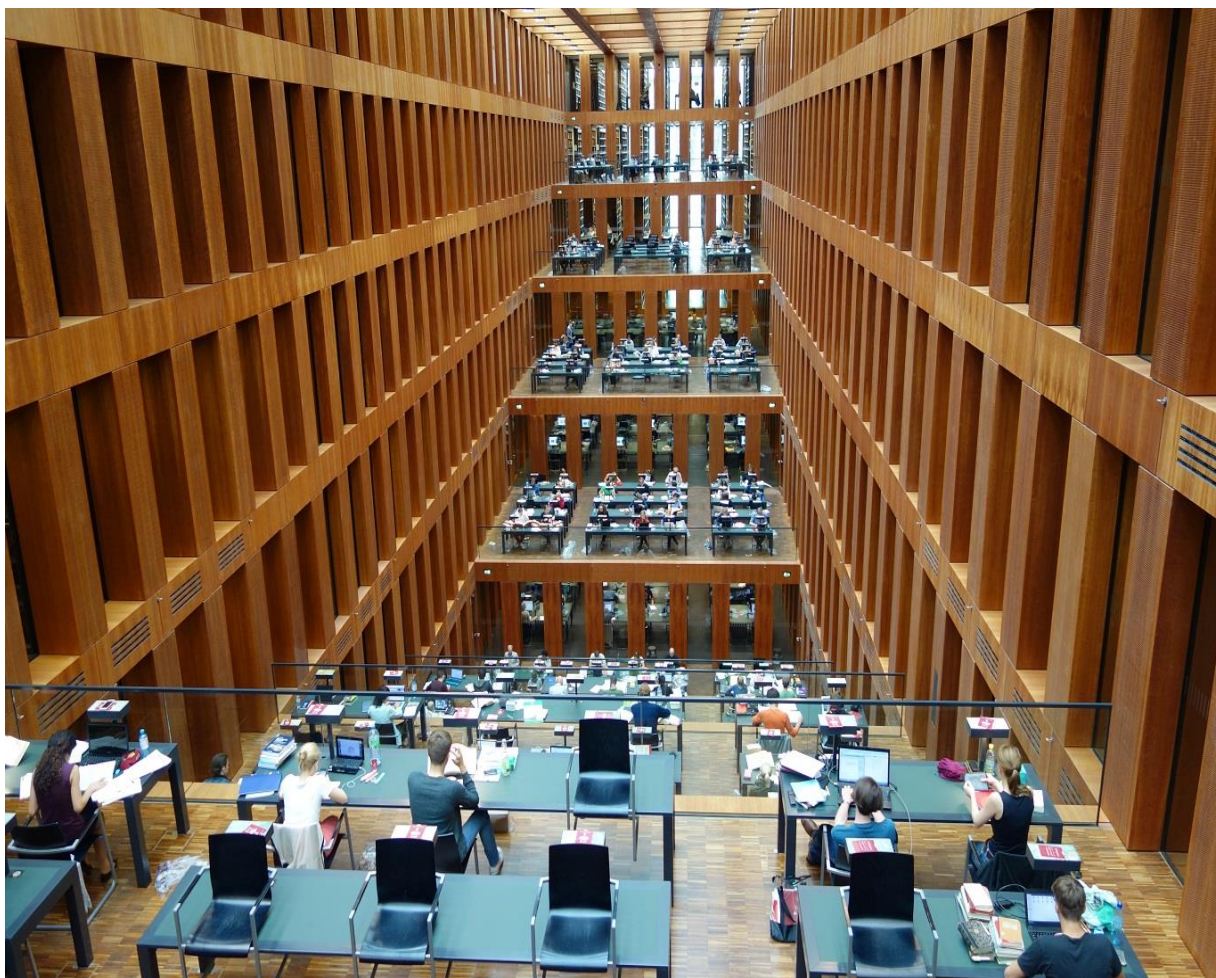


Figure 14. Reading Terraces at the Jacob & Wilhelm Grimm Centre in Berlin

Many of the German libraries had furniture that was easily maneuverable to allow for multi-functional use, so important in space-poor libraries. This type of furnishing enabled smaller libraries to still host larger events. When the rare opportunity comes for a library to select new

furniture and shelving, I highly recommend purchasing items that are easy to move and manipulate - this will give many more future options for the available library space.

When I mentioned the concept of 'Gemutlich' in Germany there were usually two reactions - enthusiasm or distaste. I discovered that while 'Gemutlich' does mean 'cozy' and 'welcoming', it can also apparently be interpreted as 'shabby'. Newer libraries, in particular, did not want their buildings to be described as 'Gemutlichkeit', while libraries located in older surroundings embraced the term.

General

Stadtbibliothek Stuttgart is a huge white cube with 9 x 9 windows on 4 sides, surrounded by glass bricks, with the exterior giving little clue as to what lies inside. The Library was designed by a South Korean architect, Eun Young Yi, who was inspired by plans from the French National Library from the 1800's. At the centre of the building is the 'Library Heart', an open and empty space that extends upwards for three floors. In the middle of the heart is a small, flat, bubbling fountain. This area is tranquil and incorporates the elements of earth, water, air and light. The Gallery foyer contains 16 large flat screen TVs showing digital art exhibitions. The top floors look best viewed from the uppermost level - you gaze down on an almost purely white library, the colour taken only from the spines of the books, with stairs to the different levels below you circling like staircases from Escher. The Stuttgart Library is a draw card for national and international visitors. Apparently, when it was being built the citizens of Stuttgart didn't like it because they felt it looked like a jail with its large, white box shape with no obvious windows, only glass blocks and barred balconies. However, once it opened they quickly changed their minds. At the moment there are many new buildings currently being built in the vicinity of the Library, and it looks surrounded by wasteland and construction. Soon there will be a hotel and shopping centre, and the Library is hoping to increase their daily visits from 3,500 to over 4,000 people on completion.



Figure 15. Upper levels of Stadtbibliothek Stuttgart

The Jacob & Wilhelm Grimm Centre, the library for one of Humboldt University's Berlin campuses, is a spectacular design by an award-winning Swiss architect. This library, along with Stuttgart, would have to be one of Germany's most photographed libraries. There is a theme of symmetry running throughout the building, and the limited palette of materials (white marble, black tiles, green glass, and wooden beams) is pleasing to the eye. The Library is an inspiring place to sit and study, particularly on the 'Reading Terraces'. I especially appreciated the design of the study desks. There is an electrical outlet in the floor near the feet of the desk, to enable wiring to travel through the desk leg. The wiring powers the light on the desk (the top of which is thin marble, to match the colour palate), and there is an inbuilt power point for students to plug in their own laptops so that they need never go flat whilst in the Library. There is also a metal ring embedded into the desk next the light and power point, so that students can bring along a Kensington lock to chain their laptops to their chosen desk. This way, if they need to take a quick break, their laptop remains safe and secure. The layout of the library encourages contemplation and quiet study. This has worked so well that the Grimm Centre is the only library that I have ever come across that has a problem with too many people wanting to use it. They have actually had to restrict the use of many of the desks to students from their specific campus only. All desks have a 'Break Disk' - a red cardboard card with a movable numbered disk. When a student needs to take a brief break they place the card on the desk with the disk turned to the time that they left. If they haven't returned to their place within 1 hour, then another student is free to take the desk.

The Municipal Library of Hamm is situated in a building with an outside that, for me, was slightly reminiscent of the Grimm Centre in Berlin. The inside is very open plan, with a large void above the foyer entrance reaching 4 stories high. The building is quite new, and the Library shares this with the Volkshochschule (VHS - similar to TAFE in Australia). This co-location benefits both institutions as Library visitors can discover courses that they might be interested in, and VHS users can easily access all that the Library has to offer.

Berlin's central city library, the Zentral und Landesbibliothek, has long had to spread its large collection across into a second library, the American Memorial Library, located a few kilometres away. They recently held a competition for architects to design a new library. This has allowed many new and unexpected ideas to come out, and the library is contemplating joining 3-4 of the designs together to form the best possible outcome. They are currently in the process of confirming the location of their new library at the former Templehof Airport. If this site is obtained then the library is hoping to provide the extra stacks space, required for storing the next 50 years of Berlin legal deposit, to artists who need studio space due to rising city rental costs. If the Zentral und Landesbibliothek manage to create this place they will be acting as patrons to the artists of Berlin. This space could create a bohemian atmosphere that will spread across the library and surrounds, conducive of creativity and conversation - all wanted aspects of a Third Place.

Frankfurt's Main Library is located in a former bank that was converted into a library in 2007 by the major Frankfurt architectural firm, Engle & Zimmermann. They even still have one of the bank vault doors with a wheel spinner lock. There is a massive entrance foyer with room for over 200 people for an event. Huge skylights pierce the ceiling 4-5 floors up, their insides painted yellow, orange and pink. I've been told that they look particularly good when the sunlight is shining directly down through them. The skylights provide much of the natural light in the library - so much so that half the electrical lights do not need to be on. There is a pink curved cylinder at the rear of the entrance foyer which contains the lift shaft. Inside this shape at every lift level is funky black vinyl seating, set against an interior orange wall. A simple, but effective, idea used by Frankfurt is a metal wall painted white to match its surroundings. The wall is used to display posters that are held up with large magnets.

Mediothek Krefeld's impressive new building has also been a huge attraction for visitors. The inside has a red-orange floor with white walls and white shelves, with the shelving interiors

usually being red. The Library looks most impressive lit up at night and viewed from outside. The inside of the Library has been exactly thought out, with ramps curling sedately from level to level around the interior of the space. Of all the libraries that I visited, this library was the most sympathetic to seniors, mothers with prams, and wheelchair-bound people. The ends of the shelves are all numbered, as are the handrails along the ramp, so it is easy for staff to direct customers to the correct shelving area and for customers to remember which ones are their favourite. All furniture and shelving was created specifically for the Library by an interior designer. The shelves designed for the CDs, DVDs and Console Games are U-shaped and on large wheels, with a horizontal slot cut through the ends of the U to create a handhold for easy maneuverability. This is important, as the area in which they are housed is often re-purposed as a meeting space or for the annual Theaterball.



Figure 16. Mediothek Krefeld has ramps looping around the inside of the library

Nuremberg has only recently gained a very modern extension to its Main Library, housed in a former monastery. The new building is modern and minimalist, with lots of concrete. I really liked the way that their new entrance foyer has emulated the vaulted ceilings present in many older German buildings in the new concrete materials. The monastery section of the Main Library is built in a rectangular shape with a large, fully enclosed courtyard garden. This building was rebuilt in the 1980's after it had been partially destroyed in World War II. The church next door was not so lucky - about half of the walls remain, and it is now used for outdoor music events. The reconstruction work to the monastery has been skillfully done, and it is easy to believe that the building is original, particularly as many of the walls are covered in lush, green creepers. There is a cafe that spills out into the courtyard garden, with seating for around 60-70 people and over 20 different newspaper publications available to read. The windows of the old monastery building have window seats that view the courtyard - lovely places to sit and peruse a book or two.

A former historic police commissioner headquarters is the home of Stadtbibliothek Bremen. The building is over 100 years old, and has beautiful high ceilings, plenty of wood paneling, and windows galore. In the winter garden, set on a separate level that joins the ground and first floors, are tables surrounded by tropical plants. A coffee machine is available, and there is even a giant chess board for public use. Being Bremen, there are also numerous colourful statues of the Bremen Town Musicians scattered throughout the Library.

Würzburg's library is housed in a stunning cream and white Rococo building in the centre of town, facing onto the main market square. The library is spread over four floors, and they conveniently share a part of the ground floor with the tourist centre and archive. There is plenty of natural light throughout the building, with a winter garden at the core and a lovely cafe adjacent. There are four original shop windows on the ground floor where the Library often displays information about local events or for non-profit organisations, along with any related library materials and items.



Figure 17. The lovely Rococo exterior of Stadtbücherei Würzburg

Rosenheim's building was once a brewery, with some of the brick vaulted ceilings and all of the thick wooden roof beams remaining in the refurbished library. Their Reading Room is a well-designed and cozy area where people can read newspapers and magazines while also being able to use their laptops. It has a coffee machine available and can seat about twenty people comfortably. The interior designer worked closely with the library staff to maximise the potential of the space. Two walls contain magazine display racks and newspapers, a third wall

has a laptop bar with bar stools and lamps, the fourth a coffee machine and the entrance way. The middle of the room has a support beam (left over from brewery days) and four chairs with matching coffee tables have been placed around this. Armchairs are scattered around the room. The result is a very welcoming area that is extremely well used.

Biberach Library is based in a very old building from 1515, originally used for housing cattle on the way to the nearby marketplace. The building was renovated from 1993-1995 to become a library over 4 floors, with the top floor for staff. There are beautiful wooden support beams throughout, along with wooden shelves, which create a warm and inviting atmosphere. They are fortunate to face on to a town square that can be used for events. In the future the Library Director is hoping to put a playground in this area.

All of the library shelving in Berlin's Anton Saefkow library was made from wood, with many units being on castors to enable multifunctional use of space. The use of wood really made the Library feel a warm and welcoming institution. Wooden bookshelves almost make it feel like you are in a personal library, a living room, a home. The Third Place is a home away from home, somewhere that you feel comfortable. If we can consider using the materials of home in library furnishings and design, maybe we can help influence the way customers feel about their local library.

Children

It is vital that children's areas make an outing to the library a desired experience, as capturing the interest of children is essential for the future of both libraries and literacy. Children are particularly well-catered for in German libraries, with large spaces devoted to them. The following are examples of fun and innovative library spaces for children.



Figure 18. The 'igloo' in the Bremen children's area

The Bremen children's area is approximately 600sqm, and is located on the top floor of their building, so as to give the children their own unique space. This also has the added bonus of reducing the entry and exit down to one staircase and two elevators. The lifts would be difficult for small children to use, so this means that mothers in the area only really need keep watch over one potential exit.

The library asked children what they wanted in their area before the space was designed. While they couldn't fit all requests, such as a slide from floor to floor, most ideas were accommodated. They have a 'pool' in one corner of the area - it's actually dry, but it is an area rimmed by seashells that steps down onto blue vinyl flooring. There are stuffed sea creatures inside for the children to play with. There is also a puppet theatre and a dress up box, complete with fun house mirror. The little kids wanted a place for them to hide for when the enormity of the children's area becomes too much, so an 'igloo' was created - a round, tent-like structure with stepped seating inside of approximately 2 metres in diameter, and pale blue tent material stretched over the top. The opaque material lets light through, and it is just cozy enough for children to feel safe and secure in. The highlight for me, however, was the Pirate Ship Picture Book Theatre. It is the front end of a pirate ship, complete with prow and rigging, that has been placed in a corner of the Children's area, forming a square shape. There is stepped seating and space inside for about 50 people to sit. The sails can drop down to form curtains that close the area off when they have a picture book film viewing. At other times the sails are up and kids are climbing all over it - a great example of multi-functional space.

The children's area in the Dresden Main & Music Library is built inside a wooden castle. A talented child artist was commissioned to paint scenes of knights along two of the walls. By allowing a child to decorate the space, the Library indicates to other children that this place is for them, and that they welcome the contributions of children in the library environment. Each of Dresden's 19 libraries has a funky green velvet throne on which to do story telling. The thrones were made by a local furniture maker and donated to the libraries. Embroidered on the throne is the manufacturer - product placement advertising through library sponsorship.



Figure 19. One of the 19 green velvet story telling thrones donated to the Dresden libraries

The Hamm children's area has its own play equipment, in the form of a very large wooden elephant. Elephants are the symbol of Hamm, and this one allows children to climb on it and slide down its trunk. Hamm also has funky plastic dogs and cats for children to sit on - I was pleased to note at the 2013 Auslib conference that they have managed to migrate into some Australian libraries.



Figure 20. Elephant slide in Hamm's children's area

The American Memorial Library has a section for children and youth situated in a square building with a courtyard in the centre. Natural light floods all spaces in this library, while still giving children and youth their own separate areas. In the summer the courtyard provides a lovely natural green setting for people to relax outside while reading a book. In the winter a yurt tent is set up for covered story telling. The interior of the Library is colourful, with a real sense of fun and adventure.

In the Frankfurt children's and youth library, KiBi, there is a 'reading tower' which consists of a column with a platform built up around it, accessible by sets of stairs on all four sides. At the top are beanbags and cushions for the children to curl up on. Some materials, such as the picture books, are shelved on wooden 'market carts' with canvas tops - made to look like stalls from Frankfurt's famous book fair.

Nuremberg's Main Library has a section for children based on the top publicly-accessible floor of the new building. One corner has floor-to-ceiling windows with a great view over the roofs of Nuremberg. This view is so good that the Library often has to move adults on from this area, as they have made themselves too comfortable. There is actually a similar space one floor below for adults to sit and relax, but the children's area has by far the better view. There is a large tent permanently set up for children to play in, and they also have the really cute plastic dogs.



Figure 21. Nuremberg's children's area with a lovely view over the top of Nuremberg

Nuremberg's Südpunkt branch is set in an unusual, architect-designed building. It is covered in bright green corrugated plastic, and is one of Nuremberg's most energy efficient and sustainable buildings. The Library shares its space with other municipal organisations, and has a children's playground located directly in front. The interior is yellow, from the information desk, to the book trolleys. The Library is of a small size, and houses collections for children, teens and parents.

There is a 'wading pool' of board books in the Unna children's area, where children can climb in and experience books in a whole new tactile way. The only requirement is that they must remove their shoes.

Rosenheim's children's area is called 'Children's House'. It contains a rocket ship built around a structural pole, and a tree around another. There are nooks under the entry stairs with beanbags and cushions for children to hide and snuggle up in, a mezzanine level which houses the non-fiction with tables for children to study at, and a train with wagons holding picture books. The whole area had playfulness about it that children love.

The Phantastik Library of Wetzlar has even decided to make their public toilets 'Fantastic'. Each toilet has a different theme. This is named on the door, and the interior of the toilet is covered in a mural depicting the book or theme. The inside of the door has a passage from a book, or a famous quote. As they have had to remove many of the old doors from the building to make it

easier for the public to pass through, there will soon be a separate toilet for 'Aliens'. The library staff are multi-skilled and very pro-active in making shelving.



Figure 22. One of the 'Fantastic' toilets from The Phantastik Library of Wetzlar

Youth

According to Ray Oldenburg, 'Amongst the noblest of third places, rarely realized anywhere anymore, is that of bringing youth and adults together in relaxed enjoyment. The rampant hostility and misunderstandings between the generations, adult estrangement and fear of youth, the increasing violence among youth - these and youth-related problems all have a common genesis and it is the increasing segregation of youth from adults in... society.' (Oldenburg, 1999, pp. xix-xx)

Youth Areas are one of the newer sections of the modern library. Up until about a decade ago, most teenage fiction was shelved right alongside that of children's. In Germany it was great to see the different ideas of what youth spaces can look like, whether they are an area in a library, or the entire library. The best examples of these spaces that I came across seemed to work either because the library had consulted and involved youth in the planning of the area, or because they used professionals who understood how to market to this population segment. Several of the German libraries commented that their youth preferred spaces that were a bit more hidden, with less desk surveillance, and access to self-service machines.



Figure 23. Dresden's youth library, Medien@age

When researching the topic of the third place and youth in libraries, I came across this pertinent set of questions from Paula Brehm-Heeger, in an article that she wrote for *School Library Journal*,

'Here are some questions to ask yourself before launching a third space: Does your staff go beyond just being nice? Does it treat teens with respect? Great third spaces involve a sense of play, so make sure your staff uses humor and has fun interacting with teens. Is the area clean and neat? Does it look like someone cares? Does it feel nonjudgmental? Does the furniture arrangement or security presence clearly communicate a sense of respect? Does the space feel open, inclusive, and collaborative? Is there evidence of teen input in the displays and exhibits? If you're not sure about any of the answers to those questions or what changes you need to make to help your library become an exemplary third space for teens in your school or community, turn to the experts themselves - ask your teens!'

(Brehm-Heeger, 2006, p. 27)

Before planning their youth area, KiBi, in Frankfurt, took surveys from different schools located nearby, asking young people what they wanted in their new library space. The students at the University of Design in Offenbach assisted by making some wonderful curved white shelves (they look like a large 'S'), and also produced three quilted curved chairs, two of which also have curved shelving around the back of them. These have proved very popular and have given the youth area a more modern and vibrant feel. Numerous bright blue and green cubes also lie around for teens to sit on. This area was created three years ago with the help of three foundations, one of which was Ikea, and their Friends of the Library group.



Figure 24. The youth area in the Frankfurt children's and youth library, KiBi

The youth area of Nuremberg Stadtbibliothek is on a completely separate floor from the space for children. It is in a large room, approximately 12 x 12m, and has books, console games and DVDs for loan. They have an X-box 360 for people to play on, and there is a chunky drink vending machine in pride of place in one of the corners. Block-shaped rubber chairs in black, dark pink and purple adorn the floor near the console and vending machine. A large column has been placed in the centre of the area, made to look like the larger advertising columns that are ever-present on the corner of German streets. The Library has attached posters advertising new movies and events of interest. A room with a horizontal slit window is available for teens to book for study or group discussions. Adjacent is another room used solely for Wii gaming. The youth area is apparently very well used.

The Bremen Youth Area is on a completely separate floor from the Children's Area, and is placed in the Adult section, between the graphic novels and music. The space consists of 2 rooms - the first has high ceilings with large windows, and houses youth novels, categorised by genres and in English, along with two fantastic-looking chairs covered in red velvet with wacky scrolled arms. There is scaffolding inside this room, with nets and creatures dangling from it. These features came from the youth suggestions that were taken on board by the library when they were renovating their historically-significant building. The second room is even more beautiful, with tall wood paneling lining the walls. This contains the computer game collections, along with two

life-size gaming statues - an Orc from The Lord of the Rings, and a character from Assassin's Creed.



Figure 25. Youth area in Stadtbibliothek Bremen

The youth area in Rosenheim is one of the nicest that I have come across. It is situated on the top floor at the front of the Library, with the children's area at the back, and completely separate. Wooden roof beams crisscross the area, and an interior designer who normally specialises in shop fitting exclusive stores (such as Dolce & Gabbana) worked closely with the library staff to make the area special. Behind a partially screened area are computer terminals for youth to work on, beanbags and cushions in roof beam nooks, round lamps interspersed to make darker areas light, listening stations, and a water fountain. The space is very popular with its target group.

Hoeb4U, the Leisure Library for Youth, were very fortunate that the German publisher of the Harry Potter series had a massive dragon bookshelf display, along with several other little dragons, which they kindly donated to the Library after using at the Frankfurt Book Fair. The large dragon now takes pride of place in an area close to the entrance, and is very eye-catching. It is so big that people can sit on parts of it, and one of the wings even forms a table. Hoeb4U has the fortunate predicament of being staffed by the demographic it markets itself at - this knowledge is invaluable in designing and making a place that teens and young adults actually want to spend time in.



Figure 26. Dragon shelving at Hamburg's Hoeb4U

Signage

The need for excellent and intuitive signage throughout library buildings cannot be overestimated. This subject has been briefly touched upon before in Classification, where colour is often used to help differentiate age levels, collections, and subjects. Helping people to easily find their way around the library premises is a step towards helping them feel at home. Signage using appropriate colours, universal images, and precise wording is needed to communicate with all library users to make their experience pleasant, while giving them the freedom to enjoy the library as they wish. Some of the German libraries, such as the Grimm Centre in Berlin, even have tactile surfaces to help vision impaired people navigate throughout their buildings.



Figure 27. Tactile surfaces at Berlin's Grimm Zentrum

Urban Planning, Access & Opening Hours

"Urban planning which meets the needs of children and the elderly will be nice for everybody" (Oldenburg, 1999, p.xx)

The pace in German cities is sedate. So many people either use the train or bike that there are fewer cars. Parks and public spaces are well used, as many people live in small apartments - the community is pushed together by city living. Urban planning has a lot to answer for in Australia. It is necessary to use a car to travel to many destinations, including the local library. Walking or riding a bike is rarely considered an option by most of us, usually due to time constraints, distance, fitness levels, and laziness. Public transport systems are imperfect, with long wait times, delays, and continuity issues.

Access to the library for people who cannot drive, such as children, teens and the elderly, needs to be easy. Good public transport should be located in the close vicinity, and it would be helpful if the library could be co-located with, or nearby, other complimentary businesses, organisations or facilities. ZIB in Unna is a great example of co-location. The space is divided between town information, the archive, the VHS adult education centre, and the media art room. As they share the same area they often work together and benefit from each other. Würzburg also shares its historic Rococo building with the Tourist Information Centre, the Construction Archive and the Information Centre for Social Welfare.

Access for elderly and mobility-impaired people needs to be another consideration - both Australia and Germany have aging populations. Mediothek Krefeld was the most accessible building that I saw in Germany, as the bright vinyl floor is extremely easy to roll over, and all levels could be reached by long ramps that loop up and around the centre of the library. There is a self-service checkout machine that can be height-adjusted at the push of a button to allow everyone the freedom of choice.

Another aspect of access is financial. In Australia library access is free, but charges for services such as printing vary widely. In Germany, all of the public libraries that I visited charged a membership fee, with the exception of Nuremberg. Nuremberg has only recently stopped in an experiment to see if this would increase library membership and usage, however they do charge for services such as item renewals. The fees charged by German libraries are fairly nominal, with reduced rates for children, seniors, and people on a low income. There is a belief in Germany that if you pay for something then you will appreciate it more.

According to Musil, **'The recommendation to be "always open and always on," for instance, is directly related to Oldenburg's call for third places to be accommodating and accessible. Within the context of public libraries, this could mean being open seven days a week and maintaining long operating hours that take into account the busyness of patrons' lives.'** (Musil, 2011, p. 7).

Hours are another factor to consider for access. German public libraries are prohibited from opening on Sundays, as this is considered to be a day for families. However, this same law permits university libraries and museums to open on Sundays. Stadtbibliothek Bremen strongly believes that public libraries in Germany need to be able to open on Sundays in order to remain a viable option for people to consider visiting. They are actively fighting for this law to be amended to include public libraries. South Australian libraries may also have to consider opening earlier and closing later to reflect the changing needs of library customers.

Bremen found that their senior customers prefer early library opening hours. This is because these people like to arrive in the morning, read the paper, borrow items, and then travel back home before the schools get out at lunchtime.

Stuttgart is open for 6 days a week, 9am-9pm, 72 hours in total. For those times when they are not open, such as on Sundays, there is the 'Library for Insomniacs'. Cologne has a Krimi Automat - a vending machine that can dispense Crime books to commuters in one of the city's biggest railway stations.

The Grimm Centre is a university library, and thus is allowed the advantage of opening on Sundays. It had the longest opening hours, being open 8am-12am on weekdays and 10am-6pm on weekends - a massive 96 hours per week.

Marketing the Library

'...We cannot market the importance of the library as place to our users; we must be an important place in their lives... The role that our users want us to play in their lives is as flexible spaces for collaborative work and in which they can be part of a self-created community.' (Montgomery & Miller, 2011, p. 5).

While the aforementioned quote does seem to suggest an incompatibility between marketing and the Third Place, I still think that it is necessary to use some kind of promotion if only, so that we are not overlooked as a destination choice - after all, there's no point in having a wonderful place if no one knows that you exist. Advertising can also be used to create intrigue, and to have fun with your audience.

Advertising & Social Media

Social media marketing via Facebook and Twitter is prominent in Germany, along with traditional poster and flyer advertising. According to Hernon & Matthews, **'People are increasingly online and expect to be able to communicate with anyone, anytime. The library needs to ensure that it is where the people are, whether or not they are online.'** (Hernon & Matthews [eds.], 2012, p. 48)

The Bremen Library markets to users through Facebook and Twitter, and via intermediaries such as teachers, schools, and migrant centres. They have websites for both children and teens. They conduct regular customer surveys, and have even created a short animated library film, which was shown in local Bremen Cinemas as a movie preview for 6 weeks (view here: <http://vimeo.com/69455538>).

Krefeld Mediothek is very active in its use of social media. They use Facebook, Twitter, Google+, YouTube and SeniorBook - a German website similar to Facebook, but aimed at older people. Hoeb4U uses Tumblr, Cologne has a blog, a school wiki page, and Slideshare, and the International Youth Library also uses Vimio and Flickr.

As a unique souvenir and marketing tool, Krefeld has created a jigsaw puzzle from a photo of their new Library.

The City Library in Cologne is one of the first public libraries in Germany to have a 3D printer - this has given them plenty of publicity, with 38 articles having been written about the printer so far. They are on the waiting list to purchase a 3D scanner to complement the printer. They believe that having unusual items in the Library works as a draw card to bring people in, and as a good promotional talking-point. 3D printing is set to be one of the most important developments in this decade, with people even using them to print out working prosthetic hands (as happened recently in a public library in Kansas). For those libraries that can afford one, I would recommend seriously considering a 3D printer (and scanner, if possible) as a future library purchase.

Branding

Another advertising option is branding. Bremen has a library website for children centred around a raven called Kessie (<http://www.rabe-kessi.de/>). Kessie is branded on all of the children's pamphlets and flyers, and there is a 3 foot stuffed Kessie at the entrance to the children's area. He is extremely popular, the children even run to say hello to him as they enter the Library.

To assist children in understanding what a library is, Rosenheim has worked together with a local artist to create a library character (a frog), who visits the library in a small and very cute picture book which can be given to children on their first library visit.

Several of the German libraries commented that the title of 'Librarian' is disappearing and being re-branded as 'Specialist in Media & Information Services'. The traditional role is being reinvented in line with new trends and requirements in the library industry.

Champions

'Research suggests that targeting key non-library user groups, such as local champions amongst the 16-24 year olds and working adults under 44 without children, would raise participation in libraries' (Innocent, 2009, p. 11)

Both Volunteers and Friends of the Library members are potential champions of the library, and these people can spread the word to family, friends, and networks as to the benefits that library membership can bring. Other potential library champions included youth advisory groups, local celebrities (such as sports stars), politicians, business people, councilors, and internal council staff.

Sponsorship, Networking & Co-Location

Corporate sponsorship, networking & the co-location of library services are good ways to raise the library's profile with areas and people who might otherwise be unfamiliar with what a library can offer them. **'Community engagement is also about developing and strengthening relationships with other organisations to produce a win-win situation for all concerned.'** (Hernon & Matthews [eds.], 2012, p. 48).



Figure 28. Foyer windows at the Dresden Main & Music Library - displays are sponsored by local publishers

In Dresden, the Main Library is sponsored by a local publisher, who provides new titles to be displayed in the foyer of the Main & Music Library. At the end of the display the books are added into the library system. The youth library, Medien@age, has ties to a local board game shop. When the new games for the year arrive they are tested in a big event held at the library. It is good promotion for the shop, and the library is able to keep the board games afterward for their collection.

Brilon's head librarian, Ute Hachmann, spends a great deal of time networking with schools, kindergartens, and local businesses, to try and involve them in the Library. Sponsorship is a key component of the budget, with 30,000 Euros from the city and 20,000 Euros from corporate sponsorship. The local branch of the largest bank in Germany is also their biggest sponsor. When the library needs an area to hold an event for lots of people, the bank provides a space. This bank has an adjoining cafe, with glass doors that can fold away to make a large event area. The bank not only provides the space, but also funds refreshments and speaker expenses.

KiBi, the Frankfurt children's and youth library, has a 'Library Educationalist' who works with 3 other librarians in a Steering Group for reading promotion for the Frankfurt library system via library congresses, book fairs and city events. Having a profile every year at events like the annual Adelaide Anime and Video Games Convention (AvCon), reminds people that libraries stock items that they are interested in.

Numerous German libraries use co-location to their benefit. In Hamm the library shares its space with the local VHS (Volkhochschule), which encourages adult learners into the library centre. ZIB in Unna has divided its building space between the library, the archive, a Light Art Gallery, and a VHS learning centre, attracting a wide variety of people into the centre. In Berlin the Anton Saefkow library is located in a small shopping hub, and they are fortunate to have a huge amount of support from their landlord who acts as a patron to library events. The surrounding shops work together with the library, and have agreed on opening hours.

Benchmarking

In Germany, all public and academic libraries have the opportunity to be bench marked for their population size annually through the Bibliotheksindex (BIX). BIX measures the performance of libraries through specific indicators, such as how many media per capita a library provides for its users, or how often it is visited per inhabitant. The indicators are continually evaluated and adjusted, and it is overseen by a steering group composed of representative libraries. BIX results are evidence for when more resources might be needed, or where priorities may need to be adjusted. Participation in BIX is voluntary, and libraries from Austria, Switzerland, the Czech Republic, Slovakia, Italy, and Slovenia have also chosen to be included. The findings are presented as the BIX rating, and each participating library is shown on a table in relation to others. The top libraries receive publicity, a certificate, and the pride in knowing that their library is the best. Many of the libraries that I visited were from the list of BIX winners from the last decade.

South Australian libraries already participate in an annual collection of statistics, called Bibliostat. Unlike BIX, however, we do not associate awards or prizes with libraries who perform well in their population categories. Healthy competition through an awards scheme could be one way that winning libraries could advertise themselves, as well as being a way for all libraries to justify pushing for Council and community funding for future library improvements.

Why & How Libraries Should Be Supported & Encouraged to Become Third Places

Why - For the Library

'If we somehow allow the library to go into hibernation, if it fails to evolve to meet tomorrow's needs or if the roles of LIS professionals fail to evolve, we will have done a grave disservice to our communities. Libraries can withstand all kinds of threats, but they cannot become irrelevant.' (Woodward, 2013, pp. 42-43)

Now is the time to think about potential adjustments that libraries might introduce in order to become more inviting destinations - we can't afford to be considered irrelevant. The notion of libraries as a Third Place is something being discussed the world over. Most of the libraries that I visited in Germany were interested in finding new ways to enhance their own libraries, in order to create Third Places for their communities.

Why - For the Community

There are increasingly few choices for places where people can meet others from all walks of life without entering the commercial realm, so there is certainly a gap in the market. According to Pastore, **'As opportunities for social engagement outside of private or working life and removed from the profit interests of commercial spaces... libraries have the ability to identify and respond to community needs in ways that other spaces cannot'** (Pastore, 2009, p. 9). A library is the heart of a community. Everyone has the right to come in and use the space. There are few other friendly places for people to wander in to spend some time. There is nowhere else to ask for help with life's little problems, or to seek free entertainment - whether in the form of a book, a film, or a conversation. For residents, it is also likely to be the only community space they have.

Why - For Councils

In Germany, it is the local council that decides what kind of public library they need. Whether it is big, small, has multiple branches, or even exists at all. Councils have competing budgetary priorities, but few other council services inspire as much goodwill from the residents as the local library.

Another consideration for councils is the provision of adequate gathering spaces for their communities. This issue is not lost on Oldenburg, who chides, **'The desirability of having one's third place near one's home seems lost upon those who write and administer local zoning ordinances.'** (Oldenburg [ed.], 2001, p.148). Kat Friedrich also makes an excellent point in that, **'...If your community lacks meeting places, that can encourage people who seek out social and cultural events to move away. This shift could change property values, reduce business development, and make the area less attractive to people under 35.'** (Friedrich, 2011). All occurrences that most councils would prefer not to happen in their areas.

How - From Collection to Connection

'Opening up space and resources in new ways may involve giving up some control - sharing our expertise with others to enable them to successfully use our resources and being prepared to consider and try new approaches to use space. We perhaps need to shift our thinking away from being gatekeepers to being facilitators, doing all we can to open up our publicly funded spaces and resources to people and communities.' (Innocent, 2009, p. 8)

To make libraries into Third Places, librarians may need to change the way they think about their library and their customers. Staff attitudes might need to be adjusted, as we need to be as friendly and approachable as possible to encourage people to want to spend their time with us in our buildings. The programs that we offer should connect our customers to us and to each other, and our services should make their lives easier. Our collections are still important, but we may need to trim and tailor them to changing lifestyles and interests, thus reclaiming some space for public use. We might also have to re-consider what makes a successful library - with more emphasis on visitor statistics, rather than on loans.

In the case of South Australia, which now has a majority of libraries on the One Card system - this means that some collection sizes could potentially be scaled back, in order to create more seating room, without the concern that customers will not be able to have access to a decent collection from the other libraries throughout the state.

In almost every article that I've read about library place making that has worked, there has been community input at some or all points of the project, whether it be in the creation of a new library, or the renovation of an old one. Community and customer consultation appear to be necessary parts of successfully creating a Third Place. There were a few recurring problems arising, however, when I asked many of the libraries in Germany about why they chose not to consult the community when they either built or renovated their libraries. The main two issues were lack of time for consultation - their new library project had a fixed timescale that was too short to accommodate the time needed to properly consult their communities, or because an architect had already drawn up the plans.

Personally I wonder if there's also a bit of a control issue here - both in Australia and Germany. I know that we, as librarians, can wait years and sometimes decades for a new, or even renovated, library. We have hopes and dreams of what this new space will look like, what we want included, how everything will work. Usually an architect is employed, and maybe some of the staff requests get included along with the vision of the architects.

If you bring in the community with their suggestions it all gets messy - a multiplicity of ideas from all angles, things that sound expensive and that conflict with the architect's plans. It will take longer, and require numerous designs to be created for subsequent community consultations, it is probably more expensive, and you can never satisfy everyone... BUT what you will get at the end will be a library unique to your community - a place that local people can feel a part of because they helped to create it. Making things work takes time and effort, but none of this is wasted if it can bring people together, get them to engage with each other and to devise a place that everyone might enjoy.

Conclusion - The Library and the Third Place in the Future

At this year's annual Reading Agency lecture, Neil Gaiman eloquently expressed that “A library is a place that is a repository of information and gives every citizen equal access to it... It's a community space. It's a place of safety, a haven from the world. It's a place with librarians in it. What the libraries of the future will be like is something we should be imagining now.” (Gaiman, 2013).

The idea of a library as 'place', rather than just a repository of information is an important move towards the next step in the future of libraries. Oldenberg cites the Third Place as a foundation of democracy - I believe that libraries encourage conversation through providing a space for people to come and meet, a forum for speakers to orate, and access to the world of information. Libraries are open to everyone, from all walks of life. It is a place where local residents can meet each other, free of the need to play the role of host. Library programming, such as children's story telling, can bring together different local demographics, who might otherwise never meet, to bond through common experiences.

Australian and German libraries have both gone the path of the e-book, and rightly so, but there will always be a need for a physical place for people to meet, away from the pressures of home, work, and commerce. E-books compliment library collections, but should not seek to replace them, and they certainly cannot replicate the physical community space that is provided in a public library. Libraries need to encourage their communities out of hibernation and back into their buildings - this can be achieved through services, programming, smart marketing, easy access, community involvement, and good design - and by just providing a place to be. The library should be a desired experience - we need people to want to come in and visit us, and to make their local library their chosen Third Place.

Recommendations

I came across many wonderful ideas throughout Germany that could be used to enhance the feeling of community and the Third Place in South Australian libraries. These recommendations are designed to bring people into the library space, to make them feel comfortable, to give them a sense of ownership, and to form a connection with the library and each other. Some ideas are easy and/or inexpensive, and could be taken on by smaller, individual libraries. Other ideas are more grandiose and would require a larger library, or bigger budget, to implement. Some ideas would also be best adopted by Public Library Services and rolled out on a state level. The following recommendations have been organised with these limitations in mind:

A First Step:

- Consult with your community - this doesn't have to be about a new library, it can be about programs, services, and collections. If you get your community involved they will know that you care about them and their opinions, this increases the feeling of ownership - essential in the creation of a Third Place. Surveys are one way to do this, but if you can hold meetings and workshops in the library space it will both bring people into the space they will be talking about, and it will also instigate conversations among the community, which can breed some wonderful and unusual ideas.

Smaller ideas:

- A Wii bowling club
- A 'Grandparents Day'
- Regular lecture nights
- Programs where senior volunteers help children to learn to read (read to them, are read to) - volunteers could also work with parents who are recent immigrants
- Reading Nights in the Library
- Kamishibai story telling
- Reciprocal notice boards - eg. learning a language, looking for a band member
- A 'Communication Board' for customer feedback/suggestions where staff leave replies in public view
- Civic engagement - Councilors/Council Senior Managers/State Government representatives to regularly come into the Library for residents to meet with at a set time
- Giant chess board for public use
- More public seating in the Library - make it interesting and comfortable, a view is nice, as are nooks - need to make people want to linger and sit down
- Encourage organisations such as your local Youth Advisory Committee to meet in your Library - this will help to create Library Champions
- Engage with children through themed school tours, a Library Treasure Hunt pamphlet for new child members, or a 'Reading King' program for pre-school children
- Colour-coding and/or categorisation of subjects - less Dewey and more bookshop - aim for easy and user-friendly
- '65+' Collection - similar to a parenting collection, but with items for seniors
- 'Birthday Box' Collection
- Make the library public toilets 'fantastic' with murals or a bit of glam - perhaps involve your community in the design and painting
- Install nice bike racks close to the library (if none currently exist, or if the existing ones look old and outdated)

- Reconsider your current library opening hours - would customers prefer you to be open longer/earlier/later? Third Places need to be accommodating and accessible - 'always open and always on'.
- A library pet - creates interest, particularly for children (do not underestimate pester power)
- Sponsorship - gives the Library a connection to local and/or national businesses, and can enable a Library with a small budget to have nicer items or furniture
- Offer incentives for people to become a Friend of the Library
- Create 'No' lists to discuss at staff meetings - turn 'No' to 'Yes' to increase customer service
- Increase staff knowledge of technology - it is important that we are seen to be a place to come for help in this area, we need to have more than basic knowledge to properly assist our customers (this requires both time and money for regular training)
- When possible, replace old library furniture and shelving with pieces that are easy to move and manipulate. Consider wooden items over steel, if available.

Bigger ideas:

- 3D printer and 3D scanner
- Co-working spaces (where individuals or businesses can come and work - need quiet space and access to technology and WiFi)
- Art Library
- A Café
- Traineeship positions for a young people interested in the field of librarianship - could work in conjunction with people currently studying at University or TAFE - gives libraries the opportunity to understand and tap into the youth market, while also increasing the number of young people working in the field
- Ensure that access into and throughout your library is easy for all segments of your community - consider ramps and vinyl for flooring
- Look at how your community travels to your Library - are there enough car parks or bicycle racks, is public transport available close by, could your Library offer bus visits for people unable to reach the Library by themselves?
- Green spaces - these help people to relax, and a community garden adjacent to the library could be considered in order to bring people together and to instill a sense of pride and ownership in the area

Statewide ideas:

- Young Media Jury
- Incorporate e-book catalogue into the main library catalogue - one catalogue for everything, one search shows every medium, easy for customers
- Public benchmarking (through Bibliostat?) and library awards similar to BIX
- Quarterly pamphlets available from all libraries detailing programs and events happening in all SA libraries - this could potentially be divided up into smaller/local areas (eg. For metropolitan libraries - East, West, North, South). People often don't travel outside of their immediate library service, and this could expand their horizons regarding what South Australian libraries could offer them.

Actions - as of March 2014

- New bicycle racks have been ordered for Prospect Library with the hope of encouraging more people to ride in to visit the Library

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APPENDIX 1 : Rod East Memorial Fellowship Questions on the Third Place in Libraries

Quick Statistics:

Population served:

Collection size:

Circulation (annually):

Visitors (annually):

Staff: (equivalent full time)

Budget 2012/2013 (approx.):

Hours of operation:

Library & Community

1. What is the demographic of your area (age/gender/ethnicity)?
2. Do all demographic segments of your community visit your library? (If no, which ones are missing?)
3. What impact might changing community demographics (ethnic, cultural, economic, age, and educational) have on your library?
4. Do you charge for membership to your library?
5. If so, how much, and is it an annual or once-off fee? Are there costs for other services (if so, what are the services, and how much are the costs)?
6. Why did you decide to go with this pricing policy?
7. How is your library funded (eg. Government, private, corporate)?
8. Is the library well-visited during all hours of operation?
9. Which days/times are most popular?
10. Do you think your community would like you to be open longer/more often?
11. Do community groups meet in your library? (If so, which ones?)
12. Are there specific meeting rooms available?
13. Does your library use volunteers?
14. Do you have a 'Friends of the Library' group for your library service?
15. If so, how are they involved in the library?
16. Do you believe that your patrons have a sense of 'ownership' of the library?
17. Do the different generations in your community interact in your library space (particularly children and youth with the older generations)?
18. Does your library help the members of your community get to know each other? (If so, how?)
19. Are there opportunities for parents to come together in your library (particularly of pre-school age children)?
20. Do you have a specific children's area?
21. Do you have a toy library (or lend toys as part of the general library collection)?
22. Does your library connect with the local schools in your area (and, if so, how)?
23. Do the local children come into the library after school?
24. If so, what is the age-range of the children?
25. Do they come in with their parents?
26. At what age do you allow children to be in the library unsupervised?
27. Do you have a teenage/youth area?
28. If so, where is it located in relation to the rest of the library collection?
29. Is it well-used by youth?
30. Were youth involved in the planning of this space?
31. How does your library connect with (or advertise to) the youth in your community?
32. Do you offer other items/facilities that might appeal to youth elsewhere in the library?
33. Do you have a homework group?
34. If so, is it popular, and how do you advertise it?

35. What forms of social media do you use to communicate and engage with your patrons?
36. Do these forms of social media also allow patrons to converse with each other (thus creating an online community)?
37. Are there barriers to online access for some members of your community?
38. If so, how does the library help to address this problem?
39. How does your library assist the elderly people in your community to have continued access to library resources?
40. Do you have people who use your library as their business workplace?
41. Are there specific 'quiet' places in your library for people to study and work?
42. Is there a place for discussion and collaborative learning?
43. Are people allowed to charge their laptops and electrical accessories with the library electricity?
44. Do you offer free wireless internet?
45. Is your library a local information hub?
46. Are there other places near your library that would also serve as a third place/community meeting hub?
47. What do you believe makes libraries different from other places in society?

The Library Staff & Building

48. Is your library architect designed?
49. If so - is it inside, outside, or both?
50. How important do you feel architecture and design is to your Library and your customers?
51. Is your library design and access sympathetic to the young, elderly, disabled, and infirm?
52. When your library was being designed, was there any community participation or consultation during that process?
53. Is your library easily accessible:
 - By car?
 - By foot?
 - By bicycle?
 - By public transport?
54. Is there adequate parking available?
55. Do you think that the urban planning of your area affects the community use of your library in any way?
56. How does your library attract/encourage people to come in?
57. Does your library encourage the idea of Gemütlich (the German feeling of 'welcoming' and 'coziness')?
58. Do the staff know the regular customers (and vice versa)?
59. Does your library have seating in a variety of places around your library (eg. is the seating in nooks, facing outside, or is it all placed in a central point)?
60. Are there different types of seating?
61. Is the space in your library multi-functional?
62. Can the shelving/furniture easily be moved and manipulated by staff?
63. Is there space for a lot of people to gather for an event?
64. Does your library have many rules?
65. Are patrons allowed to move the furniture around?
66. Do you allow food and/or drink in your Library?
67. If you do, do you also sell food or drink in your Library (either via vending machines or a cafe)?
68. Do you think that by allowing food and drink, that your Library has a more welcoming atmosphere than it might otherwise?
69. Do people tend to linger in the library (eg. Read a magazine or newspaper), or do they 'borrow and go'?
70. Have staff roles changed in the last 5-10 years with the increased use of Google, and the advent of e-book technology?

71. If so, how have they changed?
72. Has this been a difficult process?
73. Is your library co-located with any other institutions (government or private)?
74. If so, what are you co-located with?
75. Does this co-location benefit your community?
76. Do you cooperate with the institutions that you are co-located with through joint administration and/or shared programs?

Library Programs/Events/Collection/Marketing

77. What programs or events does your library hold throughout the year in order to engage the different segments of your community (eg. children, youth, elderly)?
78. Do you charge for participation in these programs?
79. Do you lend e-books?
If so,
80. How many can a patron have at one time?
81. How long can they be borrowed for?
82. Are they popular?
83. Have you noticed a different demographic using e-books (as opposed to those who previously used the print collection)? If so, why do you think this might be?
84. How does your library market e-books (and do you think this has been effective)?
85. Has there been a drop in patron numbers since the advent of e-books?
86. Has there been a drop in the number of book stores in your area since e-books?
87. Do you actively market your library to your community, and, if so, how?
88. Does your library have a 5, 10 and/or 20 year plan?
89. Where do you see libraries going in the future?

APPENDIX 2 : German Library Contact Information and Statistics

Dresden Main & Music Library

Contact person: Elke Ziegler (Head of PR) & Sylvia Kindelberger (Subject Consultant for Literature and Languages)

Phone: 0351/8648 103

Address: Freiburger Straße 35, 01067 Dresden

Email: e.ziegler@bibo-dresden.de

Website: http://www.bibo-dresden.de/english/index_engl.html

Dresden Youth Library (Medien@age) - branch library

Contact person: Elke Ziegler (Head of PR) & Sylvia Kindelberger (Subject Consultant for Literature and Languages)

Phone: 0351/8648 103

Address: Waisenhausstraße 8, 01067 Dresden

Email: e.ziegler@bibo-dresden.de

Website: <http://www.medienetage-dresden.de/index.html>

City/Town: Dresden

Population served: 530,700 (population of Dresden) - 73,000 active card holders

Similar to: -

Collection: 20% fiction, 36% non fiction, 15% children's books, 13% CDs, 5% DVD/VHS, 1% CDR, 7% books of music, 3% others (270,000 media items in the main library)

Circulation (p/a): 5.6m

Visitors (p/a): 1.8m

Staff: - (EFT)

Libraries: 1 main (19 branches total)

Budget 2012/2013 (approx.): 10.5 Euros (for all 20 libraries)

Hours of operation: 44 hours per week - 11am-7pm Mon-Fri + 10am-2pm Sat (Main & Music Library);
38 hours per week - Mon, Tue, Wed, Fri 12pm-8pm + Sat 12pm-6pm (Medien@age)

The America Memorial Library (Berlin)

Contact person: Nina Frank (Innovation Manager)

Phone: +49 30 902260

Address: Blücherplatz 1, 10961 Berlin, Germany

Email: nina.frank@zlb.de

Website: <http://www.zlb.de/en>

The Zentral und Landesbibliothek (Berlin)

Contact person: Nina Frank (Innovation Manager)

Phone: +49 30 902260

Address: Breite Straße 30-36, 10178 Berlin, Germany

Email: nina.frank@zlb.de

Website: <http://www.zlb.de/en>

City/Town: Berlin

Population served: 3.52m (population of Berlin)

Similar to: -

Collection: 500,000 (in open access shelving)

Circulation: -
Visitors (p/a): 1.5m
Staff: (EFT) -
Libraries: 2 (American Memorial Library & Zentral und Landesbibliothek)
Budget 2012/2013 (approx.): -
Hours of operation: 59 hours per week - 10am-8pm Mon-Fri + 10am-7pm Sat (AML); 64 hours per week - 10am-9pm Mon-Fri + 10am-7pm Sat (Z&L)

Anton Saefkow Library (Berlin) - branch library

Contact person: Christina Heese (Library Director)
Phone: 90296 3760
Address: Anton-Saefkow-Platz 14, 10369 Berlin
Email: anton-saefkow-bibliothek@t-online.de
Website: <http://www.berlin.de/ba-lichtenberg/buergerservice/bildung/bibliothek001.html>

City/Town: Berlin
Population served: 240,000 (total population of local area) - 60,000 active members
Similar to: -
Collection: -
Circulation (p/a): 350,000
Visitors (p/a): 133,000
Staff: 3 f/t, 8 p/t
Libraries: 1 (of 4 in their local network)
Budget 2012/2013 (approx.): 70,000 Euros (changes every year)
Hours of operation: 52 hours per week - Mon, Tue, Thur - 9am-7pm + Wed 1pm-7pm + Sat 9am-3pm

Jacob und Wilhelm Grimm Zentrum (Berlin)

Contact person: Dr. Andreas Degkwitz (Director) or Katharina Tollkuehn (PR)
Phone: 30 2093 99 399
Address: Humboldt-Universität zu Berlin, Geschwister-Scholl-Strasse 1/3, D - 10117 Berlin
Email: ub.pr@ub.hu-berlin.de or andreas.degkwitz@ub.hu-berlin.de
Website: <http://www.ub.hu-berlin.de/locations/jacob-und-wilhelm-grimm-zentrum>

City/Town: Berlin
Population served: Humboldt University Staff + Students + all Berlin citizens
Similar to: -
Collection: 6 million volumes across all 12 locations, 2 million in the Grimm Zentrum
Circulation (p/a): 3.2 million (approx.)
Visitors (p/a): 1.82m (approx)
Staff: 165 (EFT)
Libraries: 12 total
Budget 2012/2013 (approx.): 16m Euros for all HU libraries, 4.8m Euros for the acquisition budget
Hours of operation: 96 hours per week - Mon-Fri 8am-12am + Sat-Sun 10am-6pm

Youth Library Hoeb4U (Hamburg)

Contact person: Astrid Bokelmann
Phone: 040 390 39 99
Address: Friedensallee 9, 22765 Hamburg
Email: Astrid.Bokelmann@buecherhallen.de

Website: www.hoeb4u.de

City/Town: Hamburg

Population served: Hamburg: 1.8 million; district Ottensen: 37,000

Similar to: -

Collection size: 14,000 items

Circulation (p/a): 175,000

Visitors (p/a): 49,000

Staff: (equivalent full time) 10 fulltime (3 fulltime, 2 half-time, 4 to 6 trainees fulltime with two school days). Different trainees every year - the number of trainees influence the staff.

Budget 2012/2013 (approx.): 60,000 Euros (2012); 50,000 Euros (2013)

Hours of operation: 24 hours per week - Tue-Fri 2pm-7pm + Sat 12pm-4pm

Bremen Public Library - Main Branch

Contact person: Tanja Huellhorst

Phone: 04 2136 14 465

Address: Wall 201, 28195 Bremen

Email: kontakt@stadtbibliothek.bremen.de or Tanja.Huellhorst@stadtbibliothek.bremen.de

Website: www.stadtbibliothek-bremen.de

City/Town: Bremen

Population served: 548,000 (population of Bremen)

Similar to: -

Collection: 545,000

Circulation: -

Visitors: -

Staff: (EFT) -

Libraries: 1 main + 12 branch libraries

Budget 2012/2013 (approx.): -

Hours of operation: 50 hours per week - Mon-Tue, Fri 10am-7pm + Wed 1pm-7pm + Thu 9am-8pm + Sat 10am-4pm

Mediothek Krefeld

Contact person: Helmut Schroers (Head Librarian)

Phone: + 49 2151/86-2760

Address: Theaterplatz 2, 47798 Krefeld

Email: helmut.schroers@krefeld.de

Website: mediothek@krefeld.de

City/Town: Krefeld

Population served: 234,000 (population of Krefeld) - 32,000 (approx.) active card holders

Similar to: Tea Tree Gully Library Service

Collection: 190,000

Circulation (p/a): 1.15m

Visitors (p/a): 290,567

Staff: (EFT) 28

Libraries: 1

Budget 2012/2013 (approx.): 2.2 Million Euros including staff; for the collection 220,000 Euros

Hours of operation: 35 hours per week - Tue-Fri 11am-7pm + Sat 11am-2pm

Cologne City Library

Contact person: Frank Daniel

Phone: +49-221/ 221-23882

Address: Josef-Haubrich-Hof 1 (near Neumarkt), 50676 Koeln

Email: daniel@stbib-koeln.de

Website: www.stbib-koeln.de

City/Town: Cologne

Population served: 1.017m (population of Cologne) - 86,885 active card holders

Similar to: -

Collection: 852,295 items (11,665 e-media)

Circulation (annually): 7.2 million (however, this includes internet use, console usage, etc, not just item borrowing)

Visitors (p/a): 2,053,624 (most visited cultural institution in Cologne)

Staff: 148.9 (eft) + 90 volunteers

Libraries: 11 branch libraries + Main City library

Budget 2012/2013 (approx.): 11-12 million Euros (approx)

Hours of operation: 41 hours per week - Tue & Thur 10am-8pm + Wed & Fri 10am-6pm + Sat 10am-3pm

Hamm Municipal Library

Contact person: Dr. Volker Pirsich (Head Librarian)

Phone: +49 2381/17-5752

Address: Platz der Deutschen Einheit 1, 59065 Hamm, Germany (Willy-Brandt-Platz 3)

Email: stadtbuecherei@stadt.hamm.de

Website: www.hamm.de/stadtbuecherei

City/Town: Hamm

Population served: 177,774 (population of Hamm)

Similar to: Onkaparinga Library Service

Collection: 180,000 (40,000 in closed stacks)

Circulation: -

Visitors (p/a): 350,000-400,000 (1,200 per day)

Staff: 38 (EFT)

Libraries: 1 main (with smaller branches)

Budget 2012/2013 (approx.): -

Hours of operation: 49 hours per week - Mon-Fri 10am-7pm + Sat 10am-2pm

ZIB - Centre for Information & Education (Unna)

Contact person: Rita Weissenberg

Phone: 02303-103730

Address: Zentrum für Information und Bildung, Weiterbildung (VHS und Bibliothek), Lindenplatz 1, 59423 Unna

Email: Rita.Weissenberg@stadt-unna.de

Website: www.zib.unna.de

City/Town: Unna

Population served: 66,000 (population of Unna) - 4,842 active card holders

Similar to: Mitcham Library Service (population)

Collection: 71,262

Circulation (p/a): 265,018
Visitors (p/a): 106,644
Staff: (eft) 11.49
Libraries: 1
Budget 2012/2013 (approx.): 950,000 Euros (inc. staff and running costs)
Hours of operation: 36 hours per week - Tue-Fri 10:30am-6:30pm + Sat 10:30am-2:30pm

Brilon Municipal Library

Contact person: Ute Hachmann (Head Librarian)
Phone: 29 617 94 460
Address: Gartenstrasse 13, 59929 Brilon
Email: info@stadtbibliothek-brilon.de or u.hachmann@brilon.de
Website: [www.stadtbibliothek-brilon.de/The Fantastic Library of Wetzlar](http://www.stadtbibliothek-brilon.de/The%20Fantastic%20Library%20of%20Wetzlar)
Contact person: Bettina Twrsnick
Phone: 06441 4001 0
Address: Turmstraße 20, 35578 Wetzlar
Email: mail@phantastik.eu
Website: www.phantastik.eu

City/Town: Brilon
Population served: 26,000 (population of Brilon)
Similar to: Prospect Public Library
Collection: 36,000 + 15,000 electronic media
Circulation (p/a): 160,000
Visitors (p/a): 70,000
Staff: 4 (EFT)
Libraries: 1
Budget 2012/2013 (approx.): 30,000 Euros from the community, 20,000 Euros from sponsorship
Hours of operation: 30 hours p/w

The Fantastic Library of Wetzlar

Contact person: Bettina Twrsnick
Phone: 06441 4001
Address: Turmstraße 20, 35578 Wetzlar
Email: mail@phantastik.eu
Website: www.phantastik.eu

City/Town: Wetzlar
Population served: International
Similar to: -
Collection size: 255,000
Circulation (p/a): 10,000
Visitors (p/a): 10,000
Staff: 12 (EFT)
Budget 2012/2013 (approx.): -
Hours of operation: 19 hours per week - Mon-Thur 2pm-6pm + Wed 9am-12pm (+ seminars and events in the evenings and on weekends)

Frankfurt Central Public Library

Contact person: Birgit Lotz
Phone: +49 (0)69 / 212 35862
Address: Hasengasse 4, 60311 Frankfurt am Main
Email: birgit.lotz@stadt-frankfurt.de
Website: www.stadtbuecherei.frankfurt.de

City/Town: Frankfurt
Population served: 691,518 (population of Frankfurt)
Similar to: -
Collection: 700,000 (including branch library collections)
Circulation: -
Visitors (p/a): 1.5m (2009)
Staff: (EFT) -
Libraries: 18 libraries + 1 mobile library + 90 libraries in public schools
Budget 2012/2013 (approx.): -
Hours of operation: 45 hours per week - Mon-Fri: 11am-7pm + Sat 11am-4pm

KiBi - Centre for Children & Youth Library (Frankfurt)

Contact person: Tanya Schmidt & Doris Rosenfeld
Phone: +49 (0)69 / 212 35862
Address: Arnsburger Straße 24, Frankfurt
Email: tanya.schmidt@stadt-frankfurt.de; doris.rosenfeld@stadt-frankfurt.de
Website: www.stadtbuecherei.frankfurt.de

City/Town: Frankfurt
Population served: 691,518 (population of Frankfurt)
Similar to: -
Collection: 41,000 with 32,000 books & 9,000 audio visual
Circulation (p/a): 275,000
Visitors (p/a): 200,000 (4,500 children and teenagers are regular users)
Staff: 2.5 librarians, 5.5 assistants, 1 library educationalist = 9 EFT
Libraries: 1 (but is a part of the Frankfurt public library network)
Budget 2012/2013 (approx.): -
Hours of operation: 27 hours per week (only open in the morning for schools and kindergartens with an appointment) Tue-Fri 1pm-7pm + Sat 11am-2pm

Würzburg Public Library

Contact person: Anja Flicker or Roger Spörke or Petra Bareis
Phone: +49 (0)931 372297
Address: Marktplatz 9, 97070 Würzburg
Email: anja.flicker@stadt.wuerzburg.de or Sonja.Rau@stadt.wuerzburg.de (Roger)
Website: www.stadtbuecherei-wuerzburg.de

Population served: 130,000 (population of Würzburg)
Similar to: Salisbury Public Library
Collection size: 240,000
Circulation (p/a): 1.1m (36% online/ audio)
Visitors (p/a): 637,547
Staff: 29 (EFT)

Budget 2012/2013 (approx.): 176,000 Euro

Hours of operation: 46 hours per week - Mon, Tue, Wed & Fri - 10am-6pm + Thur 10am-7pm + Sat 10am-3pm

Nuremberg Public Library Central Branch

Contact person: Susanne Schneehorst or Rita Kamm-Schuberth

Phone: 0911 231 7435 (Susanne) or 0911/231-5850 (Rita)

Address: Gewerbemuseumsplatz 4, 90403 Nuremberg (Am Katharinenkloster 6, 90403 Nürnberg)

Email: Susanne.Schneehorst@stadt.nuernberg.de or Rita.Kamm-Schuberth@stadt.nuernberg.de

Website: <http://www.stadtbibliothek.nuernberg.de>

Nuremberg Public Library Südpunkt Branch

Contact person: Susanne Schneehorst or Rita Kamm-Schuberth

Phone: 0911 231 7435 (Susanne) or 0911/231-5850 (Rita) or 0911 231-14300 (Südpunkt Branch)

Address: Pillenreuther Strasse 147, 90459 Nuremberg

Email: Susanne.Schneehorst@stadt.nuernberg.de or Rita.Kamm-Schuberth@stadt.nuernberg.de or suedpunkt@stadt.nuernberg.de

Website: <http://suedpunkt-nuernberg.de/Lage.63.0.html>

City/Town: Nuremberg

Population served: 510,000 (population of Nuremberg)

Similar to: -

Collection Size: 320,000

Circulation (p/a): 1.44 m (approx.)

Visitors (p/a): 538,000

Staff: 41 (EFT)

Budget 2012/2013 (approx): €434,000

Hours of operation: 45 hours per week - Mon-Fri 11am-7pm + Sat 11am-4pm (Central library); 16 hours per week - Tue-Fri 2pm-6pm (Südpunkt branch)

Stuttgart Central Public Library

Contact person: Nadine Meyer or Meike Jung

Phone: (0711) 216-96500 (Nadine) or (0711) 216 96509 (Meike)

Address: Mailänder Platz 1, 70173 Stuttgart

Email: Nadine.Meyer@stuttgart.de or Meike.Jung@stuttgart.de

Website: <http://www.stuttgart.de/stadtbibliothek>

City/Town: Stuttgart

Population served: 613,000 (population of Stuttgart)

Similar to: -

Collection: 1.37m (approx.)

Circulation: 6.5m (approx.)

Visitors (p/a): 1.1m (approx.)

Staff: (EFT) -

Libraries: 1 main library (+ 17 branch libraries + 1 mobile library)

Budget 2012/2013 (approx.): -

Hours of operation: 72 hours per week - Mon-Sat 9am-9pm

Biberach City Library (Stadtbücherei Biberach)

Contact person: Anne Grauel

Phone: 07351/51-557
Address: Viehmarktstraße 8, 88400 Biberach an der Riß
Email: anne.grauel@biberach-riss.de
Website: www.medienzentrum-biberach.de

City/Town: Biberach
Population served: 32,000 (population of Biberach) + surrounding area - 8,000 active card holders
Similar to: Mount Gambier Public Library
Collection: 72,000 + 20,000 at the branch next to the local high school
Circulation (p/a): 500,000
Visitors (p/a): 180,000 in the main library + 90,000 from high school branch (270,000 total)
Staff: 12 (EFT) - 6 librarians, 2 trainees, 8 library assistants
Libraries: 1 main + 1 branch next to the school
Budget 2012/2013 (approx.): -
Hours of operation: 40 hours per week - Tue-Fri 10am-7pm, Sat 10am-2pm (Main library)

International Youth Library (Munich)

Contact person: Jutta Reusch (Head Librarian)
Phone: +49 (0)89 891211-41
Address: Schloss Blumenburg, 81247 München
Email: juttareusch@ijb.de
Website: www.ijb.de

City/Town: Munich
Population served: Munich (1.378m) & Internationally
Similar to: -
Collection: 600,000 + 25,000 in Children's borrowing library
Circulation (p/a): 55,396 in the Children's library + approx. 6,000 from the reading room
Visitors (p/a): 45,305
Staff: 21.5 (EFT)
Libraries: 1
Budget 2012/2013 (approx.): 2,315,000 Euros - whole budget, nothing for books. Only 2,000 Euros p/a for scientific/research books.
Hours of operation: 30 hours per week - Mon-Fri 10am-4pm (Reading Room); 20 hours per week - Mon-Fri 2pm-6pm (Children's library)

Rosenheim Public Library

Contact person: Susanne Delp (Library Director)
Phone: 08031-3651443
Address: Am Salzstadel 15, 83022 Rosenheim
Email: susanne.delp@rosenheim.de
Website: <http://www.stadtbibliothek.rosenheim.de/>

City/Town: Rosenheim
Population served: 58,000 (population of Rosenheim)
Similar to: West Torrens Library Service
Collection: 98,000
Circulation (p/a): 500,000
Visitors: 180,000
Staff: 13.9 (EFT)

Libraries: 1

Budget 2012/2013 (approx.): 1m Euros p/a (includes everything)

Hours of operation: 39 per week - Tue-Fri 10am-7pm, Sat 10am-1pm