

# Summaries

---

*Cecilia Gärdén & Angela Zetterlund: Förändringens dilemma: att utveckla folkbibliotekens stöd för vuxnas lärande (Dilemmas of change: developing public library support for adult students)*

Pages: 7 - 19

In light of public library adaptation to life long learning, this article focuses on library support to adult students in Sweden. Case studies of six projects for local development were conducted. These studies are based upon a variety of empirical data that were approached interpretative and pragmatically. Important concepts are e.g. adult learning, institution, change and identity. Findings show that, through project activities, the adult learner has become a more visible user in the library context and that the educational identity of public librarians is strengthened. Some dilemmas and paradoxes that appear in the process are discussed, mainly regarding the development of new methods, management and ideological identity. One conclusion is that the projects initially acted within a formal educational framework but, when confronted with established norms and values of informal learning, were transformed into something new. Finally, the article calls for critical research into library development.

*Mads Gaml og Michael René Kristiansson: Strategisk refleksiv konversation: en strategi for udvikling af formidlingskompetencer på folkebibliotekerne (Strategic reflective conversation: a strategy for the development of intermediary competences in public libraries)*

Pages: 21 - 30

The article is based on the project: "How to be a good intermediate", carried out in 2005, with 9 librarians from 5 different public libraries. The main question is, how to become a good intermediate in the public libraries in relation to the new situation arisen from the new law Lov om biblioteksvirksomhed 2000. Two questions are derived here from: How can Strategic conversation be used towards a new discursive understanding of the situation, which is critically different from the situation before the new law? How does the work on the project: "How to be a good intermediate" give occasion to a reformulation of Strategic conversation, provided it is to be used more generally in connection with group dialogue on a given topic – in this case intermediate communication.

In the article reflective conversation and the organizing of reflective conversation is analyzed. In relation to reflective conversation the analysis shows that in working with the project participants we succeeded in creating a foundation for a new narrative on the situation after the new law, which is critically different from the situation before the new law. The

organizing of reflective conversation proved to be of great importance.

Finally a theoretical skeleton called Strategic reflective conversation is introduced. A concept inspired by Mode 2 knowledge production.

*Nanna Kann-Christensen: At trække på samme hammel: formål og indsatsområder for to udviklingspuljer i Danmarks biblioteksvæsen (Pulling together: aims and supported areas in two development funds in the Danish library sector)*

Pages: 31 - 42

This article concerns two development funds which have influenced the development culture in the Danish library sector. One fund is administered by the Danish National Library Authority; the other is the Librarians' union's development fund. In the article it is illustrated how both funds are part of a cooperative system on two levels. Firstly there is the funding system which both funds are a part of. They both promote competition between libraries and librarians. Secondly it is shown how the funds promote the same issues via their professional agendas, and thus it is shown that the National Library Authority and the Librarians' union have coherent opinions about

which issues are important in the library sector. The coherence on both levels is explained using an institutional approach specifically the concepts logic of appropriateness and institutional isomorphic change.

*Marianne Hummelshøj: Folkebibliotekernes web-baserede referenceservices og bibliotekarens rolle (Webbased reference services in public libraries and the role of the librarian)*

Pages: 43 - 53

The article presents an evaluation of webbased reference services in 63 major Danish public libraries carried out in 2005. The article analyses to what extent value is added to the reference services at public library websites. The information services, the communication services, and the transaction services are examined based on research literature on digital library and the digital librarian. The potentials for helping the user in the virtual universe without the presence of a human librarian are examined as well. The research method is a descriptive analysis of the contents on selected libraries' web sites. The results show that improvements are required, and in the conclusion suggestions for development of virtual reference services are presented.