

## **Kai Välbe**

National Library of Estonia

### **Biography**

Kai Välbe, Senior Specialist of Service Department of the National Library of Estonia, was born on 6 November 1958 in Tallinn, Estonia. She graduated from the Saint Petersburg University (then - Leningrad State University) department of philosophy in 1984 and has Master`s degree in sociology. In 2004 she finished professional training of librarians at Tallinn University.

From 1984 to 1995 worked at the National Library of Estonia Methodological Department as a senior librarian (mostly working with public libraries), and as Head of the Publishing Department.

In 1996-2003 she was in the book sales business as a bookdealer and book store manager at the Euro Publication Ltd.

From 2003 to 2008 she worked at the Department of Literature in Foreign Languages of the Tallinn Central Library and a year as the manager of the Pirita and Merivälja branches of the library.

Since 2008 she has been working at the National Library of Estonia as a Senior Specialist on Surveys, Standards and Statistics. Her latest interests are focused on the service quality and the training of librarians. She is a member and a secretary of the Science Board of the National Library of Estonia.

Kai Välbe has been the project manager of several user satisfaction surveys of the National Library, the most extensive of these were the service quality surveys in 2011 and 2016.

She is the secretary of the TC 22 Information and Documentation of the Estonian Centre of Standardisation, the national board of ISO/TC 46.

She has published a number of articles in the library journal of Estonia called "Raamatukogu" (The Library) and has held presentations at the International Conference on Qualitative and Quantitative Methods in Libraries in 2012, 2013 (together with Ülle Talihärm), 2015 and 2016.