

First Release

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LIBRARIES, 2021

Data on libraries that operated on the territory of the Republic of Croatia in 2021 were obtained by processing the administrative database of the National and University

A total of 1 760 libraries were covered, which included one national library, 102 libraries at institutions of higher education, university and scientific libraries, 99 specialised libraries, 316 public libraries, 879 libraries in basic schools and 363 libraries in secondary schools.

In 2021, of the total number of libraries, 11% were autonomous, 7% were part of another library and 82% were part of another institution, enterprise or educational institution.

Increasing number of libraries with internet access

The modernisation of libraries with new media and technologies enables a direct access to all types of knowledge and information. Therefore, 91% of all libraries had an integrated reading room, 65% had a multimedia department and 92% had wireless internet equipment.

There were 4 192 persons employed in libraries, of which 84% were women. Of the total number of persons employed in libraries, 90% were professional library staff.

The most numerous members of public libraries and visitors to library events were children and youth up to 18 years of age

Out of 1 148 954 persons who had a library membership, 75% were active users in 2021, which was 7% more than in the year before. Women accounted for 64% of the total number of public library users.

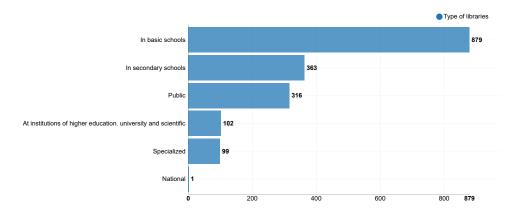
The members of libraries in basic and secondary schools accounted for 42% of all library memberships, followed by the members of public libraries with the share of 39% in the total membership. Children and youth up to 18 years of age accounted for 40% of public library memberships.

Observing the age structure of visitors to library events and workshops, 69% of visitors were under 18 years of age.

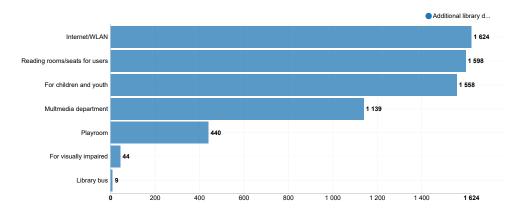
Virtual library visits - a growing trend among users

Due to the development of digital society, a tendency towards virtual library visits had first been recorded in 2020, while in 2021 that type of library visits accounted for 72% of total visits, and growing, so it reached 3% higher share than in 2020.

G-1 LIBRARIES. BY TYPE, 2021



G-2 ADDITIONAL LIBRARY DEPARTMENTS AND SERVICES, 2021



1 LIBRARIES, BY TYPE, STATUS AND ADDITIONAL DEPARTMENTS, 2021

			Status			Ado	litional dep	partments and se	ervices		
Type of library	Total	Autonomous	Part of another library	Part of another institution/enterprise	Reading rooms/seats for users	Multimedia departments	For visually impaired	Internet/WLAN	For children and youth	Playrooms	Library bus
Total	1 760	188	123	1 449	1 598	1 139	44	1 624	1 558	440	9
National	1	1	-	-	1	1	1	1	-	-	-
At institutions of higher education, university and scientific	102	4	-	98	102	92	11	100	-	-	
Specialised	99	1		98	95	58	3	95	-	-	-
Public	316	181	123	12	205	193	21	205	316	126	9
In basic schools	879	1	-	878	847	514	4	866	879	280	-
In secondary schools	363	-	-	363	348	281	4	357	363	34	-

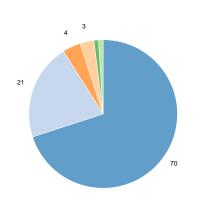
2 PROCESSED BOOK AND NON-BOOK MATERIALS, 2021 (SITUATION AS ON 31 DECEMBER 2021)

		Processe	d book materia	als, number of it	ems		Processed	non-book m	aterials, num	ber of items
Vrsta knjižnice	Books (volumes)	Newspapers (annual files)	Magazines (volumes)	Manuscripts and graded papers	Toys and didactic games	Other book materials	Digitised book materials	Originally digital materials	Audio- visual materials	Electronic materials on removable media
Total	28 215 570	235 019	2 767 879	584 752	20 380	553 092	118 217	309 366	788 735	200 270
National	1 651 070	126 373	359 021	265 675	-	129 387	11 431	92 318	231 648	64 037
At institutions of higher education, university and scientific	5 725 350	51 028	1 254 845	305 469	-	161 488	44 088	182 977	34 340	86 214
Specialised	2 071 531	21 731	966 014	13 608		105 959	44 957	28 019	15 816	8 015
Public	12 112 114	34 592	138 823	-	19 191	130 457	17 741	6 052	422 475	31 452
In basic schools	4 281 888	818	22 424	-	996	3 364	-	-	63 177	6 672
In secondary schools	2 373 617	477	26 752	-	193	22 437	-	-	21 279	3 880

3 USE OF BOOK MATERIALS, 2021

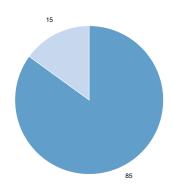
					Use	outside the l	ibrary, by type of m	aterial	
Type of library	Total	Use outside the library	Use inside the library	Total lending	Books and brochures	E-books	Audio-visual and electronic materials, and graded papers	Serial publications	Other
Total	11 348 489	9 591 106	1 757 383	9 591 106	9 134 356	64 201	134 534	8 320	21 369
National	104 828	8 119	96 709	8 119	8 119	-	-	-	-
At institutions of higher education, university and scientific	370 999	118 903	252 096	118 903		-	-	-	-
Specialised	150 599	109 423	41 176	109 423	-	-	-	-	-
Public	7 857 550	6 973 863	883 687	6 973 863	6 767 748	64 201	122 864	8 320	10 730
In basic schools	2 409 636	2 002 725	406 911	2 002 725	1 985 445	-	9 854		7 426
In secondary schools	454 877	378 073	76 804	378 073	373 044	-	1 816		3 213

G-3 USE OF BOOK MATERIALS BY TYPE OF LIBRARY, 2021





G-4 USE OF BOOK MATERIALS, INSIDE AND OUTSIDE THE LIBRARY, 2021





4 INTERLIBRARY LOANS, 2021

			Interlibr	ary loans			Requests for electronic		
Type of library ¹⁾	Total		Received requests		Submitted	l requests	delivery of documents		
	Total	Resolved	Total	Resolved	Total	Resolved	Total	Resolved	
Total	27 848	26 568	6 536	5 927	5 424	5 187	15 888	15 454	
National	2 963	2 756	2 182	2 023	781	733	-	-	
At institutions of higher education, university and scientific	12 834	12 451	1 182	1 091	2 088	1 990	9 564	9 370	
Specialised	7 934	7 244	1 053	694	960	869	5 921	5 681	
Public	4 117	4 117	2 119	2 119	1 595	1 595	403	403	

¹⁾ In libraries in basic and secondary schools, there is no interlibrary loan, but only additions to and weeding out of book and non-book materials. Therefore, they are not included here.

5 LIBRARY USERS, BY ACTIVITY, 2021

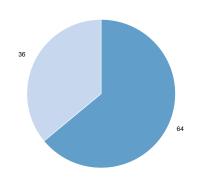
Type of library	Structure of library users										
туре от пытагу	Total	Pupils/students	Employees	External users	Active users						
Total	696 981	538 600	127 321	24 121	473 080						
National	7 299	-	-	-	5 738						
At institutions of higher education, university and scientific	138 219	119 141	10 957	8 481	61 129						
Specialised	71 468	-	57 696	13 772	14 975						
In basic schools	339 425	297 531	41 115	779	293 029						
In secondary schools	140 570	121 928	17 553	1 089	98 209						

6 PUBLIC LIBRARY USERS, BY SEX, AGE AND ACTIVITY, 2021

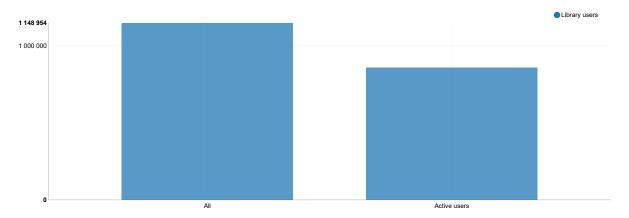
					Members, b	y age groups			
Type of library	Total	Male	Female	14 and under	15 – 17	18 – 64	65 and over	Active users	New users
Public libraries	451 973	163 465	288 508	146 422	34 654	227 507	42 940	382 941	64 114

Female, % Male, %

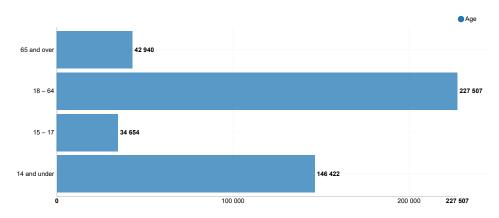
G-5 STRUCTURE OF LIBRARY USERS, BY SEX, 2021



G-6 LIBRARY USERS, BY ACTIVITY, 2021



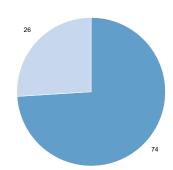
G-7 PUBLIC LIBRARY USERS, BY AGE GROUPS, 2021



7 VISITS TO LIBRARIES AND ATTENDANCE OF LIBRARY EVENTS, 2021

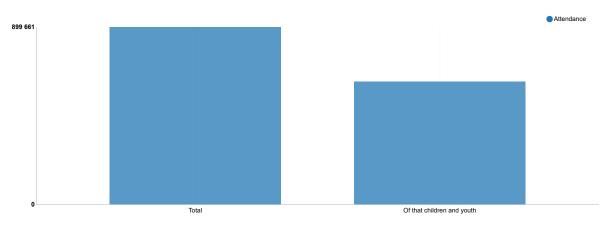
				Visits to libra	ries and attenda	nce of library ϵ	events			
	Vi	sits to librarie	S		Library	events		Workshops		
Type of library			Virtual	Number of	library events	Attendance c	of library events			
	Total	Physical		Total	Of that children and youth	Total	Of that children and youth	Number	Attendance	
Total	39 526 536	9 182 016	29 345 358	33 045	25 501	899 661	622 954	18 100	337 438	
National	2 335 910	100 979	2 234 931	52	-	10 200	-	20	447	
At institutions of higher education, university and scientific	5 245 640	673 001	4 573 339	185		13 732	-	405	6 208	
Specialised	2 177 899	86 201	1 091 836	165	-	8 347		139	1 440	
Public	25 638 312	4 839 348	20 798 964	19 096	11 954	494 928	250 500	2 276	71 232	
In basic schools	3 276 740	2 832 692	444 048	11 720	11 720	309 353	309 353	12 835	210 206	
In secondary schools	852 035	649 795	202 240	1 827	1 827	63 101	63 101	2 425	47 905	

G-8 VISITS TO LIBRARIES, 2021





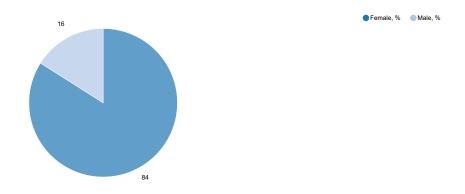
G-9 ATTENDANCE OF LIBRARY EVENTS, 2021



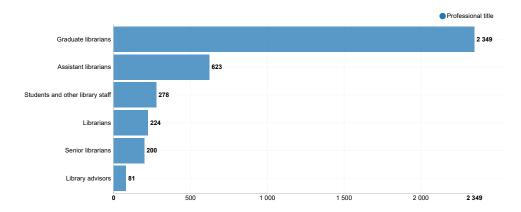
8 LIBRARY EMPLOYEES, 2021 (SITUATION AS ON 31 DECEMBER 2021)

		Employees				F	Professional s	taff			
Type of library	Total	Male	Female	Total	Library advisors	Senior librarians	Graduate librarians	Librarians	Assistant librarians	Students and other library staff	Other staff
Total	4 192	690	3 502	3 755	81	200	2 349	224	623	278	437
National	304	106	198	271	24	22	66	15	59	85	33
At institutions of higher education, university and scientific	520	114	406	459	22	47	195	27	92	76	61
Specialised	195	37	158	165	6	20	96	15	19	9	30
Public	1 824	304	1 520	1 511	25	108	730	138	446	64	313
In basic schools	940	88	852	940	2	2	891	19	3	23	-
In secondary schools	409	41	368	409	2	1	371	10	4	21	-

G-10 LIBRARY EMPLOYEES, 2021 (SITUATION AS ON 31 DECEMBER 2021), BY SEX



G-11 LIBRARY EMPLOYEES, 2021 (SITUATION AS ON 31 DECEMBER 2021), BY PROFESSIONAL TITLE

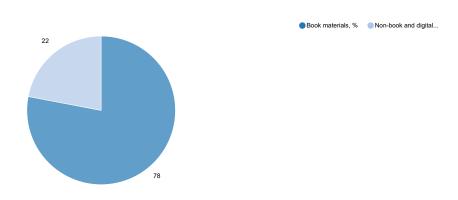


9 ADDITIONS TO LIBRARY MATERIALS, 2021

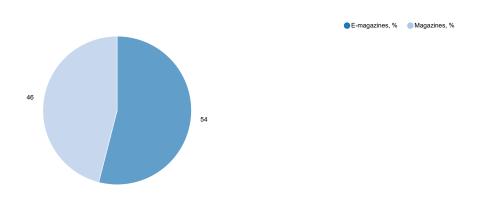
		National library	Libraries at institutions of higher education, university and scientific	Specialised libraries	Public libraries	Libraries in basic schools	Libraries in secondary schools
Books (number of volumes)	Total	18 232	77 340	15 669	575 098	118 196	40 769
	Purchase	426	23 527	4 647	291 590	90 617	29 733
	Mandatory items	14 722	22 109	-	3 607	-	-
	Donation	2 767	31 286	7 588	137 300	27 439	10 983
	Replacement	317	418	3 434	8 908	140	53
	Purchase by the Ministry of Culture	-	-	-	99 904	-	-
	Other	-	-	-	33 789	-	-
Magazines (number of volumes)	Total	7 637	16 262	6 116	5 777	4 547	2 231
	Purchase	33	2 705	1 131	3 739	3 648	1 728
	Mandatory item	6 630	5 411	-	124	-	-
	Donation	302	4 894	1 531	1 013	899	503
	Replacement	672	3 252	3 454	12	-	-
	Purchase by the Ministry of Culture	-	-	-	38	-	-
	Other	-	-	-	851	-	-
Newspapers (number of titles)	Total	214	1 952	416	679	190	51
	Purchase	-	81	399	143	146	42
	Mandatory item	214	1 813	-	254	-	-
	Donation	-	27	4	268	44	9
	Replacement	-	31	13	-	-	-
	Other	-	-	-	14	-	-
Manuscripts and graded papers	Total	108	11 355	22	-	-	-
	Purchase	-	2 539	1	-	-	-
	Mandatory item	-	-	-	-	-	-
	Donation	108	8 650	21	-	-	-
	Replacement	-	166	-	-	-	-
Other book materials	Total	745	4 157	77	4 060	335	652
	Purchase	15	189	16	1 034	208	452
	Mandatory item	375	1 512	-	854	-	-
	Donation	354	2 441	18	1 513	127	200
	Replacement	1	15	43	-	-	-
	Purchase by the Ministry of Culture	-	-	-	259	-	-
	Other	-	-	-	400	-	-
Audio-visual materials	Total	598	763	565	9 810	650	430
	Purchase		54	461	6 370	381	357
	Mandatory item	592	430	-	127	-	-
	Donation	4	278	102	1 720	269	73
	Replacement	2	1	2	-	-	-
	Purchase by the Ministry of Culture	-	-	-	149	-	-
Electronic materials on removable	Other	773	2 063	445	1 444	38	81
media							
	Purchase	-	164	388	575	20	21
	Mandatory item	773	544	-	13	-	-
	Donation	-	1 355	37	207	18	60
	Replacement Rurchase by the Ministry of Culture	-	- -	20	- 10	-	
	Purchase by the Ministry of Culture	-	-	-	10	-	-
Tour and didti	Other	-	-	-	199	- 225	- 25
Toys and didactic games	Total	-	-	-	1 513	335	25
	Purchase	-	-	-	1 173	237	22
	Donation	-	-	-	207	98	3
	Replacement	-	-	-	432	- -	-
Digitized materials	Other	000		2 265	133	-	-
Digitised materials	Total	968	5 858	2 365	1 277	- -	-
	Inside the library	968	4 210	1 333	402	-	-

	Outside the library	-	1 648	1 032	875	-	-
Originally digital materials	Total	42 817	111 226	71 515	3 706	-	-
	E-books	477	42 504	59 058	3 706	-	-
	E-magazines	1 876	37 746	11 185	-	-	-
	E-graded papers	28 189	27 392	423	-	-	-
	Other e-documents	12 275	3 584	849	-	-	-

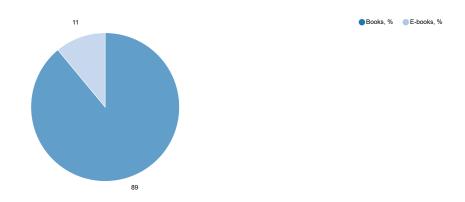
G-12 ADDITIONS TO BOOK AND DIGITAL MATERIALS, 2021 - TOTAL



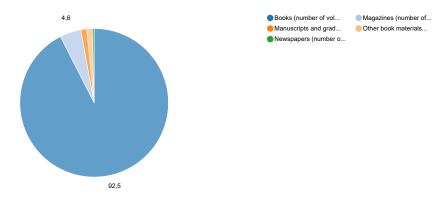
G-13 ADDITIONS TO LIBRARY MATERRIALS, PROPORTION OF PHYSICAL AND DIGITAL MATERIALS, 2021 - MAGAZINES



G-14 ADDITIONS TO LIBRARY MATERRIALS, PROPORTION OF PHYSICAL AND DIGITAL MATERIALS, 2021 - BOOKS



G-15 TOTAL ACQUISITION OF BOOK MATERIALS, 2021



10 LIBRARY REVENUES AND EXPENDITURES, 2021

Kuna

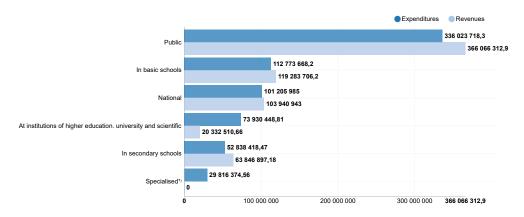
		National library	Libraries at institutions of higher education, university and scientific ¹⁾	Specialised libraries ²⁾	Public libraries	Libraries in basic schools	Libraries in secondary schools
Expenditures	Total	10 120 5985,00	7 393 0448,81	2 981 6374,56	33 602 3718,30	11 277 3668,20	5 283 8418,47
	Acquisition of book materials	370 1041,00	1 054 0201,54	385 0288,45	3 407 7360,97	702 1121,92	370 5314,09
	Education of library staff	17 5372,00	16 3614,28	5 2408,20	48 7992,68	12 2186,23	5 9462,23
	Expenses of emloyees' gross earnings	4 236 3407,00	6 110 9801,55	2 359 7859,12	22 619 3222,05	10 412 9857,83	4 812 6575,31
	Other expenses	5 496 6165,00	817 6831,44	231 5818,79	7 526 5142,60	150 0502,22	94 7066,84
Revenues	Total	10 394 0943,00	2 033 2510,66	-	36 606 6312,86	11 928 3706,23	6 384 6897,18
	Revenues from the budget/parent institution ³⁾	6 628 5126,00	435 4197,50	-	30 307 4978,74	11 064 6776,07	5 997 8180,17
	Own revenues	3 282 8586,00	172 0435,29	-	2 307 2115,59	93 4023,52	49 1899,53
	Other sources of revenues	112 6190,00	263 3762,21	=	573 7478,50	59 3676,86	23 1845,78
	Revenues for acquisition of materials	370 1041,00	=	-	3 418 1740,03	710 9229,78	314 4971,70

¹⁾ As regards libraries at institutions of higher education, university and scientific libraries, the revenue of autonomous libraries is presented as own revenue and as revenue from other sources, while the revenue of libraries that are part of institutions of higher education or universities is presented as the revenue of the parent institution.

²⁾ Specialised libraries have no revenue data, but only expenditure data. The revenue of specialised libraries is a part of the total revenue of the parent institution, of which the library is a part, so it is not presented separately.

³⁾ The revenues covered by this First Release refer to direct library revenues from all levels of the budget of the Republic of Croatia (central, government and local bodies), revenues for the acquisition of materials, own revenues and other sources of revenues.

G-16 EXPENDITURES AND REVENUES, BY TYPE OF LIBRARIES, 2021



1) Specialised libraries have no revenue data, but only expenditure data. The revenue of specialised libraries is a part of the total revenue of the parent institution, so it is not presented separately.

NOTES ON METHODOLOGY

Sources and methods of data collection

Data on libraries are the result of processing statistical data from the administrative database of the National and University Library (NSK). Pursuant to Article 6, paragraph 3 of the Library and Library Activity Act (NN, Nos 17/19 and 98/19), libraries are obliged to collect statistical data on their operations and enter them into NSK's system of unique electronic collection of statistical data on library operations in accordance with the standards referred to in Article 12, paragraph 2 of the aforementioned Act.

The collection of data from administrative sources is in line with the recommendations from the European Statistics Code of Practice relating to the use of administrative and other data whenever possible in order to reduce the burden on reporting units and to reduce the costs of collecting, processing and publishing statistical data.

Coverage and comparability

The statistical survey covers all libraries that existed on the territory of the Republic of Croatia on 31 December 2021. Data are comparable to those from previous years.

Definitions and explanations

Library is a legal entity that performs the library activity in accordance with the provisions of the Library and Library Activity Act.

According to the purpose and library contents, libraries are categorised as follows: national library, libraries at institutions of higher education, university and scientific libraries, specialised libraries, public libraries and school libraries.

Specialised (professional) **library** is a library that covers one discipline or a particular area of knowledge. The name "specialised library" is sometimes used to indicate a library intended primarily for a special category of users (e.g. patients) or focused on a particular form of documents (e.g. music, sound and video library, photograph library, cinematic arts library). It may be public, if the founder is the Republic of Croatia or a legal entity predominantly owned by the Republic of Croatia, or private, if the founder is another legal entity or natural person.

Administrative unit is a library or a group of libraries that operate under a single library administration. An administrative unit may consist of a central library and its branches.

Autonomous library is an independent public institution, that is, a registered legal entity, which performs the library activity in accordance with the Library and Library Activity Act.

Library that is a part of another library is an organisational unit of an institution or another legal entity that performs the library activity in accordance with the Library and Library Activity Act.

Library branch is an organisational part of the administrative unit of a library situated on a separate location, which provides services to users.

Library bus is a mobile library department, that is, a specially equipped vehicle for delivering library materials and providing services directly to users.

User area (net user area) is usable area for user services. It includes area for reading, learning (individually or in groups), lending, providing instruction, information and other services, areas where users use the library independently (borrowing and returning materials, automatic recording of book returns and lending), as well as areas for recreation and communication/rest and socialising, multipurpose halls, rooms for people who have suddenly fallen ill, the entrance hall, and areas with open access materials that are integral parts of user services.

Seats for users are seating places for users (excluding seating places for rest).

Library materials consist of each textual, visual and audio document, on easily transferable material or in electronically readable form, of informational, artistic, scientific or professional content, produced in several copies and intended for the public, including manuscripts. Games, toys, etc. are also considered library materials if they are part of the library fond.

Book materials are physical library materials that are not in digital form. They include books, serial publications, manuscripts, graded papers, brochures, didactic games and other book materials (maps, photographs, art reproductions, etc.)

 $\label{library fond} \textbf{Library fond} \ \text{includes overall library materials in all formats}.$

Book is a non-periodic printed publication of at least 49 pages, not including cover pages.

Brochure is a non-periodic printed publication of at least five and no more than 48 pages, not including cover pages.

Magazine is a periodic publication in several volumes whose publication is not limited in time, that is, which is established with the intention of being published in an unlimited number of volumes. It is published at more or less regular intervals.

Volume is a physical unit of any printed or manuscript work contained in one binding.

Newspaper is a serial material unit that is published at frequent intervals, usually daily, weekly or semi-weekly, which reports on current events and topics of public interest.

Manuscripts are original handwritten or typewritten materials.

Graded papers are papers that are required for completing a study and acquiring a certain academic title or degree of tertiary education. In the Republic of Croatia, they include a doctoral thesis or dissertation (at the end of postgraduate university study), graduate thesis (at the end of graduate and integrated graduate and undergraduate university study) and final thesis (at the end of all other studies, but often means the final thesis of undergraduate study).

Digitised materials are copies of the originals made by the process of digitisation, that is, conversion into digital form. Different forms can be digitised, such as text, audio, video materials, etc.

Digitised materials in originally digital form are materials that were originally created in digital form, such as e-books, e-magazines, e-newspapers, and other digital documents processed and stored in the repository of an institution.

Audio-visual materials are a type of non-book materials that can only be used with a certain device, such as a projector, reader, magnifier, etc. Audio-visual materials include films (video cassettes, boxes, reels and loops), microforms (microfilms, microfiche), video recordings (videotapes, videocassettes, video boxes and video discs), visual projections (filmstrips, slides, transparencies, stereographs and microscopic preparations) and sound recordings (gramophone records, compact discs, audiotapes, audiocassettes and loudspeakers).

Electronic collection includes sources in electronic form as part of the library collection, which are originally digital or have been digitised.

Electronic book is one or several computer files of limited content, which are publicly available online (online book) or in physical form (on CD ROM and DVD).

Other book materials are all materials other than books, periodicals, manuscripts, microfilms and audio-visual materials. This includes materials such as maps, charts, art reproductions, photographs, technical drawings, toys, multimedia, etc.

Additions include documents or material units that are added to the collection in the reporting period.

Library user (library member) is any person registered with the library as a user of its materials or services in the reporting year.

Active user is a library member (registered user) who visited or used the library or its services in the reporting year. The use may also include the use of electronic services inside or outside the library.

Visit is the act of entering the library premises or accessing the library website in order to use one of the services provided by the library.

Physical visit is the act of entering the library premises in order to use one of the services provided by the library.

Virtual visit is an individual external virtual visit to the library website and catalogue.

User education includes education programmes with an elaborate lecture plan for the acquisition of knowledge and skills for the use of the library and other information and technical services. It may include a guided tour of the library, as well as lessons on information technology and online services with educational content.

Workshop is an activity organised by an expert employee of the library for users. User education is defined as a programme with a special lecture plan aimed at teaching users how to use the library and other information and technical services. It also includes a guided tour of the library, as well as lessons on information technology and online services with educational content. Educations within the project are included only if the project is intended for library users.

Library events are activities organised for users for literary, cultural or social purposes, such as visits by authors, reading groups, literary meetings and exhibitions.

Interlibrary loan is a loan of documents in the material form (books) or delivery of documents as copies from one library to another that is not under the same management. It also covers electronically delivered documents.

Library advisor is a person who has at least five years of work experience in the library profession after acquiring the title of a senior librarian and who has expert knowledge due to which he/she has acquired at least 500 points in accordance with the "Criteria for Assessing Professional Competence".

Senior librarian is a person who has passed the qualifying exam for a graduate librarian, at least five years of work experience in the profession after passing the qualifying exam for a graduate librarian and expert knowledge due to which he/she has acquired at least 400 points in accordance with the "Criteria for Assessing Professional competence".

Graduate librarian is a person who has completed an undergraduate and graduate university study in the field of information and communication sciences with at least 60 ECTS credits from the librarianship programme, or a librarianship study by which a university degree was obtained in accordance with the regulations that had been in force before the Act on Scientific Activity and Higher Education was in force, or who has completed another study by which a university degree was obtained in accordance with the regulations that had been in force before the aforementioned Act was in force, with the obligation to acquire 60 ECTS credits from the librarianship programme within three years from the day of employment and to pass the qualifying exam for a graduate librarian.

Librarian is a person who has completed an undergraduate university study in the field of information and communication sciences with at least 30 ECTS credits from the basic librarianship courses, or another study by which a non-university college degree was obtained in accordance with the regulations that had been in force before the Act on Scientific Activity and Higher Education was in force, with the obligation to acquire at least 30 ECTS credits from the basic librarianship courses within three years from the day of employment and to pass the qualifying exam for a librarian.

Assistant librarian is a person who has completed a four-year secondary school and has passed the qualifying exam for an assistant librarian.

Other library staff consists of all library employees who do not have a professional library title.

Students are university students who work part-time in libraries or who perform practice in libraries as part of certain courses.

Library revenues are the financial resources provided for the regular activity of the library.

Own revenue is the revenue generated by the library. It refers to revenues from the provision of services and/or delivery of goods on the market, such as the sale of own publications or renting premises, revenues from the main activity of the library, such as revenue from membership fees and late fees, revenue from property (interest) and revenue from aids and donations.

Library expenditure is the expenditure incurred by managing the library. It includes the purchase of book materials, employees' gross earnings, education of library staff and other library expenditures.

Abbreviations

CD ROM compact disc read-only memory

digital versatile disc DVD

ECTS European Credit Transfer and Accumulation System Narodne novine, official gazette of the Republic of Croatia NN

WLAN wireless local area network '000 thousand

Symbols

no occurrence

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