



In-depth interviews reporting template

WP 2 – Del 2.2.2

Bulgaria

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Four vertical bars of varying heights and widths, colored in a light pinkish-red, extending from the top of the page down to the bottom. The bars are positioned at approximately 10%, 30%, 50%, and 75% of the page width.

Identification of the interviewee	
<i>Country</i>	Bulgaria
<i>Age</i>	50
<i>Educational background</i>	MSc /Library and Information Sciences and Cultural Policies Proficiency level of digital skills: Highly specialised / level 8 DigCom: Proficient user i all competence areas
<i>Role</i>	Director
<i>Additional information</i>	She holds a first master's degree Computer Science.

Identification of the experience	
<i>Brief description</i>	As a designer, developer, team leader in the creation of "My Library", which is a personal space for registered users, in which they can: <ul style="list-style-type: none"> • view borrowed books, periodicals, CDs, DVDs and other materials; • overwrite online (extend the loan period); • order books, periodicals, CDs, DVDs and other materials; • update their personal data.
<i>Year of the experience</i>	2018
<i>Venue</i>	Regional Library- Varna http://www.libvar.bg/ http://catalog.libvar.bg/myLibrary/index.html
<i>Type</i>	<ul style="list-style-type: none"> • Provision of traditional library services through digital means
<i>Partners</i>	No partners, only foreign experience is used, as in our libraries this service is not developed in detail.
<i>Additional information</i>	-

Categorization of relevant information	
<i>Statement</i>	... <i>"We put a lot of effort into the design and implementation of" My Library "</i> .

<i>Category</i>	<p><i>“Experience analysis”</i> „Problems“</p> <p>The library has been identified problems and difficulties in customer service by the users, who have the skills to work with modern technologies, and constantly require some of the services to be online that the library offer in the traditional way. The problems were for both users and staff, because „many are not enough open-minded“. They are afraid of innovations and think that this will be unattainable for a large group of adult readers.</p>
<i>Reference level</i>	<p>Self-assessment The interviewee <i>assesses his skills as advance/professional, but she disturbs by the uncertainty of "other actors" about the introduction of various digital services. She notes that "Good practices abroad are also not known".</i></p>
<i>Non-verbal communication</i>	<p>Enthusiastic tone, satisfaction with the achieved results can be seen</p>
<i>Additional information</i>	-

Identification of the experience

<i>Brief description</i>	<p>VIRTUAL ASSISTANT LIBRARIAN ELI</p> <p>Umni created the virtual librarian-assistant Eli, who is part of the team of Pencho Slaveikov Regional Library in Varna. This is the first chatbot in a library in our country. Now readers can chat with the Library Messenger on issues of interest to them and search for books, and overall communication with the library. Eli is ready 24/7 to responsible on:</p> <ul style="list-style-type: none"> - Information about the library services - Check for available copy of a book, online book rewriting - Information about all departments in the library and their working hours - Book title search - Direct contact with the library <p>Assistant Eli explores the capabilities of chatbot technology to help businesses with a different approach, to facilitate access to information, and to facilitate overall communication between readers and the Library.</p>
<i>Year of the experience</i>	2019

<i>Venue</i>	Regional Library- Varna http://www.libvar.bg/
<i>Type</i>	<ul style="list-style-type: none"> Provision of innovative library services
<i>Partners</i>	<i>Umni</i> (Bulgarian startup who's helping the business to automate the communication with their clients, by implementing a software solution called UmniBot (chatbot).
<i>Additional information</i>	-

Categorization of relevant information

<i>Statement</i>	... "In just a few months, there is a lot of demand. We thought the "digital reader card" would be a more useful and more searchable user-friendly service, but we were wrong. The young people prefer Eli"
<i>Category</i>	<p style="text-align: center;">"Reasons"</p> <p>The introduction of this service has been problematic for several reasons – innovations, related to the possibilities of using artificial intelligence and misunderstanding and resistance from some staff members, who believe that these services will not be widely used by citizens.</p>
<i>Reference level</i>	We would point out internal factors and the reasons for the entry and slow implementation of some of the services due to the insufficient qualification of some of the staff.
<i>Non-verbal communication</i>	During the talking about this service feels excitement, it could be traced in the uneven and the emotional tone.
<i>Additional information</i>	

Identification of the interviewee	
<i>Country</i>	Bulgaria
<i>Age</i>	42
<i>Educational background</i>	MSc /Library and Information Management DigComp: Proficient user in Information processing; Communication and collaboration and Independent user in Digital content creation (Integrating and Programming)
<i>Role</i>	Director
<i>Additional information</i>	-

Identification of the experience	
<i>Brief description</i>	<p>Services for teenagers</p> <p>The library offers many interesting resources for teens and young people, from homework materials to technology training.</p> <p>The most popular are:</p> <p><i>"Introduction to Robotics"</i>: Within the program, participants have the opportunity to control robots, write their first program codes, get acquainted with Arduino boards and the principles of work in creating hardware objects. During construction time, participants assemble folding robots</p> <p><i>„A drone in the library“</i>. Participants could get acquainted with the technical specifics of new technologies. Within the program they will understand how the drone works, where it should not be used, what are the basic rules for operation and safety, what is its purpose, what are the risks of its use and what are its benefits. Students will also be able to participate in the demonstration camp.</p>
<i>Year of the experience</i>	2019
<i>Venue</i>	<p>Regional Library-Vratsa</p> <p>https://libvratsa.org/</p> <p>https://libvratsa.org/category/za-tiyneydzhari/</p>

<i>Type</i>	<ul style="list-style-type: none"> Provision of innovative library services
<i>Partners</i>	We work in partnership with Vratsa Software Society - mainly for the introduction of new services that require a high level of digital competence
<i>Additional information</i>	We have many other services for this category of users, because we have set aside a special space, as this is a special group of users.

Categorization of relevant information

<i>Statement</i>	"With the library team, we developing different concepts for introducing innovative library services over time. We do surveys and asking questions in the whole process of introduction, feedback, and looking for ways to upgrade and improve."
<i>Category</i>	<i>„Skills needs“</i> Innovative approaches in working with children and young people to enhancing digital skills and testing new technological wonders in the library by projects.
<i>Reference level</i>	There is confidence in the implementation of these services for young people. The colleagues are satisfied with the implementation of these services and customer feedback.
Non-verbal communication	It is reported with great excitement that ... "For each new service which we introduce, we approach with great excitement, emotion, and trepidation how it will be perceived." ...
<i>Additional information</i>	For each new activity (for different user groups), they develop concepts or projects and follow the specific steps. The necessary digital resources are planned and the role of each librarian is specified.

Identification of the interviewee	
<i>Country</i>	Bulgaria
<i>Age</i>	55
<i>Educational background</i>	No library qualification Proficient user и Independent user in the different DigComp competence areas
<i>Role</i>	Chief Information Systems Expert
<i>Additional information</i>	She has 17 years of work in a library

Identification of the experience	
<i>Brief description</i>	Robot programming Finch. These are a new type of robots for computer modeling and computer science, designed to help the mastery of different programming languages by children. Implemented through of the BGBF's program - GENERATION CODE.
<i>Year of the experience</i>	2019
<i>Venue</i>	Regional Library- Smolyan http://www.librarysm.com/
<i>Type</i>	Provision of innovative library services
<i>Partners</i>	US Embassy in Sofia and Global Libraries - Bulgaria Foundation.
<i>Additional information</i>	-

Categorization of relevant information	
<i>Statement</i>	...“I regularly lead classes with children to get acquainted with the robot Finch and programming with him“...
<i>Category</i>	„Digital skills needs“ It fills a gap and solves problems in children's modern digital skills.

Identification of the interviewee	
<i>Country</i>	Bulgaria
<i>Age</i>	46
<i>Educational background</i>	<p>'Professional Bachelor' / Library Science and Bibliography</p> <p>DigComp: Proficient user in Information processing; Communication and collaboration and Independent user in Digital content creation (Integrating and Programming) level of digital skills</p>
<i>Role</i>	Coordinator for Qualification and Publishing program in Bulgarian Library and Information Association (BLIA)
<i>Additional information</i>	<ul style="list-style-type: none"> • <i>Addition to Educational background:</i> MSc/ History) • The Bulgarian Library and Information Association (BLIA) is a non-governmental organization of specialists in the library and information sector.

Identification of the experience	
<i>Brief description</i>	<p>Online counseling for trainees</p> <p>The consultations are made within BLIA .BLIA offers continuing professional qualification. In 2010 BLIA started initiative for vocational training of librarians with secondary education – Vocational qualification in Librarianship (VQL).</p>
<i>Year of the experience</i>	2017/2018
<i>Venue</i>	Bulgarian Library and Information Association (BLIA) https://www.lib.bg/en/
<i>Type</i>	<ul style="list-style-type: none"> • Consulting services
<i>Partners</i>	Vocational Training Center/ Association "Contemporary Chitalishte"; regional and municipal libraries that host the training.

<i>Additional information</i>	-
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Categorization of relevant information	
<i>Statement</i>	...“I participated in online consultations for students in 2017/2018 because we had participants from small and remote settlements in the courses. Online consultations were difficult ” ...
<i>Category</i>	<p style="text-align: center;"><i>„Learning needs „</i></p> <p>The following issues have been identified:</p> <ul style="list-style-type: none"> - representatives of the older generation who have difficulty using an online learning platform; - also lack of appropriate technical equipment and reliable internet.
<i>Reference level</i>	<p>The factors are mainly internal</p> <ul style="list-style-type: none"> - the difficulties for some librarians to use the opportunities of new technologies - BLIA has not yet found a suitable training platform
<i>Non-verbal communication</i>	Disappointment in his tone when talks about the failed consultations, but she admits that he feels like a person who learns and applies new things every day.
<i>Additional information</i>	-

Identification of the interviewee	
<i>Country</i>	Bulgaria
<i>Age</i>	48
<i>Educational background</i>	Librarian /Professional Field: Library and Information Sciences and Archival Science /NQF level 4 DigComp: Independent user
<i>Role</i>	<i>Librarian and Secretary of the Chitalishte</i>
<i>Additional information</i>	The Chitalishte is a typical <u>Bulgarian public institution</u> , which performs educational and educational functions and amateur activities. Chitalishtas usually consist of a library and a club of interests where various activities of amateur schools of music, dance, sports, foreign languages, theater, literary readings, celebrations of socially important events for the city and holidays, organization of conferences and urban activities take place. The most network of public libraries in Bulgaria is the Chitalishte libraries.

Identification of the experience	
<i>Brief description</i>	Online community center in social networks Creation of various digital materials related to the traditions and history of the settlement. Making short films with characteristic traditions. Upload different videos. A great online reading involving 61 volunteers. Short films are made and published for each holiday or anniversary on significant dates.
<i>Year of the experience</i>	2020
<i>Venue</i>	"Saznanie 1927" Community Center, Selo Dolni Vadin https://www.facebook.com/chitalishte.veselinovo27/
<i>Type</i>	<ul style="list-style-type: none"> Provision of other educational or cultural services/activities

<i>Partners</i>	<i>The Municipality, Global Libraries Bulgaria Foundation, Vratsa Regional Library</i>
<i>Additional information</i>	-

Categorization of relevant information	
<i>Statement</i>	<i>...„During the last month of isolation, when we are not working with consumers, we have transformed into a digital environment. In the social networks – facebook we started the Online Chitalishte Dolni Vadin, where we upload various videos. The great online reading attracted a lot of interest, where 61 volunteers participated. We prepare and publish a short movie for every holiday or anniversary celebration. In a digital environment, we reach new audiences and followers”...</i>
<i>Category</i>	<i>“Experience analysis in a digital environment”</i> New methods for dealing with the situation in the online environment.
<i>Reference level</i>	<i>Evaluation/opinion on the experience:</i> In this way, people cooperate in the digital environment to overcome social isolation.
<i>Non-verbal communication</i>	She feels more confident and helpful
<i>Additional information</i>	-

Identification of the interviewee	
<i>Country</i>	Bulgaria
<i>Age</i>	15
<i>Educational background</i>	Upper secondary general education Digital skills :Power point, Zoom, Word, Excel, Skype, Facebook, Instagram, Viber, Twitter, ect.
<i>Role</i>	Pupil at the American College in Sofia User of Sofia City Library
<i>Additional information</i>	Volunteer in the Sofia City Library

Identification of the experience	
<i>Brief description</i>	Online English classes for children
<i>Year of the experience</i>	2019-2020
<i>Venue</i>	Sofia City Library https://www.libsofia.bg/page/bg/nachalo.php Anerical corner https://www.acsofia.org/
<i>Type</i>	<ul style="list-style-type: none"> Provision of other educational or cultural services/activities
<i>Partners</i>	U.S. Department of State
<i>Additional information</i>	-

Categorization of relevant information	
<i>Statement</i>	... "As a volunteer, I teach children how to improve their skills in English. I could lead to online English language skills classes for children"...
<i>Category</i>	„Training“
<i>Reference level</i>	There is a sense of confidence in the implementation of these courses for children. Combining English language training and online resources.
<i>Non-verbal</i>	Very enthusiastic tone

<i>communication</i>	
<i>Additional information</i>	-

Identification of the experience	
<i>Brief description</i>	Audio books for the needs of children readers
<i>Year of the experience</i>	2020
<i>Venue</i>	Sofia City Library https://www.libsofia.bg/page/bg/nachalo.php Anerical corner https://www.acsofia.org/
<i>Type</i>	<ul style="list-style-type: none"> Provision of other educational or cultural services/activities
<i>Partners</i>	U.S. Department of State
<i>Additional information</i>	-

Categorization of relevant information	
<i>Statement</i>	... "I imagen the digital transformation by creating a platform to make it easier to find and read books and magazines for free, as well as audiobooks for children and adults. I'm ready to be a volunteer, and to read books for recording "
<i>Category</i>	„Future services“
<i>Reference level</i>	Self-assessment of her own skills to voice and create audio books for the needs of children readers.
<i>Non-verbal communication</i>	Very enthusiastic tone
<i>Additional information</i>	-

Summary

In the interviews in Bulgaria, GLBF involved two directors of public libraries, one librarian, one ICT specialist, one Coordinator for Qualification and Publishing program, representing Bulgaria Library and Information Association, and one young user.

trends

1. The average age of the interviewees is between 40 and 50 years, which shows us the tendency that the young librarian generation prefers another career opportunity than to work in the library.
2. Most of them have a library qualification, with the exception of the ICT specialist and the library user.
3. All survey participants declare that they have digital skills. They usually do their self-assessment on DigComp. Two of the participants rated their skills more as a **Proficient user** and the others as an **Independent user** and partly in some of the competencies as Information and data literacy and Communication and collaboration as a Proficient user.
4. All participants are convinced that the digital transformation has a great impact on library services. In a sense, libraries, and in particular the Bulgarian ones, have to catch up with the technologies and innovations in the IT sector. Bulgarian libraries face the challenge of libraries' readiness to introduce new digital services and the needs and skills of users to use them.
5. In the process of the introduction of digital services, everyone shares that they face difficulties and barriers. Directors point out the views, as very important of the staff, their insufficient skills, and a certain fear of innovation, skepticism, and conservative environment at the library. This is stated by two of the participants. One of them emphasizes the positive role of teams working in the development and implementation of new services. In addition they share numerous organizational, managerial, and technological problems related to the lack of sufficient funds for investments in technologies.
6. Participants share opinions about different types of services. According to the templates we have selected examples of all types of services - so we have analyzed the introduction, provision or use of traditional library services through digital means; innovative library services; other educational or cultural services/activities, as well as a consulting service.
7. We observe the tendency of use of different partners outside the library in the introduction of digital services. These are usually municipalities, other libraries, NPOs, companies.
8. The feelings of the interviewees range from uncertainty and anxiety about the introduction of some of the new digital tools and services to satisfaction with the

implementation of services and feedback from visitors and readers, especially when the users are children and teenagers.

9. The interviewees indicate as methods of coping are - the training for the staff, the training for the different categories of users; the combination of training and online resources, and tutorials. There are still not many good practices. Sometimes Facebook groups and interest groups work to share good practices. The colleagues share that some of the problems can be solved faster if they have the support of the municipalities, especially when investing in the training and professional development of librarians.

10. Respondents also have an opinion on what more can be done to improve services / activities. Two are of the opinion that funding should be provided for the purchase of new equipment and software, especially training platforms. One of the interviewed library directors said that "In my opinion, improving services is not a matter of money. The question is - are the librarians ready to respond to reality, and to the requirements of the time". The other interviewed director believes that the most important thing is to upgrade existing services - to reach more people, to improve them. However, everyone share opinion that there should be training and continuous qualification of the staff.

12. The interviewees are motivated to introduce new services and to increase their digital literacy and competence. Some of them feel like pioneers, others are satisfied and enthusiastic to continue working in this direction.