

Linköping Electronic Articles in
Computer and Information Science
Vol. 2(1997): Nr 10

**Information competence for end users within
Danish University Libraries - is there a national
strategy?**

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Inledning till paneldebatt vid

**Informationskompetens och Användarutbildning
Nordiska Vetenskapliga Biblioteksförningars Förbunds
konferens, 19-20 november 1996
Linköping, Sverige**

Published for Nordiska Vetenskapliga Biblioteksförningars Förbund
(NVBF) by
Linköping University Electronic Press
Linköping, Sweden

<http://www.ep.liu.se/ea/cis/1997/010/>

*Published on November 11, 1997 by
Linköping University Electronic Press
581 83 Linköping*

**Linköping Electronic Articles in
Computer and Information Science**

ISSN 1401-9841

Series editor: Erik Sandewall

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*Typeset by the author using MS Word and
formatted using étendu style for A4 paper size*

Recommended citation:

*<Author>. <Title>. Linköping electronic articles
in computer and information science, Vol. 2(1997): Nr 10.
<http://www.ep.liu.se/ea/cis/1997/010/>. November 11, 1997.*

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In Denmark the education concerning libraries issues is maintained by the Royal School of Librarianship, which has one section in Copenhagen, and one in Aalborg - Jutland.

The school serves both the public libraries sector and the university libraries sector - but there is no tradition as to addressing Library Users directly.

Today the school offers a variety of educations for people who wants to become information handling professionals, such as

- Basic public librarian - a four years education, based on High School level students
- Research Librarian - a one year add on to an academic education
- Cand. Bibl. - a two year add on to the basic librarian education

The structure of the librarian education in Denmark is undergoing reconstruction initiatives these years; initiatives which will strengthen the integration of the librarians education with other university studies, and which will make the individual student career more flexible:

- A three years BA as the general fundament of the librarian education
- Two years more, leading to Cand. Bibl.
- Further three years, resulting in a Ph.D.

The suggestions further advises, that each individual student can currently tailor make his education, targeting public libraries, university libraries or private sector libraries respectively.

Students which has a university degree already can pick out elements qualifying for subject specialists, and furthermore some modules can contribute to the Libraries Assistant education.

As mentioned neither historical development nor this new initiative addresses the library users directly; naturally the basic education gives the candidates the necessary theoretical foundation for local end user training, but e.g. pedagogic elements targeting this situation is not being addressed today at a national level.

It is my impression that most End User Education in Denmark is being developed through a Learning by Doing process; the local staff at university libraries responsible for this activity learns by successes and failures, refining the product currently, and tailor making it for the

various target groups involved - e.g. scientists-/students within special subject fields at the universities.

End user education at the public libraries is generally implemented as individual, ad hoc instruction dealing with online catalogues and other local IR. tools; no systematic approach is common within this sector. Surely the new possibilities regarding e.g. electronic distance learning courses will make an impact on the implementation of end user education at university libraries in Denmark.

A wide range of courses can be imagined within this field, covering instructions similar to general software “help” instructions, which implies no dialogue with the author/instructor, as well as high grade interactive modules, being implemented in connection with basic courses for new students, and more refined courses for experienced students and scientists or professors.

An important issue regarding this development is, though, that the lack of face-to-face interaction does not reduce the demand for pedagogic skills - it only alters and refines the required skills!