



Foundation Conference of European National Librarians

Results of the Survey on European national libraries' support for Ukrainian libraries and Ukrainian cultural heritage

CENL Secretariat
Deutsche Nationalbibliothek / German National Library
September 2023

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1. Information on the survey

1.1. The questionnaire and its distribution

The survey was conducted via Google forms and consisted of a brief introductory text and 20 questions. Three questions were thematically linked and built on one another. Another three questions concerned the participating institution: The name of the institutions was requested (the only mandatory question in the survey) and name and email address of a contact person for eventual questions during the evaluation process. The questions were divided into six sections.

The questionnaire contained only one mandatory question (the name of the library). All other questions could be left unanswered.

The questionnaire was developed in autumn/winter 2022/23. It was first distributed on 18 January 2023 among the members of CENL. The survey was closed on 15 March 2023 after sending a series of reminders to participate.

1.2. Participation / data base for analysis

The survey was meant to deliver a complete overview over support measures for Ukrainian libraries and Ukrainian cultural heritage by European national libraries involved in CENL. However, 22 of 46 national libraries involved in CENL participated. The overview gained is therefore limited.

2. Questions and answers

2.1. Section 1 – General information

In this section the participants were asked to identify their library (mandatory question) and to name a contact person for eventual questions regarding their answers.

The mandatory question regarding the libraries' name was introduced to separate the answers and make sure that for each library only one set of answers was taken into consideration as it was theoretically possible to participate more than once. However, no library participated more than once.

2.2. Section 2 – Basic information on support offers

2.2.1. How do you highlight your collections with a connection to Ukraine?

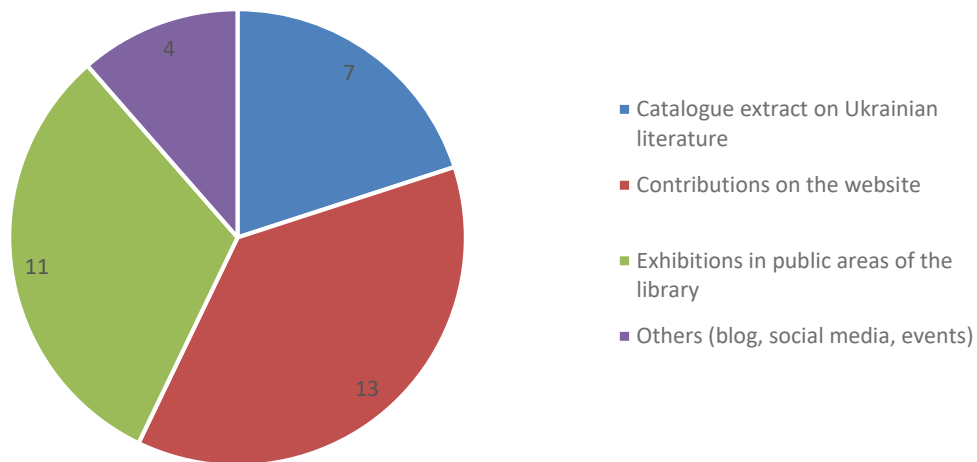
Three predefined options.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 20 (21)

One library stated that their collection does not show a connection to Ukraine in a relevant manner. This answer was not taken into account for the evaluation.



Twenty national libraries have referred to their connection to Ukraine in at least one of the formats mentioned. The majority published contributions on their websites (13). Many libraries (11) offered exhibitions in public areas of the library to their customers.

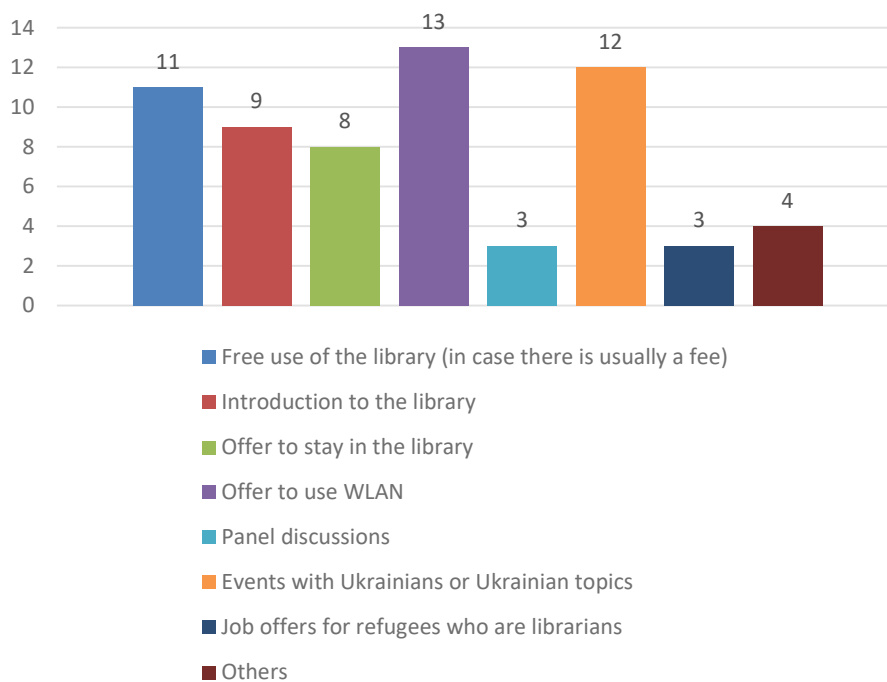
2.2.2. What does your library offer to refugees?

Seven predefined options.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 20



14 of 22 national libraries made their premises available for public access (offer to stay in the library and/or to use WLAN). 12 offered events with Ukrainians or on Ukrainian topics. Library-specific services (use of the library and/or introductions to the library) were provided in 14 national libraries. Few libraries (3) offered job positions for refugees who are librarians, one of them in the IT sector (rest without details). Other offers - if mentioned - included the learning of the national language or the provision of digital media in Ukrainian (audio guide, ebooks).

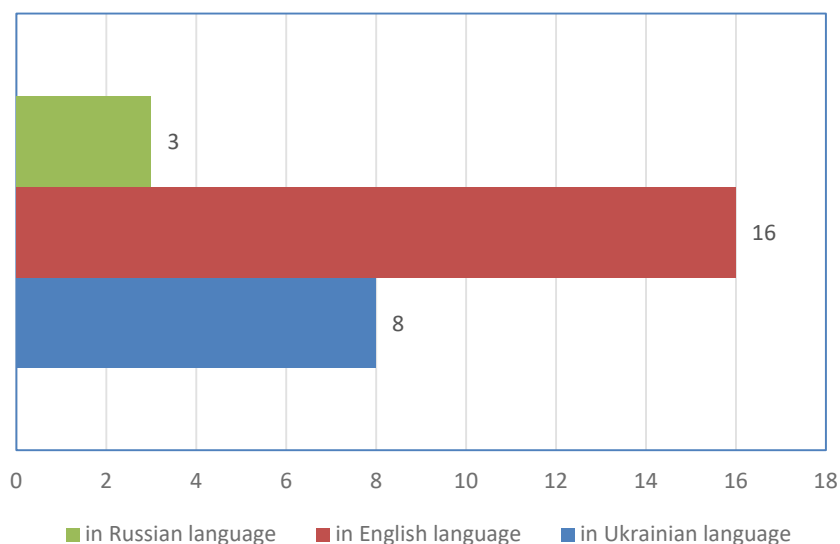
2.2.3. In which language do you offer these services?

Three predefined options.

Multiple selection was possible

Respondents: 18

The most commonly used language in exchanges with refugees was English (16), followed by Ukrainian (8). Russian was barely used (3).



2.3. Section 3 – Scholarship programmes

The first question in this section inquires if scholarship programmes are offered for refugees from Ukraine and/or Russia. four libraries answered this question. It is therefore deferred that only these four libraries offer scholarship programmes

The following questions in this section (questions 2.3.2.-2.3.4.) are closely connected to the first question in this section as they are all concerned with scholarship programmes. A few libraries did not answer the first question, but one or more of the following questions in this section. These answers are not taken into account for the evaluation as they did not actually concern scholarship programmes and/or scholarship programmes for the target groups.

2.3.1. Do you offer scholarship programmes? If yes, for which target groups?

Two predefined options.
Multiple selection was possible
Respondents: 4

Four of 22 libraries offered scholarship programmes. All of these scholarship programmes were directed exclusively at refugees from Ukraine, not from Russia.

2.3.2. What is the duration of the scholarship programmes?

Two predefined options.
One text field was provided for an individual answer.
Multiple selection was possible
Respondents: 4

75% of the scholarship programmes were scheduled for 12 months. One programme was limited to a couple of weeks.

2.3.3. How are these programmes financed?

Six predefined options.
One text field was provided for an individual answer.
Multiple selection was possible
Respondents: 4 (5)

This question was answered by one library that does not offer scholarship programmes for refugees from Ukraine and/or Russia. This answer was not taken into account for the evaluation.

Two national libraries provided funding from their own funds and third parties. One library provided funding exclusively from their own funds. One library financed their scholarship programme exclusively from third party funds.

2.3.4. How is the connection to the library maintained?

Five predefined options.
One text field was provided for an individual answer.
Multiple selection was possible
Respondents: 4 (7)

This question was answered by three libraries that do not offer scholarship programmes for refugees from Ukraine and/or Russia. Their answers were not taken into account for the evaluation.

Two national libraries integrated the scholarship holders into their own workflows. One national library provided accommodation in rooms of the library. A workstation in the public area of the library or office space were provided by three national libraries.

2.4. Section 4 – Further support for librarians and libraries in Ukraine

The first question in this section is targeted at further support offers for librarians and libraries in Ukraine. The following questions (questions 2.4.2.-2.4.3.) are closely connected to the first question in this section. They ask for details concerning two of the predefined options in the first question.

One library gave details in question 2.4.3. about their “theme-related sessions during meetings and conferences” but these details did not match the predefined option. These library’s answers were therefore counted among “others” with question 2.4.1. and disregarded with question 2.4.3.

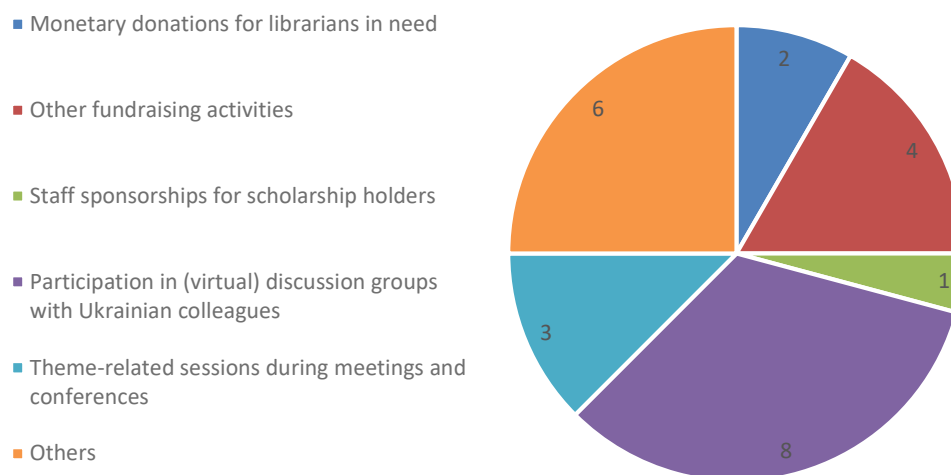
2.4.1. How do you further support librarians in Ukraine?

Five predefined options.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 13



13 national libraries have provided solidarity support in the form of participation in (virtual) discussion groups with Ukrainian colleagues. This is more than half of the national libraries that participated in this survey and almost a third of the national libraries involved in CENL.

Four national libraries organised fundraising activities for librarians in need or humanitarian aid or help for the protection of cultural heritage. Four offered theme-related sessions, e.g. days of Ukrainian culture; webinar "Ukraine on the disinformation front: how to help and what we can learn".

The category “others” which was used by six national libraries include for example the organisation of a visit by Ukrainian colleagues, by other Ukrainian guests from the cultural sector or the distribution of guidelines about possible local activities aimed at Ukrainian refugees with special attention to Ukrainian librarians or the inauguration of a Ukrainian book centre at a national library.

2.4.2. In case of “other fundraising activities”: Please specify the number and give a short description.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 4

The four national libraries which named fundraising activities as a support measure for Ukrainian librarians in the first question of this section were asked to specify their activities. Among these activities were auctions for the benefit of war refugees, collections of food, sanitary products, packing material and other material for the preservation of physical collections.

2.4.3. In case of “theme-related sessions during meetings and conferences”: Please elaborate.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 3 (4)

The three national libraries which named theme-related sessions during meetings and conferences as a support measure for Ukrainian librarians in the first question of this section were asked to specify their activities. Among these activities were webinars, events and conferences concerning the war in Ukraine or certain aspects of Ukrainian culture.

2.4.4. How do you further support the operation of libraries in Ukraine?

One predefined option.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 3 (4)

This question was aimed at support for Ukrainian libraries as institutions. One national library donated computers and equipment. One library visited Ukrainian colleagues on site and donated magazines and text-/books. One library donated packing material.

The individual answers also show plans to help with digitization the recovery of library collections out of a Ukrainian region heavily affected by the war. However, at the time of the survey these plans had yet to be put into action. These answers or part of these answers were therefore not taken into account for the evaluation.

2.5. Section 5 – Protection of Ukrainian heritage assets

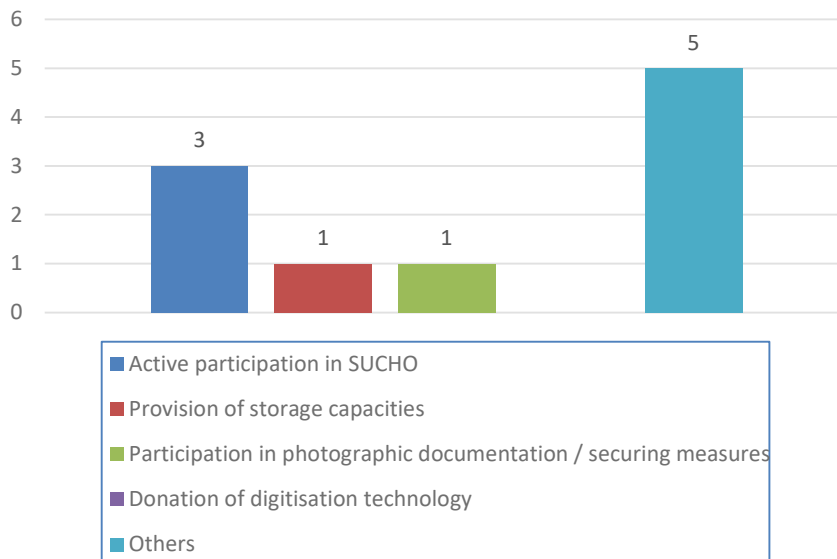
2.5.1. How do you preserve data and content of Ukrainian cultural heritage institutions digitally?

Four predefined options.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 7



Three libraries participated in SUCHO. One library provides for storage capacities. One library supported measures to document and secure collections through photographs.

However, the support for the preservation of library collections in a digital way was primarily individual. The answers in "Others" include:

- consultation on digitization matters online, translation of guidelines for digitization of images in Ukrainian
- hosting of several colleagues from Ukraine to train them in digitization; producing training videos on setting up digitization studios; basic skills for digitization, conservation for digitization and digital preservation; translating subtitles of these training videos into Ukrainian
- the promotion of Ukrainian culture and history
- web legal deposit for French content related to the situation in Ukraine - websites, social media accounts, blogs, online newspapers articles; leading the IIPC initiative on web archiving at an international scale
- participation in the nomination of Croatian websites for the IIPC War in Ukraine collaborative collection

None of the participating libraries donated technology for digitisation.

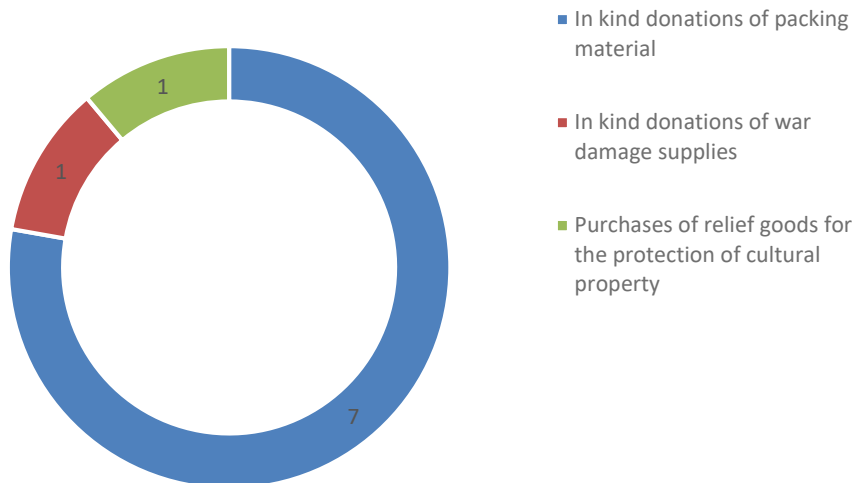
2.5.2. How do you support the safeguarding of cultural assets in a material way?

Three predefined options.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 7



For safeguarding cultural assets in a material way seven national libraries made donations of packing material. One library donated war damage supplies. One library purchased relief goods for the protection of cultural property.

2.5.3. Please specify the kind of packing material, war damage supplies and / or relief goods you are donating.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 7

The participating libraries described the kind of material, war damage supplies and/or relief goods they donated in detail:

Seven libraries donated packing material like cardboard boxes, tape, wrapping paper and other supplies for the protection and preservation of physical library collections.

One library donated bandages.

One library purchased a scanner for digitisation purposes and transported it to Ukraine with the help of a third party.

2.5.4. How are these donations funded?

Five predefined options.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 7

86% of the libraries drew exclusively on their own funds to finance their donations. The purchase of a scanner for digitisation purposes that was transported to Ukraine with the help of a third party was financed by foreign funds.

2.6. Section 6 – Communication

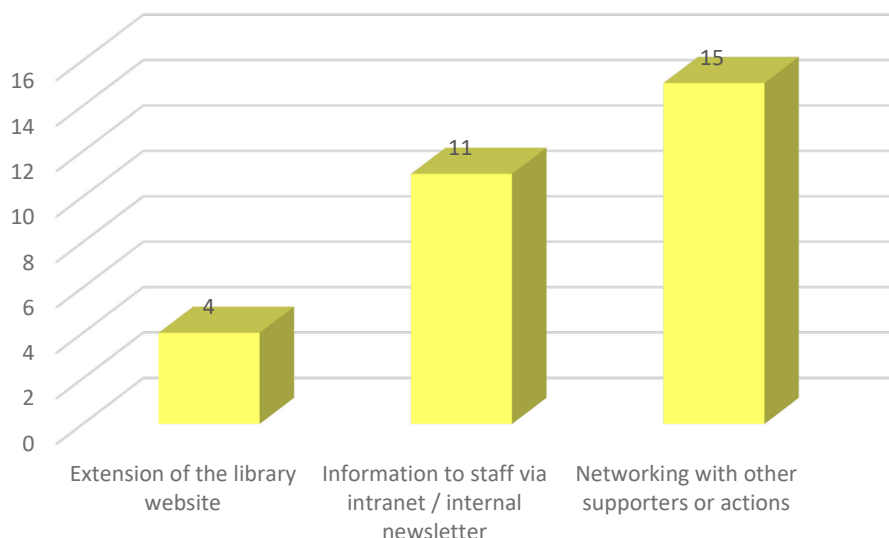
2.6.1. How do you communicate the support measures?

Five predefined options.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 15



To communicate the support measures the majority of the national libraries connected with other supporters and their initiatives (15), mostly on the national level (14), but also international (8) and regional (5). Half of the libraries communicated their activities to the staff via intranet/internal newsletter. Some (4) extended their website for this purpose.

2.6.2. Please elaborate on the regional, national and / or international networks you are using to communicate the support measures.

One text field was provided for an individual answer.

Multiple selection was possible

Respondents: 13 (14)

One answer did not contain any information regarding the question. That answer was not taken into account for the evaluation.

13 national libraries described which regional, national and/ or international networks they used to communicate support measures. The answers show a wide spectrum of communication and networking as they include the practice of posting on websites, in social media and via mailing lists as well as the establishment or extension of networks with other organisations. The answers did not always clearly indicate whether cooperation and networks are generally supported and aspired to or whether they have already been established.

On an international level, CENL was mentioned by five national libraries as a network to communicate support measures, IIPC and ICOM by two libraries and IFLA by one library. These communication channels were sometimes supported by personal contacts within these associations.

On a national level, the libraries used communication channels through library associations within their country, ministries or refugee organisations.