



1. Framework
2. User involvement and Partnerships
3. Early Literacy And Play
4. Maker Culture and Co-creation
5. Misinformation and Trust Building
6. Social Challenges and Equity
7. Library Space and Staff Competences



The 'Infosphere' 2000



Credit: OCLC and Mikkel Christoffersen, Copenhagen Public Libraries
<https://www.oclc.org/content/dam/oclc/reports/escan/downloads/future.pdf>

The 'Infosphere' 2015



Credit: OCLC and Mikkel Christoffersen, Copenhagen Public Libraries
<https://www.oclc.org/content/dam/oclc/reports/escan/downloads/future.pdf>

Change in Framework

Media development

Internet-based media
Social media
Decline in loans of physical materials

New user needs

Media literacy
Reading skills
Life-long learning
Community

Resource strain

Cut-backs
New tasks
Reach non-users

New opportunities

Digitisation
Digital service
Self-service
Citizen involvement

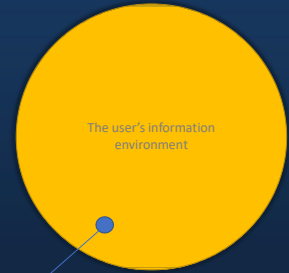
Should the libraries go a lot more digital?



The libraries

Credit: Mikkel Christoffersen, Copenhagen Public Libraries

The User's Infosphere



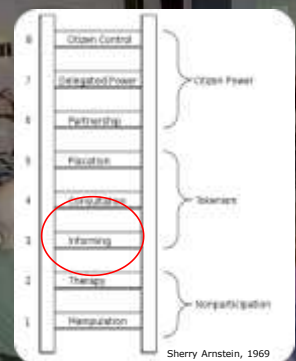
Credit: Mikkel Christoffersen, Copenhagen Public Libraries

Reinvent the library
new ways of professionalism
new products
new alliances
new ways of funding

1

User involvement and partnerships

Traditional citizens engagement:
- Citizens cooperation
- Duty-driven and dull
- User-driven innovation
- Co-production
- Hearings and formal
- ~~Democracy~~



Sherry Arnstein, 1969

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Download:
www.designthinkingforlibraries.com

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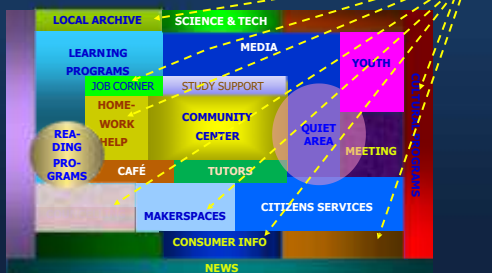
DESIGN THINKING

Design thinking is about accelerating innovation to create better solutions to the challenges we meet!

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Partnerships

The Mash-up Library



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Therefore partnerships



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https://www.aalto.fi/sites/www.aalto.fi/files/attachments/2012-10-02_1424/build_partnerships_tools_for_strategical_library_development.pdf

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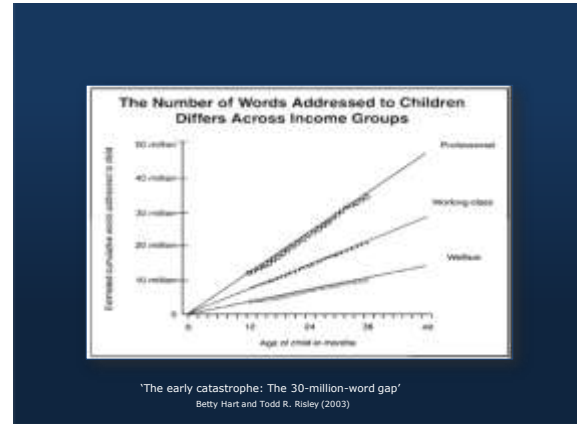


Program | Dokk1 | Nov 16-22

**One week = 42 activities
- mostly done
in partnership!**

2

Early literacy and play



Report on Reading 2017
 Children 9-14 year

Children reading several times per week, decreasing from 61% in 2010 to 56% in 2017

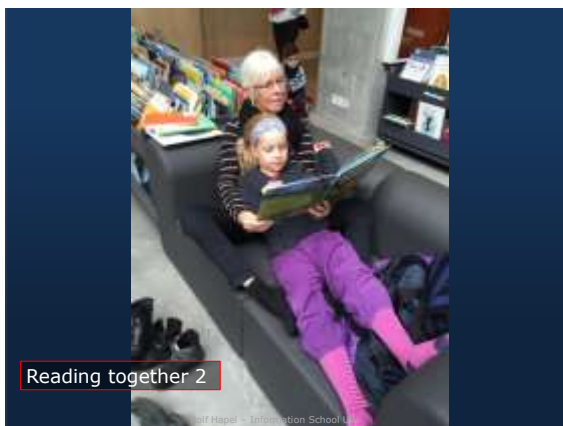
Children read in school and not at home

Children find it difficult to read longer texts

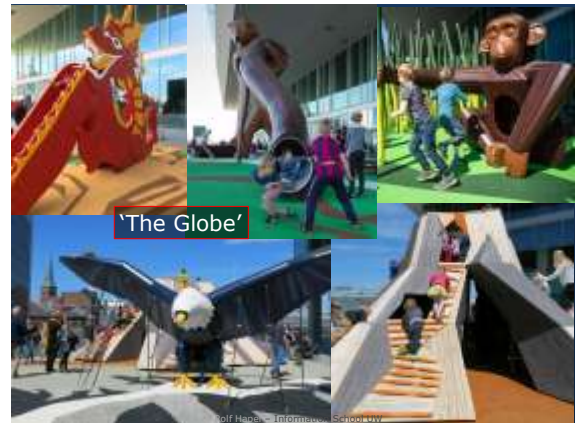
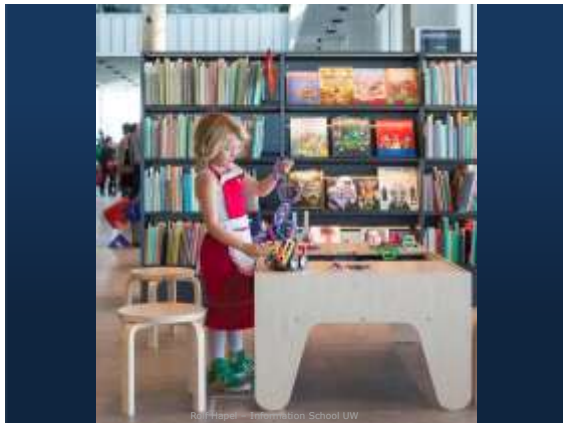
70% of all children read text messages every day

..less than 20 percent of U.S. teens report reading a book, magazine or newspaper daily for pleasure, while more than 80 percent say they use social media every day

Trends in U.S. Adolescents' Media Use, 1976-2016, Aug. 2017
<https://www.pewresearch.org/journalism/wp-content/uploads/2017/08/2017-08-01-adolescents-media-use.pdf>







3

Maker culture and co-creation



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Tweens Lab

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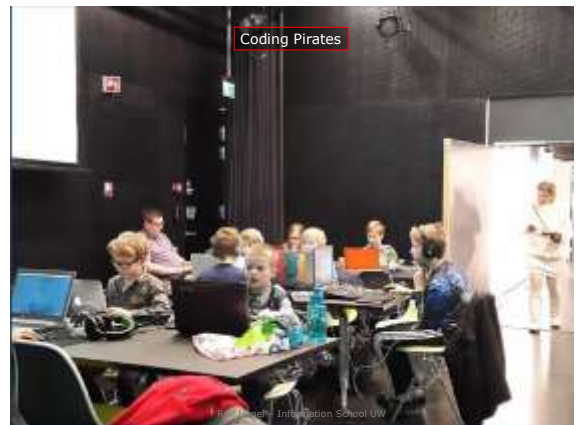
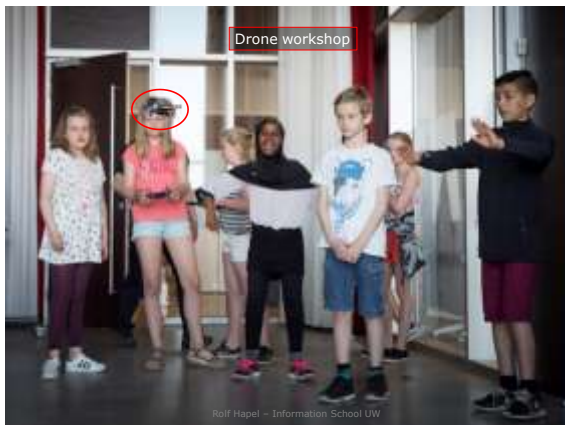


Maker fair

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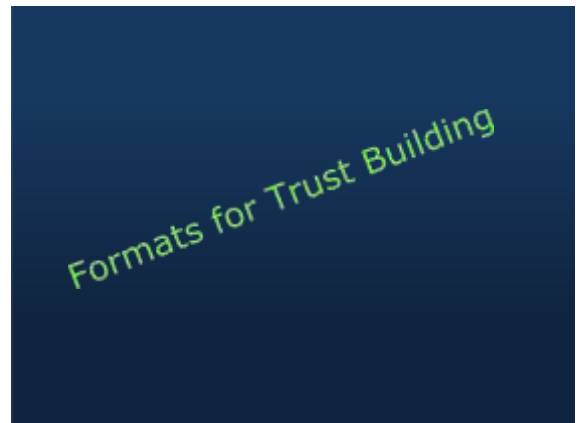
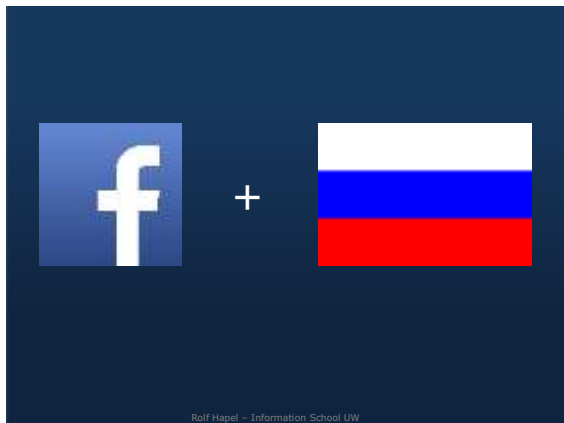
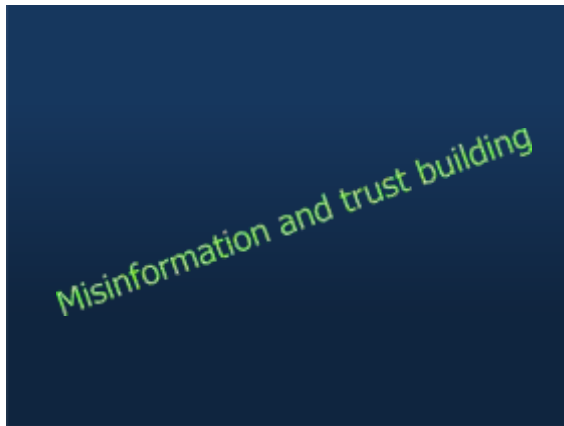
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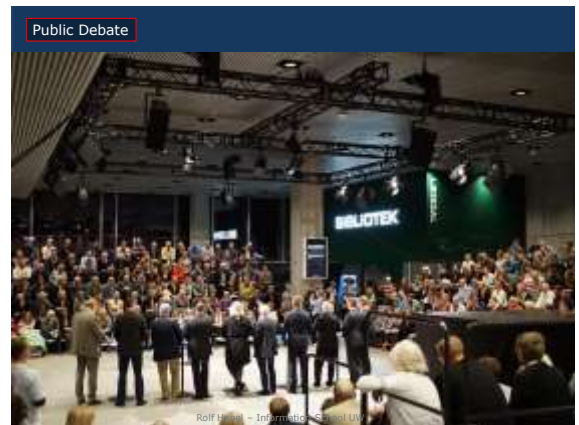




2017
**Open
Tourism
Days**









5

Social challenges and equity

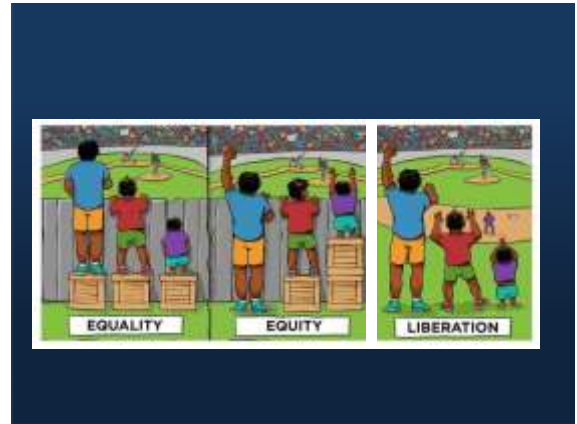
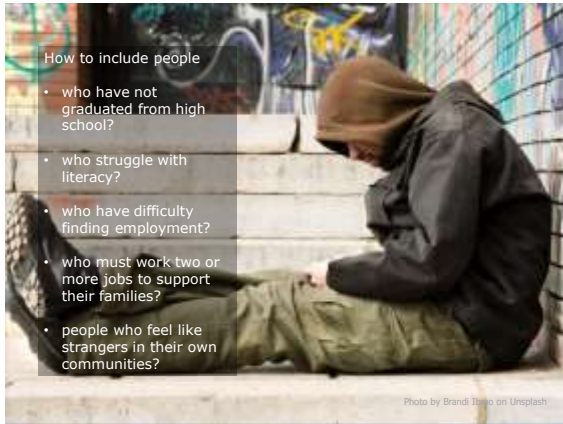
Challenges

- The economic shifts
- Post-industrialism
- New types of jobs
- Disappearance of old jobs
- Precariat
- Gentrification



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Library space and staff competences

The library as a space

| From | To |
|--|---|
| Information that can be found anywhere | What can only be experienced in the library |
| Space for media | Space as a media |
| On-line | On site |
| Information | Meaning and significance |
| Facts | Credibility |
| Meeting information | Meeting people |
| Knowing | Eksperimenting |
| Visitor | Resource |
| Neutral | Emotional |
| Seriousness | Sense of humor |
| Arranged events | Things that happen |

Ivar Moltke, Create

"..shared spaces shape our interactions."

Eric Klinenberg: Palaces for the People: How Social Infrastructure Can Help Fight Inequality, Polarization, and the Decline of Civic Life.



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Seminars for Start-Up Businesses

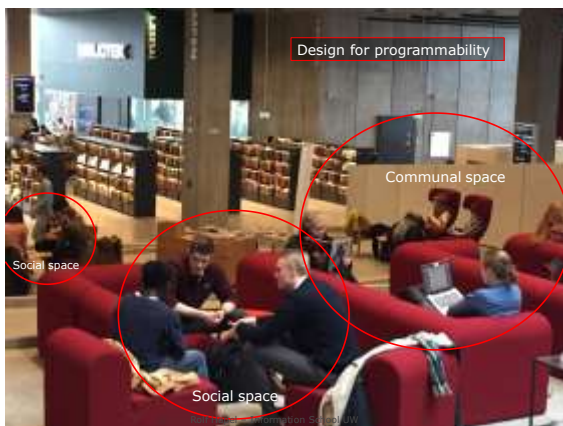


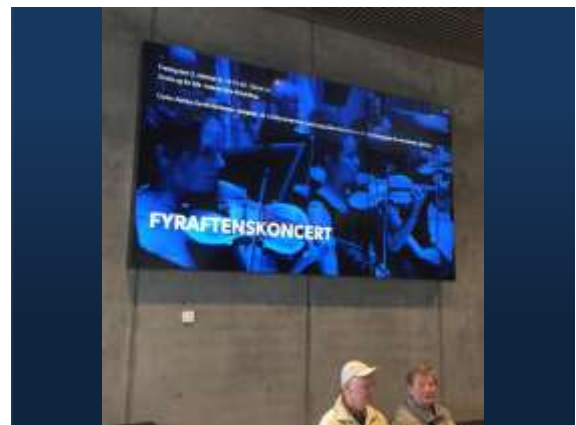
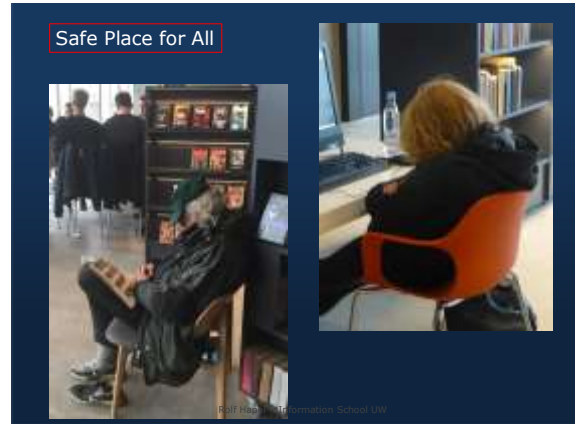
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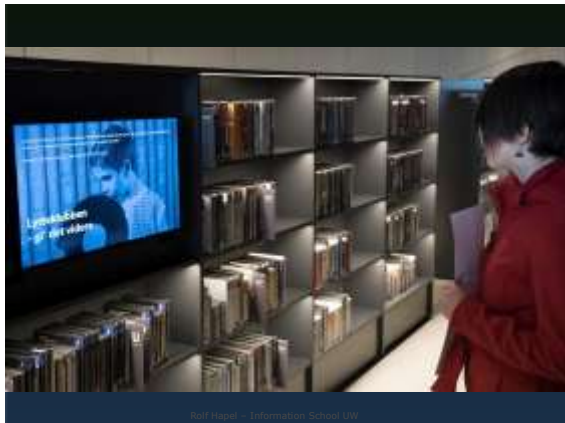
Childrens literature festival



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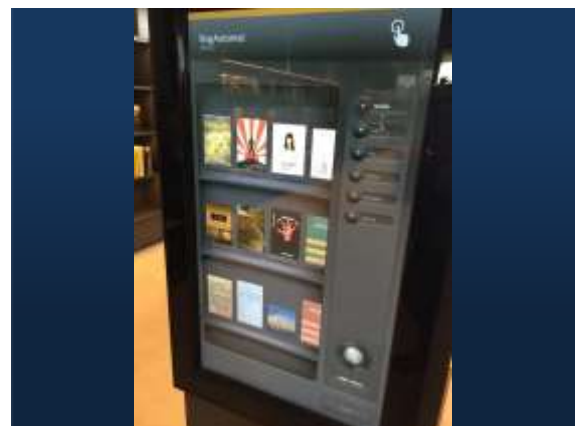
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Interactive floor

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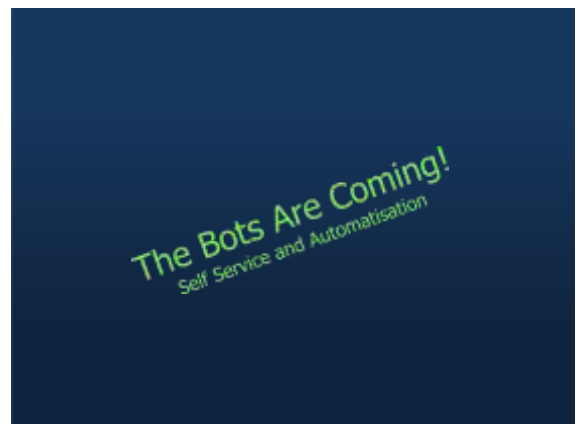
Gaming

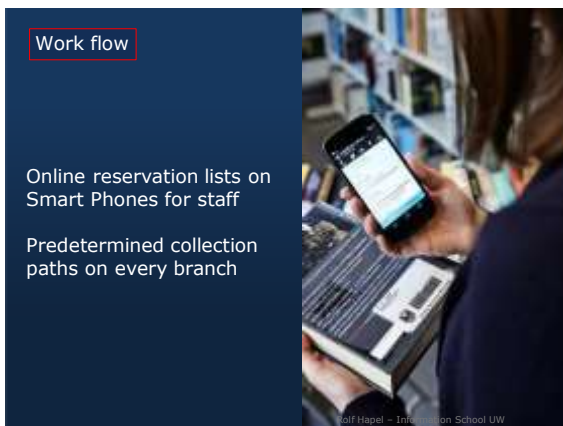
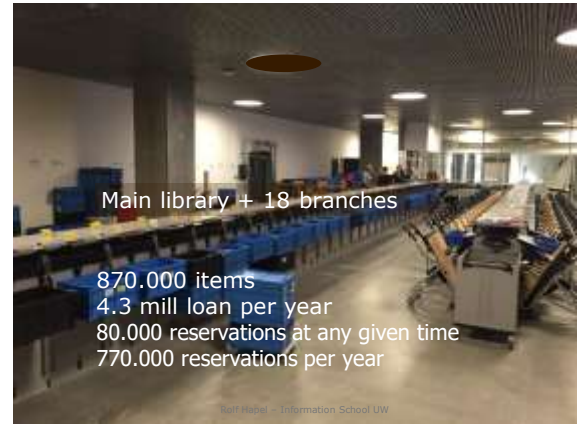
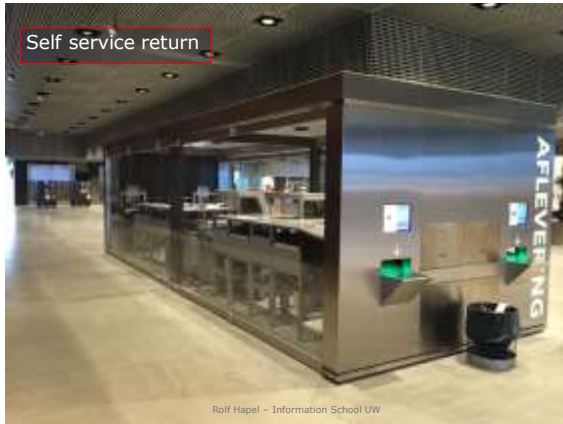


Gaming



'Old School' Arkade Game





Robot 'Norma'



Story Telling by Norma



LESSONS LEARNED

- Make partnerships
- Address community needs
- Co-create and co-produce
- Integrate user generated knowledge in services
- Liberate the library from the brand of the books – gradually!
- Think 'relations' rather than 'transactions'
- Build value chains, formats and "universes" in service production
- Make space for transformation – don't be afraid of un-programmed spaces

Teacher



Tutor



Project leader



Rolf Hapel, Borgerservice og Biblioteker,
Århus Kommune



From Space for Media to Space for People

Libraries are low intensive meeting places and creators of social capital and trust..

Ragnar Audunson, Oslo University College, Dept. of Journalism, Library and Information Studies, Oslo, Norway

Smart City

Urban performance depends not only on the city's hard infrastructure - physical capital - but also, and increasingly so, on the availability and quality of knowledge, communication, and social infrastructure - human and social capital.

"Smart Cities in Europe", Caragliu, et al, Amsterdam Free University, 2009

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