

**33<sup>rd</sup> CENL Annual General Meeting**  
**3-4 June 2019 – Mo I Rana, Norway**

**Minutes**

**Executive Committee Present:**

- |                   |                                      |
|-------------------|--------------------------------------|
| 1) Roly Keating   | Chair (UK)                           |
| 2) Sara Lammens   | Treasurer (BEL)                      |
| 3) Sandra Collins | Executive Committee Member (Ireland) |
| 4) Hans Petschar  | Executive Committee Member (Austria) |
| 5) Marcie Hopkins | Executive Committee Member (UK)      |

**Members Present:**

- |                                      |  |
|--------------------------------------|--|
| 6) Hrachya Saribekyan                | Armenia  |
| 7) Ismet Ovcina                      | Bosnia and Herzegovina                                 |
| 8) Tatijana Petrić                   | Croatia  |
| 9) Martin Kocanda                    | Czech Republic   |
| 10) Pernille Drost                   | Denmark (Proxy – representing Svend Larsen)            |
| 11) Janne Andresoo                   | Estonia  |
| 12) Cecilia af Forselles             | Finland  |
| 13) Laurence Engel                   | France   |
| 14) Lola Sanaia                      | Georgia (Proxy – representing Giorgi Kekelidze)        |
| 15) Filippou Tsimpoglou              | Greece   |
| 16) Ambrogio Piazzoni                | Holy See (Proxy – representing Cesare Pasini)          |
| 17) Ingibjörg Steinunn Sverrisdóttir | Iceland  |
| 18) Monique Kieffer                  | Luxembourg   |
| 19) Elena Pintelei                   | Moldova  |
| 20) Lily Knibbeler                   | Netherlands  |
| 21) Aslak Sira Myhre                 | Norway   |
| 22) Tomasz Makowski                  | Poland   |
| 23) Frymzim Dauti                    | Macedonia  |
| 24) Iaroslava Borozdina              | Russia (Boris Yeltsin Presidential Library) - (Proxy – |
| representing Ilya Bykovnikov)        |  |
| 25) Martina Rozman Salobir           | Slovenia   |
| 26) Jose Luis Bueren                 | Spain (Proxy – representing Ana Santos Aramburo)       |

**Proxy Voting Forms Received In Absentia:**

- 27) Azerbaijan
- 28) Malta
- 29) Romania
- 30) Switzerland
- 31) Turkey

**In attendance:**

- |                      |                |
|----------------------|----------------|
| Emil Ordukhanyan     | Armenia        |
| Frédéric Lemmers     | Belgium        |
| Adolph Knoll         | Czech Republic |
| Isabelle Nyffenegger | France         |

Elsbeth Kwant  
Jan Willem  
Roger Jøsevold  
Valeria Eresova  
Tatiana Maskhuliya  
Liz Jolly

Netherlands  
Netherlands  
Norway  
Russia (Boris Yeltsin Presidential Library)  
Russia (Boris Yeltsin Presidential Library)  
UK

**Apologies:**

Johanna Rachinger  
Karim Tahirov  
Svend Larsen  
Giorgi Kekelidze  
Elisabeth Niggemann  
Cesare Pasini  
Cheryl Falzon  
Carmen Mihaiu  
Vadim Duda  
Ilya Bykovnikov  
Iaroslava Borozdina)  
Katarina Krištofová  
Ana Santos Aramburo  
Marie-Christine Doffey  
Hamdt Tursuca

Austria (Proxy Hans Petschar)  
Azerbaijan (Proxy Bosnia Herzegovina)  
Denmark (Proxy Pernille Drost)  
Georgia (Proxy Lola Sanaia)  
Germany  
Holy See (Proxy Ambrogio Piazzoni)  
Malta (Proxy UK)  
Romania (Proxy Moldova)  
Russian State Library  
Russia (Boris Yeltsin Presidential Library) - (Proxy  
  
Slovakia  
Spain (Proxy Jose Luis Bueren)  
Switzerland (Proxy France)  
Turkey (Proxy Bosnia Herzegovina)

**CENL Secretariat in attendance:**

Marcie Hopkins  
Cecile Communal

CENL Secretary (minutes)  
CENL Secretariat (minutes)

**Invited external speakers:**

Vadim Duda  
R. David Lankes

Russian State Library  
University of South Carolina

**Observers from the National Library of Norway Organising Committee:**

Hilde Stenberg

## DAY 1 – MONDAY, 3 JUNE

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### 1. Arrival and registration

CENL members arrived at the Scandic Meyergården Conference facility at 8.30am.

### 2. Salutations from Host and Welcome from CENL Chair - Aslak Sira Myhre & Roly Keating

CENL members were greeted by Geir Waage, the Mayor of Mo I Rana, in a pre-recorded message.

Aslak Sira Myhre (ASM) then welcomed CENL members to this year's Annual General Meeting in Mo I Rana. He said that he was tremendously honoured to have so many national library directors visit the National Library of Norway at the Arctic Circle, and he was looking forward to showing the Library's facilities on the second day. He wished all attendees a very good conference.

### 3. Approval of agenda

Roly Keating (RK) welcomed all the delegates to the 33<sup>rd</sup> CENL conference. RK mentioned that the adventure to Lovund on the previous day will stay with him as a wonderful day and thanked Roger Josevold for organising it and for his hospitality.

RK asked to record apologies from the CENL Vice-Chair Katarina Krištofová who was unable to attend, as well as one last-minute apology from Elisabeth Niggemann.

RK thanked everyone for making it to Mo I Rana and congratulated Sandra Collins for taking five flights in order to arrive to Mo I Rana on time.

After introductions around the tables, new members were especially welcomed.

RK presented the agenda for the day and reminded delegates that the annual gathering of directors is the centre-piece of CENL. The AGM is about the power of meetings and face-to-face encounters especially in the digital age, to celebrate the strength of libraries across languages and borders. RK said that that the AGM was a good occasion to think about everyone's own strategy as an organisation. CENL is one year into its new strategy and the agenda will explore the themes of this strategy.

RK reminded delegates that they could tweet about the AGM tagging @CENL\_Europe and using the hashtag #cenl2019.

RK thanked the Bibliothèque nationale de France's Laurence Engel (LE) for agreeing to be this year's keynote speaker. RK mentioned the upcoming review of the CENL working group to allow greater conversations and exchanges between the members.

RK called for a vote, by show of hands, to approve the agenda. 28 members voted in favour of approving the agenda.

### 4. Approval of Minutes 2018

RK referred members to the minutes of the 2018 AGM in Reykjavik that had been circulated both as Paper 2 in advance of this AGM and prior to this via email.

RK called for a vote for approval of the minutes by show of hands. 28 members voted in favour of the approval of the minutes, with no corrections or comments, and these were formally adopted as an accurate record of proceedings.

## 5. Matters arising from Minutes

The actions and decisions taken at the 2018 AGM in London were summarised by RK as:

- 1) Review of working groups. A full review has been undertaken and concluded, and RK and Marcie Hopkins (MH) will be presenting finding during the course of the conference.
- 2) Think about UN Sustainable Development Goals (SDGs) within CENL's strategy. The Executive Committee have discussed SDGs and have decided that it would not be possible to retrofit these into the current strategy without fully changing it. Rather than doing this, the Executive Committee have decided to promote SDG values on its website and through other means of communication, and to include these more fully in the next strategy development.

**ACTION 01:** CENL Secretariat to ensure the Sustainable Development Goals values are promoted on the new CENL website.

- 3) Library spaces survey. This survey is led by Hans Petschar (HP) and he will give an update on progress during the course of the conference.

## 6. CENL Annual Report

Paper 3

The National Library of Ireland's Sandra Collins (SC) presented highlights from the CENL Annual Report and stated that the EC and Secretariat have continued working with all members on a number of strategic priorities since the 2018 AGM.

SC explained that it has been another busy year for the CENL Secretariat based at the British Library and led by Marcie Hopkins (CENL Secretary). The team has expanded and now comprises of five people who share different responsibilities in the day-to-day running of the Secretariat. They can all be reached via the same email address [cenl@bl.uk](mailto:cenl@bl.uk).

Since the CENL AGM 2018, the Secretariat has worked on a number of areas: planning and coordinating three Executive Committee meetings; moving to a new banking system and exploring investment opportunities for CENL reserves; administering the bursary and grant schemes, supporting three Erland Kolding Nielsen grant projects; working on a CENL communications strategy and plan, and tendering for a new CENL website; working with Hans Petschar on refining the CENL survey of library spaces; ensuring the ratification of the new CENL statutes and working on a final version of the CENL Strategy 2018-2022; working on a review of the working groups and planning the AGM with the National Library of Norway.

SC touched on the CENL communication plan. The CENL Secretariat has led on the development and delivery of the CENL Communications and Strategy Plan for 2019-2020 to engage with and better understand its members and library users. This communications plan was approved by the Executive Committee.

The two main aspects of the plan include: a new CENL website to be launched in July and the launch of a Twitter account. With a new website and Twitter account, the Secretariat hopes to promote CENL's image as an inclusive and international body, that builds community for its members, embraces innovative technologies and values user engagement.

The Executive Committee met on three occasions over the course of the year: October 2018 in Vienna, January 2019 in Brussels and April 2018 in London. The meetings covered a number of topics to further the strategic priorities of CENL, including CENL's focus on developing our people with the promotion of the grant and bursary schemes, the new communication plan and the review of the working groups.

As this AGM would include further session about the EKN grants, SC chose not to discuss them in details as part of the Annual Report. However, she reminded that CENL introduced the EKN grant in January 2017 to celebrate the considerable contribution Erland Kolding Nielsen made to the development of European libraries throughout his long and distinguished career as Director General of the Royal Library in Denmark from 1986-2017. In late 2017, a grant was awarded to Latvia and in 2018, two grants were awarded to Estonia and Serbia. A call for applications was repeated in early 2019. The scheme will run for 5 years.

SC reminded members that the CENL's skills and knowledge exchange bursary programme was launched in 2017 with each individual bursary available for up to 1000 Euros. SC asked members to read the full reports from the bursaries awarded thus far on the CENL website but stated that those awarded in 2018 included 10 bursaries for an average of €848: Macedonia, Croatia, Hungary, Montenegro, Armenia, Moldova, Bosnia and Herzegovina, Bulgaria, Bulgaria, Bosnia and Herzegovina.

SC reminded that the bursaries can be used for: visiting a national library for face-to-face mentoring and shadowing to learn new skills and share experiences; attending a training event run by other members; running a workshop for members to attend and share best practice and preparing a webinar or online event for members.

SC highlighted that CENL currently has an underspent on the bursary budget, so the CENL website will be a useful tool to promote the bursaries to all the CENL members. SC encouraged all members to apply and encourage their staff to apply for these bursaries.

SC explained that the CENL Secretariat completed the legal work for the change of statutes. If members have any questions, they can contact the CENL Secretariat.

SC highlighted the following current CENL surveys.

- Library Spaces Survey: the CENL Secretariat has continued to work with members to collect surveys on their library spaces. Hans Petschar will give a full update as part of the AGM.
- Training and Development Survey: in 2016, CENL conducted a survey to collect the training and development needs of CENL member libraries, with the aim that training opportunities across our community could be coordinated. The CENL Secretariat is hosting a PhD student placement who is working on a refreshed survey and members should have received it and there were paper copies available at the AGM for members to complete.

**ACTION 02:** CENL members to fill in the new training and development survey.

As this AGM would include further a session about the review of the CENL Working groups, SC chose not to discuss them in details as part of the Annual Report presentation.

The CENL Copyright and Information Law Working Group last met at the National Library of the Czech Republic in October 25th 2018. The main activity has been working as part of the European coordination group with EBLIDA, LIBER, Sparc Europe, IFLA, European Universities Association, Science Europe, Public Libraries 2020 and Europeana on policy matters relating to a revision to EU copyright law.

The main discussions focused on the 2 following issues: the European Union and the Copyright in the Digital Single Market Directive, which has now been passed in the European Parliament; and the reuse of Public Sector Information Directive was updated.

SC mentioned that members will find the details of the feedback from the group on how this will affect national libraries in the Annual report (Paper 3).

The CENL-Federation of European Publishers Working Group met once in Paris, on January 21st, 2019. The main discussions focused on the following issues: the directive on Copyright in the Single Market; text and data mining (TDM) practices; and legal deposit laws especially concerning e-books and access to harvested / deposited content.

The group heard a presentation of European Digital Reading Lab by Laurent le Meur and discussed the Marrakesh Implementation.

SC gave an update on the CENL Representation on ISNI International agency Working Groups. SC started by reminding that ISNI is the International Agency (ISNI-IA) that governs the assignment and registration of ISNI identifiers (ISNIs) globally and formulates policies and practices to support ISNI and promote its widespread adoption. ISNIs can be assigned to the public identities of persons, organizations or “personas” of each, usually for parties active in the creative sector.

ISNI holds public records of over 10 million identities including 9.4 million individuals (of which 2.88 million are researchers) and 826,810 organisations. The ISNI database is a cross-domain resource with direct contributions from 51 sources, including the Virtual International Authority File (VIAF), an aggregation of data from major national and research libraries.

The CENL Representation on ISNI International agency Working Groups activity highlights included this year: the review of the ISNI business model and governance; discussions on the ISNI-VIAF interoperation and business models; preparing the load of data from MusicBrainz and YouTube; and work on the completion to underpin the dissemination of ISNI identifiers and public (non-confidential) metadata in the form of open Linked Data under a CC0 licence.

SC concluded her presentation of the Annual Report with a welcome to new members joining CENL this year: Mr Hrach Saribekyan (National Library of Armenia), Dr Cecilia af Forselles (National Library of Finland), Mr Frymzim Dauti (National and University Library St. Kliment Ohridski), Mrs Carmen Mihaiu (National Library of Romania), Mr Vadim Duda (Russian State Library), Mr Ilya Leonidovich Bykovnikov (Boris Yeltsin Presidential Library) and Mr Hamdi Turşucu (National Library of Turkey).

## 7. Treasurer's Report


### Paper 4

The National Library of Belgium's Sara Lammens (SL) presented the Treasurer's Report. Explaining that her presentation would cover highlights of the financial year, SL referred all members to full details in the written report (Paper 4).

SL explained that there are two CENL accounts: CENL 1 and CENL 2 and that account 2 is for reserves for an unemployment clause, but that risk reduces every year.

SL explained that her presentation would cover the details of the cash balances and final budget for 2018, the audit and preparation of financial statements for 2018. Moving on to this year, she would provide an update of the budget up until the end of April and propose a vote on the revised 2019 budget and present the proposed budget for 2020, which would be submitted by vote.

SL showed:




### Cash Balance – Account 1

CENL account 1	Bank Balance
Opening bank balance as at 01.01.2018	598 125 €
Total Income	139 520 €
Less Expenses	97 2018 €
Bank balance as at 31.12.2018	640 438 €

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Treasurer's Report - CENL AGM 2019

SL stated that the income in this CENL account 1 comes from the CENL membership fees received and a transfer from CENL account 2.

For CENL account 2 (the former TEL account) SL showed:



### Cash Balance – Account 2

CENL account 2	Bank Balance
Opening bank balance as at 01.01.2018	170 055 €
Total Income	0 €
Less Expenses	30 096 €
Bank balance as at 31.12.2018	139 959 €


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Treasurer's Report - CENL AGM 2019



SL explained that the account started with a balance of 170 055€ and closed with a balance of 139 959€.

SL explained that CENL has long-term obligations towards former TEL staff and will hold certain funds in reserve should these financial obligations need to be met within a specific timeframe. SL stated that as CENL obligations to keep money in CENL account 2 decrease with time (for the aforementioned obligations towards a former TEL staff member), funds can be transferred to CENL account 1. SL explained that 30 204€ were therefore transferred to the CENL 1 account. Other expenses on the CENL 2 account consist of bank charges.

SL went to explain the income and expenditure for CENL account 1:



## Income – Account 1

CENL budget 2018	Budget	Actual Income	Balance remaining as of end of Dec 18
Membership fees	116 500 €	109 500 €	7 000 €
Transfer from CENL account 2		30 020 €	
<b>Total Income</b>		<b>139 520 €</b>	

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Treasurer's Report - CENL AGM 2019

Income comes from the membership fees. Two members settled their 2018 fee in early 2019, and two members have not paid their fees in 2018. The rest of the income comes from the transfer of 30 020€ from the CENL 2 account.

Regarding expenses:

## Expenses – Account 1

CENL budget 2018	Budget	Actual Expenses	Balance
Financial support AGM	9 000 €	3 858 €	5 142 €
Travel costs speakers	2 000 €	3 016 €	- 1 016 €
Skills & knowledge exchange	30 000 €	8 732 €	21 268 €
Erland Kolding Nielsen grant	10 000 €	15 000 €	- 5 000 €
CENL website costs	2 000 €	236 €	1 764 €
Banking costs	1 000 €	1 004 €	- 4 €
Audit and legal costs	8 000 €	13 209 €	- 5 209 €
CENL Secretariat	52 000 €	52 000 €	- €
Other office costs	2 500 €	153 €	2 347 €
<b>Total Expenses</b>	<b>116 500 €</b>	<b>97 208 €</b>	<b>19 291 €</b>



1. Travel costs for speakers ended up higher than expected as the flight for Guy Berthiaume was very expensive.
2. CENL had quite a large underspent on the bursary programme. The Secretariat is hoping that the number of application will rise with the new website and communication plan.
3. There was an overspent on the EKN grants as an additional EKN grant was awarded in 2017 for a seminar on 'Book Museums and Their Audience' held in 2018 by National Library of Latvia. Each EKN grantee received the full amount of 5 000€ for their projects.
4. Audit and legal costs were higher than expected. To reduce this cost in the future, the CENL Secretariat did the 2018 Audit remotely rather than on site, which was significantly cheaper.

The total planned budget for 2018 was 116 500€ and final expenses came to 97 208€, so there was a final positive balance of 19 291€.

SL explained that the Audit was prepared RSM auditors including the financial statements for 2018 and was signed off on 13 May 2019.

SL then presented the 2019 budget. SL explained that she and the Secretariat looked at investment opportunity with the funds available on the CENL account. However there was so satisfying solution available as risks were too high. Therefore, with the agreement of the EC, SL would like to use some of the available funds to invest into the CENL website and content to provide more opportunities for CENL members, especially around networking. SL would like these available funds to be invested into a project that will benefit all the CENL members.

SL showed:

## Cash Balance – Account 1

CENL account 1	Bank Balance
Opening bank balance as at 01.01.2019	640 438 €
Total Income	139 965 €
Less Expenses	1 701 €
Bank balance as at 30.04.2019	778 702 €

SL presented the balance of 640 438€ at the beginning of the year.

SL stated that the income in this CENL account 1 comes from the CENL membership fees received and a transfer from CENL account 2.

For CENL account 2, SL showed:

## Cash Balance – Account 2

CENL account 2	Bank Balance
Opening bank balance as at 01.01.2019	139 959 €
Total Income	0 €
Less Expenses	43 000 €
Bank balance as at 30.04.2019	96 959 €

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Treasurer's Report - CENL AGM 2019

SL explained that, as mentioned before, as the obligations to keep money in CENL account 2 decrease with time, 42 965€ were transferred to the CENL 1 account. Other expenses consisted of bank charges.

SL presented the proposal for the revised budget 2019 and showed:

## Expenses – Account 1

CENL budget 2019	Budget agreed at 2018 AGM	Revised budget 2019	Actual Expenses at 30.04.19	Balance at 30.04.19
Financial support AGM	9 000 €	9 000 €	- €	9 000 €
Travel costs speakers	2 000 €	1 000 €	- €	1 000 €
Skills & knowledge exchange	25 000 €	21 965 €	885 €	21 080 €
Erland Kolding Nielsen grant	15 000 €	15 000 €	- €	15 000 €
CENL website costs	2 000 €	40 000 €	- €	40 000 €
CENL website content	- €	10 000 €	- €	10 000 €
Banking costs	1 000 €	1 000 €	119 €	881 €
Audit and legal costs	8 000 €	7 000 €	698 €	6 302 €
CENL Secretariat	52 000 €	52 000 €	- €	52 000 €
Other office costs	2 500 €	2 500 €	- €	2 500 €
<b>Total Expenses</b>	<b>116 500 €</b>	<b>159 465 €</b>	<b>1 701 €</b>	<b>157 764 €</b>

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Treasurer's Report - CENL AGM 2019

SL explained that in the past, we have not used the reserves transferred from CENL 2 to CENL 1. A transfer of 45 965€ was made this year and SL suggested to re-baseline the 2019 budget using this extra income to finance a new website including new content for CENL. This would bring the budget to a total of 159 465€ instead of 116 500€ previously budgeted.

SL explained that as agreed by the EC in January, the CENL Secretariat commissioned a new CENL website and 40 000€ have been allocated in the budget. The EC also agreed to allocate 10 000€ to create content for the new website with a video and social media presence.

SL presented the expenses up to April 2019. The expenses come to a total of 1 701€ covering a bursary, legal and banking costs. As a result, the CENL budget 2019 has a positive balance of 157 764€. SL mentioned that a lot of costs, including the Secretariat costs and first website payments are expected to come in shortly.

SL called for a vote, by show of hands, to approve the revised 2019 budget. 27 members voted in favour of approving the revised budget.

SL presented her proposal for the 2020 budget and showed:

Proposed Budget for 2020		CENL Foundation Conference of European National Librarians
Proposed Budget 2020	Amount	
<b>Income</b>		
CENL membership	116 500 €	
Transfer from CENL 2 account	23 390 €	
<b>TOTAL INCOME</b>	<b>139 890 €</b>	
<b>Expenses</b>		
Financial support AGM	9 000 €	
Travel costs speakers	4 000 €	
Skills & knowledge exchange	35 000 €	
Erland Kolding Nielsen grant	15 000 €	
CENL website costs: maintenance & content	14 500 €	
Banking costs	1 290 €	
Audit and legal costs	6 600 €	
CENL Secretariat	52 000 €	
Other office costs	2 500 €	
<b>TOTAL EXPENSES</b>	<b>139 890 €</b>	

SL explained that the CENL Membership fees amount should stay the same. Regarding the CENL 2 account, as the risk reduces over time, SL suggested to transfer 23 390€ from the CENL 2 to CENL 1 account. As suggested for the revised 2019 budget, SL recommended to include this amount to finance new projects. As a result, the total amount of the 2020 budget is 139 890€.

SL and the Secretariat have changed the amount allocated to Skills & Knowledge exchange with 20 000€ allocated to bursaries and 5 000€ allocated to the three new CENL network groups (see Paper 6). This will bring the total for Skills & Knowledge exchange to 35 000€ with an additional 15 000€ for three EKN grants. The new website will have higher maintenance costs for which 5 000€ were allocated. An additional 9 500€ were allocated in the 2020 budget for new content, possibly for a new video. The other expenses will remain similar. This bring the total of the planned expenses to 139 890€.

SL reminded that the Finance paper (Paper 4, page 17) provides the details of the proposed 2020 budget aligned with the strategy 2018-2022.

SL called for a vote, by show of hands, to approve the proposed 2020 budget. 26 members voted in favour of approving the revised budget.

SL thanked the CENL Secretariat for all their work on the CENL finances.

## 8. CENL Action Plan and Communications

The British Library's Marcie Hopkins (MH) introduced the CENL Action and Communication plan. MH remarked that the plan derives from the CENL 2018-2020 strategy and told members to contact her if they had any questions. MH reminded CENL members of the four priorities under the strategy.

MH explained that the CENL Secretariat has led on the development and delivery of the CENL Communications and Strategy Plan for 2019-2020 to engage with and better understand its members and library users. This strategic plan was approved by the Executive Committee.

The three main aspects of the plan include: a new CENL website to be launched in July, commissioning a video presenting the work of CENL and the launch of a Twitter account.

With these new tools, the Secretariat hopes to highlight the importance of CENL and the member libraries in contributing towards the intellectual, educational, cultural, social and economic development of the communities they serve, as well as showcase the heritage, innovation, creativity and economy contributions of national libraries. The video will promote the wide range of activities occurring across our Member libraries; CENL's image as an inclusive and international body that brings together the national libraries of Europe; the Skills & Knowledge Exchange opportunities to CENL members and how CENL is building a community for CENL members.

MH explained that there were limitations to the current CENL website especially for discussions outside of the CENL meetings. MH presented the new CENL website. The design of the new website reflects CENL's central purpose of promoting Europe's National Libraries. The following features have been introduced to give more Member Libraries visibility on the website: carousel functionality for photographs, tweets and blogs; Members' Directory; Networking forum; and a news and events webpage for Member Libraries to showcase their achievements and activities.

MH presented the timeline for the website starting in July 2019 with training material for members and the launch of the new website. Between July-September 2019, members will be able to populate essential sections of the Members' Only Area. From the July launch, CENL members & the Secretariat will regularly update website calendar. In November-December 2019, the CENL promotional video will be released.

The website will be updated by the Secretariat but it will rely on members adding events and interacting with the members' area. MH showed some screenshots of the work in progress including the video being a main feature on the home page and the member's area. MH explained that all the previous CENL papers will be available to download on the new CENL website.

MH presented the project for the CENL video. The CENL Secretariat went to tender to commission a video. The video will be featured on the main page of the website and on Twitter. The aim is to produce a 3-4 minutes video that celebrates CENL and its members and presents CENL as an organisation that brings together the national libraries of Europe.

MH presented the timeline: in April 2019, an invite was sent to collect quotations and in May 2019, a video production company was appointed. The company will be working on the video production between June and September and the video will be launched in November 2019.

To limit the costs, MH explained that the Secretariat will use existing footage from the different libraries and will be in touch with all the CENL members to get that footage.

MH presented the new CENL Twitter account. She explained that the Secretariat is asking the members to help promote the account by: following @cenl\_Europe, re-tweet the tweets, use the #CENL hashtag and the #CENL2019 for the AGM and tell Secretariat if members have a twitter account that CENL should follow.

**ACTION 03:** CENL members to promote the new @CENL\_EUROPE Twitter account.

## 9. Keynote presentation: Laurence Engel

The Bibliothèque nationale de France's Laurence Engel (LE) introduced her keynote explaining that there is an ever growing link between libraries and digital technology and even if this connexion is a natural alliance, national libraries must nurture it in order for them to stay relevant. LE explained that the notion of innovation must be understood in the broadest possible sense, encompassing all our missions.

The BnF is the oldest French cultural institution and the BnF has been “innovating since 1537”, the year in which legal deposit was created. LE explained that innovation has been, from the beginning of its history, its principle of action. Innovation is a central part of the BnF's identity but this is not always obvious for people who do not know it.

LE gave a timeline of the BnF's history with innovation.

1368: The royal library of Charles the Fifth was installed at the Louvre

1537: Francis the First, established legal deposit

1666: The Royal Library, which used to follow the Court, became sedentary

1874: The Bibliothèque Nationale launched the comprehensive cataloguing of its printed collections

1975: Digitisation of knowledge starts

1996-1988: Opening of the BnF's second central site, the François Mitterrand Library. The BnF became a digital library with the launch of Gallica the same year.

2006: Web Legal Deposit introduced

2011: Data.bnf.fr created

2018: First experiment regarding legal deposit of digital books

LE developed the key ideas of the BnF's strategy. Firstly, heritage and technology: due to legal deposit, in a way that implies to be constantly in touch with the latest developments of creation, the BnF has to be able to organize and disseminate an ever greater mass of information. Secondly, national library and public libraries: it was not so obvious in France, where public libraries are commonly not linked with the national library and the management of legal deposit was naturally the central mission of the BnF, but today, the BnF is a global library: national, public, digital, heritage and cultural one. Thirdly, universality and individuality: the universality of the collections must be associated with the capacity of welcoming each person. And finally, knowledge, know-how and cooperation: the BnF works with almost 400 institutions, with which it notably shares its digital tools at European and international levels.

For the past 20 years, the BnF has been acting within the framework of a national policy expressed in terms of independence and public service. But although this strategy is first of all expressed through the digitization of its outstanding collections, with the aim of preventing total control by companies such as Google, the challenge is to create awareness about the much broader dimension the strategy covers: collections, obviously, but also their preservation, dissemination and digital use and re-use. In this sense, the BnF is a fully-fledged digital institution. In 2016, the BnF was awarded the Stanford Prize for Innovation in Research libraries (SPIRL) for both Gallica and data.bnf.fr.

LE explained that sharing is essential at the time when users are able to digitize their documents themselves and presented a few examples of the work that the BnF is doing.

The BnF offers, since 1998, access to its digital library Gallica (<http://gallica.bnf.fr>), obtained through the library's commitment to the digitization of selected items of its collections. This is a long-term project. Today, more than 5 million digitized documents (manuscripts, sound materials and music score, books, images and newspapers issues), in French and other languages are freely available on line. But it is not only a question of quality. Gallica studio was designed to anticipate the reuse of Gallica's documents. The BnF also experiments with different ways to develop a new dialogue between librarians and users such as hackatons or artistic residences. With regard to legal deposit, an experiment is currently underway at the BnF. In parallel to the legal deposit of digital books, the BnF is gradually developing deposit chains for digitized sound, periodicals, movies and all types of dematerialized documents.

Data.bnf.fr is a strategic tool deployed in 2011, which gathers data from different databases of the Bibliothèque nationale de France, so as to create Web pages about Works, Authors, Subjects and Places together with an RDF (Resource Description Framework) view on the extracted data.

The Corpus project is an experimental project based on analysing a few datasets conserved at the BnF, and it has provided a picture of what the Library's future data mining laboratory might look like. The BnF is transforming one of its reading rooms to host this project, developed with universities and research institutions.

LE mentioned that the BnF is currently dealing with many projects but these issues could not be addressed without the support of its European and international networks. The BnF is participating in several programs (Horizon2020, Connecting Europe Facility, etc.) supported by the European Commission. Regarding the standardization work, the BnF teams are active in national and international bodies (ABES, AFNOR, ISO, etc), and on data alignments made in the context of two bodies with: ISNI (International Standard Name Identifier) and VIAF (Virtual International Authority File).

LE presented a recent project carried out with the British Library in cooperation with the Polonsky Foundation: 800 manuscripts selected for their significance as well as for their artistic, historical or literary value have been digitized. The BnF has created a website based on the Vanilla Gallica (Marque blanche) infrastructure in order to implement the IIIF protocol. In parallel, the website developed by the British Library, Medieval England and France, 700-1200, presents a choice of manuscripts introduced by scholars for the general audience. This collaboration illustrates that our institutions have taken on board and most successfully implemented the IIIF protocol. Notwithstanding the capacity to summon four manuscripts at once in the same digital space, IIIF also helps meet researchers' specific and essential needs: annotating, comparing, transcribing documents, identifying fragments, and so on.

The BnF is present and active in the use of innovative technology at the service of its users, with the challenge of applying these systems to encyclopedic and multiform collections and this is a specific challenge. LE presented the two lessons from their work: firstly, in order to succeed, do not consider digital items as static entities, integrated once and for all in a collection. They may well evolve, morph under the effect of the technologies applied to them. Secondly, it is certainly a fact that our evolution is driven by technological breakthroughs but our action must also include issues relating to other areas such as heritage or copyrights specific legal fields.

LE explained that the BnF collections are still expected and requested in their material form. The BnF provides imposing physical areas, distributed over a number of sites. There are some 4,392,000



square feet in all, around 4,000 workstations, including exhibition rooms and auditoriums to accommodate a growing visiting public. LE wants to establish a strong link between digital and physical worlds.

The “Richelieu project” is an architectural masterpiece covering 4 centuries of architecture. The aim is to apply the principles of the “1998 Revolution” to a historic building: adding an act of openness to the research library; opening the library section to the general public with a room open to all; and opening up with regard to the cultural offer with the opening of a museum.

LE gave another example and explained that the BnF is currently undertaking a very large-scale project that consists in redesigning the physical management of collections by applying real-estate engineering tools to an age-old institution. This is absolutely necessary as the BnF lacks space. The BnF wants to think of new ways of organising its reserves, solving a whole series of defects and, coming up with the most effective way to manage the spaces.

One of the BnF’s core missions is to serve all audiences in France and throughout the world. This implies to develop a strategy constantly updated. The BnF must consider researchers at the very start of their projects through collaborative approaches, positioning the library in the field of data excavation, developing set ups multifaceted. The BnF must also define more clearly its cultural policy and stepping up actions towards audiences less familiar with the BnF.

In 2017, the BnF welcomed 1.3 million visitors. This is 20% more than in 2016, among them 40% were from abroad. Gallica receives almost 16 million visits a year, up 11% compared to 2016.

LE stated that innovation goes hand-in-hand with trustworthiness and quality. In the context of the debate on fake news and protection of personal data, libraries are safe havens. The role played by data underlies the place that cultural institutions occupy on the internet, taking an active part in the data ecosystem means being present when the public comes to call. As a source, the BnF therefore opens data and content that can be reused over and over again. It is also opening-up, which guarantees renewal of its flow and capacity to meet demand. Libraries have always been in the business of organizing knowledge and, to that end, used the notions of files, referencing and cataloguing to create close proximity between two worlds artificially separated. However, future changes will be major ones in terms of scale, from the point of view of data and resources, as well as the point of view of collaborative perspectives and make libraries look beyond standard institutional stakeholders. The change of attitude of the audience, now more volatile and eager to explore, reuse, make and share its own content, leads libraries to conceive new services.

LE concluded by saying that libraries must also claim and cultivate their difference. They must innovate, however, they must also assert their roots in a centuries-old policy of collecting and preserving heritage, bear high their sense of responsibility in data production, and stand for what they are: key stakeholders in producing and disseminating knowledge.

## **10. Presentation and breakout discussion: Review of CENL Working Groups & Future approach to ISNI**

### **Paper 6**

RK introduced the review of the working groups. He reminded CENL members that there are currently three groups, and that at the last Annual General Meeting in Iceland CENL members asked



the Executive Committee to review these groups and to test whether these were still aligned to the new CENL Strategy. The review focussed on two out of the three working groups, as the third, CENL representation on the ISNI International Agency, was undergoing wider changes already.

MH explained the background to some of the changes in the ISNI landscape. The CENL representation on ISNI started in 2010 when the Bibliothèque nationale de France (BnF) and the British Library (BL) were given a mandate to represent the CENL libraries on the ISNI governing board. CENL felt that it was important that national libraries were represented on this board. Since 2010, the BnF and BL have promoted library interests on ISNI-IA but have in equal measure promoted the standard and helped develop it technically. Both libraries act as registration libraries and continue to provide valuable quality support using their own resources for the wider community.

Isabelle Nyffenegger (IN) from the BnF continued to explain that over the past 9 years more libraries have started adopting ISNI as well as other industries including YouTube. This has been a game changer, and in 2018 the ISNI governing board met to review the governance to meet the new structure and members.

The BL and BnF remain founding members but agree that a new sector consultation group is required which will be able to represent all current and new member libraries from around the world. A representative from each sector group will sit on the future governing board.

IN explained further that two seats have been secured on the board, one for the founding members (BL and BnF joint) and a seat to represent libraries as a whole. This will allow for continuity and expertise to remain on the governing board as well as encourage new members to join and participate.

There are a number of options to explore when considering a new representation group. These will be discussed at the next ISNI Summit which will be held 26-27 June at the BnF in Paris. The first summit day will focus on sharing use cases and challenges and the second day will explore governance and the choice of libraries as a whole. Current and prospective ISNI members will be invited to have their voices heard. After that a recommendation will be sent to the ISNI governing board for their consideration in October.

CENL members had no further questions or comments around ISNI.

MH then went on to explain the process of the review of the CENL working groups, which was an action resulting from the 2018 AGM. In October 2018 the Executive Committee agreed methodology and timeline for this review, which as a first step looked at the history of each working group since its establishment. This involved consulting the CENL archive going back to 1991. The first CENL working group was established in 1996 with the remit to monitor the field of electronic publishing and address the changes happening. MH gave a summary of the CENL-FEP joint working group, its work over the years and its numerous joint statement which are all available on the CENL website. While specific actions from the group decreased, it was felt useful and important to keep the communication between CENL national libraries and publishers open for general dialogue.

In 2009 the CENL working group looking at copyright was established at the AGM in Madrid. This group has been active at the EU level and worked on various directives. The group has been interacting with other groups such as IFLA and LIBER. The 'Representation on ISNI International Agency' Group was established in 2010 through a Memorandum of Understanding which stipulated

that the British Library and the Bibliothèque nationale de France would jointly represent CENL members on the ISNI International Agency.

MH presented the timeline of the review: desk research and interviews took place between November and December 2018, followed by a first draft presented at the Executive Committee meeting in January 2019, and concluded by a series of options which were presented at the Executive Committee meeting in April 2019.

MH showed CENL members the questions which had been asked as part of the review in September 2018. These were asked via emails, phone calls and face-to-face conversations. Seventeen libraries were interviewed and MH thanked the members who took part. Questions were centred around what have been the most helpful achievements of each working group, what works less well in the current set-up, and whether the working groups continue in their current form. The review further asked for other comments, such as what the proposed changes the CENL members would like to see.

RK presented the benefits of current model: the working groups are an effective forum for all to share knowledge, understanding and expertise; they cover useful arenas for discussions, exchange and promotion of common interests; they provide a “Safe space” for CENL members to meet and they provide unique groupings of experts with symmetries, and peer-to-peer contacts.

RK then presented the reasons for change: there is an overlap in topics between the working groups that can lead to confusion; there is a lack of clear connection with CENL Executive Committee; there is no formal alignment with CENL strategy or opportunity to review; there is ambiguity/uncertainty over CENL’s advocacy and lobbying role; there is a relatively low engagement with wider CENL community; there is a growing emphasis on networking and knowledge exchange versus traditional ‘working group’ activity; the terms of reference are not always clear or consistent and the current structure inhibits the creation of new groups.

RK explained that it was important to create an environment where staff members can meet regularly outside of the annual meeting of the directors.

RK explained that the key considerations and assumptions of the review were around advocacy: maybe our advocacy doesn’t need to be on technical questions. The centre of gravity should be shifted to reflect the knowledge exchange. The new website will assist with this as new tools will allow groups to have a livelier exchange online. Regarding ISNI, the conversation is slightly separate.

RK explained that the EC’s recommendation was a fresh start from CENL working groups to CENL network groups. These groups should help to unlock the knowledge and will have better governance and dynamism to adapt to the changing world.

The key elements of these new groups will be:

- 3-year term for Chair and members, timed to align with Chair of EC election/renewal
- Members invited to propose topics for NGs, with standard application form and encouragement to align with CENL strategic priorities
- Maximum of 3 groups at any one time
- Common Terms of Reference for all groups
- Group membership encouraged to be from second-tier leaders and experts within national libraries

- Bespoke spaces on the new CENL website to support their work
- Standing bursary to help with travel costs and NGs expected to contribute a short written report to AGM
- Opportunity to propose a session for AGM based on their topic (with additional funding available)

RK added that the CENL Secretariat will action this project in the autumn.

RK said that Elisabeth Niggemann sent through a question on publisher relations. RK suggested having an annual meeting with the publishing sector to share views and have discussions on this new model. RK mentioned that he would welcome views from CENL members in the next few weeks but stated that engaging with an external organisation is different from a working group.

RK asked the members if they had any questions.

The National Library of Denmark's Pernille Drost (PD) thanked RK and MH for a comprehensive review. She suggested looking at the structure of the new groups and not to start new bureaucracy with too much hierarchy. Instead of a treasurer, if budgets are not too big, a team leader might make more sense. PD suggested having more flexibility rather than 3 years terms.

RK explained that if money was spent, the CENL governance would need accountability. RK supported the idea of more flexibility for the groups. RK agreed that the language used to describe the positions would be carefully thought through. MH explained it would be useful to have a team member minuting the meetings. RK explained that there would be a future meeting with FEP to discuss the future relationship.

The meeting then went on to its breakout session component. RK suggested dividing the delegates into 3 groups for a breakout session to discuss potential topics for the new groups.

Sandra Collins' group suggested a topic on Artificial Intelligence. She argued that this would be useful as CENL can be seen as abstract organisation and it would improve CENL's image as an innovative organisation. SC's group suggested looking at the new librarian with digital skills working with public libraries and university libraries. The group also suggested doing a strategic piece about the role of national libraries but this might be something for the directors to discuss rather than the network groups. SC's group also thought it would be useful to have a group working on how readers and users engage with online collections and how national libraries compete with information of poor quality online. CENL could take a leadership position on this issue.

Sara Lammens' group expressed demand for practical topics to be discussed: digital legal deposit, copyright problems, and technical aspect of copyright. The group also talked about IIF: some libraries implement it already but some don't, so more exchange between the technical teams of the national libraries would be useful and these conversation should not be just with management. Other potential topics included service design and libraries as research labs. The group also suggested finding a way to get information quickly from CENL members, for example what percentage of libraries let users take photos in the reading rooms with simple yes/no questions. RK suggested that the new website could be a good way to do this.

Hans Petschar's group discussed similar issues: the exchange of information between technical teams and library labs. The group discussed strategic issues such as openness, change of innovation and leadership. For many of these issues, working groups already exists (IFLA, CDNL) and similar

people are in these groups already, so duplications should be avoided. The group also discussed the tensions between classical librarians and artificial intelligence and suggested to open up the CENL AGM to library experts and general audiences.

SC mentioned the importance of disseminating the value and information of the groups to the rest of the staff and suggested to have a larger conference involving more staff from the CENL member libraries.

RK thanked all the groups. RK agreed that the new network groups should not replicate existing groups in other organisations and connect members to existing groups if needed. RK mentioned that many professionals were already sharing information about the conference on Twitter which was very positive.

### **11. Group photo**

This was taken on the stairs of the Scandic Meyergården by Hilde Stenberg [and printed copies of the photo were distributed to all CENL members for the end of the AGM].

### **12. Lunch**

Lunch was served in the Hotel Scandic Meyergården.

### **13. Panel session and discussion: Diversity and Inclusion in national libraries**

This session was chaired by Dr Sandra Collins from the National Library of Ireland, who was joined by panellists Dr Martin Kocanda, National Library of Czech Republic, Dr Tomasz Makowski, National Library of Poland and Dr Lily Knibbeler, National Library of the Netherlands.

Dr Collins opened the session by talking about the National Library of Ireland's approach to diversity and inclusion, which involved publishing the library's policy in the 10 most common languages, braille and sign language. The framework uses the library's strategic pillars. A cross-organisational committee was set up, with the Director as champion reporting to the Board. A key component was the establishment of a Diversity and Inclusion Forum, which invited more than 70 stakeholders to discuss what can be done better – this was run in a world café format.

After that the committee developed a 3-year implementation plan. This covers a number of action areas, such as diverse collecting, working with new communities, being more accessible, producing more inclusive programmes, digital collecting and more diverse collaborations.

Dr Collins highlighted that communications are key – one can never communicate too much with all stakeholder groups, may they be users, staff or government. Dr Collins showed a video from the Diversity and Inclusion Forum. She stressed that it was important to keep the conversation going and not to forget the connections made.

Dr Martin Kocanda's presentation on diversity and inclusion focussed on the social role of libraries, the library as a meeting space. University students already expect libraries to be this, to represent institutions of free communication and opinions. However, there are challenges to achieve this. Dr Kocanda divided these into 1) construction, 2) legislation and 3) thinking. The National Library of

Czech Republic is housed in a building constructed between the 16<sup>th</sup> and the 18<sup>th</sup> centuries. Even with a number of new lifts added access remains problematic, and as the building is heritage protected changes are not easily made to the structure. It is currently impossible for a wheelchair user to reach the director's office. Dr Kocanda said that every effort is currently made to see if a new building can be provided for the national library. He went on to talk about internal legislative challenges. Some user groups, i.e. foreign nationals, are currently not accepted and cannot make use the collection if they do not have a permanent residency in the Czech Republic. Dr Kocanda said that it was important to confront our ideas with the real needs of our users, and he is seeking advice from a variety of groups, including disability and social groups, so that admittance legislation can be amended. Dr Kocanda then went on to say that we needed to change our thinking and should not wait for external stimulus. Maybe libraries can provide opportunities for those who suffer from affordability issues, such as giving free access to news from all around the world.

The third presentation was delivered by Dr Tomasz Makowski. He opened by saying that our libraries' collections show the histories of our countries, and collecting shows the development of nations and societies. At the National Library of Poland the collections are available to everyone 13 years of age and older. In 18 months' time vital construction work will be completed, which will provide disability access. The work will also increase access to its collections for people outside of the city centre. A blind colleague is currently testing all disability issues and services. The library has a policy to employ disabled people which exceeds the national requirement and is currently at 8% of the workforce. Dr Makowski said that we are all disabled in one way or another, and that disabled staff are invaluable in showing other their own limitations. Some staff have been working at the library for many years, and as there is no upper retirement age these employees are embraced. Dr Makowski closed by adding that of the 70 management positions at the library, 50 are filled by women and 20 by men. The average salary for female staff is higher than for male.

Dr Lily Knibbeler acted as a respondent to the three panellists. She reflected that as the first female director of the National Library of the Netherlands, which is also responsible for public libraries, she is acutely aware of her and the library's responsibility to represent the local as well as the national communities. However, at present it is not representative, and looking at the CENL members in the room she felt that this group itself was homogenous as well. She asked whether there could be targets or quotas. With regards to the collections our libraries hold, Dr Knibbeler asked whose stories libraries were telling. Are we collecting heterogeneity? She said that asking questions should always be the leading principle, and that one ought to focus on people's strengths rather than on their weaknesses.

Pernille Drost (PD) argued that national libraries remit was to collect under their respective countries' legal deposit acts, and that meant that for her library these were books in Danish. She asked that the diversity and inclusion discussion ought to include a debate about the role of national libraries.

Liz Jolly (LJ) said that it was important to take a strategic view. A recent CILIP survey in the UK highlighted that only 2% of librarians were from a BAME background. The British Library has recently seen a number of staff-led network groups being established which enable staff to feed back issues to management.

Monique Kieffer (MK) responded by talking about Luxembourg's own challenges as a small countries with three official languages. There is a pressure to building collections in other languages but not

sufficient resource to achieve this. She reflected on the future of integration through buying collections online or buying translations.

#### **14. Presentation and discussion: Survey of Library spaces – Hans Petschar**

The National Library of Austria's Hans Petschar (HP) presented an update on his survey of Library spaces. The survey is still a work in progress.

HP thanked the colleagues who sent their surveys. Some information is still missing, so HP was not able to give the full data and statistics. All surveys were uploaded on to the CENL member area and will be available on the new website.

HP started describing the physical spaces. Some members are working on considerable space changes, for example the BnF Richelieu building, so there will be an update on the survey. There is a lot of diversity regarding the buildings of the members. HP is still collecting information on the urban environments of the members.

HP has been collecting information and visuals of the reading rooms and they are very diverse. In many libraries, the usage of special collections is declining and many reading rooms have been closing down.

HP talked about staffing and how it is now changing, especially the relationship between permanent and non-permanent/agency staff.

HP explained that he has collected information on the history of the national libraries but still misses some information to create a full map.

HP explained that there is a need for the creation of exhibition, open and flexible spaces. A lot of older buildings don't have space for exhibitions.

National libraries have to think about the environment they are living in, artificial intelligence, big data and how to integrate them. Libraries shouldn't become just a terminal.

HP mentioned the national day in Austria for which the National Library of Austria opened a new website and within 2-3 days, they had really high engagements from their users.

HP explained that the journey of the survey is not over and that he was still collecting data. RK reminded the members to fill in the surveys and that the surveys will be available on the new website.

**ACTION:** CENL members to fill in the survey of Library spaces

#### **15. Presentation: Russia's national project for modernization of municipal libraries in Russian regions – Vadim Duda**

Connected via Skype from Moscow, Vadim Duda (VD), Director of the Russian State Library, delivered a presentation on an ambitious project to modernise 660 municipal libraries throughout the country by 2024. The project is government-funded and planned and executed in collaboration with the Russian State Library.

VD explained that in 2014 the Ministry of Culture had agreed to find a pilot phase to modernise 5 out of the existing 40,000 municipal libraries. He showcased a number of them, e.g. Central Library in the village of Lysie Gory, Saratov Region. VD highlighted the benefits of this library transformation, such as increased attendance by 50%, an increase in repeat visitors as well as a stark increase in the number of events, showing that the library was now being used as a community centre. Children were particularly fond of the new space.

The main project goals are to improve living standards of the local community and to involve all regions of the Russian Federation. Training and centralised of electronic resources as well as the adoption of modern media are key components of the project. The project is mentored by the IFLA President.

RK thanked VD for an inspiring presentation, and he and CENL members wished him every success with its future implementation.

## **16. Live Webinar / Discussion: Librarianship in an Era of Big Data: The Vital Human Touch – R David Lankes**

RK introduced R David Lankes.

RDL started by arguing that as stewards of cultural heritage, national libraries are also stewards of society. RDL's key point is that national libraries must stop serving communities, and start building them. These communities include citizens, scholars, doctors, students. RDL explained that this could take many forms.

RDL referred to the dangerous aspects and the increased societal reliance on data-driven algorithms. The use of data, when appropriately gathered and analysed is incredibly powerful. Big Data has unquestionably brought massive benefits to many communities. The ability to search through trillions of pages in milliseconds, search across massive number of images, and the ability to automate complex processes have directly benefited librarians. The issue, as RDL sees it, is when we believe that data gathering, analysis, and encoding into algorithms are somehow neutral acts without social costs.

RDL wanted to touch on national libraries and how not one set of issues or models will reflect their great variety. It is easy to focus on what differentiates them now and that could prevent collective action in the future. RDL explained that the purpose of his keynote is to recruit national libraries to actively build networks of proactive librarians around the European Union to work with their communities to shape a better future.

RDL explained that most citizens of the EU and the US now live two lives: their own, and one created, often without their knowledge, from the digital debris created through their devices. Add to this increased requirements by governments and businesses alike to be online – to apply for a job, to vote, to receive health care, to listen to music – and national libraries see a world that is moving faster than regulation, and faster than realization by those they seek to serve. Libraries cannot be held harmless in terms of privacy as they explicitly value privacy.

RDL explained that Yuval Harari refers to this reliance on collectable data and algorithms as 'Dataism'. It is the result of the collision of computing power, machine learning, and wide availability of ubiquitous networks. It is the belief that if you gather enough data on a person or situation, you



can predict or accurately represent that person or situation. It often also comes with some very dubious, and downright dangerous assumptions. Assumptions such as algorithms are objective, and that data collection is somehow a neutral act. Or even, that everything can be represented in a quantitative way – including culture.

RDL argued that for too long librarians and library science educators saw themselves as neutral actors. They collected, described, and provided materials believing that these acts either without bias, or that those biases were controlled. In collecting they took it all, except for the self-published, or from sources they deemed predatory or of low quality. In cataloguing, they relied on literary warrant and the language of the community – often ignoring that they only saw the dominant narrative and voices.

National librarians are now waking up to the fact that they are a product of a culture. They understand that the choices they make in everything, from classification to exhibits, are just that – choices. They may be guided by best practice, or enforced by law, but ultimately, they are human choices in a material world where resource decision must be made. National libraries can speed up digitization through technology, but they still have to pick a starting point. They can expand those they serve on the web, but still accept that there are those with no broadband or connectivity. RDL argues that national libraries must embrace the fact that libraries, and the librarians that build and manage them, are biased. In fact, it is only by seeing libraries as biased that national libraries can prove their value in the world of massive scale data.

RDL explained that national libraries must realize that it is impossible to be neutral. Putting a book on a shelf or in a vault is a choice. Every day in archives and special collections, they make professional determinations of how accessible an item is versus how protected it is. They can seek out many voices and gather data to make those decisions, but in the end, they are decisions with consequences. Pretending national libraries are neutral doesn't change the consequences, it only allows them to pretend they are not the result of their action.

RDL clarified that he keeps calling them biases, but a better word would be principles. Principles are an explicit statement of belief. They should be transparent and, most importantly, assessable.

It is in the national libraries' decisions and their transparency in making those decisions, that they build trust with their communities. Scholars entrepreneurs and citizens don't trust librarians because they are neutral, but because they agree with their principles and see them consistently applied. The days when libraries had the monopoly on access to large collections is over. Yet libraries in most places the world are not only in use, but in growing use – public, academic, school, and national. RDL argues that the future of libraries is ultimately not set in which technologies are developed or deployed. It is not in a value that was defined a century ago. It is in their very human ability to build trust with their communities. It is upon that trust that they build support and use. It is upon that trust that they confirm their necessity.

RDL argued that it is with that trust that national libraries must reach out to the computer science community, the online industry, and the governments collecting data and deploying algorithms. National libraries must advocate for a seat at the table and represent to voices of those without a seat. They must use the hard lessons learned (and still being learned) to help guide these technologies. RDL explained that he advocates for national libraries play a role in civic data stewardship for example.

RDL advocated that national libraries must prepare their librarians, regardless of title, or training, or location to be a missionary force proactively engaging in the well-being of our cultures. National libraries must build national peer networks that rapidly and effectively spread innovation. They must connect the best thinkers together regardless of status or institutional boundaries.

RDL listed some recommendations including: creating platforms for continuous engagement of participants where they can share, learn, teach, mentor and support each other focusing on individuals, not institutions; creating a system to formally recognize participants within and beyond this platform; recognizing 'Lighthouse Libraries' where a significant percentage of librarians embody innovation and serve as models for other libraries; proactively engaging this network of change agents to transform libraries, associations, institutions, and ultimately communities globally; thinking of a library as movement, not a place or an institution: a movement of people committed to improving society. RDL's final recommendation was to discard terms like 'users' that reinforce the idea that communities are consumers, and use 'members' and 'citizens' that all own and shape the library.

RK thanked RDL for his talk. RK mentioned that the point about bias is interesting and RK was intrigued by the idea of neutrality. RK mentioned that there can be a very honest neutrality to show that National Libraries are not hosting a political agenda. RK questioned the difference between bias and ideology.

RDL presented the example of the American Library Association, which met 1 year ago and discussed neutrality. A student got up and said a conservative speaker was coming to her library and due to security worries, the library would be closed. RDL questioned whether this decision was neutral? He argued that by trying to represent all voices, one could be minimising other voices. RDL argued that his point is that libraries can't be neutral. When talking about budgets etc, these are still choices. A library can be a very intimidating building, and libraries tend to wait for people with literacy problems to come in instead of going to them. RDL argues that libraries are already making choices, which impact on marginalised groups.

ASM agreed with the point that libraries are missionaries. ASM explained that his perspective of outreach is not the people who are familiar with LGBT issues and know that minorities are oppressed. It's the people who don't know that. But it's a real challenge to reach out to these people as his language can be perceived as elitist. ASM explained that his main challenge is how to reach out to people who hate the elite and feel disconnected. RDL agreed that language is very important and needs to be adapted and tend to use the concept of 'member' rather than 'user' or 'reader'.

The British Library's Liz Jolly (LJ) asked RDL which leadership skills are going to be most effective in the profession in the future. RDL replied that it's information seeking and the notion of facilitation. RDL thinks the focus is on building trusted relationships with the community and prefers using the notion of 'work practise' rather than 'leadership'. RDL mentioned that there is disparity between the work done by public libraries and the need to engage and connect these libraries.

SC mentioned that the act of collecting is political and a big statement. The National Library of Ireland looked at what was donated to the library in 2017 and found a ratio of 5 to 1 relating to men and women. The library is now looking at pro-active change but it's a complex system.

RDL replied that all libraries have a responsibility to work with our community to solve these issues. Librarians must realise that their voices are important and they need to put their values forward and

fight for these values to shape a more civilised society. These values will never be universal. Libraries must be pro-active in collecting and social medias are also important. There is no easy solution to solve gender inequality in the collections and libraries must be open to the idea that they need scholars, donors, people in the street, to help them on this issue. Libraries have a voice and they hope that this voice is inclusive but they must be aware that it is not neutral. Public libraries are very important and national libraries must invite them to talk about what National Libraries are doing and how they are doing it.

RK thanked RDL again. RDL announced that he will upload the text and video on his website. See the full video here: <https://davidlankes.org/librarianship-in-an-era-of-big-data-the-vital-human-touch/>

### **17. EKN Grant holder reports / new EKN grants announcement**

MH hat the EKN grant was introduced in January 2017 to celebrate the considerable contribution Erland Kolding Nielsen made to the development of European libraries throughout his long and distinguished career as Director General of the Royal Library in Denmark from 1986-2017.

Each grant is worth €5,000 and for specific projects: development of collections (physical and digital); improving research; educational or cultural services including exhibitions; promoting interlibrary staff communications; infrastructure development and staff development.

MH announced that the next round of applications will be in January 2020 and CENL members will all be notified by the Secretariat. If members have any questions, they can contact the CENL Secretariat.

Two grants were awarded in 2018 to the National Library of Estonia and the Library of Serbia.

MH introduced the National Library of Serbia's project, which was a result of the EKN grant awarded in 2018. On 4-5 October 2018, the National Library of Serbia in Belgrade hosted an international workshop on digitization, digital collection management and digital preservation as part of the South-East European National Librarians Conference (SEENL). Representatives from nine national libraries from Albania, Bulgaria, Bosnia and Herzegovina, Croatia, Greece, Macedonia, Montenegro, Serbia and Slovenia participated in two-day workshop.

MH explained that the aim of the workshop was also to strengthen the SEENL Network inspired by the CENL Network. The aim of the network is to connect national libraries in South East Europe in a strong network that makes cultural heritage complete, available and protected.

The delegates had the opportunity to share and exchange knowledge and practices in the areas of digitization. The ongoing digitization projects were presented, including the common ones, stressing the significance of networking, resource exchange and the strategic improvement of digitization through continual cooperation in future projects. Through these workshops, the different libraries were able to raise awareness of digital preservation issues and it transpired that libraries share the same problems and have similar ways of solving them.

MH highlighted that the conference was also very useful for interlibrary staff communication. MH reminded that the full report is available on the CENL website.



Janne Andresoo (JA) introduced the National Library of Estonia's project, which was a result of the EKN grant awarded in 2018. JA explained that 2018 was the 100<sup>th</sup> anniversary of the National Library of Estonia. The EKN grant covered costs for speakers (travels) and catering for the conference.

The National Library of Estonia invited over 200 delegates with the help of CENL. 26 countries were represented including national libraries but also research libraries. The EKN grant helped pay for the travel costs of two CENL members: Georgia and Moldova.

JA thanked all the CENL speakers. There were ten presentations, two panels and many discussions. The programme was divided into three sessions: 'changing the world around us', 'visions for national libraries' and 'designing national libraries for the future'.

JA explained that the National library of Estonia is currently facing major changes and looking at renovation including welcoming the national archive into its building. This is pushing the national library to re-think how to offer a building that will cover the needs of a national library and national archive. JA confirmed that the conference was very useful to think more thoroughly about this issue. JA also explained that the conference was also important to think about the bigger picture and the needs of their users and the place of national libraries in societies.

JA said that they had very good feedback on the interactivity of the conference. The conference was a celebration of their anniversary commemorating the past and looking at the future. JA thanked CENL for making the conference even better than they could have hoped.

MH announced the grantees of the 2019 EKN grants. The CENL Secretariat received six applications and the EC decided to award three grants of €5,000 each to the National Library of Austria for an international workshop on 'Exploring & Sharing the Danube Collections' in the Autumn 2019; the National Library of Lithuania for an international conference on '21st Century Libraries: Traditions & Innovations' in November 2019; and the National Library of Russia for an international conference on 'International cooperation between national libraries of Europe' in May 2020.

MH congratulated all the grantees. Unsuccessful applicants will receive feedback through the CENL Secretariat.

## **18. Presentation by CENL AGM 2020 host**

SL expressed how delighted the National Library of Belgium is to welcome colleagues next year. Dates will be 08-09 June with a cultural programme on 07 June.

SL explained that Brussels is more than beer and fries! The next AGM will focus on culture and heritage. The National Library of Belgium will show Brussels and its hidden cultural secrets. A visit will be included to the new Africa Museum and the new museum, opening 2 weeks before the AGM, in the National Library of Belgium.

A full programme will be developed over the course of the next months.

## **19. Announcement of the 2021 host**

RK announced the proposal of the EC for the 2021 the AGM to take place at the National Library of Turkey. He explained a sequence of security events in late 2016 and early 2017 had led to the decision to postpone the AGM in Ankara. It was agreed at the time that CENL would always hope to

host the meeting in Turkey when the circumstances were more appropriate. The CENL Secretariat had confirmation from the new director of the National Library of Turkey, Hamdi Turşucu, that they are ready to host again. After thoughtful discussions with colleagues, the EC believes that the time is now to extend the invitation again. RK mentioned that Hamdi Turşucu would have loved to join for the 2019 AGM but couldn't make the journey. However he will be joining in Brussels next year.

## **20. AOB**

The National Library of Luxembourg's Monique Kieffer (MK) mentioned that two years ago at the CENL AGM in London, her colleague Carlo Blum presented the project to construct a new building for the National Library of Luxembourg. MK announced that the National Library is now in the final construction phase and the opening will be at the end of September 2019. MK stressed that this will be a very important moment for their library. The National Library is currently hosted in an old Jesuit college. With this new building, everything will be located in one site. This will be a contemporary building for the present and the future. The aim is to have a flexible library to develop open spaces and reading rooms in a different atmosphere.

MK mentioned that she had distributed invitation cards for the launch to all attendees and announced that RK has accepted to be the guest speaker for the launch on Monday 30 September. MK extended an invitation to all CENL members to the launch and she will send more details about the launch event shortly.

RK mentioned that Elisabeth Niggemann unexpectedly was not able to attend this AGM and it would have been her last attendance before retirement. RK highlighted that she has been a huge contributor to CENL as a past chair and will be missed as a great contributor of ideas.

MK and the Biblioteca Apostolica Vaticana's Ambrogio Piazzoni announced that they were retiring soon and that the 2019 AGM was their last AGM. RK, on behalf of all CENL members, thanked them for being wonderful colleagues and contributors and gave them warm wishes.

RK thanked ASM and Roger Jøsevoll, Hilde Stenberg and all the team of the National Library of Norway for all their work on every detail of this very complex meeting. RK presented ASM with a present from the British Library.

### **Action list:**

CENL Secretariat to ensure the Sustainable Development Goals values are promoted on the new CENL website.

CENL members to fill in the new training and development survey.

CENL members to promote the new @CENL\_EUROPE Twitter account.

CENL members to fill in the survey of Library spaces.