

Welcome to the Library 2.0 Handbook!

In the spring of 2010, I visited Switzerland and Germany for some speaking engagements sponsored by the US Embassy in Berlin and US Mission in Geneva. One of the highlights of that visit was having dinner with Patrick Danowski in Geneva. As we enjoyed Ethiopian cuisine in a little out of the way place, our conversation turned to the ongoing conversations about Library 2.0 in Germany and Europe, and of the original discussions and debate playing out across the Biblioblogosphere in the United States and beyond in 2005-2007.

The debate about semantics, labels and bandwagons has moved on and what's left is the core of the Library 2.0 service model: changing mindsets and changing priorities as society and technology rapidly shifts. Implementation and evaluation of physical and virtual services based on a customer driven focus are the driving factors of this model.

Innovators like Patrick are working to find the best ways to enhance library services, as are others throughout Europe. Later in Germany, I was lucky enough to become a founding member of the Zukunftswerkstatt. The highly motivated, forward-thinkers of this "future workshop" group discovered the implementation and experimentation with new technologies and new service models lacking in German libraries - and the conversation at conferences non-existent. They made their presence known - via a booth at the 2009 Congress and by launching their blog.

A long lunch conversation with Julia Bergmann, Christoph Deeg and Professor Hans-Christoph Hobohm yielded similar topical threads as my time in Switzerland: Libraries are in a perfect position to meet user needs wherever users happen to be. Libraries weren't going away, they're changing. This concept was exemplified by their logo: a robot clutching a book, most probably delivering it to some library user.

What you'll find in this volume is a culmination of other innovators from Germany and beyond, focusing on the technology aspects of the Library 2.0 principles and their implementation in libraries. Throughout the chapters, you'll find theoretical approaches to the topics as well as nuts and bolts emphasis on practice. I was honored to be asked to write the Foreword for Michael E Casey & Laura Savistinuk's original text *Library 2.0: A Guide to Participatory Library Service* and I'm honored to introduce this book as well. In that brief piece, I shared some of my ideas about L2. Here are some more thoughts:

Library 2.0 encourages the heart. Here, we help our users satisfy their curiosity, better their lives, expand their learning, and enjoy themselves. Information and

knowledge is available anytime and at anyplace from the library, as needed by a passionate tribe of users.