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Theme:

LIBRARY SPACE

UPDATES ON PUBLIC AND RESEARCH LIBRARIES IN SCANDINAVIA

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Now you can on our new Facebook page. As you may have noticed, our web page, slq.nu, doesn't have a commentary function, but if you have a Facebook account, you can now comment on articles in this issue, or in other, earlier issues on: facebook.com/ScandinavianLibraryQuarterly. We would love to get your feedback, your thoughts and your ideas. Needless to say, any obscene, condescending, discriminative or in other ways rude comments will be removed, but honest opinions, positive as well as negative, will be greatly appreciated. And, don't forget to like us, we want to know how many people out there actually do.

This issue is about library space, a topic that covers a whole lot of things in all types of libraries. Therefore, we hope that everyone with an interest in libraries will find something to read that attracts attention. And, we are extra happy that we are able to present you with an issue in colour right now, when our topic is so visual!



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THE LIBRARY SPACE

“The library of our dreams”

In 2012, a grand new public library was opened in Molde, Norway. The building houses not only the library, but also a theatre, a jazz festival, a literature festival and an exhibition of visual arts. The library is the entry point to the entire building, a house of culture in the broad sense.



Vigdis Moe Skarstein

The building is located at a vantage spot in the town centre, and has been named The Square. The name has historical roots, but such a name also signals that the library is a central spot – “the square” in the definite form singular. To be a centre both physically and intellectually is fundamental to the idea of a library, be it a municipal public library or a research library in an educational institution.

In Norway, the role of the public libraries as meeting places for dialogue and events is underscored in the preamble to the proposal for a new Library Act, which has recently been submitted. In many research and educational institutions, the library has developed into a key venue for research and learning in the broad sense, and the new Science Library at the University of Oslo provides a prime example of a multidisciplinary meeting place.

A meeting place

While many are asking why they should go to the library when so much information and knowledge is available online, a growing number of large library buildings are being erected. The library space as a physical building has reinforced its relevance, while this space is being expanded through provision of library services in cyberspace as well.

These things are interconnected. On the one hand, guidance is needed to stay

oriented in the digital space, in the same way as when knowledge is carried by other vehicles. On the other hand, it is clear that the more we can solve in solitude on the web, the greater is our need to meet with other people. In the physical library space, these two needs can be combined.

New solutions
“With support from the library space, the library vision will be made more accessible” has been the statement of Stockholm City Library for the renovation they have initiated in many of their numerous physical premises.

Diversity, flexibility and interactivity are recurrent keywords, including for planning of services and buildings for libraries that will serve research institutions. How should we plan for an unknown future? Kaisa Sinikara asks in her article on Helsinki University Library, where she is concerned with interactivity also in planning – between architects, users and library staff.

The architects’ awareness of the human need for places to meet also contributes to new and intriguing solutions for library buildings as part of the development of urban spaces and premises in educational and research institutions.

These libraries will be built not only for interactivity, but also for activity, such as

“ In this issue of SLQ we have put the physical library space on the agenda. Several articles show that what constitutes the library as a vision governs the services we will have in the future and how these in turn serve as the basis for the design of the library space.

the new Science Library in Oslo, where both users and staff refer to it as “the library of our dreams”. I believe that the realization of such dreams can come from many of the buildings that currently are under construction in Scandinavia.

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Service design

● Entrance hall at
Kaisa House

and collaboration



Kaisa Sinikara

Constructing a library today is an exciting and challenging task. The construction process involves challenges and risks for all parties involved: universities, architects, libraries and library users. How can we predict future needs and the necessary actions to meet them? What roles will libraries play in the future in supporting academic work?

The Helsinki University Library is the largest university library in Finland. It has been transformed from 160 smaller units to one organisation with five locations during the years 1995-2012. Like other university libraries in Finland, it is open to all citizens. The new Main Library building, called Kaisa House, was inaugurated in September 2012.

Key design themes

The University of Helsinki announced an architectural competition and received 80 responses from interested parties. The University invited 10 participants with good references and 20 participants decided by a lottery.

The reason for the lottery was to give an opportunity to young architects. Twenty-seven proposals were submitted. Of the seven finalists, only one proposal came from an invited participant. The winning proposal was drafted by Anttinen Oiva Architects LTD.

The following were key concerns when designing the Main Library: customer orientation, services for learning and research as well as for other types of users, the evolving collections, the role and duties of staff, collaboration, efficiency and quality.

The extent to which researchers use library facilities depends on the research processes of their academic discipline. Researchers in the natural sciences and medicine in particular – all over the world – prefer digital library resources to actual library facilities, whereas such

facilities are still very useful for humanities scholars and are an important workplace for students.

Service design supporting student services
Our aim has been to create a library which attracts and stimulates both students and researchers. We explored student needs through *service design* methodologies together with service design specialists as part of the World Design Capital 2012 project.

We drew the following conclusions: The library must respect different styles of learning and personal approaches by offering appropriate facilities to different learners and researchers. Quiet areas are needed for reading and working.

The library should also offer facilities for discussion and group study. User support for digital resources is vital. The library must have rooms for teaching information literacy. Break rooms which give a chance to relax as well as pleasant cafés are also needed.

To sum it up, the keywords are diversity, flexibility, convertibility and support for interaction.

Services for research occupy a key position in the library's target programme. The library is involved in maintaining the University's research information database, supports open access publishing and develops research data services as well as bibliometric analysis for the evaluation of research results. Researchers are also offered tailored online services.

Changes in collections and services
The printed collections of the Helsinki University Library – currently some 1.5 million volumes – cannot compete in scope with those of such research universities as Oxford and Cambridge. With the merger of collections previously housed in ten different locations, unnecessary duplicates have been eliminated over the past few years.

The collections have been placed by discipline on the various floors of the Main Library. In terms of facility design, the shared use of collections, the development of national solutions and the increase of digital material will result in considerable savings on facility costs.

The new Main Library has more automated library services, such as automatic return machines and robotics using Radio-frequency identification (RFID). As customer services are so heavily used, these have been good solutions.

ICT is an essential part of today's academic studies. Students can use their own devices at the library, which also has computer laboratories.

Strength in collaboration and centralizing
The Helsinki University Main Library is a diverse service centre involving a variety of parties. The City Centre Campus Library will serve the needs of researchers and students in the humanities, law, theology and social sciences at the Main Library. The building will also house the American Resource Center (through an agreement between the US Embassy and



Photo:Helsinki University



Photo:Mika Huisman

● The Helsinki University Main Library view from outside and inside

the University) and the customer service unit of Statistics Finland. The cafeteria, a concern of the University's Student Union, will manage the book café. Various other businesses will also lease facilities from the University.

The University and faculty leadership as well as the University's architects and Centre for Properties and Facilities successfully collaborated on the construction project and good communication supported the success of the construction phase.

Centralising the library services and leadership has had several outcomes: it has strengthened interdisciplinary research opportunities at the interface between various disciplines as well as with new partners; it has maximized efficient library use and the consistent

expansion of collections; it has enhanced the skills of library staff and promoted their specialisation in areas relevant to digital publishing, e-science and the needs of individual disciplines; and it has enabled the use of service design to overhaul the services offered to students and other users.

Objectives of the facility's design
The design of the Main Library facilities was based on the following objectives: to gain a functional, multipurpose and flexible facility for a scientific library; to incorporate logicalness and clarity: functions are easily found, and the space is comprehensible; to have appropriate direction and guidance systems; and to be a prominent and interesting facility that supports innovation.

The facilities, particularly for Research Library Services, should be quiet and promote creativity; provide a pleasant meeting place and work environment for both customers and employees; have well-functioning air conditioning, heating, lighting and acoustics; be in an

accessible environment; and present a creative and inviting atmosphere.

The design challenges included how to delineate between quiet and less quiet areas of the library; how to avoid a warehouse-like atmosphere due to the size of the collections; and how to direct large numbers of customers correctly, naturally and efficiently, taking into account the logistics of a large flow of material and the lifecycle of printed material.

Ergonomic solutions for various library functions were also needed, and the building itself had to be able to house a large number of staff, about 140; therefore, work facilities and social areas should be appropriately located and furnished, and collegiality should be supported.

Kaisa Sinikara
University Librarian, Professor
Helsinki University Library

Photo: Veikko Somerpuro



The future library designed **for** with You

Collective and empowering methods in designing the library of the future

The Helsinki Central Library 2018 is a new type of project where the contents and modes of activity are developed through collaboration between the library, city residents and partners. The idea behind the project is the notion that the creation of a new, functional library in the centre of Helsinki needs more than the markings of an architect's pencil – the wishes and needs of the residents should be made part of the designing process.



Virve Miettinen

The patron-oriented, participatory designing process began in 2012, and it will continue until the building is completed. We expect as many as 2 million visitors a year and 6,000 a day to the new-age library.

We foresee a building that withstands time and has many different aspects: it is a beloved house of knowledge, skills and stories, a digitally intelligent place, a communal city block centre and a third domain between home and work-place.

The new library is not only a house of literature, but also a platform for publication, a space, tool and channel for individual and various collective activities. The role of the library employee will expand from serving patrons to being a facilitator who is competent in guiding people forward, helping them to identify good

items or find other people with the same preferences.

There is a good opportunity to exercise this type of dialogue now in the designing phase. When you have a multidisciplinary and collaborative designing process, the end result will more likely be socially and environmentally sustainable which equally heeds the needs of the patrons and the organization.

At best, collective methods set trends and even create preventive measures. They allow us to make a far-reaching impact on things, such as young people's use of the library and their well-being or guaranteeing senior citizens a better quality of life.

Collective development

A self-evaluation questionnaire after the 2009-2012 term revealed that nearly 80

percent of the members of Helsinki's city council felt the city's residents' opportunities to influence decision-making are poor or extremely poor. Indeed, several of the needs and ideas of the current residents are overridden by the astronomical increase of 5,000 new residents per year.

For this reason, many new types of activities organized by residents to enrich everyday life have sprung up in Helsinki in recent years, e.g. a graffiti wall campaign, a new festival day for recycling, friends of old commodities and urban culture, special days for restaurants, commissioning of temporary facilities and food cooperatives.

Informal civil activities have favoured restricted movement based on campaigns and other events, which have had a carnival-type atmosphere. There is talk of new ways to influence in Helsinki. They

- Library ideas could be seen in the digital Tree of Dreams at keskustakirjasto.fi or in the real Tree of Dreams that toured around the city

are often simple as far as bureaucracy is concerned, and they adhere to individuals, collective networks and ways of life rather than administrative structures. They depict the capacity and skills of today's city residents to go beyond the traditional ways of influencing.

Designing the library

How has this movement been received in libraries? Is there time for dialogue in the library? Are the city residents allowed to influence the library's contents? The library enforces the identity of the community in its area. Or at least that is what we would like to think. For this reason, participatory designing and listening to the patrons is a justified way of working, especially for the library.

Are we setting our goals high enough?

Creating solutions that facilitate people's opportunities to influence, take into account available resources, inspire different types of people and produce results is challenging.

Throughout the year, the Central Library project has offered residents and partners opportunities to participate in the designing of the library. Dialogue with the city residents has two sides.

On the one hand, it is a question of a new type of development work: user-oriented innovation, collective planning, creating new things with peers and overt design. On the other hand, there is a desire to improve local democracy and opportunities for city residents to participate and have an influence as well as to initiate decision-making processes.

Opportunities to participate

Megaphone invitation: An outdoor advertising campaign with author Rosa Liksom, Sitra's development manager Ossi Kuittinen, Apocalyptica's cellist and musician Eicca Toppinen, cartoonist Kaisa Leka, philosopher Esa Saarinen, movie director Dome Karukoski, and schoolgirl Hilppa Tuomainen, who told of their dreams concerning the Central



Library and invited other city residents to join them in brainstorming new ideas. Residents had the chance to hang their ideas in the digital Tree of Dreams at keskustakirjasto.fi or in the real Tree of Dreams that toured around the city.

Urban adventure: The Central Library went pop-up and met with people where they gather, participating in events happening around the city and offering opportunities to do and experience. The events have been geared towards certain groups, e.g. youth, hipsters, city activists, civil organizations, designers, experts in the Do-it-yourself culture, hobbyists and hobby societies.

Targeted campaigning: More defining ideas and models for collaboration have been presented with partners and target groups in organized workshops, which have been geared towards children, youth, families, early education professionals, teachers, and IT specialists, professionals in literature and makerspace lead users.

See the Central Library!: The entries for the architectural competition have been on display for the residents of Helsinki, and there have been opportunities to vote and make comments on them online, at various exhibitions and on touchscreens around downtown Helsinki.

Online influence: We used an online discussion platform to ask city residents

what type of future library they would like. The results of the discussions have been made part of the development of the library, e.g. as projects and pilots. The ideas have also been taken into consideration in the planning of the content for the new library.

"Start sticking" – feedback campaign 7.10:

On the campaign day, patrons were given the chance to try a new way to give feedback about the library's services. They wrote their feedback on Post-it notes and stuck them directly onto the target of praise or criticism in the library. At the end of the day, the libraries were bathed in color as the Post-it notes decorated walls, countertops, doors, the backs of the librarians' shirts...

Decide on money – participatory budgeting:

In three participatory budgeting workshops, city residents sought answers to the question of how to use 100,000 euro for developing the library. The residents could choose four of eight pilot projects, which were created based on the 'dreams' they had submitted, to begin in 2013.

Messengers for the library

Hearing the voices of the residents is not always trouble-free because sometimes they cannot really say what they want and the library does not always listen or know what to ask. Being competent in working with people is a fundamental and important part of this work.



... but also on brainstorming walls and around the table



best, not only is the city residents' voice made a part of the designing process, but also their problem-solving skills, or they become the messengers for the library.

Patron-oriented innovation means the creation of common values. As our new library director, Tuula Haavisto, says, "Helsinki is seeking the latest model for a library of the future as one of the most innovative libraries in the world. We do not have many completed references for comparison in the world; rather, we must create the concept ourselves. We gladly welcome the ideas of city residents and citizens."

You must be able to understand what the people say (interviews, questionnaires, feedback), do (observation) and dream (story-making, images). The library must be an active participant that decides what to ask, in what contexts and how.

analysis, you gather ideas and understanding of everyday life. In the conceptualization stage, you create alternatives and concepts of the ideas. The concept becomes a clear solution in the execution stage: a service, product and/or space.

There are many stages in developing ideas into services. In the stage of

Collective innovation blurs the roles between the library and the patron. At

Virve Miettinen
Participation planner
Central Library Project
Helsinki City Library

Photos: Virve Miettinen



Tensta Library - about to be renovated. Photo: The Stockholm City Library



Gröndal Library has been renovated. Photo: The Stockholm City Library

Think activity

The City of Stockholm is currently planning to renovate a number of suburban libraries. The plan is not merely a series of building betterment projects with the architectural premises in focus, but rather consists of improvement projects focusing on projected user activity. Supported by the physical structure, the library visions and goals will be made more easily attainable.



Annika Hjerpe

“When libraries are renovated, it often tends to become a matter of construction rather than a matter of activity, you think of the premises first and the activities that go on inside second. This way, in theory, the building may become a limiting, physical restraint. The City of Stockholm network of libraries is determined to avoid this common error. Instead, we will plan as you would for the construction of an entirely new building,” says Annette Johansson, coordinator for the renovation project.

All in all, nine libraries will be renovated. Not only the physical appearance will be improved, but new internal working methods will also be implemented. The libraries will develop and launch new activity plans used in the planning and execution of the renovated space.

A library in movement
Feasibility studies have been conducted, looking at demography, population trends and other changes in their vicinity. In putting together an activity plan based on what their current visitors expect, what non-visitors want and how they can be attracted to the library, the libraries posed a number of questions about what they want to accomplish, which user groups they want to entice into the library, and what is needed to achieve these goals. At the same time, they must stick to existing central visions and library policy already in place.

The vision for the City of Stockholm libraries is a library in movement, a library constantly changing, an important facility in the community, accessible and efficient. In addition to this, the City

of Stockholm library network aims to be an everyday partner for learning, reading and reflection.

“There will be no revolutionary changes to the libraries. The concept of what a library is can often be quite set in peoples’ minds and it may be a little scary to challenge that concept in our collective library soul. It can be difficult to imagine how the library can be different, how it can function and look in new, different ways,” says Annette Johansson.

In 2011, when the current library plans were set, a structural study was also conducted. The study had its basis in the Stockholm City Plan (a key governing document), as well as a water and land use plan for the municipality. Based on this cross-referencing of plans

for the area, and studying how the city grows in relation to the status and location of the city's libraries, the network determined which nine suburban libraries were most in need of an update.

Design for the right purpose

Together with architect Birgitta Båath Ardow, Annette Johansson will implement an overall plan for the renovation of these libraries.

"As coordinators for the nine projects, our job is to constantly remind library management and staff to think beyond colour and furniture when they write their activity plans, and instead think of what activities the premises are going to be used for, what sort of media is needed, and so on. When the activity plans have been articulated, architects will take over, and the better and more detailed the plans are, the more successfully the architects will be in designing for each specific purpose," Annette Johansson says.

The feasibility studies conducted by the libraries have shown that people who use their libraries request additional space for reading or study, areas for exhibitions and designated areas appropriate for parents and children to spend time together after school. More areas for quiet study are also in high demand. A common request is for the library to be more accessible with prolonged opening hours.

"The challenge will be to find a balance between what current library users say, and how much we dare to challenge the collective view of what a library is today."

Not only physical renovation

In Tensta, a culturally diverse suburb to Stockholm, writing the activity plan has

made the library staff reflect on how they display books in their library. Upon entering the library in Tensta, the visitor encounters books solely in the Swedish language.

The staff are currently examining new ways of presenting the library using the visitors' languages as a starting point and, for example, by displaying literature in different languages together, rather than as today, dividing them up in different languages.

"This is a good example of how we do not just renovate the physical space, but shake up the whole activity plan from the ground up," says Annette Johansson, and mentions as another example how today's digital shift may be reflected in the use of digital signage.

"Today we have great possibilities in guiding library visitors using digital signs that easily can change language and thereby, much quicker, help people to find what they need."

Libraries are progressive

She can see a lot of possibilities in the digital shift. For example some libraries could be specialized as digital libraries.

"They could increase their collections of e-media and less physical media, thereby rationalizing space for the benefit of a broader programme of activities. But e-media is complicated because of the commercial side of it.

The libraries are very progressive when it comes to e-media, but publishers are cautiously resistant. It is difficult to find solutions. The libraries can have visions and intentions, but today the possibilities are limited," she says.



Annette Johansson

Photo: Annika Hjerpe

More women than men

In 2011, the City of Stockholm library also made a Customer Satisfaction Index survey among the visitors to the main branch and its 39 district libraries. 8,812 library visitors answered the questionnaire, 61 percent of them men.

Annette Johansson says that the library users consist mostly of older people, students and families with children.

"It is interesting that in the Customer Satisfaction Index survey made in 2011, the majority of visitors that answered were men. One generalization is that it is mostly women who use libraries and this is true when it comes to borrowing, but men make visits more to read the daily newspapers, magazines and use the computers. And today, many fathers with small children use the library. I am not sure how or if the high response-rate among men correlates to the fact that mostly women work in the libraries," she says.

In 2012, of the 417 people employed by the City of Stockholm library network, 98 of them were men.

Annika Hjerpe
Press and Communication Officer
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Photo: Tommi Bergmana



Tensta marketplace in a culturally diverse community



Photo: Mette Milling

New roles – new spaces

The libraries' new roles require us to rethink the design of the physical library space. The objective of the project "Library space in Troms" is to develop change-oriented library premises which are adapted to the needs of local communities for their library as a knowledge, cultural and literary centre, a meeting-place and an arena for activities.



Marit A. Somby

The project has received funding from the National Library and the county administration, and is conditional on the involvement of the municipalities. In 2012, we have focused on information-gathering, competence enhancement and trials of methodologies. The main focus in 2013 will be on physical development measures in five selected municipalities. We are approaching a method for how to work with library premises, and we would like to share it with others.

Physical dissemination of the libraries' content and libraries' role as a literary centre are key perspectives in the project. Cooperation and coordination with other

actors and local adaptation is another. We do not focus on the amount of shelf space, but on the activities with which this room can be filled.

When speaking of the facilitation of the library premises for various activities we need to include physical as well as digital perspectives. We assume that social change will result in a need for other types of spaces. Other considerations emerge when the collection changes to an increasing amount of digital material.

In the future, we will need more space for people than for collections -- there will be no more fixed rows of bookshelves.

We are changing the physical as well as the organizational preconditions, so that the libraries can fill their expected new role.

Knowledge-based development
The development efforts are based on research and experience from other cities. This provides reassurance, new insights and change competence to all those involved. In our work with the library plan we used the Danish report *Folkebibliotekerne i videnssamfunnet* (Public libraries in the knowledge society) as inspiration.

The report presents a new model that describes the library's functions through

an inspirational room, a learning room, a meeting room and a performance room. The model provides an illustrative image of four equivalent perspectives for the future. The project now uses the model as a structural tool, theoretically as well as practically, as well as in encounters with parties that are not intimately familiar with libraries.

“Interior design is a frame of mind”

We came across the Danish architect and designer Mette Milling. Her approach matched our ideas perfectly. We hired her as a guest lecturer at the University of Tromsø, and over time she has contributed to several of our development projects as a consultant.

A focus on the users and the activities that will fill the spaces, organization of the work and collaborative solutions provide a basis for designing the premises so that they function well for everybody. The interior design should be predictable, well-considered and flexible to free up time for development of the library services.

How can changes be achieved with limited resources? Through rethinking design, recycling, combining new, old and specially designed furniture, a better space can be created with even scant funds.

Workshop as method

We have used workshops as our method for designing two different public libraries. We started by recruiting broadly among the users, municipal employees and the library’s cooperation partners. All those involved have participated throughout the process, in order to provide everybody with a shared understanding of the project’s objectives.

We started the first day by pouring out all our ideas about the kind of furniture we wanted to have. It is essential not to start working by pondering on specific solutions, products or designer furniture. We had a brainstorming to identify all the things we could imagine that the various



How do we perceive the world around us? We use cardboard boxes to build rooms and walls, and learn how to sense and describe how the space “feels”. From the seminar on library spaces for students and staff at the public and county libraries, held at the University of Tromsø in the spring of 2012. Photo: Mette Milling

groups of users would want to do in the library, such as reading, being on Facebook, sending e-mails, working in a group, talking, singing, playing, dancing, playing games etc.

After this first session we were left with a number of possible activities, which in the next session were distributed over the four rooms. We asked ourselves what activities belonged in the inspirational room, the performance room, the learning room and the meeting room.

We also considered whether any activities

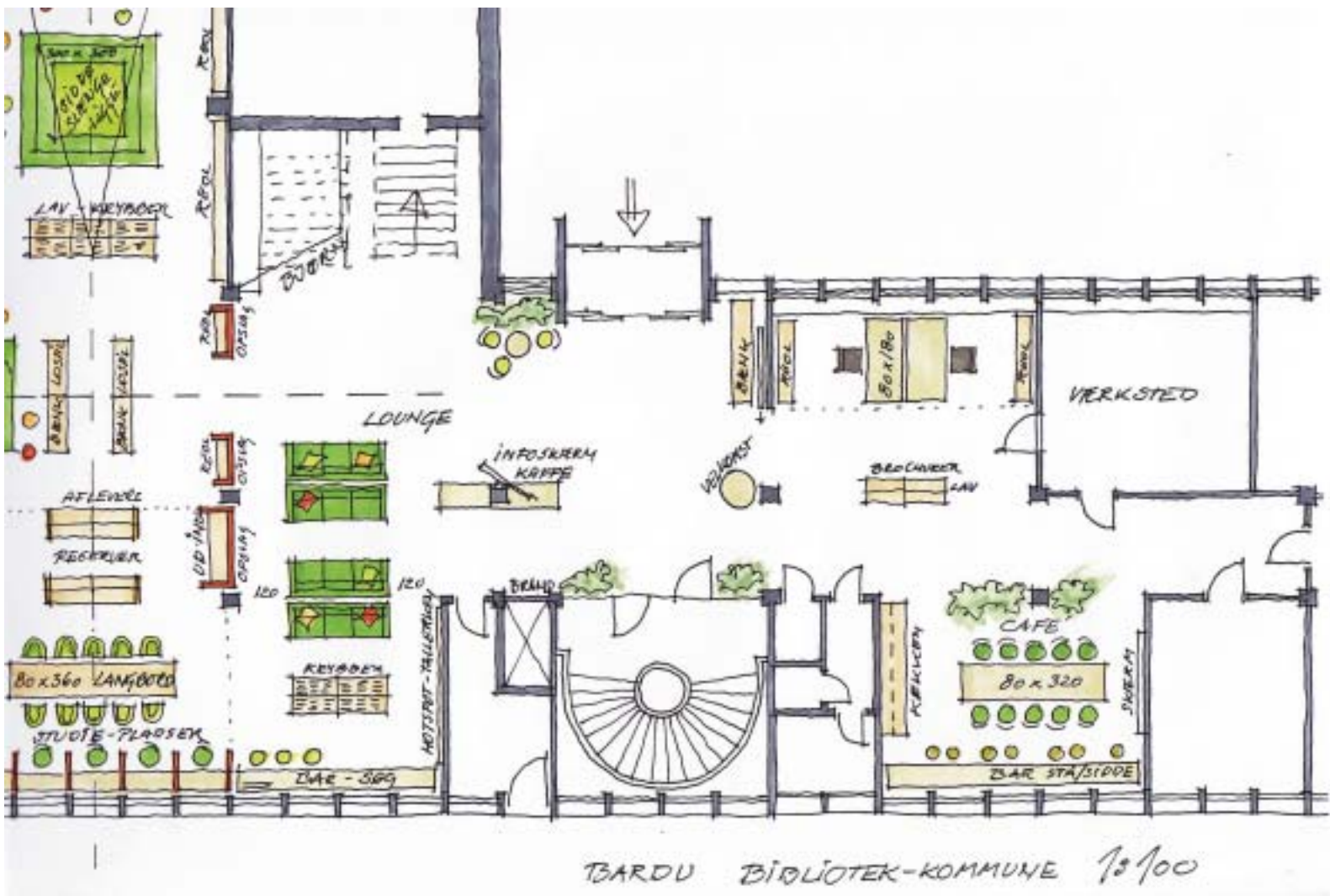
would overlap, and attempted to describe the experience that being in the various rooms should provide, what ambience we wanted to achieve.

Should it be a dramatic atmosphere, or an airy, exhilarating, quiet, energetic or intimate feeling? Ms Milling is concerned with how we bring with us a sense of perception, meaning how we see and perceive the world around us. We should use our own bodies and sense it. How does this room ‘feel’ when we are sitting, standing, moving around or lying in a corner?



Creativity on green Post-It notes. From the workshop *Young people in the library space*, March 2013. Lenvik public library will move to Finnsnes Knowledge Park in the autumn of 2013, and wishes to establish contact with, and seek inspiration from, young people in the local community. How will young people want to use the new library? Lenvik public library has been selected to participate in the project *Library Spaces in Troms County* in 2013.

Photo: Mette Milling



Bardu public library has been selected to participate in the project *Library Spaces in Troms County* in 2013. It will be renovated and co-located with the service area in the municipal administration building. In March 2013, we arranged a workshop with the parties involved, and this is the first draft sketch of parts of the new library premises.

Body and mind

Sometimes, the appropriate solution may consist in furniture that supports multiple functions and activities. This flexibility is inherent in the piece of furniture itself, not in its portability. For example, a piece of furniture can be converted from a sofa where people slouch during the day to the scene for an interview with an author in the evening.

On other occasions, furniture with a single function may provide the most appropriate solution, such as display shelves for books, mounted on walls. The shelves are there permanently and there is no need to consider their placement, so that the attention can be focused on the content.

With this as our shared starting point, we were joined by Ms Milling to design a library on the second day of the

workshop. For example, how could we facilitate the reading of fairy tales to children? Several solutions provide more options to choose from. From our discussions and collaboration the library premises emerged as a shared effort.

As will be clear, the workshop participants were able to use all their mental faculties during the two workshop days, in a positive and creative experience. This kind of workshop may also provide the basis for functional requirements that can be passed on to the architect or the builder.

A vibrant space for the community

We have been at the forefront in addressing these issues, and we feel that we are well on the way to reaching our goal. More efforts must be devoted to this area! There is a need for functional library premises for the future, where

local adaptation and focus on the users' needs create additional value.

In the project, we are working with small library units – with other requirements for interaction than larger units will have. However, we have faith that the libraries can promote vibrant local communities, provided that the physical and financial preconditions are met.

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For further reading:
See the *Library rooms in Troms* blog:
<http://bibliotekrom.tromsfylke.no>
Mette Milling's website: <http://mette-milling.dk/>

Model programme for public libraries

Danish public libraries are currently being refurbished. A considerable and notable transformation process is taking place. This is a response to increasing demands about digitisation, cultural collaboration and user requirements. The change process is taking place in many different ways, depending on local municipal traditions, current context and ambitions for the future.



Jonna Holmgaard Jens Lauridsen
Larsen

In this exciting landscape of ongoing and future library projects, the Danish Agency for Culture and Realdania launched a 'Model Programme for Public Libraries' in the summer of 2012. The purpose of the Model Programme is to provide innovative suggestions as to how modern libraries can contribute to urban development, and how libraries' physical settings can be developed in order to support the libraries' new role in the best possible way. The programme will conclude in the autumn of 2014.

The Model Programme's mission

The mission is not to deliver a complete design and construction guide for the optimum library based on an unambiguous library concept. Instead, the mission is to create inspiration and open possibilities for the public libraries' change agents: municipal culture politicians and council officers, library managers and key staff, and the advisers who are to contribute to realising new local interpretations of the public library or to implementing extensive changes to existing libraries.

In addition to its work on new building projects, the Model Programme will

provide inspiration and instructions on how the interior design of existing libraries can be optimised, not least with a view to creating space for new functions or facilitating the interaction of several functions.

Design principles

The Model Programme is about homing in on and describing a number of decisive design principles in relation to elements that concern the new public library. It will be important for the municipalities to consider these principles.

“ The challenge is to create diverse and dynamic content combined with inviting, differentiated places to stay, along with activity options

model programme propose a number of ideas or design principles that describe in text, illustrations and references how this can be achieved. An amphitheatre, as seen in conjunction with the new super library in Birmingham, is a potent

example of how a library can feature high quality cultural experiences in what is partly an integrated stage in the library and partly an amphitheatre in an open city space.

A café with a mixed outdoor and indoor function can also be an effective bridge builder and connector. In the extreme, the library can transgress its physical boundaries and deliver services where new customers are readily available and have time on their hands – for example the Beach Library in Copenhagen.

Another design question is how to express the digital and the physical library in cohesion. One approach could be to integrate digital platforms and touchscreens into the physical design everywhere in the library and equip floor-walking librarians with iPads to make info services immediately available to the customers across the library.

A third design question is how libraries can make space for and facilitate high quality 'maker spaces' and labs. Where are these best situated in the library? How can they easily be adjusted to other uses? A fourth design question is how to think library functions into a time cycle, so that both space and function can be altered



< DOK Library Concept Center, Delft
Photo: Signal Arkitekter

during the day to match the majority segment of users, which changes over the course of a day.

There is no answer book for any of these design questions. The questions and the principles provided by the Model Programme must serve as a launching pad for local discussions and decisions.

The Model Programme's organisation
The Model Programme's steering committee has made an agreement with Signal Architects, who will handle the development process. In order to assist in the process, Dorte Skot Hansen, the Royal School of Library and Information Science, and former Director at the Danish Agency for Culture, Jens Thorhauge, have been hired by Signal as expert consultants and contributors.

Signal is also seeking inspiration from an appointed vision group with knowledgeable people from other professions. Furthermore, the libraries' users, stakeholders in the municipalities and other interested parties have the opportunity to contribute to the project via the blog at the project's website and during workshops at project conferences.



Communication

The website is a pivotal point in the project. Knowledge from the project, collected experience and activities are communicated continually on the website. The result is partly a dynamic knowledge bank, partly a number of flexible design principles.

The ambition is that the website and not least the design principles will keep developing, also after the formal completion of the project. The reasoning is that a model programme for a concept as dynamic as the public library cannot be captured in a snapshot image, a report or a book.



^ Library moving out
Photo: Michael Christian Paldan

v The new library in Birmingham (vision)
Photo: Birmingham City Library



Process

The Model Programme was launched at a well-attended kick-off conference in Copenhagen on 31. October. In addition to a number of interesting presentations by, among others, Brian Gambels from Birmingham, information was generated and gathered from a number of work-

shops. This information and the experience from study trips to Malmö, Helsinki and the Netherlands have been included in the continued work.

The study trips provided many different kinds of experience, e.g. that it is possible to make a lot of library within a limited space, as a relatively small number of square metres can support the intensity.

There were examples of very thoroughly designed libraries that did not necessarily attract a lot of users. Conversely, it was noted that the staff's visible and outgoing action had a positive effect. The challenge is to create diverse and dynamic content combined with inviting, differentiated places to stay, along with activity options.

Workshop won by three municipalities
A survey conducted in February 2013 about the challenges facing public libraries provided very relevant information for the model project. The survey particularly confirmed the topical relevance of the project: Practically all Danish municipalities are currently working on transforming library spaces at some level or other.

As a result of the survey, three municipalities won a facilitated workshop in connection with their ongoing projects. Thisted, Billund and Sønderborg can now look forward to their library services taking the lead as libraries of the future. Each municipality will get a professional workshop aimed at designing the layout of the libraries to meet the many new demands about the content of tomorrow's library. The professional workshops are designed and facilitated in collaboration with Signal Architects.

In Thisted, the interior of the main library will be re-designed in connection with a climate renovation, and at the same time it will be laid out partly as a self-service library. Thisted will also collaborate with the surrounding cultural institutions.

In Billund, the library is partly to be converted into a self-service library with Danish and international citizen service. The library is also to serve as a driver in Billund's vision about the creation of The Children's Capital. The project will be set up in partnership with the LEGO Foundation.

In Sønderborg, a new library is to be constructed as a part of a multi-purpose cultural house along the waterfront. The 12.7 million euro project will be carried out in collaboration with Sønderborg Harbour Association.

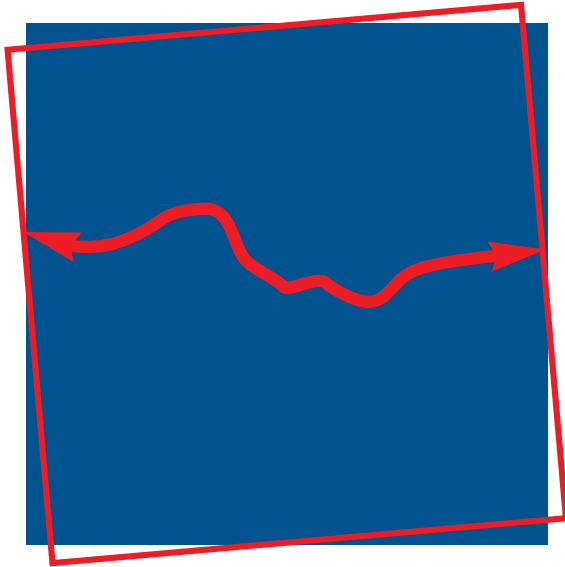
The final
The Model Programme will conclude on 25 September with a conference where the programme's results will be presented. By then, the website will also be available in English.

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Jens Lauridsen, Library Manager, Tårnby
Jonna Holmgaard Larsen, Chief Adviser, Danish Agency for Culture

Read more:
<http://modelprogrammer.kulturstyrelsen.dk/>
<http://www.kulturstyrelsen.dk/>
<http://www.realdania.dk/>



$$\text{Library} = S = b \times c + 0.9 \text{ m}^2$$



Elisabeth Ahlqvist

The Significance of a Square Meter

In many cases we are very focused on design, colour, and furniture but what about the functional aspects of the building, the square meters? The elevators? The space for the reference desk? How many square meters do I need for my readings table area?

You can easily get your problems sorted out by reading ISO/TR 11219 Information and documentation - Qualitative conditions and basic statistics for library buildings – Space, function and design. You will learn, among other things, how to apply the formula $S = b \times c + 0.9 \text{ m}^2$ for calculating the space required for a reading area.

Four years of intensive work by an international group of specialists have resulted in this ISO Technical Report. 130 pages and 17 chapters describe all functional aspects of the library building, for all sorts of libraries, in a global perspective and in different climate zones. In Scandinavia a stone floor will be recommended, while in warm countries other types of floor covering will suit better.

The report provides advice focusing on three main topics.

1) user areas including user places, reference and information services, lending services, user training, recreation and communication areas, meeting and exhibition areas. The chapter about user places is subdivided into types; there is a subchapter about “places for information and quick consultation” as well as “single places for reading and listening”. Find out about the storytelling lamps in the chapter on the children’s library!

2) library operations spaces in best media processing, bindery, computing and management

3) collection storage areas. You will find formulas for the calculation of shelving as well as all aspects about safe building practice (alt. building safety) such as how to avoid pollutants, deal with moisture or earthquakes and so on. How many degrees Celsius is the best temperature

for DVD discs? Sprinkler systems as well as the material content on the shelves are covered in this chapter.

Additional questions concerning security and safety systems, floor loading, transport systems, acoustic conditions, lighting systems and wiring, among other things, are also included in the report.

Several different perspectives of the function of the library are described: the library as a place for quiet study and learning, a meeting point, a place for cultural events and also a community centre that provides for social inclusion of various groups in the population. Essential perspectives are *design for all* (in the report “barrier-free construction”) and *sustainable buildings*, how to build ‘green’ for a better climate as well as for lowering operating costs.

Elisabet Ahlqvist
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European report

ICT use and learning in public libraries

If European library users were their own country, it would be the largest country in Europe with almost 100 million people. This and a myriad of other interesting findings are now available in research reports on 17 European countries and their library patrons' use of public-access computers (PACs) in the libraries.

The research was funded by the Bill & Melinda Gates Foundation (BMGF). It incorporates both a quantitative and a qualitative study with about 2,400 respondents total in each country. Among the Nordic countries, Denmark and Finland participated in both studies, while Sweden participated in the qualitative part.

BMGF funded the study due to the foundation's commitment to bringing the benefits of ICT to the world and a firm belief in the library as the best public facilitator of this mission. Furthermore, BMGF believes that libraries' role should be more visible in the agenda of the European Union. The reports – one for

each country and a joint European report – are now being made available.

A major finding is that Denmark and Finland generally fund public libraries more generously than the rest of Europe, and we also have the highest use rates by far. 57

percent of adult Danes visited a library last year. This is only surpassed by Finland with 67 percent. The European average is 23 percent.

“In fact in 2012, 97,000 Danes and Finns applied for a new job using a library computer and 19,000 got the job

The highest use rate

The Nordic libraries clearly have a great hold on the demographic groups endangered by social and/or digital exclusion. Both countries show a 58 percent use rate for the group of people aged 65+ years. The European average is 14 percent.

Preliminary results indicated a very good use rate for people born outside the nations as well. Both countries have some of the world's highest percentages of homes with internet access, but also have by far the highest use of PACs in the libraries.

Having other internet access alternatives actually makes you more likely to use a

PAC in the library. Denmark and Finland show great participation numbers for ICT courses and related activities as well.

Active in digitisation

PAC users state various reasons for use, but interacting with public authorities is cited frequently. People also use the computers to improve their job situation. In fact in 2012, 97,000 Danes and Finns applied for a new job using a library computer and 19,000 got the job.

We recommend delving into the comprehensive reports, but one of the major points is this: The Nordic countries are very active in the digitisation of society. This leaves some groups in danger of exclusion. The public libraries pick up these groups and provide for them not only the technology itself but also a safe space for learning. If not libraries, who could fulfill this role – and do it so successfully?

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Reports:
Denmark:

www.kulturstyrelsen.dk/biblioteksIKT

Finland:
via www.minedu.fi





New York Public Library

The building – a brand?

A library can have many physical manifestations. This could be the public library in a small Norwegian hamlet, a mobile library delivering books to people who cannot get to the library themselves, it could be a school library in a typical seventies' building – or it could be the New York Public Library, which we have recently visited. Apparently, their only common feature is their content. The books. The narratives. The knowledge.

Catcher in the Rye by J. D. Salinger is a timeless story. It is a novel about coming of age which has been read by generations of young people. An antiquarian bookshop on Madison Avenue in New York is now selling a first edition with a dedication and the original dust jacket for the handsome sum of USD 185,000.

In Barnes & Noble a few blocks away it is sold in a hardcover edition for USD 24.99, and you can download it as an e-book from Amazon for USD 14.99 (although without a dust jacket).

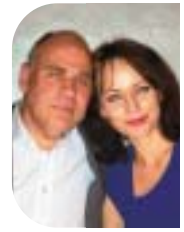
In the New York Public Library, a well-dressed gentleman fetches the book from deep cellars full of books, and brings it to you at no charge in the venerable reading room.

In the school library at Skien Upper Secondary you can find your own edition – although with a fairly dusty jacket. The story remains the same. The circumstances are completely different.

The identity of every enterprise is shaped by four things:

1. the product we have on offer (a car, a theatrical performance, a book collection)
2. the environment in which we are offering it (the car dealership, the theatre, the library with its exterior, reception, shelves and reading rooms)
3. our behaviour (how the staff receive you as a customer, the service they provide, the knowledge they possess)
4. and finally how we communicate (signs, posters, websites, advertising).

All these elements combined build identity, and it is therefore crucial that we are aware of what we want to signal with all of them. When everything we are saying and doing vibrates in tune and communicates a single personality, then we can create a strong, shared identity and profile.



Ingebrigt Steen Jensen
and Trude Solheim



The free of charge reading room at New York Public Library

The importance of the individual element may vary. For a BMW, the car itself is the essential element – even though the dealership, the salespeople and the advertising also play a role.

To a shopping centre, the building complex is the central identity-forming element, even though the goods on sale, the staff and the store magazine may also have an impact.

To an airline, behaviour is of paramount importance, since the aircraft, the flight routes and the online booking procedure are near-identical.

And Coca-Cola is nearly all about communication (when blindfolded, people cannot tell the difference between Coke and orange soda, believe it or not).

What is most important to a library?
Is it the building – as we may think after a visit to the New York Public Library with its monumental façade, its heavy doors, its marble and its reading rooms illuminated by chandeliers?

Or perhaps as Snøhetta designed the Alexandria library, in the shape of an

Egyptian coin half buried in the desert sand, a masterpiece, completely novel for a library whose construction started in 300 BCE and which has remained world famous ever since?

Is it the books, the reference manuals, the novels, the research reports – in physical or digital form, on loan or (as in New York) only for use in the reading room?

The New York Public Library has two Gutenberg bibles. In Alexandria, Plato, Socrates and Euclid deposited their manuscripts. In the school library we found worn tomes in alphabetical order on the shelves, the most important books in class sets – poetry, novels, atlases, history books and science manuals.

Perhaps the staff are our most important profile-builders – their approach to the customers, their knowledge and ability to provide guidance through a constantly accelerating stream of information?

In 2010, Google estimated that up until then, a total of 129,864,880 different books had been published worldwide – and the number has increased since then. Finding your way unaided is im-

possible, so skilled guides are perhaps more important than ever.

And what about communication?

In an over-communicated world it is difficult to break through and reach out, and it is therefore even more important that whatever we want to communicate is made distinctive, appealing, fascinating and filled with passion.

Nevertheless, it remains essential that we – as a sector and as individual libraries – choose what we want to be known for: Hushing, order, hair knotted in a tight bun and a faint scent of dust? Or openness, guts and joy in communication? Not to mention innovation and creativity?

Nobody, and we least of all, can say for certain what is right. What we can emphasize is the importance of making these choices and taking the consequences that ensue. Then, and only then, can we emerge distinctly, be recognized and establish a profile, a reputation and a preference. Not only through the power of physical or digital spaces, but also of our narratives, our people and our communication.

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Use what you have

What can you do with a dimly plain, large, open-stack basement book storage facility? In Huddinge, a suburb just outside of Stockholm, the librarians came up with a creative idea of how to promote older, and sometimes forgotten, books, an idea that rides on the prevailing vintage trend. They turned the storage into a retro library.

“We have been visited by many librarians from across the country and we have only heard positive comments. Many people think this is a good idea and luckily, it is not costly,” says Kim Granberg, librarian and head of the main library in Huddinge.

The basement open stacks in Huddinge are rather expansive, holding some 27,000 books. The whole library holds approximately 106,000 books and the library’s entire media collection with music CD’s, DVD’s, magazines, audio books, and so on, amounts to some 126,000 items.

This library, together with five subsidiary libraries, serves a municipality of about 100,000 inhabitants.

Organized in decades

The main library in Huddinge has never really needed to weed the books due to a lack of space. The basement facility has been open for the library visitors since 1995, but before it merely functioned as extra shelving storage, with the books lined up on shelves in alphabetical order.

To give the old books a renaissance, and to make them more visible to the library visitors, the librarians came up with the idea of a retro library. They organized the books after decades, instead of the alphabet, and dedicated a couple of shelves to each decade. They identified a number of decades they found interesting and decided on the 1940’s, 50’s 60’s and 70’s.

“We went through the books we had and determined which ones we found most characteristic of each respective period,” says Kim Granberg.

For every time period, there is a shelf of selected fiction, children’s literature and



Kim Granberg leads the work at the main library in Huddinge outside of Stockholm. Every Friday, visitors can listen to vintage radio theatre transmissions in the retro library.



Annika Hjerpe

non-literary prose. There is also recently published literature about each respective decade. To add to the retro-feeling, the talents of stage designer Lars Erik Heden-dahl were called upon.

“We felt that a stage designer would be well-equipped to help create a certain magic, given the parameters, better than an interior designer might.”

More decades planned

The library staff has helped out with details, scouring second-hand shops and flea markets for suitable props.

“Last summer, some of the staff kept this in mind as they visited a flea market or an auction during their vacation,” Kim Granberg says.

The plan is to add on to the retro library this summer and arrange two shelving segments with combined decades, one for the 1920-30’s, and one for the 1900-10’s.

This is a one way to make use of what you have, at a low cost; all you need is the space, the working hours of the staff and possibly inspirational help from someone like a stage designer.



Rebar fixed to the ceiling is used to display memorabilia from the decades represented on the shelves below.

“I had to go to a hardware store to buy rebar and I had no idea what it was for,” Kim Granberg says, and points to the bars above the book shelves. Rebar has been fixed to the ceiling and is used to display items chosen to represent different decades, a simple and inexpensive way to create atmosphere.

Increased interest

Special activities are arranged in the retro library, to create further interest for the books it holds. Every Friday, library visitors can listen to vintage radio theatre transmissions found on the Swedish Radio’s webpage. Authors and experts on writers of the era are invited to give talks.

There are lectures on historically typical topics and visitors can book the large meeting table in the middle of the retro

library, if they for example wish to, have a book club meeting there... that is, if they don’t mind attracting the interest of passerby visitors in the retro library at that time.

The retro library opened on October 23, 2012. After only eight months, it is still unclear how the new way of displaying the older books affects lending stats over the long-term, but preliminary figures show an increase in lending by almost 50 percent. (November 1st 2011 to February 28th 2012, lending from the storage amounted to 1,030 books; for the same period in 2012-2013, lending amounted to about 1,500.)

Although the lending from the basement open stacks is a small part of the library’s lending altogether (which amounted to about 70,000 media items both years for the corresponding periods) the retro library has seemed to have created a renewed interest in the library’s collection of older books.



Lana Othman visits the retro library for the first time. She is reading about the 60’s and the 70’s. “I like the music, the fashion and the style from that time, so I’m here to read a little about that,” she says.

Annika Hjerpe
Press and Communication Officer
Communications Division
National Library of Sweden
Photo: Annika Hjerpe

Literature breaks out

Today, literature is much more than traditional books made of paper. SMS short stories, internet literature, apps, poetry slam, and literary happenings and performances are just a few among many examples of modern writers' expressing themselves through a great diversity of formats and media.



Pernille
Carneiro Juel

The question is – how do libraries tackle this development? How do we communicate a clickable story on the Internet or a happening in the physical space? At the libraries in Roskilde and Aarhus, there is no doubt: The libraries can benefit greatly from following the literature forms of our day. And what's even better: It does not have to be difficult at all.

In recent years, the development of technology in particular has affected literature. Many writers communicate with their readers via Internet sites, including Facebook, and an increasing share of literature takes place outside the world of books.

The development presents some obvious challenges to the libraries. The many new and 'peculiar' literature forms do not fit into the regular work processes in libraries. The formats are difficult to place on shelves and communicate in the usual way.

The process surrounding the creation of literature also challenges our customary way of working. The new literature forms emerge in dynamic and at times very personal circuits and may therefore be difficult to capture.

Should we then not even attempt to do so? Should we not be bothered, avoid disturbing our users and just let contemporary literature be contemporary literature?

The trend is clear

If we direct our attention beyond our own library world, the trend is clear. Curators at MOMA in New York, literature researchers at the universities in Boston, Paris and Edinburgh, and writers across the world are aware of the new literary currents. Everything indicates that they will be of great significance in the future; deselecting them means deselecting a significant current within literature.

Is this what we want? No. As libraries, it is crucial that we keep an open mind about the new literature forms. The question is not whether to keep up with development – but rather how we as libraries can follow and communicate the new formats.

One of the great challenges facing libraries is that we must be prepared to be able to include almost everything. We have our professional edge, our knowledge about literature and our focus on quality. However, we need to expand our horizon and develop our physical spaces so that they become more creative and flexible.

Physical and visual

Since 2010, Roskilde Libraries, the City of Aarhus Libraries and *Litteratursiden.dk* – supported by the Danish Agency for Culture – have headed *Litteraturen finder sted* (Literature taking place). The project has looked at where the new literature

forms are heading and what the libraries can do to communicate them. *Litteraturen finder sted* has organised exhibitions and supports the development of new literary, digital works.

The exhibition *In words drowned I* (November 2012) offered a very concrete here-and-now recommendation about how modern libraries can embrace and communicate the new literature forms. Five young writers were invited to take part in the exhibition – but the challenge was that they were not allowed to participate with works in book form!

Instead, the writers presented a number of physical and visual works, which were based on film, sculpture or installation art – or on a mixture of several art forms. The exhibition challenged the traditional idea of what literature is and gave the visitors a both visual and sensory experience of current trends.

The alternative literary works no doubt seemed like a disturbance to many of our usual library users. However, many of them also expressed their enthusiasm at the fact that we as a library introduced them to new trends and thus to new literature.

Great potential

Development thus holds a potential for the libraries. The use of performance and various IT equipment means that the new literature forms take up space in a



The poetry machine

Often, the new literature forms take up physical space in a way that attracts new user groups. Here, young people at the Roskilde Festival 2012 flock around the interactive poetry machine.

Photographer: Peter Høybye

different way in the physical rooms, and that this can enrich the library space.

They contribute a surprising element, which can help create curiosity and modernise perceptions about libraries. The new literature forms also give the libraries the opportunity to make contact with new user groups, both writers and ordinary readers who would not otherwise use the libraries.

Finally, the new literature forms are suitable for taking the libraries beyond their own physical spaces – out into the public space, to festivals and other places.

Out where the users are

For several years, Roskilde Libraries have had activities at the annual Roskilde Festival, which is Northern Europe's largest culture and music festival. In 2011 and 2012, they participated with large exhibitions of digital, literary works.

In addition, they presented poetry readings, cosy corners and lots of (discarded) books. One of the exhibited works was an 'interactive poetry machine', which *Litteraturen finder sted* has

developed in collaboration with writers, artists and IT developers.

By pressing on books with built-in digital sensors, people were able to create their own unique poem, which was printed – ready to pocket. The digital works at the Roskilde Festival have been a great success. People have flocked to see the works, which have aroused a lot of attention due to their different and interactive nature.

Make room

At the libraries in Aarhus, they have collaborated with artists, writers and actors to find out how to stage the library space and communicate literature with a focus on the performative aspect.

At the local Åby Library, they have developed a completely new communication concept – *Litteraturstedet* (The Literature Place) – which uses a built-in stage, screens and space for exhibitions to make room for the new literature forms.

At Roskilde Libraries, we have also taken the consequences of recent years' experience with digital literary works, and have

– as far as we know as the first library in the world – reserved a permanent exhibition area solely for digital literature.

This is neither about giving artificial respiration to the book nor about declaring the book dead. It is about following and communicating literature where it grows in its time. Literature has broken out of the book – and libraries must keep up!

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 (in Danish only)



Photo: Ketil Born



Photo: Frederik H. Juell



Photo: Ketil Born



Photo: Frederik H. Juell



Photo: Frederik H. Juell



Live Rasmussen

The library of our dreams

The Science Library at the University of Oslo is primarily a research library that serves the academic staff at the Faculty of Sciences. It is the daily working and learning environment for numerous students. To gain a foothold and attract attention to our existence and our services, we make use of all parts of the library premises in combination with other devices that best suit the purpose.

The library is a cooperation partner for the university and faculty managements for attaining shared goals in terms of academic performance and social well-being. And it is a multidisciplinary meeting place and an arena for knowledge dissemination and public debate.

The premises are not perfect, but they have qualities that, along with a skilled, engaged, diverse and at times even playful staff, make them usable and provide sufficient room for creative activities.

The Science Library in Vilhelm Bjercknes' House was opened in March 2012. People were invited to lectures by celebrities, music by baroque ensembles and chemistry with a bang. The sex life of copepods could be studied under a magnifying glass, while dinosaurs and wolves guarded the bookshelves. Cream cake, canapés, buns and soda were served, and school classes searched for DNA behind the counter.

Beer was served and people danced, while a science-fiction collection was accumu-

lated and Donald Duck was promoted. Jespersen the Skeleton recommended seasonally relevant literature to our social media followers.

But what is the Science Library, and how do we want to use it?

Strong involvement

In 2007, the University Board decided to co-locate the various science libraries in a central spot on campus – in Vilhelm Bjercknes' House. A generous donation from the Fritt Ord Foundation and an intensified focus on the learning environment and on a campaign to promote science studies drove the project forward.

In June 2010 we could celebrate the completion of the funding process and work could commence. Students, staff and other stakeholders became involved in various ways.

A thorough tour of the libraries at BI Norwegian Business School, Glasgow Caledonian University Library and Drammen and Kongsberg Public Libraries was a particular success, since users, architects, project directors and library staff here had the opportunity to visit pioneering libraries and then discuss and include into the project various elements they had seen and experienced directly.



Such a tour and extent of involvement were obviously rather resource-intensive, but they produced an unusual degree of convergence of expectations and wishes for the project process, and a strong involvement by the participants.

Light and furniture

The structure of the building could not be altered to any great extent; the Directorate of Cultural Heritage was involved in the process and the project faced certain restrictions. However, demolishing some internal walls and flooding the old brick-and-concrete building with natural as well as artificial light, was to prove a highly effective measure.

Furniture and interior design were planned with a view to flexible multi-purpose use. The flexible workspaces for groups located in the middle of the library premises are invariably the first to be filled. Iconic lamps and leather benches function exquisitely after the renovation.

The furniture from the university boardroom of the sixties, with ashtrays and voting buttons, copper lamps and calf-skin chairs never fail to attract attention.

A survey undertaken ten months after the library was opened shows that the students perceive the library as versatile, functional, flexible and accessible – in terms of its design, opening hours and services.

An arena and meeting place

The role of libraries as a social, multi-disciplinary meeting place and as an arena for dissemination of knowledge and public debate is a key area for library development. Universities are required to open up to the outside world and demonstrate their activities and research to society in a visible and intellectually accessible manner.

In its strategy, the University of Oslo says: “The university community should make use of interactive arenas for communication of research results and dialogue with a broad audience on the Internet as well as through key events that should pursue educational goals as well as help recruitment.”

The Science Library has established a stage in the foyer where it operates a separate programme called *Science Debate* in cooperation with prominent communicators from the institutes at the Faculty of Sciences and the Fritt Ord Foundation. The goal is to encourage debate and exchange of views on the sciences, their role in public life and their impact on social development.

The library stage is also used by Norwegian broadcasting for weekly popular-science radio shows, by students for film screenings and student debates, as well as for a variety of other lectures and events. The library staff members act as professional suppliers of content, producers and hosts.

The future

We now have the library of our dreams, in very many ways. The students, the academic committee, the information services for science students and the student organizations are our co-habitants, and provide us with feedback and specific advice about the road ahead. So what are the key points on which we should focus our attention?

The library cooperates with the group for interactive design at the Department of Informatics. Current work involves various applications for mobile units.

Could indoor tracking and the Rfid tags be a possible topic for next semester’s student assignments?

And can we become an attractive partner in a more permanent *Library Living Lab*, where the development of as-yet non-existent services in the library space to serve the university community can take place within such methodological frameworks?

Hosting our guests

Lately, the need to engage in outreach activities, bringing the library and its services out of its traditional premises and engaging actively with the public in new settings, has manifested itself.

Recently, the library has been represented at the University’s stand at *The Gathering*, Norway’s largest computer party, as well as Norway’s first innovation festival, *Mini-Maker Fair*, and we will also be present at the annual *National Science Week*.

For such events we wish to develop a science pop-up or a festival library that can easily be scaled up or down and filled with a varying content. This kind of library requires a super-simple loans system. In their idle hours, our ICT staff is playing with a solution.

As managers, we are concerned that all staff members should behave and feel like hosts for the entire Science Library and for all activities and services that take place on the library’s premises or in the library’s name.

The discussion as to whether the visitors to the library should be referred to as customers or users can thereby be concluded. They are our guests! So if you are in these parts, feel free to drop in.

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DENMARK

LONGER LIBRARY VISITS IN ROSKILDE

When Roskilde University Library compared user statistics from 2012 to 2002 they discovered that the students stayed at the library a lot longer than before. While ten years ago, the average visit lasted around 9 minutes, last year the length of a library visit was up to 53 minutes – an increase of 600 percent! One explanation is the new facilities: the premises are inviting and suitable for individual and group work.

The number of visitors and the length of visits have been calculated with the help of a visitor counter during the period between November 7 to December 7 every year. Observations on the premises confirm the results, according to library staff.

An interesting question is whether this is true for public libraries as well. This will be studied first at Gentofte and then in other Danish public libraries.

Danmarks biblioteker 1/2013
<http://db.dk/files/dbf.dk/DB0113.pdf>

TOP NOTCH SERVICE SAY LIBRARY USERS

Over 27 000 Danish library users took a survey on the services of 179 public libraries in 42 municipalities. The majority are happy with their libraries and the help and guidance they get from library staff. The typical user is a 45+ year-old female.

A third of the users have children and the average user's level of education is higher than the non-users'. The results also show that while 31 percent visit the library during the week between 1-4 pm, only 3 percent come to the library on a Saturday afternoon.

Even if most users still come to the library to borrow materials, there are segments that use the library in different ways. This is why the respondents have



Library bus driving home ... Photo: Peter Birk

MOBILE LIBRARIES AND THE GOOD LIFE

Even if Denmark is quite a compact country when it comes to geography, mobile libraries are still seen as an important form of library service. What sets mobile library staff apart from other public services is their ability to create a sense of community, to offer a local service characterized by engagement.

These were at least the values the users interviewed during the *Good Life project* were expecting of the service. The participating libraries of Brønderslev, Esbjerg, Ringkøbing-Skjern, Skive, Vordingborg, Aabenraa and the Danish Central Library in Sydslesvig see mobile libraries as an important resource in digital learning:

been categorized in four target groups: the Major user (16 percent of users), the Engaged (29 percent), the Student (24 percent) and the Borrower (31 percent) who all represent different ways of using the library and its collections and services.

The Student and the Borrower, for example, have little contact with the staff. The Engaged, typically a 50+ female,

the digital book bus can be booked to instruct users in IT in front of a workplace, school or nursing home, in much the same way as the Finnish NettiNysse (<http://kirjasto.tampere.fi/kirjastot-ja-aukiolot/netti-nysse/>).

Children are one of the central target groups, but new user groups have also been approached: men with an interest in hunting, young recruits in military service, pupils in after-school activities. The role of the library is also to act as a facilitator in the local community: the mobile library helps bring together local actors.

Danmarks biblioteker 1/2013
<http://db.dk/files/dbf.dk/DB0113.pdf>

comes to the library a lot and is mostly positive about the services while the Student tends to be more critical.

The whole report *Bedre biblioteker 2013. Nationale resultater* can be found on <http://www.kulturstyrelsen.dk>

FINLAND

LIBRARIES EVALUATED BY OVER 30 000 USERS

For the third time users in the whole country have had their say on the importance, effects and performance of library services. While the national survey has its origins in the libraries at the universities of applied sciences now the users of university, special and public libraries have also taken the same questionnaire, among them around 12 000 public library users. All in all, over 31 000 users took the survey.

90 percent of the users of research libraries considered web services to be very important; 82 percent thought the web services were functioning either well or very well.

On the whole, users appreciate the services libraries have to offer. According to the results, users are especially happy with the staff and consider personal service to be important.

Only 3 percent of the respondents from the research libraries saw library services having no effect on the quality of their studies or work whatsoever, while 55 percent reported a considerable increase in the quality and 36 percent said library services had somewhat improved the quality of their studies or work.

The National Library of Finland
<http://www.kansalliskirjasto.fi/kirjastoala/uutiset/1366711791873.html>

COUNCIL FOR FINNISH UNIVERSITY LIBRARIES' STRATEGY ON VIDEO
During the 2012 World Library and Information Congress in Helsinki, the Finnish university libraries presented their cooperation which has resulted in many joint projects, services and the council for the library sector itself. A video on the strategy of the university libraries is a result of the desire for sharing knowledge and know-how, not only nationally but also internationally.

The English-language video is available on YouTube and is based on the new strategy for 2013-2017.

The Council for Finnish University Libraries on YouTube
<http://www.youtube.com/watch?v=cLkPxjWZiEg>



READING TO DOGS BECOMING MORE AND MORE POPULAR

Ever since Börje, the Maltese reading dog (also called reading education assistance dog or reading therapy dog) based in Espoo, started listening to children reading to him in the libraries of the metropolitan region, the lovable reading dog has been in the limelight with interviews, appearances in the news, a profile on Facebook et cetera.

Börje and his colleagues in Kaarina were the first Finnish reading dogs, but today library dogs are being introduced in all parts of the country. Carlo, a Flat-coated Retriever, has recently started his library career in Mikkeli, Eastern Finland and Numa the Whippet is employed by Pirkkala Public Library and Luna by Pori City Library.

The Miniature Schnauzer girls Luru and Lempi listen to reading children in Käm-

menniemi Public Library in Tampere, with Ada, Piki, Jaxu, Pilke, Venla and Wili working elsewhere in Finnish libraries. Kouvola and Vantaa also have their own reading dogs who visit the libraries. Even with its positive PISA results in reading, Finland seems to embrace the dogs who initially were meant to help children with reading difficulties.

Visit Facebook or google "Börje Espoo"



NORWAY

100th ANNIVERSARY RELAY

The Norwegian Library Association is celebrating its 100 years during 2013 in several ways, one of which is the Library Relay. The relay started at Lom Public Library – Library of the year 2012 – and will travel across the country through all types of libraries. During some nine months the baton – or actually two

batons and a library lamp in the shape of a house – will be passed on to decision makers, library staff or users in public, school, research and mobile libraries. The last library to receive the baton will be Oslo Public Library on October 25th which is the date of the national 100th anniversary.

The Library Relay
<http://bibliotekstafetten.no>

GAME ON IN NORWAY

The Nordic Game Day has for a few years gathered users to libraries in November, and the date of the next Game Day, November 16th, was announced in April. The players are not only children shooting angry birds at pigs or teenagers wishing to be guitar heroes, but increasingly also grown-ups, even users who could be described as extremely grown-up.

The average age of a gamer today is 33, and they are not likely to stop playing board or computer games just because they're getting older. In Drammen, the older players are the focus and the aim is to get them to the library. Some of the games can also help rehabilitate older

persons with memory problems and dementia. The library maintains a Senior Gamers' blog at <http://seniorgamer.no/> as part of the national project.

Nordic Game Day
<http://nordicgameday.wordpress.com>

JOY OF READING

Inspiring children and young people to read is the aim of a four-year national reading programme in Norway. A strategy for reading zeal is being drawn up by the National Library and several projects to spark up the love of reading are under way.

One of these is the Read Aloud! project in Tromsø where the parents of young

children could e.g. have their questions about reading answered. "Is it okay to read in dialect?" "Is reading comic books aloud good for children?"

The National Library of Norway
<http://www.nb.no/Bibliotekutvikling/Aktuelt/Nyheter/Leselyststrategi-2013>

SWEDEN

CYCLING FOR LIBRARIES SPREADS OUT

Swedish librarians took to wheels before the annual library conference in May. A bunch of library professionals cycled from Stockholm, through four provinces to Örebro, pausing for workshops and library visits on their way to the more traditional form of conference.

The *Cycling for Libraries – Sweden* tour and conference is a manifestation of the significance of libraries in society, just like its international model and counterpart, *Cycling for Libraries*, now in its third year. Meeting colleagues – and library users – is an integral part of Cyc4lib.

Cycling for Libraries Sweden
www.facebook.com/cyc4libse

FIRST NATIONAL HOSPITAL LIBRARY WEEK

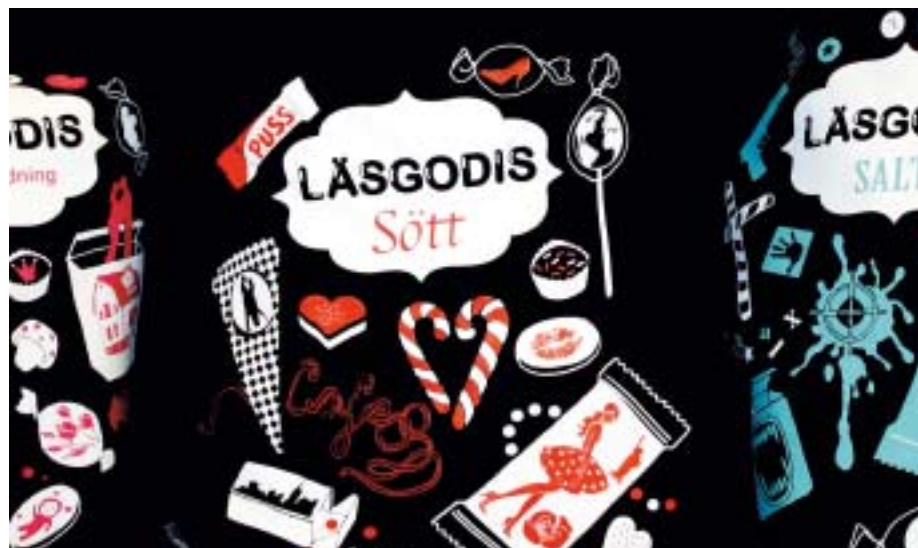
Apart from promoting cycling, libraries can and do contribute to health issues in various ways. The National Hospital Library week was observed in April for the first time.

During the themed week a number of workshops, lectures and visits were organized to present the many services hospital libraries have to offer from e-resources for the staff to patient information and help for hospital patients in downloading e-books on their mobile devices.

Biblioteksbladet
<http://biblioteksbladet.se/2013/04/23/sjukhusbibliotekens-veckan-2013/>



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READING CANDY

If you find a colourful cotton bag filled with books hanging on a hallstand in the local swimming pool, health care center, church or youth center in Huddinge, it is probably not left behind by someone by mistake.

Huddinge Pubic Library has salty, sweet and sour bags, three of each, all around town. The salty reading candy consists of detective and horror stories. Sweet, of course, refers to feel-good and romance books while sour stands for social realism.

In addition, there are old-fashioned caramels – classics, and family mixes which offer something for both children and grown-ups. Each bag also carries an easy-to-read book. Promoting and supporting reading and literature is a big theme in Sweden at the moment as the coming Library Act stresses the topic. Children and young people will be prio-

ritized and borrowing literature in any form, even as e-books, shall be free of charge also in the future. Huddinge Reading Candy certainly serves the purpose well.

Everything is made simple for the readers: you don't need a library card, you just pick up the bag of your choosing and return it when you're done. All bags also contain note books where the readers are encouraged to write down their comments on both the selection and the project as a whole.

It is too early to say if any of the books will be returned but the library staff are hopeful: if you trust people they often prove themselves worth it. The project runs the whole year with funding from the Cultural Council as part of the national reading promotion programme.

Biblioteksbladet 3/2013
<http://biblioteksbladet.se/>

MORE BOOST FOR WELLBEING FROM LIBRARIES

When Norrköping City Library – and its patrons – became frustrated with substance abusers and addicts lying down on the couches in the children's library, the staff got an idea. Why not try to get them interested in reading and literature.

The result of the reasoning was the *People between the lines* reading circle which started in 2011. It is a cooperation between the library and the social services, aimed at outpatient addicts. It has proven to be a popular form of service with eight to ten participants in two groups.

And it is not only the group members and library staff who read; also the social services staff are expected to read the books. The members can either read or listen to talking books, at their own pace.

Some only manage 5 of the 100 pages they'd set out to read, some stay quiet during the meetings but all know it is safe and confidential. It is "reading as healing" as the organizers put it. You feel calmer and less alone when you read something you can identify with.

Biblioteksbladet 2/2013
http://biblioteksbladet.se/wp-content/uploads/2013/02/22001-BBL-2_2013_low.pdf

Keep up with developments in the Nordic libraries in Scandinavian Library Quarterly. www.slq.nu

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