

THE ROLE OF PUBLIC LIBRARIES IN THE COMMUNITY

QUALITATIVE STUDY

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METHODOLOGY

The qualitative study of the public libraries role in communities has been performed by the Independent Sociological and Information Service OPINIA, in the frame of the NOVATECA Program, and financed by Bill and Melinda Gates Foundation.

The goal of the study was to identify the role and importance of public libraries according to the points of view shared by librarians, local public authorities and members of the communities selected for this particular study.

Target groups:

1. Mayors;
2. Local councilors;
3. Adult members of the communities (30-60 years) who have visited the library at least once during the last 2 years;
4. Librarians¹.

The research methods/ techniques used: focus group and in-depth interviews.

Participants were recruited as follows:

1. Mayors and local councilors were invited to take part in the study by means of official letters sent to them by the research company.
2. Librarians were invited to participate via phone calls initiated by the research company.
3. Members of the community were recruited by the local representatives of ISIS OPINIA, based on a questionnaire, which included such criteria as gender, age, and degree of education.

The study covered 6 localities, 5 villages and 1 city and included all the regions (North, Center, South). Total number of participant was 89 people.

Data was collected in the period: 15 October – 2 November, 2015

In order to ensure objectiveness/ impartiality of the received data, the research company did not inform the participants about the company that has requested the given study.

¹ To ensure the anonymity of the participants of the study, to distinguish between their codes, there will be used special codes, wherein the first 2 symbols will denote the method/technique used (II – Individual Interview, FG - focus group) followed by a symbol which underlines the target group (M – Mayors, C-counselors, L-locals/ members of the community, L- librarians).The codes used for focus groups will also contain symbols which codify the number of the participant (P1 etc.).

THE ROLE OF LIBRARIES WITHIN COMMUNITIES

Both, the community members and the LPA representatives define library as a cultural and information center, which goal is to maintain and promote traditions. The library is perceived as a place that stores massive amounts of information, available to citizens mainly by means of books borrowing or printed materials.

“Library is the home of books. The place has a reading hall and can satisfy all sorts of information inquiries.” (FGL5P6)

“Library represents a source of information. It is a place where I can go and quietly read a book or find the information I need.” (IIP3)

“Library is a storage for books on culture, history, politics and many other things” (IIP6)

“Library is a place which villagers (especially children) can use in order to enrich their knowledge, mainly by reading.” (FGC1P1)

Some mayors believe that that the development of the IT sector has diminished people’s interest in reading, and implicitly, in libraries. They argue that Internet has replaced the need for hard copy books and refuse to understand the importance of digital information and its need to be promoted by librarians. LPA emphasize the importance of libraries in educating sustainable communities, by means of books borrowing. According to them, any other services or activities must be attributed to other institutions or units of the Ministry of Culture, rather than libraries.

Unfortunately, people do not read as much as result of the development of the IT sector. The boom of computers has significantly decreased the importance of libraries. Libraries have to find a way to promote the value of books.” (IIP3)

“First of all, the library mission is to offer the necessary books and attract citizens. Lately, almost everyone gets informed via internet and thus rarely visits the library.” (IIP6)

Besides the fact that most of the community members value the traditional functions of a library, they are also aware of the importance of IT services and great interest in using computers. They consider these services useful and invoke that libraries should conduct trainings on how to use computers.

“It would be nice if libraries organized IT lessons and taught us how to use MS Word and MS Excel programs.” (FGL1P3)

“Computers are very useful to children. They use them to search information and work on various school projects.” (FGC4P7)

„Libraries may contribute to the development of a community by offering “head to tail” trainings in IT programs.” (FGL6P3)

According to LPA, the main role of the library is to offer information support and help the educational process. Although community members support this point of view, they also attribute the library some additional tasks, such as organizing extracurricular activities for students and adults. They claim the need

for organizing more public events and activities for various groups of interest (children, adults, elder, people with disabilities, pregnant women, unemployed etc.)

“We welcome the organization of various meetings with important personalities, conferences with people who love their job and can offer the young generation some sort of professional orientation. They could be farmers, doctors, teachers, librarians, etc. There could also be organized evening sittings, where people could knit or crochet. A summer camp for children from socially-vulnerable families is highly welcomed.” (FGL1P2)

“It would be nice to have some public lessons at the library, librarians to initiate trainings, seminars, roundtables and invite us to discuss and consult what books we can choose to read.” (FGL3P1)

The librarians who participated at the given study measure the role of the library based on the collections of books available. They consider it the main indicator of the quality of services provided.

„The role of the library is to cultivate education and promote reading within the community.” (IIP2)

„Those who have not subscribed to newspapers often visit the library in order to read them. In our village, library represents an information center.” (IIB4)

“Library facilitates the lives of many people. Many of them visit the library in order to read books.” (IIB1)

LPA highlight the positive impact of libraries upon users, as well as their role in creating sustainable communities. In addition, they mention that children, people retired and those with low incomes are the ones who mostly visit libraries.

„Children are the main category of library users. Unfortunately, adults do not often visit the library.” (IIP3)

“People retired and children are the two categories of library users who visit it the most, because they have more spare time.” (FGC3P3)

„Library is very important mainly to children who often visit it to prepare for school and even stay in line.” (IIP5)

Some LPA representatives mention that ethnical minorities also visit libraries, thus highlighting the role of libraries in creating social inclusion for this category of people.

“We are currently trying to involve various social groups and ethnicities in our activities, and also deliver information to pupils and teach them to read more.” (IIP1)

“Gypsies, which are about 30% of population, may miss school, but they do visit the library.” (IIP4)

CURRENT SITUATION OF LIBRARIES

Local public authorities are discouraged by the current situation of the libraries. According to them, this is due to the economic crisis and the lack of attention from the state authorities. Community members share this state of discouragement and argue that the poor situation of libraries is due to the lack of financial resources and low wages given to library staff.

„The current situation of the library highly depends on the overall situation in the country, including the Government and other institutions. We are currently facing many problems at the national level, therefore the library is not an exception.” (IIP6)

“The situation is discouraging. If libraries in the city are somewhat equipped, village libraries have to face a more complicated situation. We, for example, have to change the library doors. The lack of money is a great problem.” (IIP4)

“I believe salary has an important role. If the librarians had higher wages, they would be more active.” (FGL3P4)

„A librarian has neither conditions, nor appropriate wages to work efficiently. Maybe some of the librarians cannot find another job and are forced to work at the library, in order to take care of their kids and make sure they have a decent living.” (FGL6P2)

Community members, as well as LPA representatives appreciate the implementation of various programs with main focus on library development and mention their positive impact. The Novateca program was also mentioned in this context. According to the participants, libraries were equipped with computers with access to Internet and received the necessary trainings. Many of them affirmed that due to Novateca, libraries can now develop new activities and attract more visitors.

We are glad Novateca has equipped us with computers. The biggest joy for me is to see children who do not have computers at home. Sometimes, they come together from school and search for information. They may even gather in groups of 3-4 pupils at one computer and be assisted by the librarian.” (FGL1P2)

“We have more visitors at the library, now that it was equipped with computers. They come here to search for additional information. Thus, we can attract and involve local minorities in various activities conducted within the library.” (IIP4)

However, some local councilors affirm that the library has actually registered a decrease in the number of visitors. They believe this occurred as result of poor interaction between libraries and other institutions within the community, such as school, people’s lack of interest in reading and the librarians’ passive approach and lack of initiative in promoting libraries. They suggest that widening the range of library services and activities may actually attract new visitors and satisfy the needs of communities. Most of their suggestions on how to improve the library imply the modernization of the space, diversification of activities and new library services.

“The library has indeed an important role in the community. Its collaboration with the school is highly welcomed, since the school can insist on children’s attendance at the library. I know very few children who visit the library voluntarily.” (FGC6P1)

“The library should be attractive. If children get tired of reading, they can draw or create some handmade articles, which they could sell ultimately at some charity bazaars. This would motivate them and would also develop their entrepreneurial skills. (FGC4P6)

„The library should have a place where children could have a cup of tea, when they come from school. Also, the library could have gym equipment.” (FGC1P4)

“The library should develop activities for various ategories of people, based on their interests. For example, those interested in medicinal herbs could gather at the library and discuss this topic. Other suggestions include Media corner on various topics, circles for children who like to crochet or knit, and even a post-

exhibition where they would sell their works. The money gained could be used afterwards to help pupils or organize something else. (FGC3P2)

„I would like libraries to organize various activities for pupils, such as putting together puzzles. This would help them develop their critical thinking and memory. Library should welcome not only those users who read.” (FGC4P2)

„Library has to be an information center for the local population. It has to become a center for creation, discussions and information, that would attract various categories of users, including landlords. Libraries must host various public lessons, meetings with poets and writers. Thus, it will increase the number of its users.” (FGC5P7)

„Libraries should host various cultural and artistic activities. Also, it would be nice if they would teach us „head to tail” IT programs. Another example could be the organization of various roundtables. For example, housewives could gather at the library and bring different types of food and share the recipes.” (FGC1P3)

The interviews conducted show that librarians are satisfied with the activities performed and the number of visitors, even though their involvement is quite modest. Mayors are preoccupied, first of all, with the library's infrastructure and mention such problems as heating, insufficiency of space, the need for work repairs and restrooms etc. Members of the community and librarians share the concern for the existing conditions and mention such problems as the lack of drinking water and proper restrooms. Also, they mention about the insufficient space, lack of reading halls or their lack of functioning because of the lack of heating, poor collections of books, poor quality of furniture and insufficient number of computers.

“The library is not very developed. It does not even have its own headquarters. It would be nice if the situation got better in this regard and also if the library was better equipped with all the necessary things.” (IIP1)

“It would be nice if the library had more visitors, but in order to do so, first it needs a new construction.” (IIP6)

„I have worked with no heating in the library for 22 years. I would really appreciate a functioning heating system.” (IIB1)

“Libraries should have access to drinking water and nice restrooms.” (FGL3P1).

“It is very cold during wintertime. Children don't get off their coats. Because of the cold weather, they can hardly comprehend the information and stay focused.” (Member of the community, female).

Besides the poor conditions, members of the community showed their preoccupation with the current collections of books, which is outdated and doesn't satisfy the necessities of the community. In their opinion, the collections of books represent the main asset of the library. Although librarians support the idea of continuously updating the collections of books, they expressed their contentment with the existing collections. Only few of them mentioned about the lack or insufficient amounts of periodicals.

Even if members of the communities and librarians opt for updating the existing artistic and specialty literature, mayors argue they do not have enough money in the budget and ask for help/assistance from the Culture Unit of the district and the Ministry of Culture. In their opinion, these institutions are not very responsive.

“Books collections should be updated yearly, since there are always new writers and poets who release their books.” (FGL1P2)

“The library comprises all the information needed by our community. We have books for farmers, for those who breed birds and animals. Our books can suit the needs of various users.” (IIB5)

“We monitor that libraries update their collections of books, as much as we can afford it. Decisions are approved by the council and we contribute to it as much as we can.” (IIP2).

Although respondents are aware that their involvement in solving library problems is essential, each one of them considers that the main responsibility should be attributed to the local public authorities and the library staff.

THE ROLE OF THE LIBRARIAN

According to the vast majority of librarians involved in the research, the main indicator, which evaluates best the library conditions, is the collection of books. Besides collections, participants mentioned that libraries can contribute to the development of the community by ensuring a high level of culture to pupils. Librarians understand their importance in the process of educating the young generation. This aspect is also highly appreciated by community members. While librarians are mainly concerned with the book supply and the lack of periodicals, community members claim the need to organize more public events and activities for various groups of interest.

“Although the librarian is competent and helps us with various questions, she does not know how to convince people to visit the library.” (FGL3P4)

“The librarian does not pay attention to the visitors and does not help them find information.” (FGC3P1)

“In order to awaken people’s interest in visiting the library, there could be held activities for youth, related to education, culture and for elders – activities related to health. (FGL3P8)

Librarians tend to assume themselves the role of „cultural ambassadors“ and affirm that they perform their duties with great responsibility, in spite of low wages and insufficient financing. They believe they have a moral duty towards the members of the community and mention the fact that they promote the institution by means of personal contribution on behalf of the library staff, who promote reading within the community.

“The biggest challenges are low wages and poor working conditions. Although we perform the same duties as teachers, our salaries don’t get higher.” (IIB6)

„There is 1 more year until I retire. If they won’t increase the age limit, we’ll leave the young generation to work. But I don’t think they will work at the library for 100 EUR/ month salary.” (IIB3)

„The most important aspect is to receive good service. Librarians have very low wages, i think we work here because we love our job.“ (IIB1)

LPA representatives also believe that librarians have an important role, since they are responsible for a proper management of books collections, guidance and organization of various activities. According to them, librarians have to be professional, competent, creative, they must have encyclopedic knowledge, teaching, administrative and communication skills. They also should be good psychologists.

“Librarians should read a lot, they should know all the books they have in the library. They should get informed from various sources, in order to help others find the information they need.” (FGC5P6)

“Librarians should study the literature they have in libraries. It is impossible to know it all when the collections of books get bigger each year. They have to know where each book is situated and also they should know how to communicate with people of various backgrounds and tempers, from kids to elders.” (FGC1P4)

At the same time, they supported the idea that it is not fair to ask so many things from a librarian, when he/she is being paid so poorly.

„Everything depends on money. Everyone works based on how they are being paid. The librarian has a schedule, after what she is no longer in the village.” (FGC3P1)

„When a person is not financially motivated, he/she starts thinking about personal problems. First of all, librarians should get an increase in salary. When people are happy with everything they own – they work accordingly.” (FGC4P5)

“In order for the librarian to properly fulfill his/her duties, they should get an increase in salary.” (FGC6P2)

According to the members of the community, improving the aspect and the conditions of the library are not good enough arguments in order to attract more users. Besides solid infrastructures, the members of the community make a call to librarians and ask them to be more active – to develop new library services, organize more activities and also insist upon new, less formal approaches.

THE LIBRARIAN-LPA RELATIONSHIP

LPA considers the development of libraries to be an important aspect in achieving social-economic goals, such as the well being of the community. Librarians are aware of their responsibilities and request assistance from local authorities and the district administration. They criticize the lack of interest shown by the former LPA representatives and express their hope for a more sustainable relation with the current local administration, that was elected in June 2015.

The mayors claimed to be satisfied with the relationship established between them and the librarian. They affirm this relationship allows the library staff to get more involved in the life of the community. Although this relationship is based on equality, their interaction takes place only occasionally, when they need libraries to get involved in the organization of some public events.

If generally speaking, mayors claim that their interaction with the librarians can be limited to:

- Participation at weekly planning sessions (only 2 mayors confirmed they invite librarians to attend these sessions)
- Library activity control/ check conducted by mayors
- Occasional requests from librarians to solve some problems
- Organization of some joint festive activities at the community level

Librarians' requests for financial support in order to improve (at least) the library working conditions remain unsolved. Mayors are willing to allocate only minimal financial resources, which would ensure the functioning of the library. Financial requests are addressed directly to the mayor, as he is the one who decides the allocation of resources required.

When we need something, we address the mayor. He may sometimes allocate a certain budget for the library needs." (IIB2)

"The librarian-LPA relation consists, first of all, in financial support. The library is financed by the City Hall, from money given for books collections up to internet services and heating. All these expenses are allocated by the City Hall from the local budget." (IIP3)

"The librarian addresses issues related to updating books collections or buying new furniture and we try to respond to these needs as soon as possible." (IIP4)

Although many participants in the study said communication with the librarian is more episodic and mostly informative, they wouldn't like to change anything in the existing relationship with the librarian / library.

However, suggestions on how to improve this interaction included:

- Librarians should take more initiative in initiating discussions with LPA representatives.
- The meetings with the mayor should be held when there are specific problems or requests that require assistance from the mayor.

The communication between librarians and councilors takes place via the mayor and is basically limited to approval of expenditure estimates.

Most councilors affirmed that currently there is no relation between the Local Council and the library said currently the relationship between librarian and district council there.

„When they need something, they discuss it with the mayor. She has not yet participated to any of the 3 working sessions." (FGC1P4)

„The librarian has never addressed to the Local Council. It would be nice if they presented a report at the working sessions." (FGC2P3)

„The librarian addresses to the mayor, I haven't heard anything about the interaction with the council. The librarian does not know she has to address to the council in order to get help." (FGC4P8)

„Currently, there is no communication between local councilors and the library, although there should be one." (FGC5P6)

Thus, the lack of communication leads to the following negative effects:

- The problems and needs of the library are barely known
- The lack of librarians' initiative is seen as evidence of the lack of some necessities and thus the institution does not receive the attention it deserves
- The councilors opinions are not taken into account when organizing various events or services
- Due to lack of communication, councilors are not informed about the activities carried out within the library and its achievements.

„There is no connection between the council and the library. Because of this, we are not aware of the problems and barriers it face. (FGC3P5)

“The librarian does not ask, and therefore I infer she does not need anything.” (FGC4P8)

„If the librarian organizes some activities, contests and addressed us for financing, we would allocate some money.” (FGC4P7)

“We want to know who visits the library, which are the hours when that register the highest number of visitors, how many visitors are children, what activities they conduct, how many books have been bought, the library budget and the librarian's report.” (FGC5P1)

Counselors also want to know the number of visitors, the collections of books and the social activities initiated by the library. They are dissatisfied with the fact that librarians interact only with mayors and encourages them to address the Council not only with financial requests, but also when they initiate some social activities. Although local councilors are aware of the library importance, they admit they do not get involved in its activities.

“If the librarian addressed to us, we would involved and allocated more money. When no one requests anything, it means everyone agrees with the existing situation.” (FGC4P7)

“The librarian should be the one who initiates discussion on library issues because he knows them better. Library issues and suggestions that are not related to finances are usually solved without the Council's approval. Librarians address to the Council only when they need finances.” (FGC2P5)

Local councilors interviewed in the study advocated the need to establish a clear framework for communication with the librarian. They suggested that librarians should be present at the council meetings, at least occasionally, and inform board members about the existing problems, needs, initiatives and consult with council members on how to solve problems or implement new services.

Despite the cooperation with the library, LPA representatives said they lack sufficient resources to ensure the desired development of the library and highlighted that libraries need to participate at various projects.

“It is important to attract investors and participate in various projects. We welcome investments, as they help us to organize important events. ”(IIP5)

“If we win a project, we can solve some of our problems. We are looking for grants. ”(IIP4)

"I count on projects implemented by EU institutions, that provide funding." (IIP1)

"We can succeed only with the help of projects." (Mayor)

"Only funds. There are various projects that help the government and can also offer grants to libraries." (IIP3)

LIBRARY DEVELOPMENT ISSUES

The main problems identified by all participants in the study were related to infrastructure and insufficient funding of libraries. The problems most frequently mentioned by participants included: inadequate building requiring repairs, little space, outdated furniture, roof problems, insufficient collections of books. Therefore, it is registered a lack of books, furniture, spaces for public gatherings and cultural activities. There is a need to initiate repair works, repair the slow heating system and employ an additional librarian. The lack of space is complemented to the unsanitary conditions where libraries currently activate.

"The situation is discouraging. If libraries in the city are somewhat equipped, village libraries have to face a more complicated situation. We, for example, have to change the library doors. The lack of money is a great problem." (IIP4)

"Since I work here, we have received only once collections of books. The author is Vasile Spinei, writer, native from Soroca. The reason is that currently not many books are being published." (IIB4)

"We want to have a separate reading room and room for computers, to arrange the space differently. The shelves are also old." (FGL4P2)

"The main asset of a library are the collections of books, which allows people to read additional literature and develop." (IIP5)

Local public authorities consider that library issues deserve only secondary attention, citing the local budget scarcity of financial resources and stating that all library expenses (public services, internet etc.) are supported by the City Hall. Some LPA representatives openly affirm that libraries are the last priority when drafting the local budget.

"The local budget we have is not enough. The library is our last priority." (IIP5)

"Whenever we discuss funds for the library, there aren't any left. If there were some funds, they were allocated for something else, rather than libraries. We don't treat culture as it deserves." (FGC4P7)

Community members think that librarians are not very good at solving the library issues and argue the lack of influence in the decision-making process, at administrative level. According to them, mayors are the ones who take responsibility for solving library problems. Therefore, they should collaborate with Local Councils. The only solutions offered by LPA to improve the situation of libraries are limited to searching funding programs on the Internet or involve LPA authorities at the district level, at least to receive some financial and administrative support.

"I think the culture unit of the district should come more often to the villages, as they also contribute to the library. They should support both, the librarian and the library. Of course, an important roles should be given to the mayor and the librarian. a big role here is played by the mayor with the librarian." (FGC5P1)

Librarians are not ready to start a dialogue with civil society institutions, which could help them with funds and ideas to solve their problems. They acknowledge their responsibility, although only declaratively and require assistance from local authorities and district administration.

"I was in very good relations with the ex-mayor. He was very interested in the library. He changed the library doors and windows, and also ensured heating. I believe we'll have a good collaboration with the new mayor, as well. Relationships need to be tight, the library is there for people; and the mayor, as well." (IIB3)

"Partners of our library, Besides the City Hall, the library partners include kindergartens, high schools, a hospital, vocational school, college. If there are any some projects, we only look forward to them." (IIB1)

ACTIVITIES AND SERVICES

Members of communities surveyed in the study said they did not know about any activities of the local public library, which demonstrates the absence or inefficiency of communication between local libraries and community members. However, most participants in the study said they were open to participate in events or courses in communication and are interested in talks or thematic meetings, contests and discussion groups.

"There are some activities conducted by the library, but people do not really know them. Citizens are not informed enough." (FGL3P6)

"I'd like the library to organize clubs for people interested in geography, history. Those children who are the most active may be awarded books." (FGL3P2)

"If the library held competitions, I would participate." (FGL2P3)

"I would like librarians to make some announcements, to inform us about the new collections, so that people in the community are well-informed and come more often." (FGL3P5)

"I would like to be notified by means of advertisements and information panels, everything to be more transparent." (FGL6P5)

Members of communities surveyed in the study, emphasized the need to organize the following activities:

- Demonstrations, public activities (festivals, parties, etc.)
- Extra-curricular educational activities for students
- Groups of interest or artisan workshops, including adults
- Meetings with famous people from the community

- Activities related to national traditions (evening sittings, festive activities etc.)
- Attracting craftsmen and organizing thematic exhibitions
- Computer Courses
- Language courses

"Nowadays, there is a need to organize other services for the large public. In order to attract more visitors, the library should use other methods rather than borrowing books. People have lost interest in reading books." (IIP3)

"I want the library to held activities where people could gather and discuss various life topics, topics, which are interesting to elders, as well. We should not forget the Moldavian traditions and customs. It would be nice if elders could teach the young generations about traditions. (FGL3P8)

"I am a teacher of technological education and to me, it would be interesting if i could organize an exhibition. People should see what articles are made by the boarding school. I would like to teach even to the village children. "(FGL3P4)

"It would be good to organize meetings with prominent people, conferences with personalities who love their profession, such as farmers, doctors, teachers, librarians, etc. They could help the youth to receive a sort of professional training. Also, there could be organized evening sittings where participants could knit or crochet. Moreover, we could organize a summer camp for children from socially vulnerable families." (FGL1P1)

"To organize some courses, some events. I would like to go to the library on Sundays, if they organized any thematic lessons. I would take the children with me. "(FGL6P8)

"If they provided foreign language courses, i would visit the library- I will go to the library. It would also be good if the library organized IT courses, so we could learn MS Word and MS Excel programs. "(FGL1P6)

"It would be good to organize some public lectures at the library, librarians to initiate some trainings, seminars, round tables and invite us to consult together what books we can choose." (FGL3P1)

Community members said they were willing to contribute financially in those activities which they find to be interesting and useful. Thus , if the librarian explores the real needs of community members and effectively promotes its services, the library might increase its number of visitors, find new funds and consolidate its image locally.

MODERNIZATION OF PUBLIC LIBRARIES

According to LPA representatives, libraries should improve their infrastructure, they should be equipped with digital technologies, have access to Internet, and deliver a wide range of diverse activities and services, as well as updated collections of books.

"A library is the place where a person can read and develop. Due to the fact it has been equipped with computers, people come more often to the library to search for additional information. Thus, we can attract minorities and involve them in different activities conducted within the library. "(Mayor, male, 40 years)

"For me, a modern library requires a large space, computers, online databases, and more computers and online information databases, more books." (IIP4)

"It is a source of information; it has various books and informative panels. It has to have access to internet, especially in the contemporary libraries." (IIP3)

"Promoting books, writers ... youth should read books rather than use only the Internet. Libraries can organize meetings with writers, local demonstrations. For the village, the library must have space, books and a reading room. "(IIP5)

"A library requires to be well-equipped with computers." (IIP4)

"A modern library should organize meetings, conferences, discussions, and other activities that can join people together, to have a special room, insured and equipped with computers." (IIP2)

"I can imagine, first of all, a beautiful building, a room with renewed books and computer games. But still, reading books is a better way to develop rather than use the internet all day long. "(IIP1)

"The library should be clean, comfortable, well-heated and it has to have lots of literature." (FGC2P5)

"Library should be bright and have several rooms. It would be nice to have a dancing room, because when you attend dances, one can also enter the library, and computer room. " (FGC6P1)

Librarians, talking about the development of the library book fund focus on renewed subscriptions to periodicals, decent working conditions and a good salary for library employees. They will host an institution where that locals can attend happily and feel comfortable.

According to community members, the public library has to be modern and attractive and have the following: Space, restrooms and drinking water; lecture halls; modern equipment; the librarians should be sociable, friendly, well-trained. Also, libraries must have rich collection of books; comfortable furniture; computers and Internet access, electronic record sources and more activities. Librarians should inform residents about events to be held in the library; guidance services for young people, summer recreation camps, for children from poor families, that would be joined by teachers, librarian, psychologist. Members of the community don't see yet how to make these changes and develop the library in the given conditions of economic crisis.

THE FUTURE OF LIBRARIES

LPA treat libraries as secondary to other community issues. According tot hem, 2-3 years is not enough to register tangible results. The potential development of libraries is subject to the financial resources available

in each locality. LPA currently do not have money to repair the existing buildings, upgrade and supplement the existing books collections.

All the efforts of local and librarians are currently limited to maintaining the status quo. Aspirations among some mayors are librarian salary increase, hiring IT specialists and central government involvement in supporting local public libraries and also counts on the support of NGOs and foreign institutions.

"In the next 2-3 the library will have a reading hall, the collections of books will increase. Probably there will be more computers. We could also make a reading room and a room for computers. We could buy a computer (either with the help of projects, or from the local budget). "(IIP3)

"Our possibilities are minimal. In the coming years we want to change the fence and library door. "(IIP4)

"Much more powerful, with more computers and more visitors reading." (IIP5)

"Even if you give me now some tasks to improve the library situation, i won't be able to perform them, since there is not enough money." (IIP2)

Librarians' expectations for the next 2-3 years are related primarily to ensuring a minimum comfort for visitors (repair rooms, supplying heat, etc.), extending the scope of books and periodicals, and getting more computers. Also it is planned to establish a partnership with local educational institutions, NGOs and donor development projects. Also, librarians hope that libraries will be refurbished and re-equipped at least to become more friendly to visitors.

"To have beautiful furniture. However, the eye enjoys and is much more attractive. If we have the opportunity to change something in the funding they receive, we would arrange the library more beautiful, using the example of other public libraries, make sure it is heated. Also, library should have good specialists." (IIB1)

"I want the library in the next 2-3 years to be visited by many people and be the main information center. There should be more light and space. There should be a place for children to leave their coats." (IIB3)

"I hope for big changes in the next 2-3 years. First is the need of repair, to be connected to heating. During wintertime is very cold. I would also like new furniture, shelves for newspapers, magazines - everything to be arranged on special shelves. The reading room should be brought to optimal conditions, beneficiaries must feel comfortable in any season. There is a need to change the outer door, the library building to be repaired and the fence to be changed. I'd like a bigger fund of books and information and more computers. All these should be good enough for a library that would attract beneficiaries. (IIB4)

"Most of all I would like a bigger hall for the library, to have more space. It should build a new room - wider, spacious and brighter. It would be desirable to employ an additional librarian. One would be in charge of computers and the Internet, and another - serving beneficiaries who come to the reading room. I would like a higher salary. I would like renewal fund books not only from the local budget, but to allocate money from the Ministry of Culture or the Government." (IIB5)

"First, we need a ramp for thresholds, because we have people with disabilities and if we had the ramp, they would also visit us. We also need a reading room, a spacious hall where to organize activities, round tables." (IIB3)

"We want to be active in the community, to collaborate and organize events with local gymnasium and kindergarten. A goal is holding annual summer camp for children. We want to do more projects to improve the image of the library. "(IIB5)