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	Nota di contenuto	Welcome by the University of Milan, the Italian Ministry for Cultural Heritage and Activities and IFLA / Elio Franzini, Maurizio Fallace, Claudia Lux -- Introduction to the conference theme / Patrice Landry -- The virtual scholar : the hard and evidential truth / David Nicholas -- Who are the users of digital libraries, what do they expect and want? : the Europeana experience / Daniel Teruggi -- A content analysis on the use of methods in online user research / Elke Greifeneder -- A pianist's use of the digitalized version of the Edvard Grieg Collection / Einar Røttingen -- When is a library not a library? / Susan Hazan -- To make a better digital library : some collaborative efforts in China / Zhu Qiang -- Strategies for institutions : responding to the digital challenge / Rossella Caffo -- Strategies for institutions : responding to the digital challenge : the world digital library perspective / John Van Oudenaeren -- Digital library futures : pressures on the publisher-librarian relation in the era of digital change / Herman P. Spruijt -- Closing address / Penny Carnaby -- Final summary / Anna Maria Tammaro -- Closure /

Ellen Tise -- Biographies -- Photo impressions.

Sommario/riassunto | Initiatives at a cross-cultural level, where libraries, museums and archives work together in creating digital libraries, and making their cultural heritage collections available online, are emerging. Leading academic researchers from the cultural heritage and the publishers sectors approach this issue: Digital library user experience: a focus on current user research; Digital library content: what users want and how they use it; Strategies for institutions: how cultural institutions and publishers respond to the digital challenge.