



The Future(s) Of Libraries And Library Work

Rolf Hapel Professor of Practice UW iSchool, 2019

0. Framework

1. User involvement and Partnerships

2. Maker Culture and Co-creation

3. Misinformation and Trust Building

4. Social Challenges and Equity

5. Library Spaces and Staff Competences

A woman with dark hair in a ponytail, wearing a black jacket and a red scarf, is looking down at a book she is holding. She has sunglasses on her head. The background shows a library with bookshelves and a display table with various items.

Libraries of the industrial age

Democracy

Free and equal access to information

+ Education

Support to the formal education system

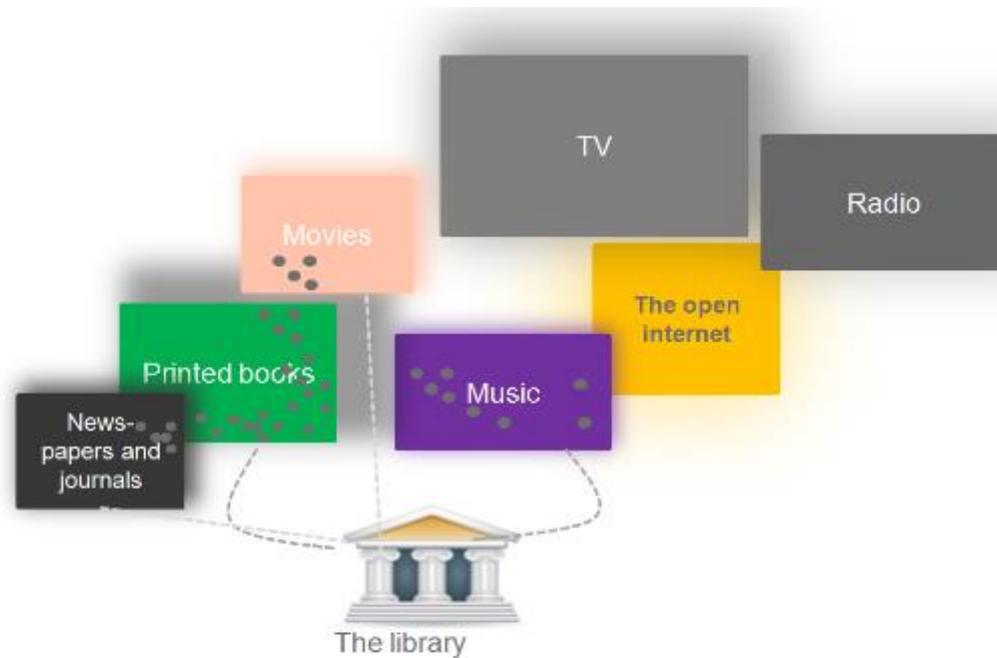
+ Culture

Access to cultural heritage and experiences

= Success

60 -70 % of population users

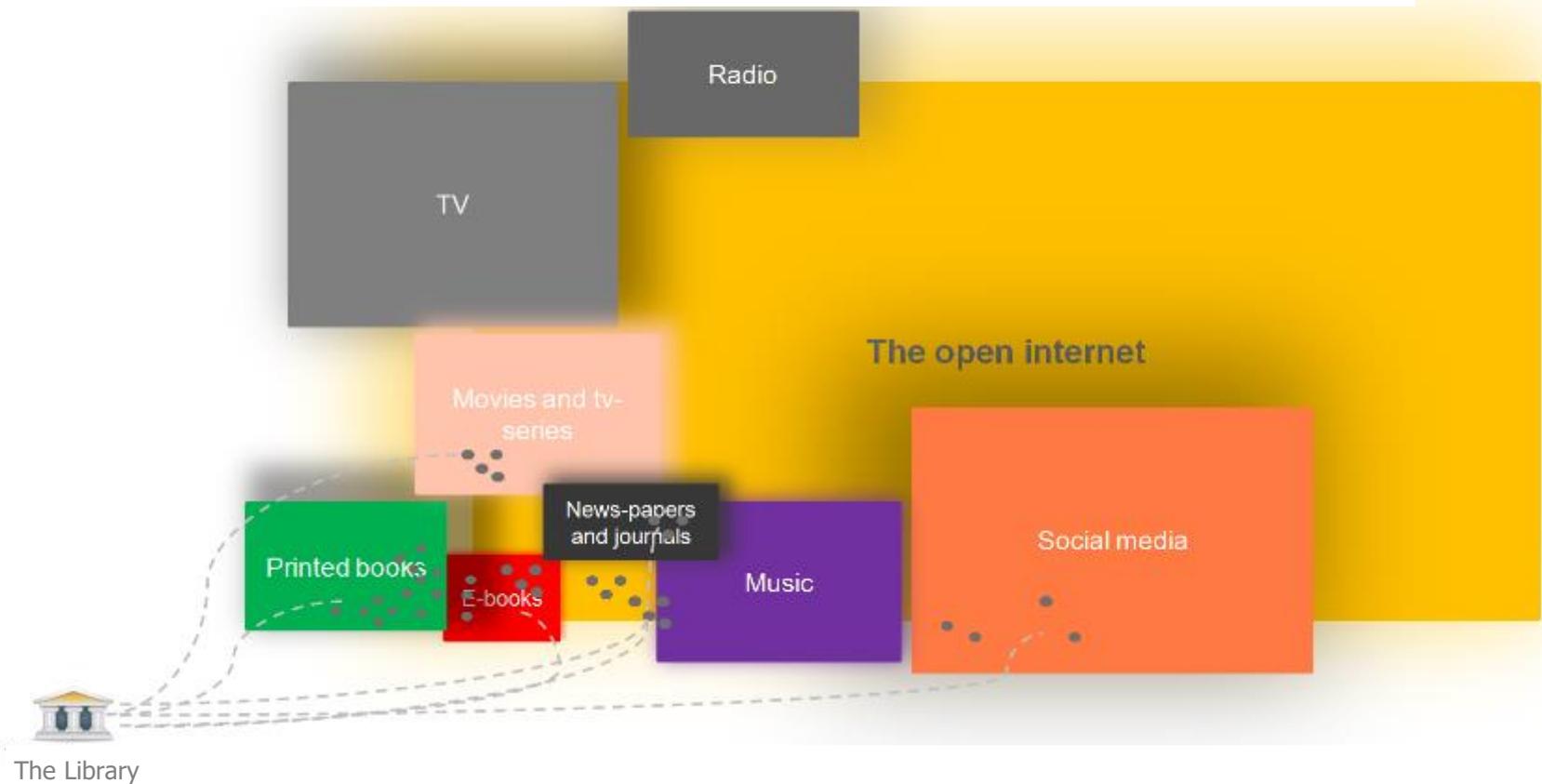
The 'Infosphere' 2000



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

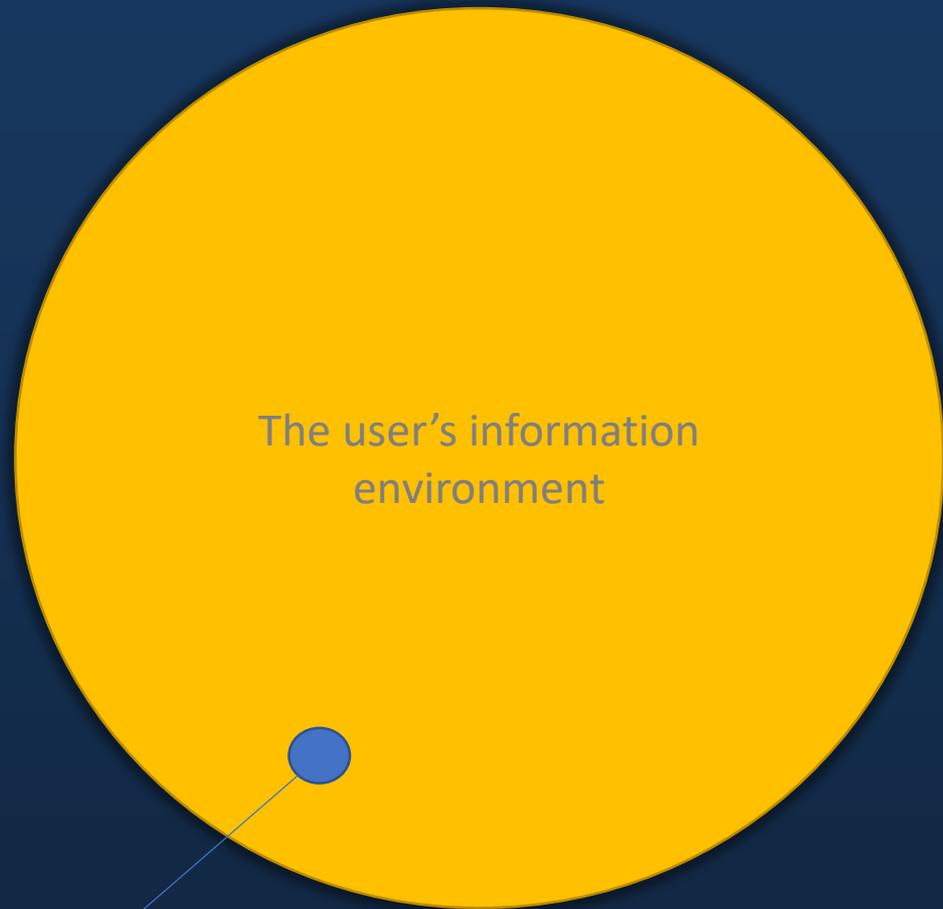
Digitisation
Digital service
Self-service
Citizen involvement

Should the libraries go a lot more digital?



The libraries

The User's Infosphere





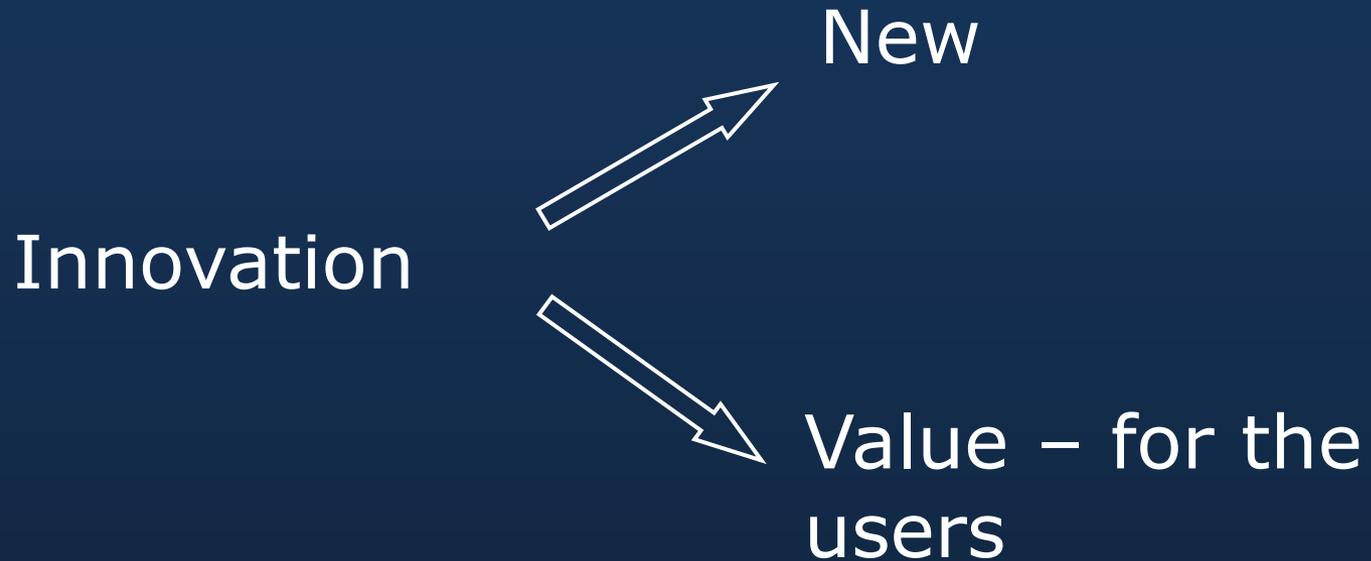
Reinvent the library
new ways of professionalism
new products
new alliances
new ways of funding



No more money
- probably less!

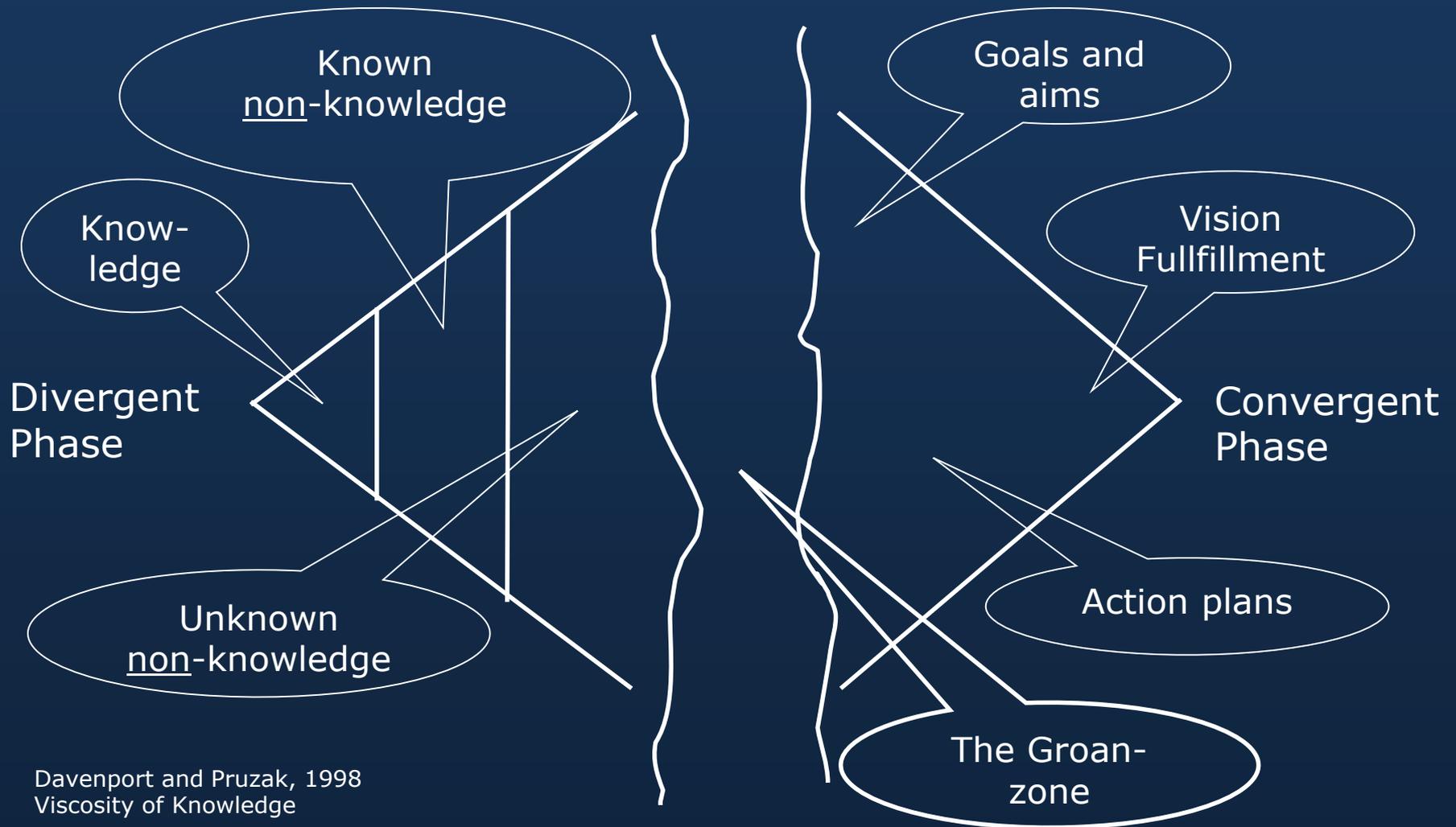
The public sector is in a state of permanent crisis, and the fight on resources is intense...

What is innovation?



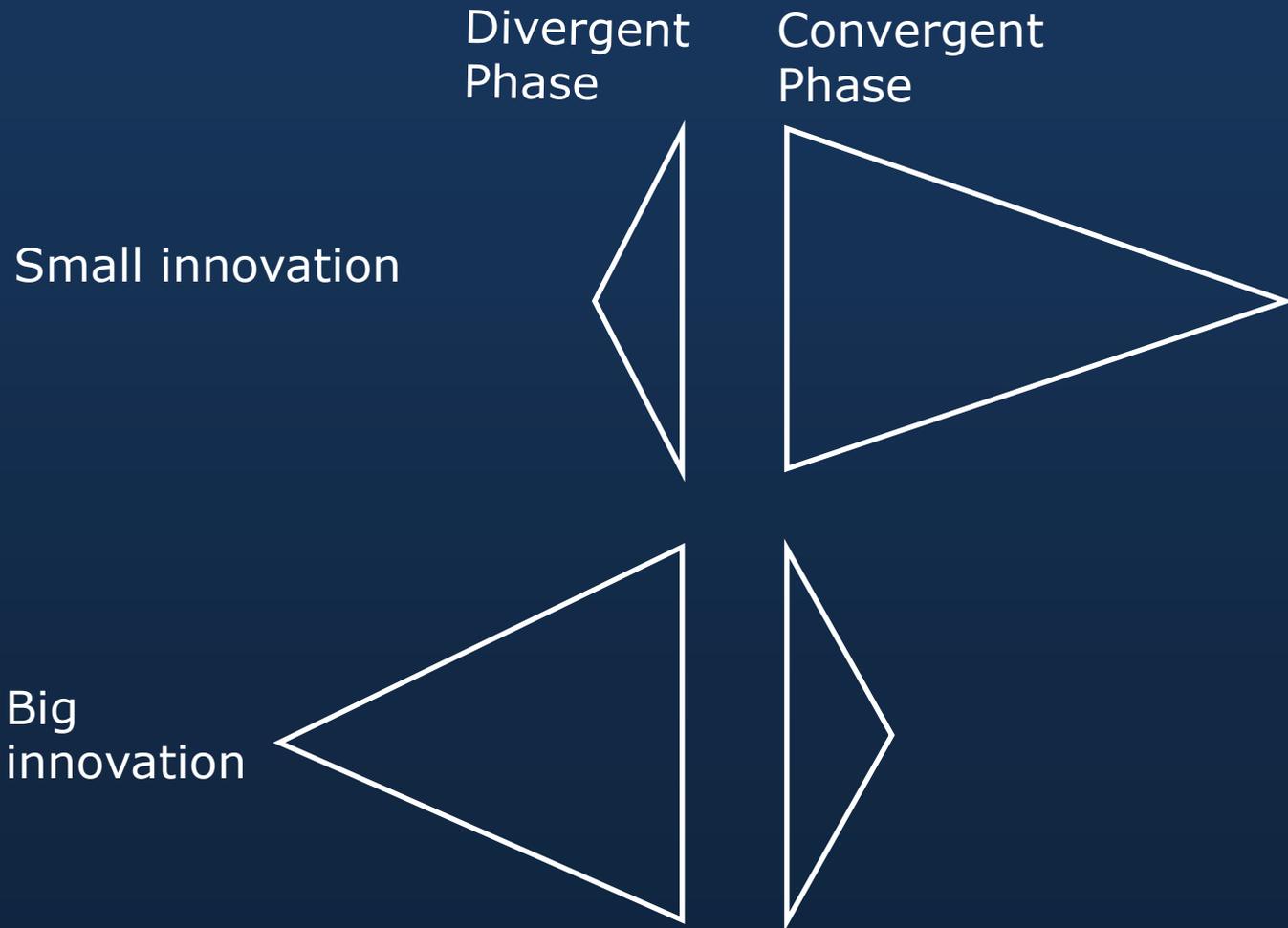
<http://www.businessdictionary.com/definition/innovation.html>

Innovation process



Davenport and Pruzak, 1998
Viscosity of Knowledge

Phases of innovation



1

Traditional citizens
engagement:

Duty-driven and dull
"Mandatory consideration..."

- Hearings and formal
democracy

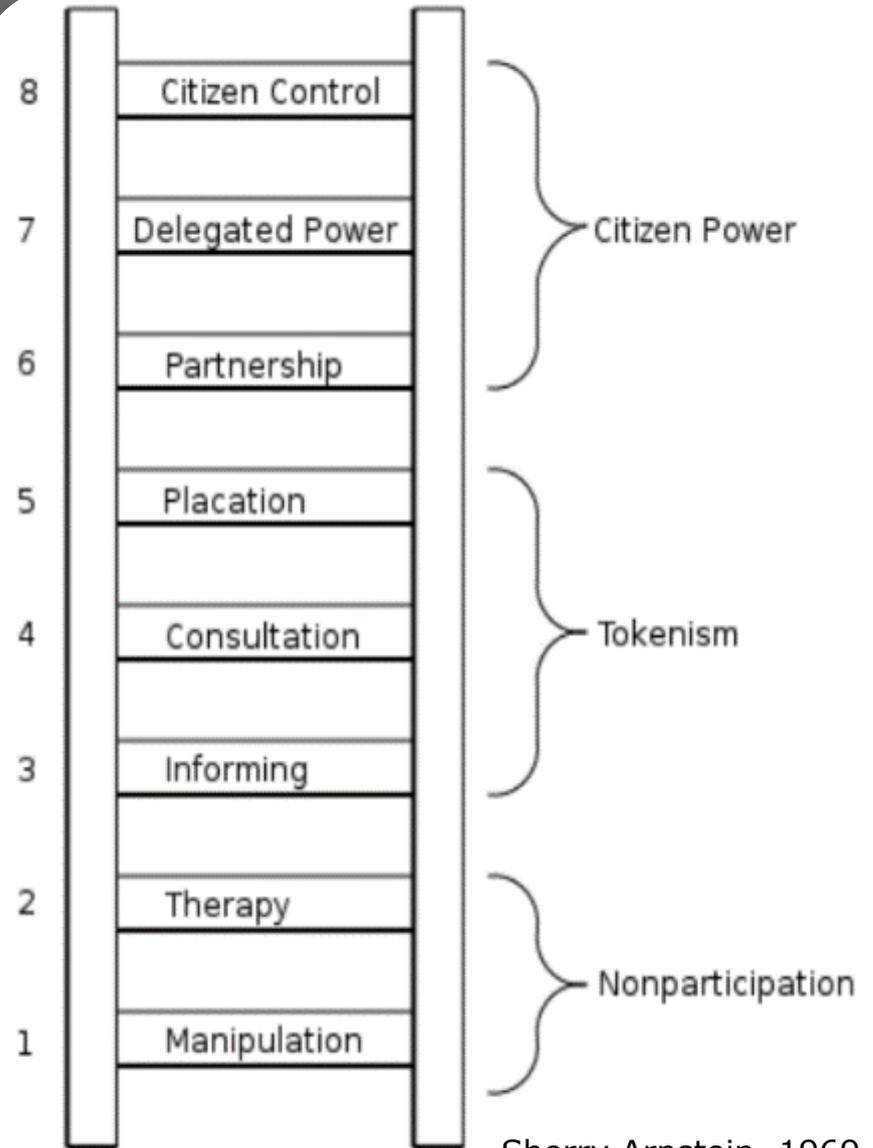
Now:

-Citizens cooperation

-User driven innovation

-Co-production

-Co-creation



Sherry Arnstein, 1969

Workshops



User driven design



World Café



Vision creating





Photo typing



Lead Users



Hiring young people – Mindspotters - on a short term basis to create events and develop ideas for this user group

Participatory design



Building the future library



Children's lab: Workshops with children btw 9-14 prototyping a library. The inputs were used as part of the competition programme for UMSA



Rolf Hapel – Information School UW

FIRST EDITION

DESIGN THINKING FOR LIBRARIES

A TOOLKIT FOR
PATRON-CENTERED DESIGN

IDEO

FIRST EDITION / TWO THOUSAND FIFTEEN

WWW.DESIGNTHINKINGFORLIBRARIES.COM

Download:
www.designthinkingforlibraries.com



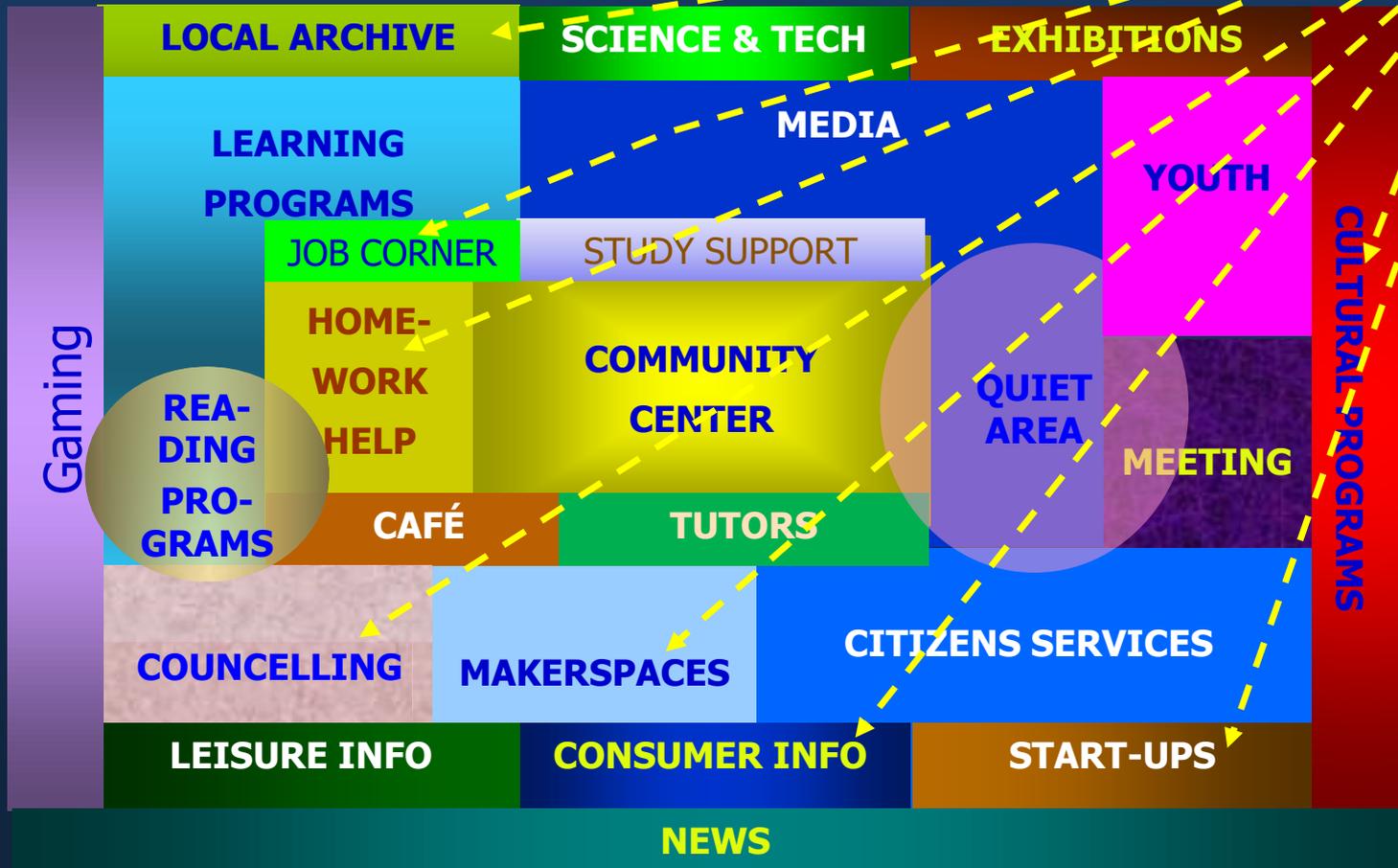
DESIGN THINKING

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

Partnerships

The Mash-up Library

Partner activities



A photograph of a busy exhibition space. The room is filled with people of various ages and backgrounds. In the foreground, a man with a black backpack and a woman in a pink jacket are walking. In the background, people are gathered around information screens and displays. The architecture features white, curved, organic shapes. The lighting is bright and modern. A red box highlights the text 'Therefore partnerships...' in the top left corner.

Therefore partnerships...

New resources and skills in the library
Knowledge and inspiration from others
Increased network
Increased diversity and quality in
service production
Enhanced communication and
marketing
Legitimization
New ambassadors

2

Maker culture and co-creation

Hackathons



Hacker Labs



People's Lab







Rolf Hapel - Information School UW



Rolf Hapel - Information School UW

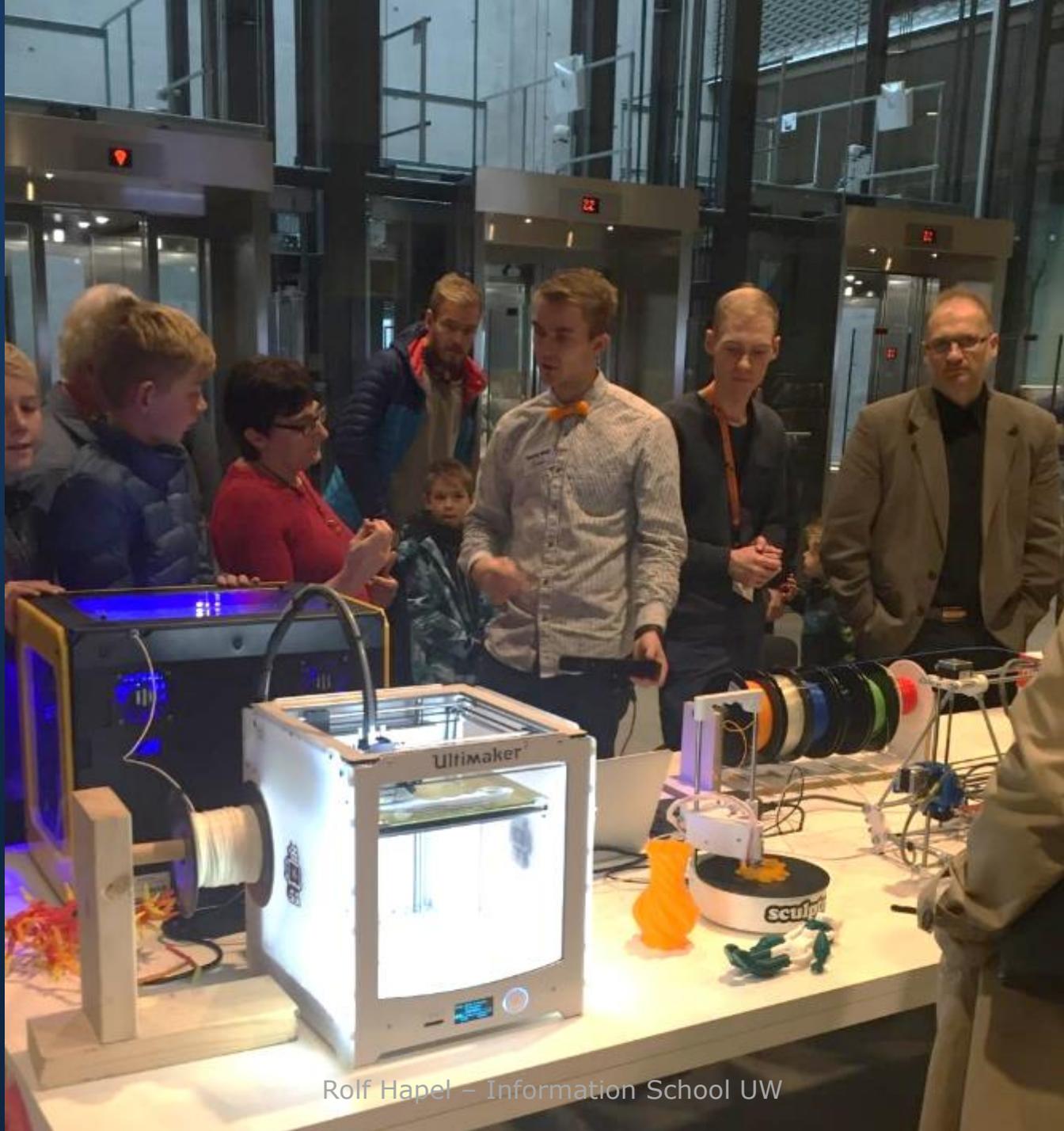
Tweens Lab



Maker fair







Rolf Hapel – Information School UW

Drone workshop





OPEN CULTURE DAYS



Open Data hackathon

50 young developers

A weekend at the library

Experts as mentors and evaluators

Prizes for the winners





**OPEN
ENERGY
DAYS**

Design Thinking Camp



3

Misinformation and trust building

MEDIA

OMISSIONS

HALF-TRUTHS

LIES

DISTORTIONS

PROPAGANDA

Formats for Trust Building

International Awareness

چگونه اخبار جعلی را شناسایی کنیم؟

КАКО ПРЕПОЗНАТИ ЛАЖНЕ ВЕСТИ

RICONOSCERE LE FALSE NOTIZIE

偽ニュースを目極めるには

FAKE NEWS ERKENNEN

SÅDAN SPOTT

HOW TO SPOT FAKE NEWS

РАЗМИСЛИТЕ

Добро истражите и подумайте

CONSIDERA

Clicca al di fuori del sito, i suoi scopi

情報源を

その話をクリックするサイトの役割や

BEACHT DIE

Sich Dir die Webseiten Wer steckt dahinter

UNDERSØG KILDEN

Klik videre fra historien og undersøg siden, dens mission og kontaktinfo

CONSIDER THE SOURCE

Click away from the story to investigate the site, its mission and its contact info.

READ BEYOND

Headlines can be outrageous in an effort to get clicks. What's the whole story?

VERIFICA

Fai una breve ricerca sul sito. È plausibile?

著者をチェ

著者についてきいて信用できるのか

PRÜFE DEN

Ist die Person glaubwürdig? Gibt es sie wirklich?

TJÆK FORFATTEREN

Lav en hurtig søgning på forfatterens navn. Findes de? Er de troværdige?

CHECK THE AUTHOR

Do a quick search on the author. Are they credible? Are they real?

SUPPORTING SOURCES?

Click on those links. Determine if the info given actually supports the story.

ПРОВЕРЬТЕ

Поновно проверьте, чтобы убедиться, что это действительно так.

VERIFICA

Le notizie vecchie per fortuna rinfrescano

日付をチ

古い話を再掲し、出来事と関連して

ACHTE AUF DATUM

Ältere Nachrichten können sein, auch wenn sie frisch sind

TJÆK DATOEN

At dele gamle artikler betyder ikke, at de er relevante for aktuelle begivenheder

CHECK THE DATE

Reposting old news stories doesn't mean they're relevant to current events.

IS IT A JOKE?

If it is too outlandish, it might be satire. Research the site and author to be sure.

ПРЕИСПИТАЙТЕ

Узми у обзир и провери да ли су могли да се догоде.

VERIFICA

Valuta se l'influenza

自分のバイア

自分自身が信じ込みに影響してないか

WAS DENKEN

Welche Rolle spielen bei Deiner Einschätzung

ER DU FORDOMSFUL

Overvej om dine egne overbevisninger påvirker din dømmekraft.

CHECK YOUR BIASES

Consider if your own beliefs could affect your judgement.

ASK THE EXPERTS

Ask a librarian, or consult a fact-checking site.

Information Literacy Instruction

A woman with long brown hair, wearing a white t-shirt, is leaning over a table in a classroom, assisting three young boys. The boys are sitting at the table, each with a laptop open in front of them. The boy on the left is wearing a white tank top with a green graphic. The boy in the middle is wearing a white tank top with a red and black graphic that says "E.A.S.T HARBOR". The boy on the right is wearing a green t-shirt with "FINAL" visible. The woman is pointing at the screen of the laptop in front of the boy on the right. In the background, there are large windows with a view of a green outdoor area. Another boy is visible in the background, sitting at a table with a Toshiba laptop.

"To be information literate, a person must be able to recognize when information is needed and have the ability to locate, evaluate, and use effectively the needed information".

ALA Presidential Committee on Information Literacy, 1989

Children Debating News

4.C - Strandkolen

1. Hvorfor dræber man/miljøet ikke ISIS?
2. Hvor mange mænd har ISIS?
3. Hvordan opstod krigen i Syrien?
4. Hvem holder med ISIS?
5. Hvor får ISIS pengene fra?

Panel of experts from
library partner organisations
(media, university)

Library
staff

Expert Public Speaking



Trustworthy Public Figures



Public Debate



Truth About Nutrition





Information, Communications, and Technology Literacy

4

Social challenges and equity

Challenges

The economic shifts

Post-industrialism

New types of jobs

Disappearance of old jobs

Precariat

Gentrification



Photo by Jon Tyson on Unsplash

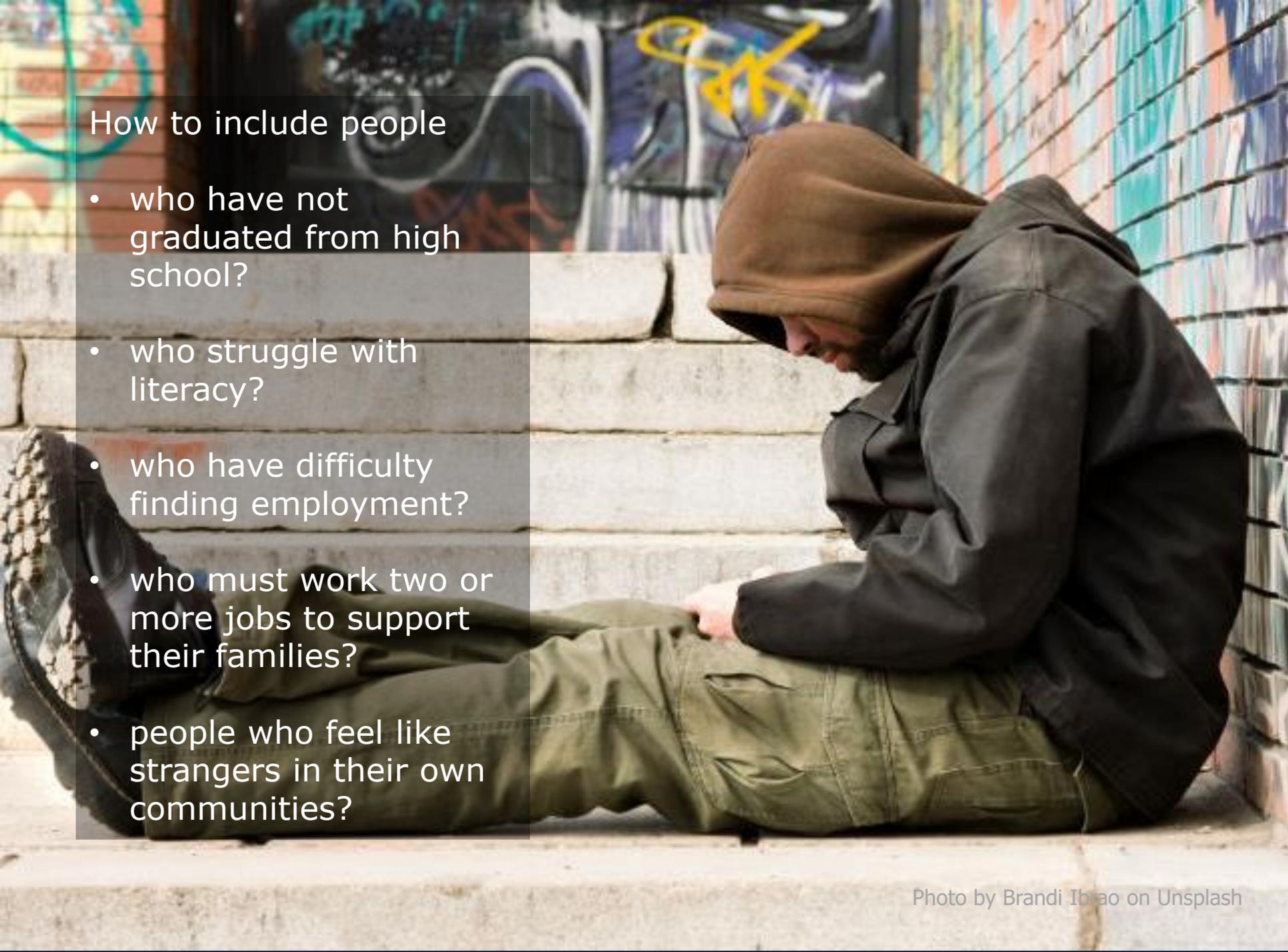


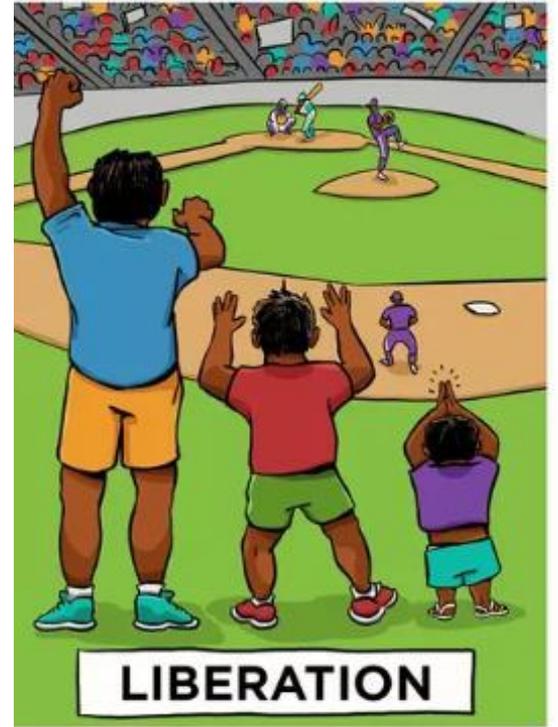
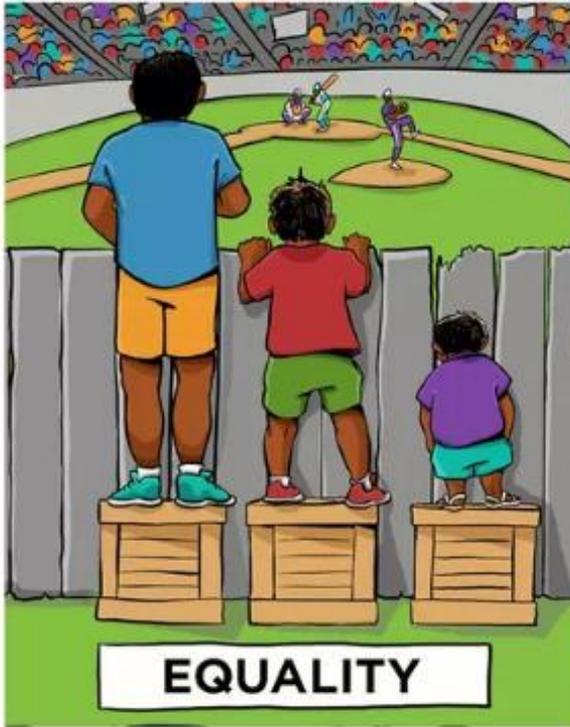
Negative images
Public housing
Gangs
Drugs
Homelessness
Vacant buildings
Abandoned land

Photo by Brandi Ibrao on Unsplash

How to include people

- who have not graduated from high school?
- who struggle with literacy?
- who have difficulty finding employment?
- who must work two or more jobs to support their families?
- people who feel like strangers in their own communities?





Asset-based approach



Local community members committed to efforts

Community members "contributors" not "clients"

Assets = Individuals, Associations, Institutions



Get out of the library
Meet people where they are most comfortable
Start with small activities
Hold back on own ideas, knowledge, experiences

Photo by Aarhus Public Libraries



Photo by Aarhus Public Libraries

Rolf Hapel – Information School UW



Outreach

Photo by Aarhus Kommunes Biblioteker

Community Event



Home Visit



Photo by Aarhus Kommunes Biblioteker

5

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
Spaces for media	Spaces as media
On-line	On site
Information	Meaning and significance
Facts	Credibility
Meeting information	Meeting people
Knowing	Experimenting
Visitor	Resource
Neutral	Values
Seriousness	Sense of humor
Arranged events	Things that happen

*“..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”.*

Seminars for Start-Up Businesses



Childrens literature festival



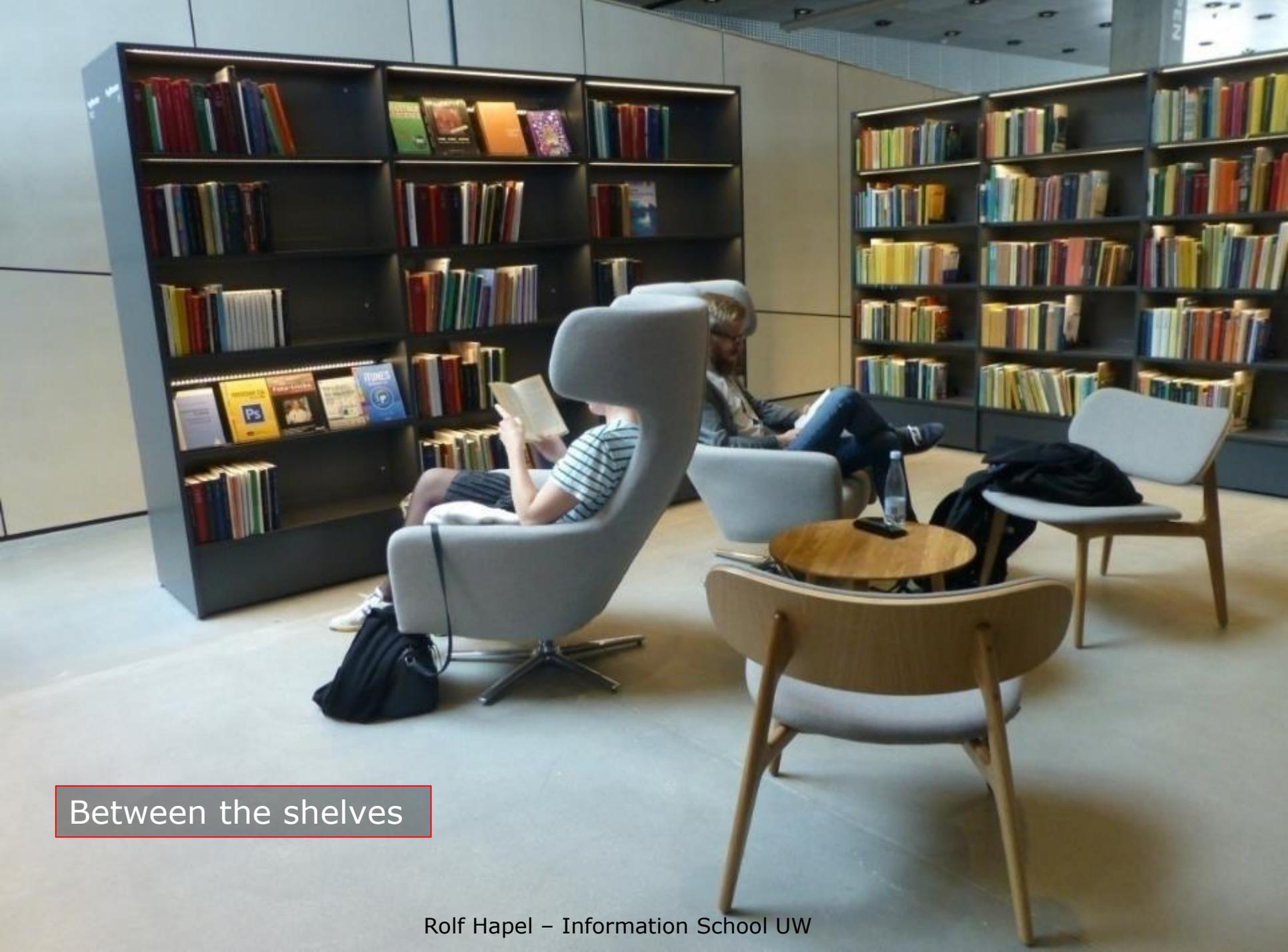


Lectures



The Café





Between the shelves



FIRST HOTEL ATLANTIC

Menu

- Breakfast
- Lunch
- Coffee
- Snacks
- Drinks

Design for programmability

Communal space

Social space

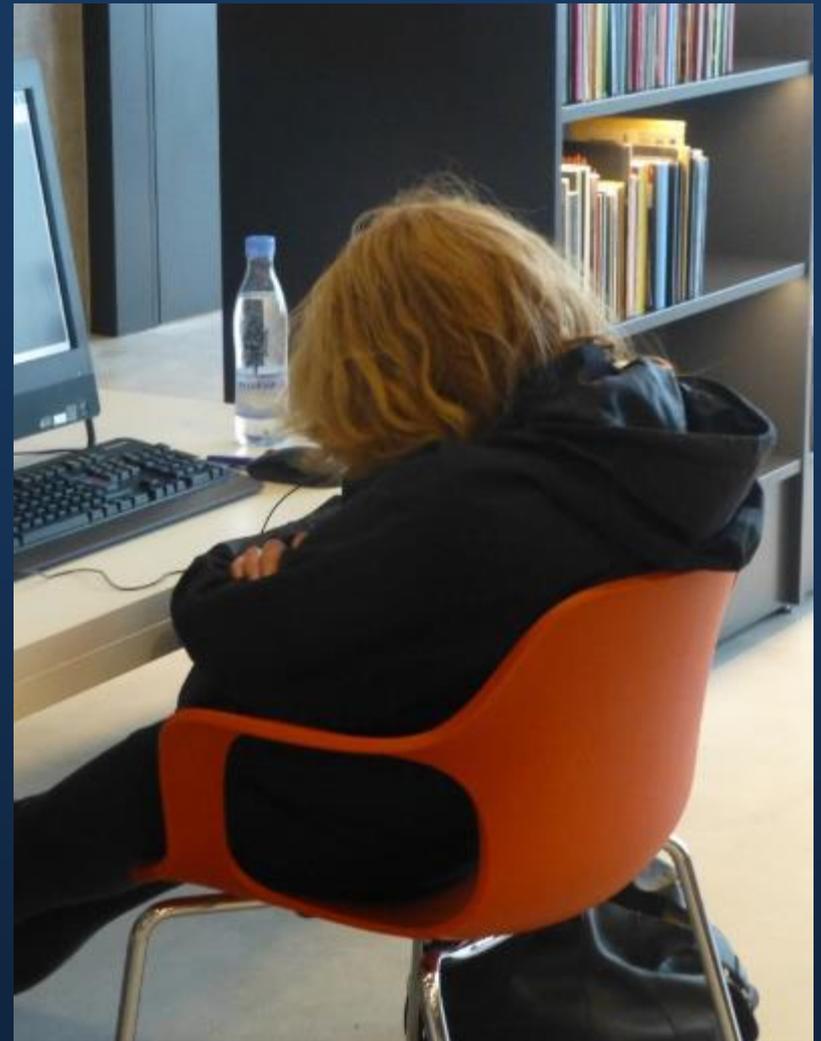
Social space





Pram Parking

Safe Place for All



Playfullness in the physical space

Reading together 1





Reading together 2

Being inspired



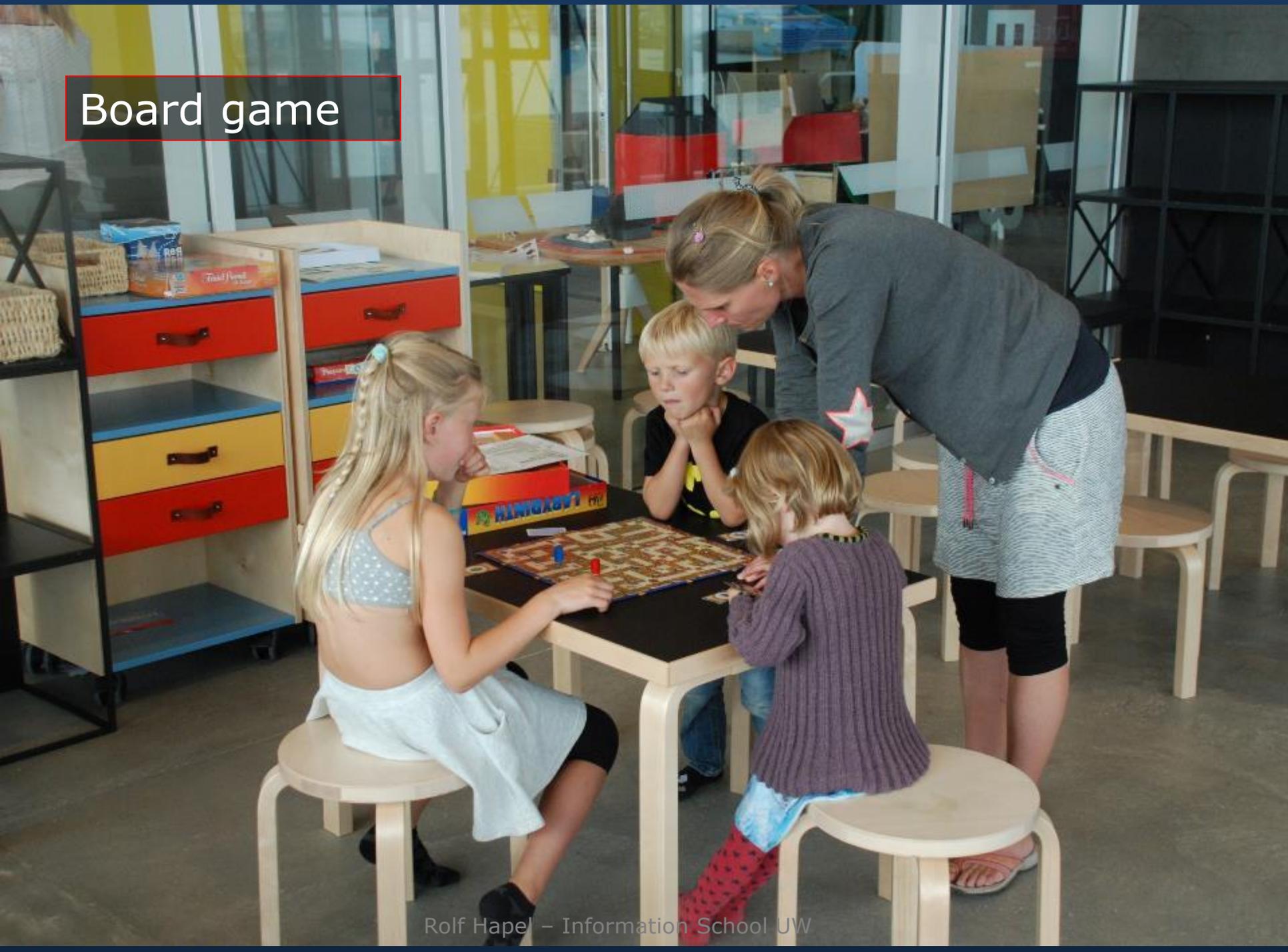
Reading in solitude



Childrens theater



Board game



Chess



Card board knights



Creation





Rolf Hapel – Information School UW



'The Globe'



Digital presence
in the physical space



INFORMATION

- ↑ Toiletter
- ← Bibliotekarhjælp
Familer & Børn
- Reserveringer
Bogsflerering
Café
Madelokaler

INFORMATION

- ↑ Rampen
Bibliotekarhjælp
Familer & Børn
Popelrum
Lansaal
- Toiletter

FAMILIER OG BØRN
kig forbi Niveau 2

KOMMENDE
ARRANGEMENTER

Editing the screens

Tumblebiler og dansemus
af Karen Marie Bille & Mette Vamer Wiegloop

Få sved på panden og hop, syng, dans og leg.
Sangbogen og cd'en indeholder 15 sange med sjove
og motorisk udfordrende lege.
Start dagen med sangen "Godmorgen lille fod" ...

Annie anbefaler

Pop/Rock Factory over 70 årsold Patti Smith er indledende til aften.
Tilslutning den 1. oktober kl. 20:00
Billetter: 2000,- Se mere på www.2000.dk



Mennesket har magten - en aften om Patti Smith

P BILLETING KORT
PAYMENT CARD

P BILLETING KORT
PAYMENT CARD

P BILLETING KORT
PAYMENT CARD

ÆSKEN

↑ Elevator
Gaming-gaden
Tweens-lab

← Minirampen
0-3 år

→ Ammerum
Spiserum

Aarhus Mini Maker Faire

10.-11. OKTOBER



KOM OG OPLEV
SE, K. OPFINDelser / NY TEKNOLOGI /
KREATIVITET / HÅNDVÆRK

Vi skal have dig og dine venner og kollegaer
til Aarhus Mini Maker Faire i løbet af oktober måned
På Aarhus Mini Maker Faire vil vi have alle mulige projekter
og ideer til at gøre Aarhus til en kreativ by.

Make:

Med denne App kan du få spænding ind i din løbetur. Hent den ned på din smartphone og led dig forbi ge...

Zombies run!







Interactive screens





Interactive tables

BogAutomat
DOKK1



- Mentitet
- Krim
- Krig
- Fantasy
- Kortgjeld
- Vendekub



PRØV LYKKE

GUIDE



Interactive floor



Gaming



'Old School' Arkade Game



The Bots Are Coming!
Self Service and Automatisation

Self service return



A wide-angle photograph of a large, modern library processing area. The room features a high ceiling with a grid of recessed lights and several circular pendant lights. Long white tables are arranged in rows, with blue plastic storage bins and black chairs positioned along them. In the background, a few people are visible working at the tables. The overall atmosphere is clean, organized, and functional.

Main library + 18 branches

870.000 items

4.3 mill loan per year

80.000 reservations at any given time

770.000 reservations per year



Floating collections

Increased diversity in collections at the branches

Less unproductive transportation

Saves time, costs and resources



Work flow

Online reservation lists on
Smart Phones for staff

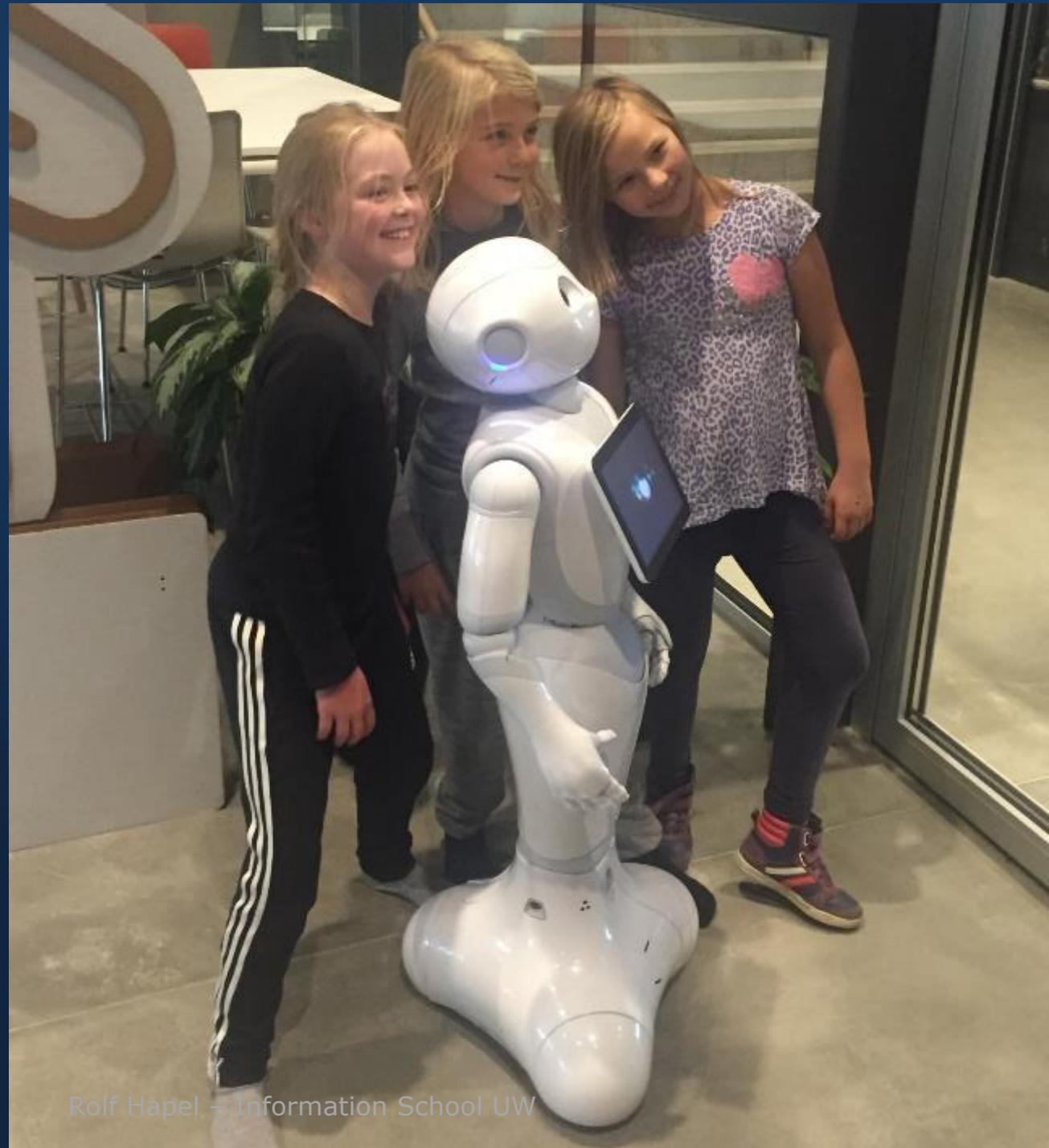
Predetermined collection
paths on every branch



Shelving bot prototype



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'

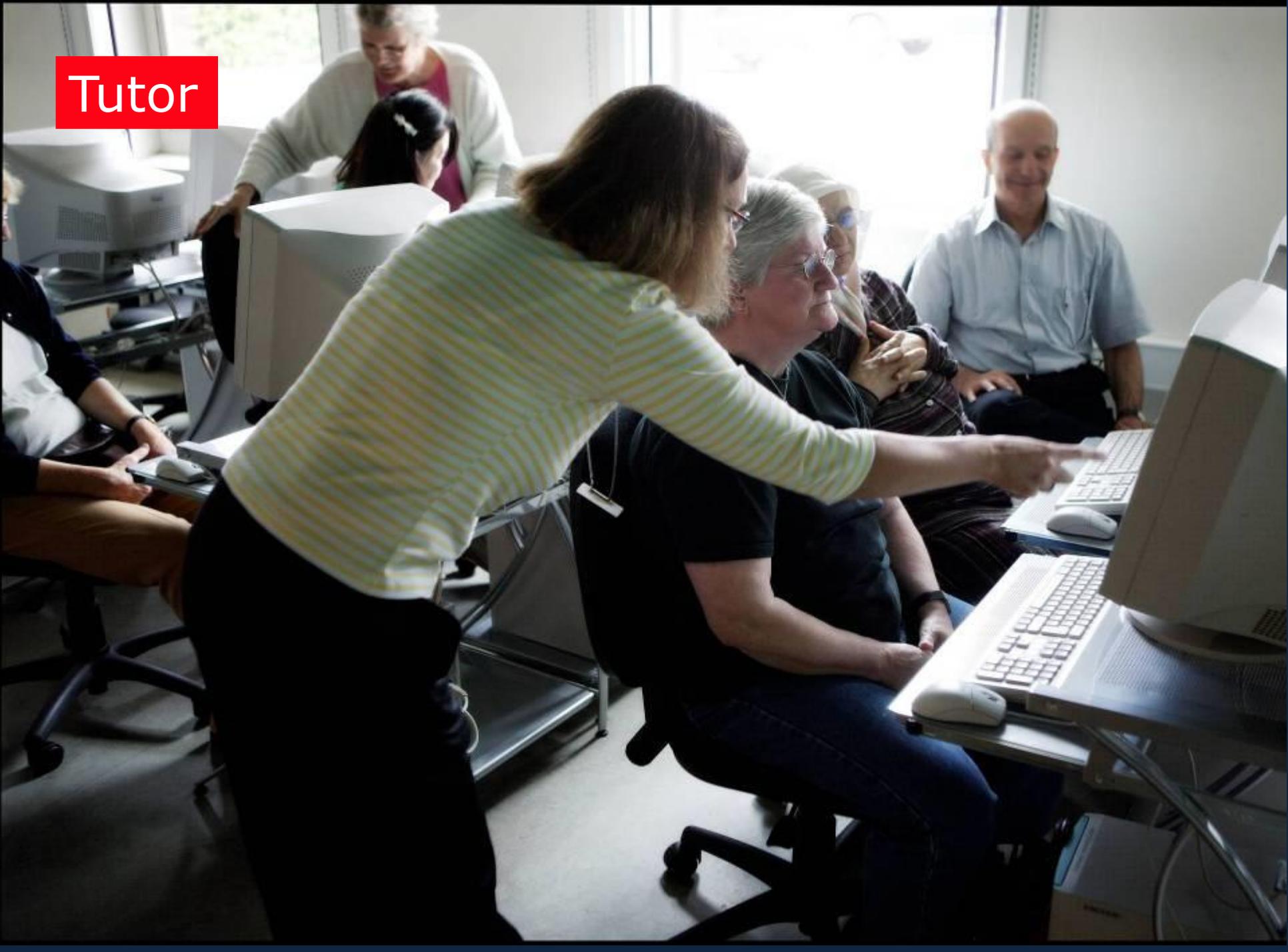
Build value chains, formats and "universes" in service production

Make space for transformation – don't be afraid of un-programmed spaces

Teacher



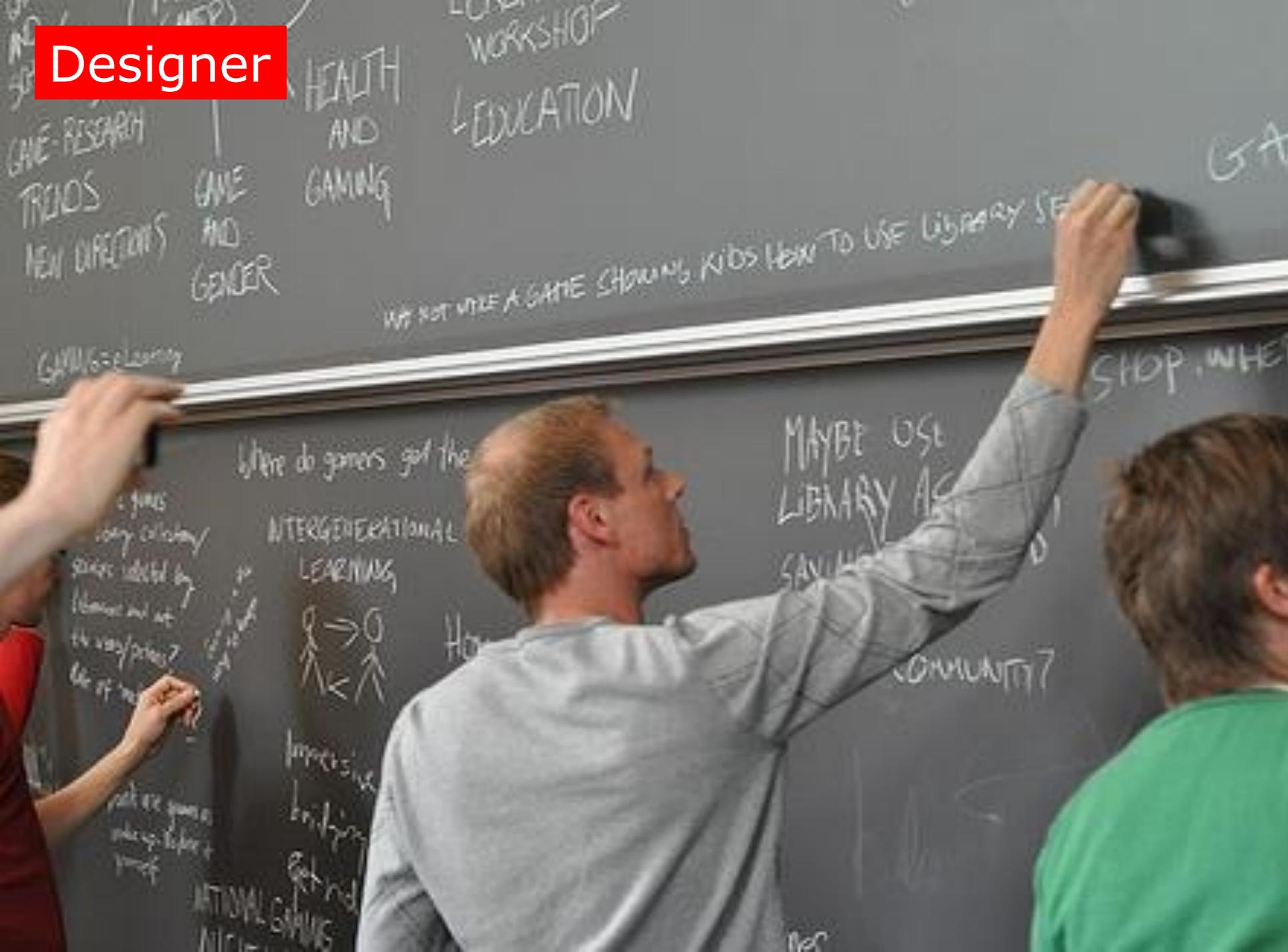
Tutor



Project leader



Designer



Facilitator



Professional host



..with a service oriented mindset!



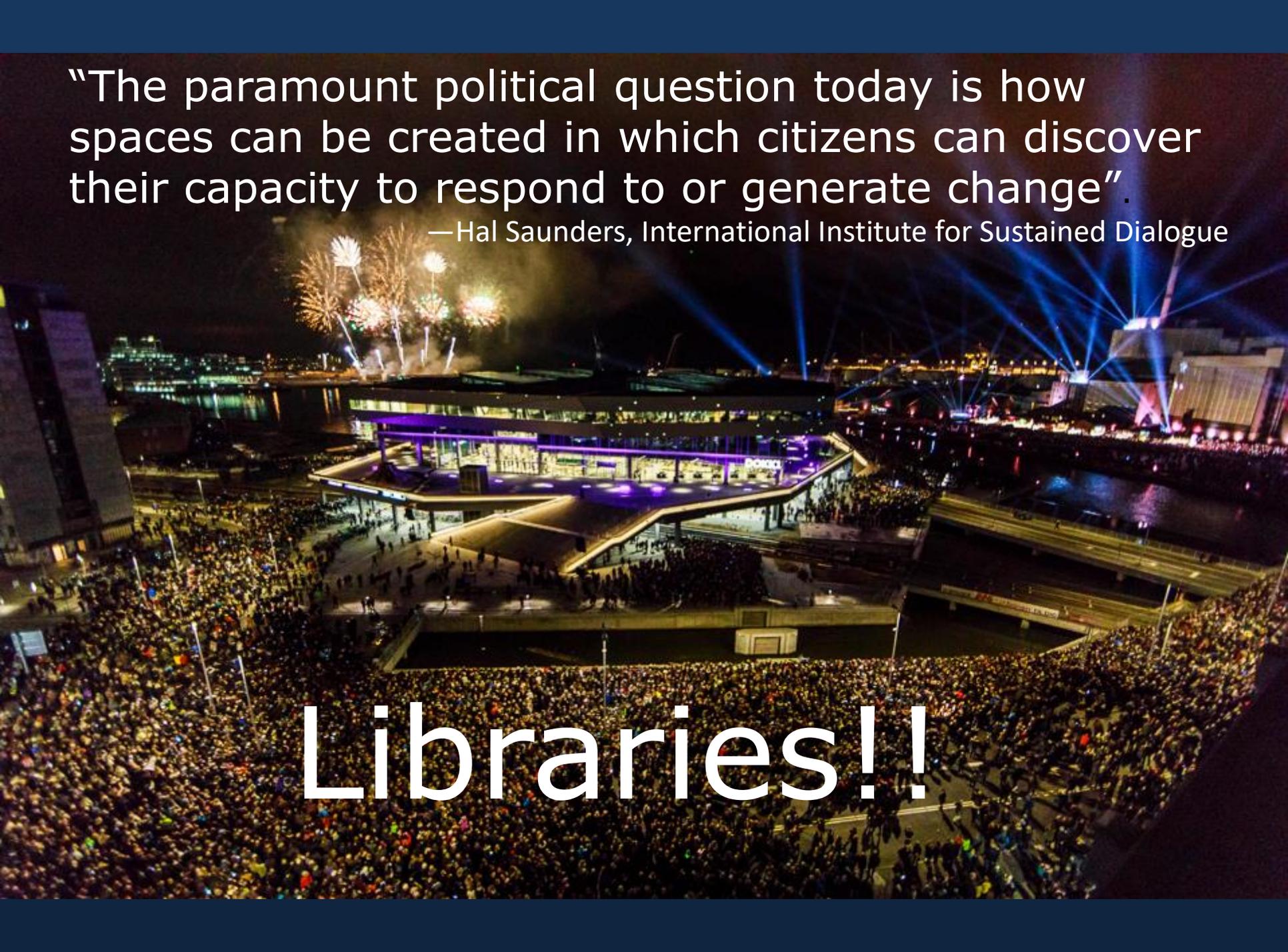
From Space for Media to Space for People

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

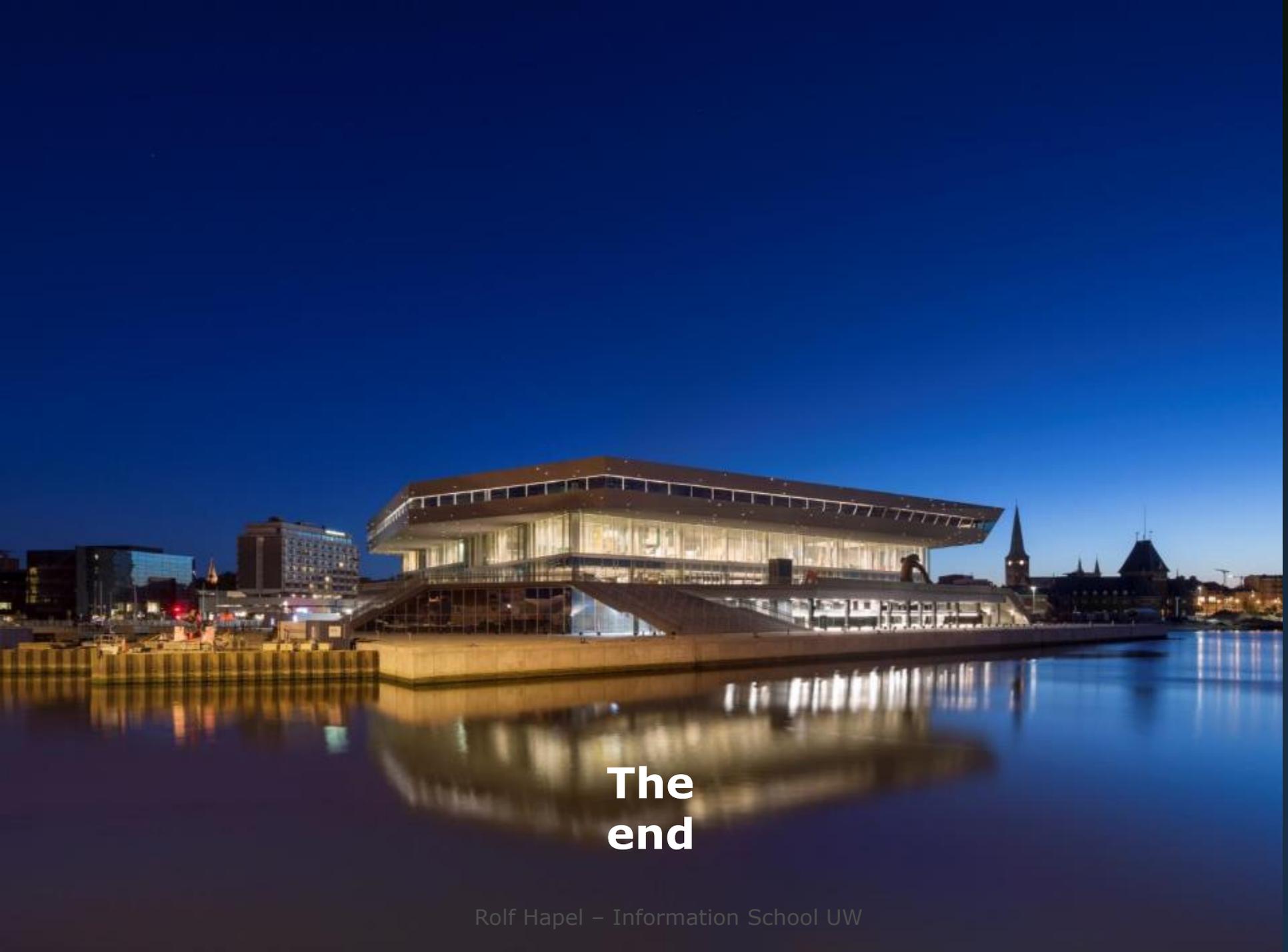
Ragnar Audunson, Oslo University College, Dept. of Journalism, Library and
Information Studies, Oslo, Norway

“The paramount political question today is how spaces can be created in which citizens can discover their capacity to respond to or generate change”.

—Hal Saunders, International Institute for Sustained Dialogue

An aerial night photograph of a large public square. In the center is a modern, multi-level building with a prominent purple and blue illuminated facade. The square is filled with a massive crowd of people. In the background, fireworks are exploding in the dark sky, and blue laser beams project from a building on the right. The scene is brightly lit by the building's lights and the fireworks.

Libraries!!



**The
end**