The number of existing public libraries has been fluctuating recently, with a downward tendency. One should note however, that it is not altogether a negative phenomenon, as some of those libraries had been offering less than satisfactory service to users. Nevertheless, the network of public libraries in Poland is regarded as one the most extensive in Europe.

The combined number of library institutions in Poland is estimated at more than 30,000 and this number changes. Among those: university libraries, libraries being a part of various scientific organisations, i.e. Polish Academy of Sciences, penitentiary libraries, school, hospital, church and company libraries as well.

2. Society's requirements as to the access to general information - libraries' role in delivering and distributing information

Society's need for information seems to have been gaining in urgency recently, undoubtedly due to the ever-changing nature of our times - with the proliferation of data, legal aspects, new technologies, etc. The primary need has to do with the
speed of accessing the data - time seems to be of essence. Young people, especially young professionals, require constant access to information pertaining to their respective fields - and fast.

The most important information needs of the Polish public, as assessed through the experiences of libraries and of information centres. Below are the most frequently researched topics - according to the library and other information centres' stats:

- Education - possibilities of and centres for learning;
- National policy - with regards to local governments and state reform;
- Job hunting;
- The principles of democracy;
- European Union;
- Financial aid, grants - and how best implement them
- New information technologies;
- Business;
- Media;
- Entertainment;
- International relations;
- Agriculture.

Recent times have brought about many changes in various aspects of Polish society's lives. Among those - the development of democratic process, young people's needs when education is concerned, difficulties encountered by older people to adapt to and to process the overwhelming volume of new information, as well as media's role in adequate channelling of information. Only recently the Polish government, under pressure from European Union to lay the foundations for a fully democratic society, has formulated strategies geared at providing citizens with adequate access to information. This, however, seems to be a time-consuming process. Librarians, on their part, have been making efforts to point out to the potential of libraries as sources of classified and ready-to-use information.

Libraries are doing their best to satisfy the society's need for information, however, despite various enhancements (extending existing facilities, revamping interiors, purchasing new hardware, introducing new services), their efforts are hampered by persistent lack of adequate funding. There is no funds to update/build up new databases, to provide access to the Internet, or to implement new technologies. Library staff are not adequately prepared to handle and properly face the ever-changing work environment. Naturally, the customer service must be greatly improved as well. In general however, it is our belief, that even with such modest resources at its disposal, Polish library business has fared pretty well in the last ten years.

3. An overview of public libraries' service to a variety of communities

- Provision of access to the library resources, at the library and in the reader's home;
- Provision of information - traditional mail, facsimile, telephone, less frequently: e-mail, online resources accessible via the World Wide Web;
- Educational programmes for children and young people;
- Open meetings with authors and people of interest;
- Exhibitions, guided tours;
- Renting facilities for cultural events;
• Activities and meetings for handicapped and underprivileged children;
• Information and counselling for the unemployed (special programmes benefiting from support by various non-governmental organizations, aid programmes, etc);
• Regional information;
• Inter-library service;
• Collation of thematic bibliographies;
• Provision of access to computerised data bases,
• Book auctions and fairs;
• Publishers' promotional events;
• Student internships, vocational internships for future librarians;
• Training for librarians;
• Conservation services (conservation work on paper, leather); book-binding services
• Scanning of documents, photocopying services, etc;
• Digitalisation of documents (at a few libraries only);
• Info-search training for users;
• Access to computer studios (provided by the richer libraries) and to the Internet;
• Business information (provided by a few libraries only).

Some of these services are free-of-charge, others must be paid for; there are no regulations in this regard, every library pursues its own policy (see chapter 9).

4. An explanation of the funding policy for public libraries

Public libraries have always been, and continue to be, financed by the state. Prior to the administrative reform (1999), provincial (voivodship) libraries were supported by the central budget; now, all public libraries are funded by the appropriate self-government entity. Provincial libraries are being financed by province assemblies; county (poviat), and commune (gmina) libraries are funded directly by the municipal or communal self-government.

The transfer of county and commune funding for the libraries to the appropriate self-government bodies has brought about a sharp decrease in the amount of funds available for these institutions. In order to complement the local authorities' annual subsidy towards their operation, public libraries may apply for various grants to support their core activities. Similar to other cultural institutions, libraries can also engage in business activity. All the revenue accrued in this way can be channelled into a library's annual budget as "income", however, such earnings account for only 3-5% of all the planned expenses of public libraries. Larger institutions have much better chance of getting an additional revenue (grants, sponsors, etc) the small ones, however, must make do with the subsidy of the local self-government.

For several years, the Ministry of Culture and National Heritage has spent considerably on public libraries. It has tapped into its financial reserves to provide for the purchase of books; in 2000 only, these outlays were to the tune of several million zloty. Similar budget has been prepared for 2001. This ministerial grant would allow libraries, lacking funds for new acquisitions in their own annual budgets, to buy new material.
5. The governance of public libraries in the country

The founder of public libraries, namely, the Ministry of Culture and National Heritage, is responsible only for the cultural policies of the state and for legislation pertaining to libraries. Public libraries are controlled directly by the local self-government bodies. The basic acts regarding the operation of libraries include the legislative Act of June 27, 1997 with respect to libraries, and the legislative Act of October 25, 1991 regarding organisation and management of cultural activity.


Art. 8.
1. Libraries are founded and managed by entities subsequently referred to as "organisers".
2. The founding bodies of libraries are as follows:
   • Ministers and heads of central administration bodies (author's note: ie the Minister of National Education and the Minister of Culture and National Heritage);
   • Territorial self-government bodies.

3. Also:
   • Private individuals;
   • Legal entities;
   • Organisational entities without legal status.

Art. 9.
1. The founders shall provide conditions for the library's operation and development, as suited to its tasks.
2. In particular, the founder is bound to provide the library with:
   1) Premises;
   2) Funds for:
      a) Furnishings and equipment;
      b) Carrying on of library activity, especially for the purchase of library materials;
      c) Continued vocational training of employees."


A legislative context for the legal status of libraries is provided in the administrative reform of the state implemented in steps between 1990 and 1999 and comprising, first and foremost, the institution of self-government bodies at all levels of the administrative ladder (the commune, the county, and the province). The administrative reforms brought with them a dramatic decrease in the number of public provincial libraries, from 49 down to 18. Also, a new organizational tier of the public library system was implemented in the form of the county library. As of 1999 there has been a directive whereby each county is to have at least one county library. However, the county self-governments lack the requisite funds, and such libraries have been few and slow in coming (in the end of the reform's first year, in February of 2000, there was a mere 98 county libraries for the 360 counties nation-wide). The legislature did not lay down a deadline by which counties must discharge the statutory duty of establishing county libraries - this factor, together with endemic cash shortages, causes some delay in their founding. At the same time, the statutory catalogue of responsibilities for the province libraries has been expanded to include substantive supervision of the newly established county libraries. In practical terms his means that 18 provincial libraries are called upon to co-ordinate the work of some 9 000 smaller institutions in the country.
Local self-government bodies' responsibility as of library founders and managers is that of maintaining them. They also have the authority to dispose of them - as the existence of library institutions depends on the amount of money the local councils can spare for the cultural purposes. Public libraries are sometimes faced with the loss of independence by virtue of incorporating them into other structures, such as schools, community centres, etc. These measures, however intended to help the communities' financial state, are rarely conducive to proper discharge of libraries' duties.

6. An assessment of Internet use and telecommunications in the country

FIGURES, STATISTICAL DATA

Internet users in Poland as % of the population aged 14 and over: 8% source: Mediaresearch (2000).
Number of Internet users in Poland: approx. 4.9 million in total (3/4 of this group being regular users). Source: Centre for Public Opinion Research (2001).
Web usage with reference to education:

<table>
<thead>
<tr>
<th>Education</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Higher scientific degree (doctor, professor)</td>
<td>3.1%</td>
</tr>
<tr>
<td>Higher level of education (master's degree or equivalent)</td>
<td>32.5%</td>
</tr>
<tr>
<td>Bachelor's degree, incomplete higher education</td>
<td>17.7%</td>
</tr>
<tr>
<td>Post-secondary education</td>
<td>8.8%</td>
</tr>
<tr>
<td>Secondary general education</td>
<td>15.4%</td>
</tr>
<tr>
<td>Secondary vocational education</td>
<td>11.3%</td>
</tr>
<tr>
<td>Incomplete secondary education</td>
<td>5.7%</td>
</tr>
<tr>
<td>Vocational education</td>
<td>1.5%</td>
</tr>
<tr>
<td>Elementary education</td>
<td>5.4%</td>
</tr>
<tr>
<td>Incomplete elementary education</td>
<td>0.5%</td>
</tr>
</tbody>
</table>
Regional distribution of Internet users:

Characteristics of Internet users:

- Majority of university degree holders and students (of the 1.5 million students in Poland, some 60% enjoy full access to the Internet);
- Many people whose average monthly income exceeds the average income by more than 400 PLN ($ 100).

DEVELOPMENT OF THE COMMUNICATIONS INFRASTRUCTURE

The recent years have seen significant development of the telecommunications sector. The telephone network saturation index has grown from 78 subscribers per 1 000 inhabitants in 1989 to the level of 260.5 in 1999. At 14%, the rate of increase in the number of subscribers is the highest in Europe; some 40% of the network, however, has yet to be subjected to digital conversion.

The so called Telecommunications Law (a legislative act passed on July 21, 200) is of a particular importance from the development of telecommunication infrastructure' standpoint. This act, among others, regulates the general service and settlements among operators. In keeping with the policy guidelines of the Ministry, there are measures taken to increase competition on the telecommunications market. A tender for providers of telecommunication services has been held resulting in the selection of the operators to compete with TP.S.A (Polish Telecommunication Ltd.). There are more than 100 operators authorized to provide telephone services in local markets currently operating in Poland. In regards to the provision of inter-area telephone services, the tender resulted in granting, in May of 2000, of three licenses. In May of 2001, Netia 1 and TP S.A. entered into a contract for the joint operations of their
networks, co-operation, and for mutual settlements. On the basis of this agreement, Netia 1 will be able to provide inter-area telephone services. As far as international telephone services are concerned, the Telecommunications Law has upheld the monopoly currently enjoyed by TP S.A., which is to remain in place through the end of 2002; the Council of Ministers, however, has struggled with authority to shorten this period.

The objectives set by the Polish Government are as follows: creation of strong competition in the telecommunications sector; development of data exchange networks, the development of fixed-line telephone network, development of cellular network, development of Internet and satellite network, as well as other new telecommunication technologies; providing all bodies with access to telecommunications networks at affordable prices so as to provide for general usage of the same; increasing the availability, at reasonable prices, of state-of-the-art solutions within the expanded telecommunications services.

The measures to be undertaken are as follows: formulation of comprehensive licensing conditions for telecom activity; formulation of rules subject to which providers of telecom services can gain access to the existing infrastructure; putting in place of comprehensive rules for inter-operator settlements so as to provide for effective competition in the telecom sector; promulgation of the necessary ordinances, as envisaged in the Telecommunications Law - especially with respect to the requirements concerning general service, management and assignment of radio frequencies. Also, the formulation of clear criteria for the extension of radio access authorization and the freeing up of frequencies in order to facilitate the creation of wide-band radio access.

ACCESS TO INTERNET RESOURCES

The percentage of Polish households with access to the Internet is currently estimated at 5%; over the past year, their number increased by some 60%. Most users logging on to the Internet do so with the use of a modem connected to the public telephone network (TP S.A.). Access to the telephone information networks can also be obtained by way of infrastructure's alternative to the fixed telephone network. Examples include the cable television systems and the cable-less protocols available on the networks of GSM operators (WAP, GPRS and, in the future, UMTS). Encouraging the growth of multimedia communications with the integration of television networks and multimedia radio communications systems with cable-less telecommunications infrastructures - is of considerable importance.

The current state of development of the information technology infrastructure at the disposal of Poland's scientists and academics more or less matches that of Western Europe. Successful co-operation with the European TEN-155 network proves it to be quite successful. This state of affairs is owed to the programmes for development of the information technology infrastructure supported by the Committee for Scientific Research. Taking into account the effects of the five-year development effort - at the moment there are two wide-area networks operating in Poland (the Scientific and Academic Computer Network and POL-34) with a 155 Mb/s international connection (POL-34 to the TEN-155 network and NASK to Stockholm). Twenty-two city computer networks have been put in place, as well as five high-power computer centres. Certain users from outside the scientific/academic community are also granted access to this infrastructure. The strategic objectives of Polish government
include significant reduction of Internet access fees; naming the conditions for competition among Internet operators; improving the quality of Internet access throughout the country; Also, safeguarding conditions for efficient growth of various alternative modes of Internet access (cellular network, radio access, satellite hook-ups, cable television, digital radio and television, wide-band networks, amateur networks, leased links, others).

The planned measures include: implementation of clear rules governing settlements between Internet access providers and telecom operators; liberalisation of the local subscriber network; and devising principles for conversion to the IPv6 protocol (the dynamic increase in the number of connected PCs has brought about a situation where the pool of available addresses is approaching its limits).

EDUCATION

Polish schools, in terms of access to the computer hardware and software, are significantly behind those in Western Europe and the U.S (with the ratio of on one PC per 40 students). The past few years, however, have shown some improvement. In 1998-2000, the Ministry of National Education has implemented two projects: An Internet Lab in Every Commune and An Internet Lab in Every Secondary School. These efforts have resulted in the creation of 5 800 computer rooms - most of them in secondary schools - of which each is equipped with ten multimedia work stations (with the basic software) connected to the Internet and to a local network. The hardware provided over three years accounts for some 40% of all the computers currently in use at Polish schools. The eSchool project drawn up by the Parliamentary Education, Learning, and Youth Commission in October of 2000 (http://www.interklasa.pl) anticipates that all Polish schools will have had their own Internet labs by the year 2005. When it comes to the amount of computer equipment at their disposal, the institutions of higher learning are in a better position than the elementary and secondary schools.

Source: Ministry of Post and Telecommunications of the Republic of Poland, ePoland - A Strategy for the Development of an Information Society in Poland for the Years 2001-2006, May 2001 - the final version of this document is currently under scrutiny.

COMPUTERISATION OF LIBRARIES

- All 18 provincial libraries and 60 county libraries are in the process of computerising their library tasks however, of the combined number of public libraries at all levels partaking of the surveys, only 10% are currently carrying on computerisation work;
- All the provincial libraries offer access to information about their network resources; ten of them post this information on the World Wide Web;
- All the provincial libraries have Internet access (14 of them have fixed links, the remaining 4 use modems); 12 of them offer Internet access to readers, 9 of them charge a fee for this service;
- Of the 71 county libraries included in the survey, 46 have Internet access; only 18 offer Internet access.

PROBLEMS WITH INTERNET ACCESS

- The principal barrier impeding growth of Internet communications in Poland and dampening the continued increase of Internet users is the very high cost of telecommunications services combined with persistently low income in most households;
- Another barrier - a high cost of computer hardware - the purchases of second-hand computers, e.g. for schools, has yet to develop in Poland;
- The telecommunications infrastructure continues to develop poorly; Quality of Poland's fixed telephone network is very inconsistent in different parts of the country, with rural areas having decidedly poorer infrastructure. Lack of access to telecom services of suitable quality, including the Internet, poses a significant obstacle to the development of the more backward regions;
- According to librarians, the main problem in computerisation of library processes lies in the lack of funds for computer equipment and for system maintenance, as well as in the absence of cohesive state policy in this regard (no programme, no co-ordinated efforts).

7. A description of the system of library education (and continuing education for librarians) in the country

Aspiring librarians can improve their professional skills on a permanent basis and on a variety of different levels - post-secondary courses, full-fledged university courses leading to the bachelor's degree (three years) or master's degree (five years), postgraduate courses of one or two years, and a variety of courses and training sessions. The financial support awarded to the trainees' by their home libraries tends to be modest; frequently, it is the librarians themselves who carry the cost of their professional improvement. While, on principle, the value of continuing training is widely acknowledged, the actual process of enrolling in courses is hampered by lack of time, funds, and motivation.

The eSchool (Interklasa) project of the polish government provides funds for the training of school librarians and of pedagogical library staff. Polish Librarians Association plays a significant role in the organisation of training and in the production of materials and texts. Professional skills can also be improved by participating in internships at the most modern libraries in Poland as well as abroad. Also, conferences and seminars organised by individual institutions, library training centres, and by Institutes for Library Studies help a great deal.

For a list of schools, courses of librarians, and for information on some interesting possibilities for continuing education, see http://ebib.oss.wroc.pl/edukacja/index.html

The possibilities of distance education and those offered by the new communication technologies are, as of yet, not being utilised in the training of Polish librarians. It is possible that we will soon have such courses (e.g. in 1999, the staff of the Nicoalus Copernicus University Library took part in the DEDICATE international distance education course financed by the EU). If distance education were to develop in any way, some changes to the legal regulations would be necessary. One of the objectives set out in ePoland - A Strategy for the Development of an Information Society in Poland for the Years 2001-2006, the paper issued by the Polish government, has to do with development of continuing and distance education. Implementation, development, and co-ordination of a distance education system and drawing up a certification system plan will be necessary.
8. Co-ordination of funding between the state and a foundation - initial costs for Internet connection charges and computer upgrades to be incurred by the foundation, later to be assumed by the government

At present, one of the main priorities of the European policy is the growth of an information society. Poland, in its candidacy for membership in the EU, must adopt these policies. The European Commission's opinion is that inexpensive, widespread access to the Internet and liberalisation of the telecom market will enable Poland to create an information society up to par with European standards. The report concerning establishment of an information society in Central Europe has met with positive reviews at the EU. Poland, for its part, has acknowledged the importance of these issues; and, as a result, an Information Society Forum has been established. The librarians have delegated their representative, Aleksander Radwanski (member of the Electronic Publications Commission of the Polish Librarians Association), to participate in this Forum's work and activities. Therefore, the Association has current access to government proposals and takes an active role so as to ensure that libraries receive adequate attention. Unfortunately, representatives of the library staff have no influence over the government's final decisions.

In response to the Council of Ministers' position on the Sejm's resolution of November 28, 2000 concerning creation of an information society (July 14, 2000 - see http://www.kbn.gov.pl/cele/uchwala.html), the Ministry of Post and Telecommunications has drawn up the document entitled ePoland - A Strategy for the Development of an Information Society in Poland for the Years 2001-2006. In it, the Ministry has set out a qualitative and quantitative analysis of the needs relating to information access. The strategy provides for the preparation of Polish society for functioning under new conditions imposed by the development of information environment. This strategy is aimed at adapting Polish laws to the new reality caused by continuous gathering, processing, and relay of data, as well as at making Polish economy competitive on global and European markets. Other objectives include: facilitation of access to public administration; creation of balanced, effective regional development; promotion of the development of scientific resources. Last but not least, the plan provides for the promotion of Polish culture with help of modern technologies.

As of 1997, the Polish government has been supporting Internet access at the community level (funds allocated total some 95 million PLN, which amounts to ca 29 million USD), and in schools (see chapter 6). While the library community has spent years appealing for funds, there yet has to be a specific programme in the manner of The Internet in Every Library. The document entitled: ' ePoland - A Strategy for the Development of an Information Society in Poland for the Years 2001-2006' calls for "the establishment of centres with Internet access at public facilities such as libraries, community offices, social care centres, or hospitals". This undertaking would be coordinated by the Ministry of Culture and National Heritage. When information technologies in rural regions are concerned the strategy provides for "the establishment of multimedia centres in the communities (located at community cultural centres, schools or other), with multimedia labs, with office equipment and computer stations with fixed Internet links". It seems that a library would be a fitting place for such a centre. Establishment of those in rural areas and facilitation of access to new technologies (also to the Internet) by educational and cultural institutions have been entrusted to the Rural Telecommunications Ombudsman; the plans are to be executed by 2004.
With all the state’s financial potential, its priorities are business and economy - the education and cultural sector (including libraries) thus being chronically short of funding. The Polish government seemingly means well, however; its consecutive budgets rarely translate into practical measures. Political circles, however, are becoming increasingly aware of the need for change and improvement of access to new technologies (Ireland, a country which swears by the development of education and new technologies, is an often-cited example). Also, there is a realization that initiatives launched by foreign foundations, e.g. by the A.W. Mellon Foundation or the Open Society Institute, must be at some point assumed by the state.

The Committee for Scientific Research is currently reviewing the concept of providing permanent support to libraries that have carried out computerisation with the use of grants, and are now faced with great financial difficulties relating to the maintenance of the newly implemented systems. For the moment, institutions and libraries that have already secured hardware and software, are seeking to somehow provide for the cost associated with the new technologies and to scrape together the requisite funds limiting other spending. The state is providing them with funds that, while never meeting expectations, are enough to get by. The libraries are also looking for alternative financing sources outside the state budget - sponsorship deals, other revenue (also from fees charged for services), friends associations, EU funds, foundations, other.

9. A description of service charges at public libraries in the country

In general, public libraries in Poland do not charge for use of their resources/materials; they do, however, charge for special services, - and to recover costs.

FREE SERVICES:

- access to the resources, at the library and at the user’s home
- access to information - regular mail, e-mail, facsimile, telephone, online resources available via the World Wide Web;
- access to computerised data bases and to traditional catalogues; inter-library lending; exhibitions, guiding tours;
- meetings with authors and interesting individuals;
- educational programmes for children and young people;
- information and counselling for the unemployed (special programmes benefiting from support given by assorted non-governmental organisations, aid programmes, etc);
- activities and meetings for handicapped children, children from poor families, underprivileged and handicapped children, etc;
- information search training for users;
- regional information;
- access to computer studios and to the Internet (at some libraries).

"EITHER WAY" SERVICES

- Internet access (some libraries, including 9 province libraries, charge 3-8 PLN - $ 0.75 - 2.00 - per hour);
- Book auctions and fairs;
- Training for librarians.
CHARGEABLE SERVICES

- Student internships, vocational internships for librarians-in-training;
- Business information (provided by a few libraries only);
- Promotional events by publishers;
- Collation of thematic bibliographies;
- Scanning of documents, photocopying services, etc;
- Digitalisation of documents (at a few libraries only);
- Conservation services (conservation work on paper, leather);
- Book-binding services;
- Rental of facilities for cultural events.

See the list of services and prices offered by the National Library (http://www.bn.org.pl/services.htm).

10. The source of statistical data on population and poverty in communities served by the public libraries in the country

Large libraries - mostly regional ones - use publications issued by the Central Statistical Office of Poland (GUS) which produces annual compendia of data about Poland (http://www.stat.gov.pl/ or http://www.stat.gov.pl/english/index.htm). Furthermore, each province has a regional statistical office which gathers assorted data about the given region within the context of libraries (number of residents per library, number of books, etc); these offices also have their publications and information centres, open to the public.

ADDITIONAL READING:

5) Modern Libraries and Librarianship in Poland, ed. by Maria Kocójowa & Alicja Altenberger, http://149.156.82.65/wydawn/modern.html
6) Libraries in Europe's Post-Communist Countries: Their International Context, http://149.156.82.65/wydawn/libr.html
7) Rynek pracy a studia bibliotekoznawstwa i informacji naukowej w Polsce, http://149.156.82.65/wydawn/praca.html
17) Special issue of EBIB marking the Frankfurt International Book Fair

EBIB ABSTRACTS: http://ebib.oss.wroc.pl/english/index.html (English)

LEGAL PROVISIONS PERTAINING TO LIBRARIES:

- For a list of legal instruments relating to libraries, see http://ebib.oss.wroc.pl/prawo/

LIBRARY STATISTICS:

4. Biblioteki publiczne w liczbach, Biblioteka Narodowa, Instytut Książki i Czytelnictwa, continuous publication put out since 1972 (the most recent issue - 1999);

CURRENT GOVERNMENT DOCUMENTS:

   - eEurope+ - a concerted effort to Implement the Information Society in Europe;
   - The Forum's inaugural session;
   - The Forum's composition;
   - Objectives and directions for development of an information society in Poland (the agenda);
   - Minutes of the Council of Ministers session;
   - Position of the Council of Ministers concerning the resolution for laying the foundations for an information society in Poland adopted by the Sejm of the Republic of Poland on July 14, 2000;
   - Resolution regarding laying the foundations for an information society in Poland adopted by the Sejm of the Republic of Poland;
   - European Ministerial Conference.


Translated by Dorota Jaglarz