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FIRST SEMESTER PROJECT
SERVICE SYSTEMS DESIGN
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PRODUCT REPORT

ABSTRACT

This report represents the outcome of a design process focused on public libraries in Copenhagen. The purpose of this project has been to design a service system for libraries in order for them to stay relevant and engage more actively with data and datasets.

Through useful methods and tools we investigated how users were already using the library and how the daily life of librarians and their organisation was managed. We found that Sydhavns library is a place highly appreciated by the community of Sydhavn and they have countless functions within their local community, yet they struggle with how to create adaptable spaces, shape inclusive access to knowledge and find time to have longer interactions with users.

This project is called Alle Sammen, a solution on how to create a bottom-up structure at Sydhavns library through co-creational meetings, in order to involve and include local citizens in the decision-making around future strategies of the library. These Alle Sammen meetings will, through participation from both users and librarians, shape a better library and will make them feel integrated in their community and support the social and cultural life in the municipality of Sydhavn.

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Accessibility - Cultural innovation - Co-creation - Service Design - Human interaction design - Users - Librarians

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DID YOU KNOW THAT



**LIBRARIANS HAVE LESS
AND LESS TIME TO HELP
USERS AT THE LIBRARY**



**CENTRALISATION IS
THE NEXT STEP FOR
HANDLING BOOKS**



**THERE WILL BE LESS
AND LESS BOOKS AT
THE LIBRARY**

**HOW DOES THE
LIBRARY OF THE FUTURE
LOOK LIKE THEN?**

INTRODUCTION

This product report represents the outcome of our design process from our first semester project in the MSc Service Systems Design at Aalborg University Copenhagen.

The semester project theme was on the topic of public libraries and how they can stay relevant or renew their key position in supporting the social and cultural life of our cities, while engaging more actively with data and datasets.

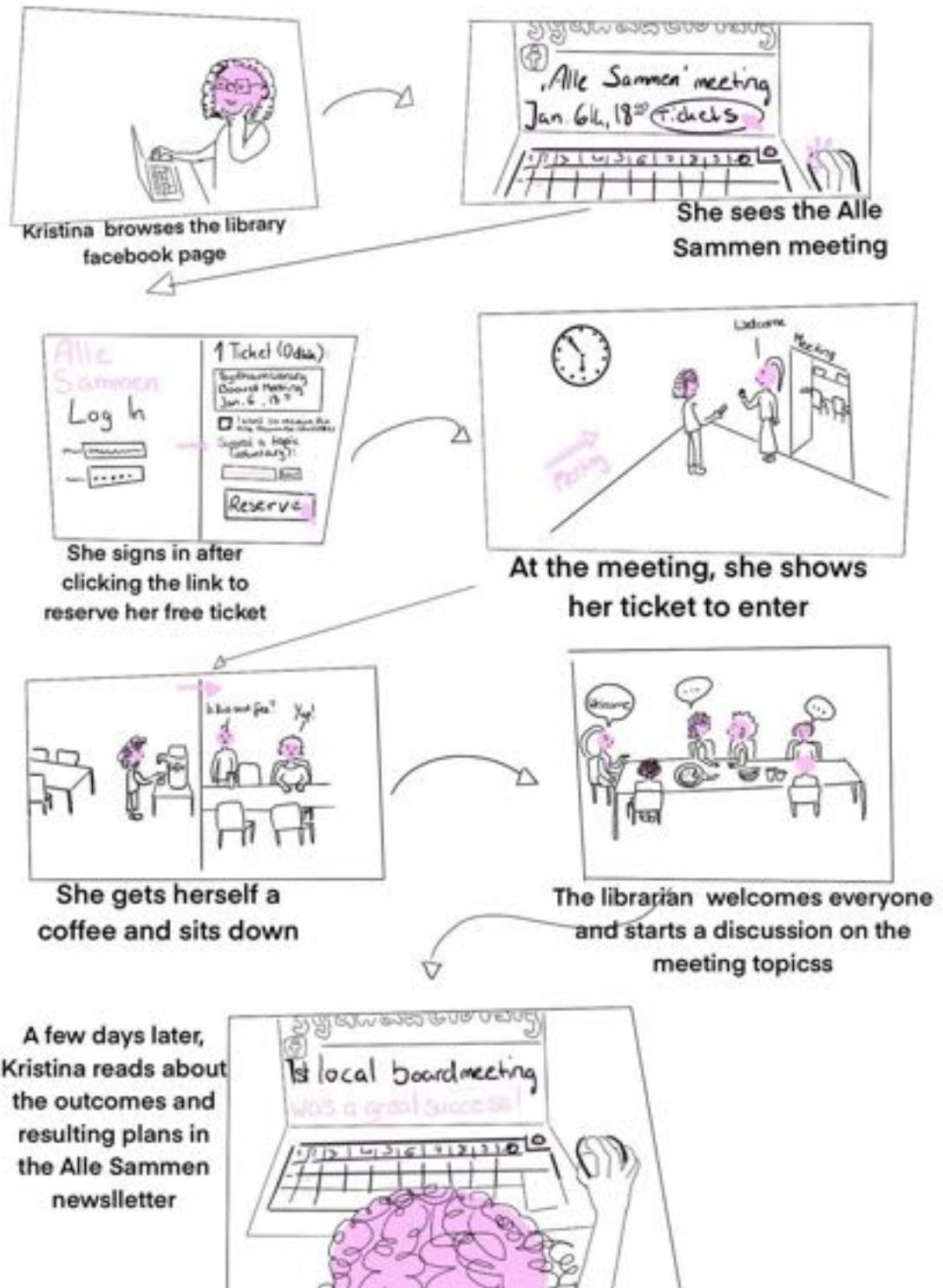
The product presented in this report is called **Alle sammen**, which is a new way for librarians to host a local board for making inclusive decisions and hosting fruitful discussions, to design a new structure of the library of the future. The service has been developed by five master students, with different fields of expertise, in co-creation with local citizens, super users and librarians of the library, in addition to local managers from the community of Sydhavn.

WHAT?

What is Alle Sammen?

'Alle Sammen' is a monthly activity that invites and encourages super users, basic user's and even new users of the library to participate in a bottom-up collaboration between users and librarians in order to improve and shape their local library together by suggesting and discussing important topics through a platform and live debates while enjoying free coffee and cake together.

The service aims to bring librarians and local citizens closer together in order to give citizens a voice and librarians a more efficient role by making both of them feel more integrated in their community. By participating in an Alle Sammen meeting, users will create opportunities and help librarians structure the future of the library.



WHY?

This service was developed to optimize the library's services and activities in order to stay relevant which was stated as:

"What kind of services can public libraries offer to stay relevant and to renew their centrality in supporting the social and cultural life of our cities? In particular, how can public libraries engage more actively with data and datasets, perhaps involving citizens in co-curation and co-creation activities?"

There is a lack of user-involvement and inclusion of local citizens in the decision-making phase of libraries, which is directly connected to the role of librarians not being used efficiently enough.

The reason for this is that, while the management believes that the focus of the future library should be solely on self-service, we believe we can prove through our research and analysis that while the role of librarians is changing, it is crucial that librarians become facilitators instead of administrators - both, for them to remain relevant and for people to come to the library to get the human interaction and community involvement they often seek there.

Users of the library would like to be more involved and librarians would like to keep and to increase the interactions with them in order to gain insights into their needs and to stay relevant in their position.



WHO?



LOTTE
the librarian

"Hi, I'm Lotte, a librarian and literature communicator at Sydhavns library. I love my job and want to give citizens the best service they can get. I would like to have more time to organise more events, activities and talk with users, instead of only answering questions regarding the self-service area, or placing books back on shelves."

THE USERS
citizens from Sydhavn

"We want to participate in designing the library together."



WHO?

LIBRARIANS AS FACILITATORS

- Before the meeting they will collect the issues and topics suggested by the users, they will decide upon them and plan the activities within the meeting accordingly.
- During the meeting they will actively listen to the citizens who showed up, facilitate the discussion between them using different activities, and help everyone make a decision at the end.
- After the meeting they will interact with the managers to make sure that the decisions made by the local citizens are applied in the library. They will also make sure that the participants and all the other citizens are updated.

USERS AS CO-CREATORS

- Before the meeting they will use the services in the library and according to their experience they can suggest topics to talk about.
- During the meeting they will share their opinion and contribute to build solutions and improvements together with the librarians. They will also take part in the decision making process.
- After the meeting their feeling of belonging to their local library is improved by the fact that they were the main character in the improvement. They can be updated about the following steps. They will be curious to know about the changes applied and for this reason they will use the library more actively.

WHO?

MANAGEMENT AS AUDIENCE

- Before the meeting the managers will get the information from the librarians regarding the suggestions on the topics to be discussed and the activities to be carried out for the meeting.
- During the meeting the managers will only participate as an audience and not participate actively in the meeting.
- After the meeting the managers will be aware of the new decisions regarding the concerned topics.

GOVERNMENT AS ENABLERS

- Before the meeting, the governing institutions in the south of Copenhagen will get to know about it through the Faglige Falleskab.
- During the meeting, the structural level of the municipality will be present in each topic and citizens are being asked frequently about what could change for the better regarding the government strategies of their area
- After the meeting, the library management will pass important issues on to the appropriate governing organs, asking for the allocation of appropriate funds for the realisation of projects. Additionally, the management should evaluate the distribution of funds with the Faglige Faelleskab based on the outcomes of the Alle Sammen meetings and the resulting tendencies in the citizens' needs.

WHEN & WHERE?

The Alle Sammen meetings will take place once a month, on the last saturday the last weekend of the month.



The physical space for the 'Alle Sammen' meeting can vary between the many possible rooms Sydhavn library offers and should be decided depending on the number of participants. As it is a public library, the meeting will be open for everyone.



HOW?

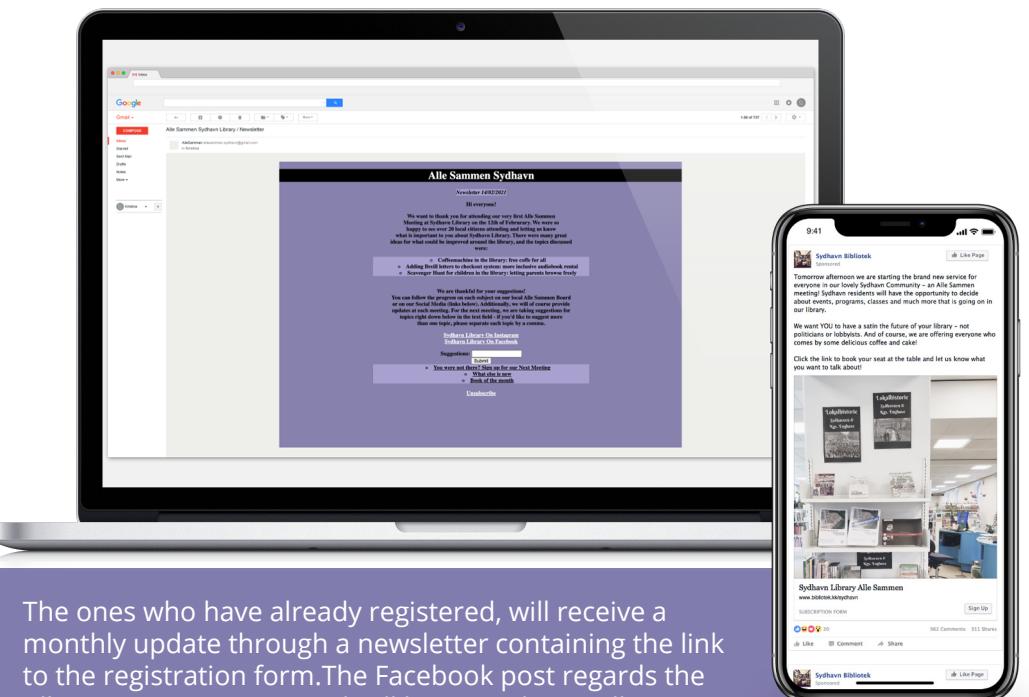
INFORMATION: HOW TO GET TO KNOW ABOUT THE "ALLE SAMMEN" MEETING

PHYSICAL

ONLINE

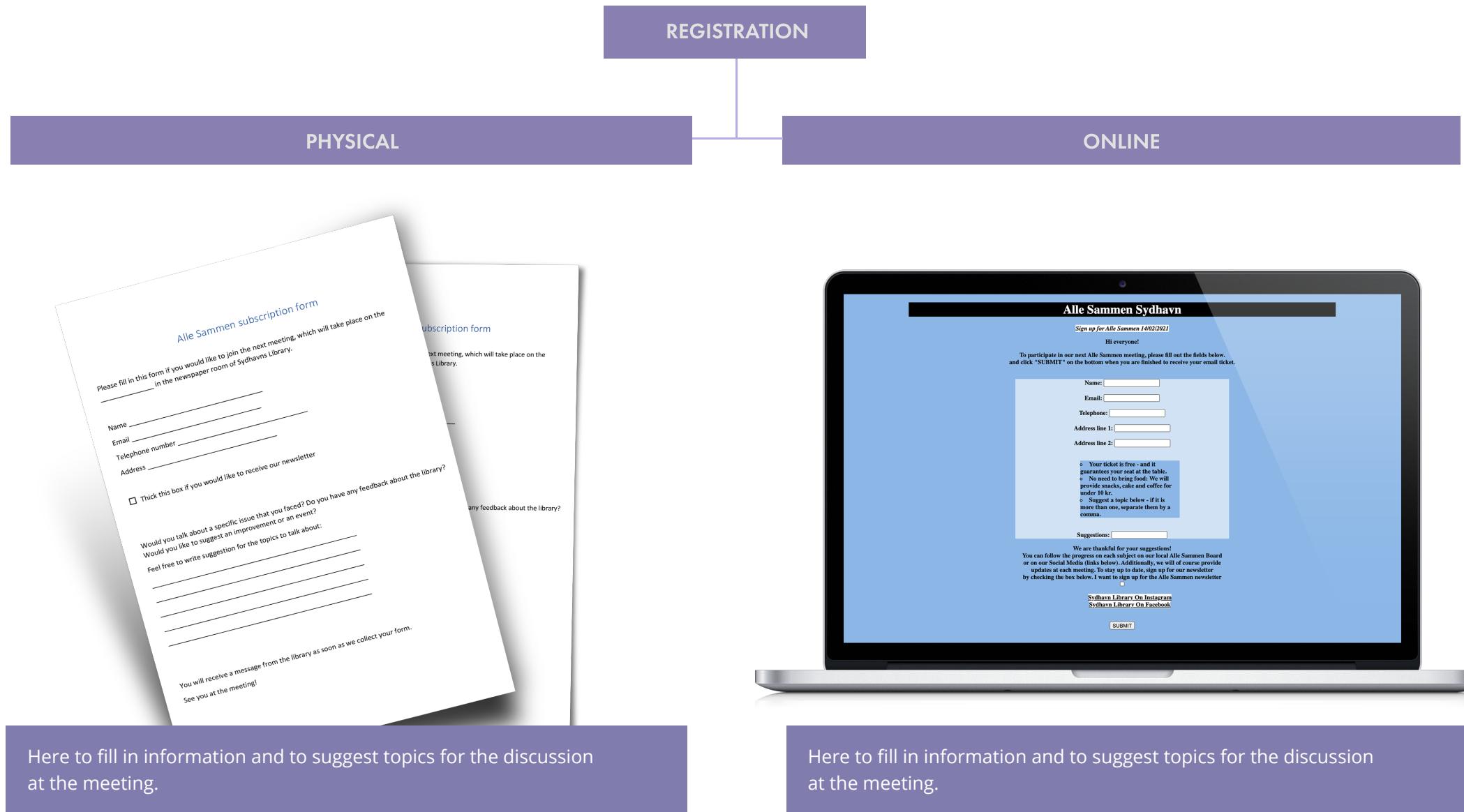


This board will be hanging at the library containing: Information on last meeting, information on next meeting, a registration form + optionally suggestions on topics, to be filled out by participants and a box to place these.



The ones who have already registered, will receive a monthly update through a newsletter containing the link to the registration form. The Facebook post regards the Alle Sammen meeting and will be posted on Sydhavnens library Facebook page.

HOW?

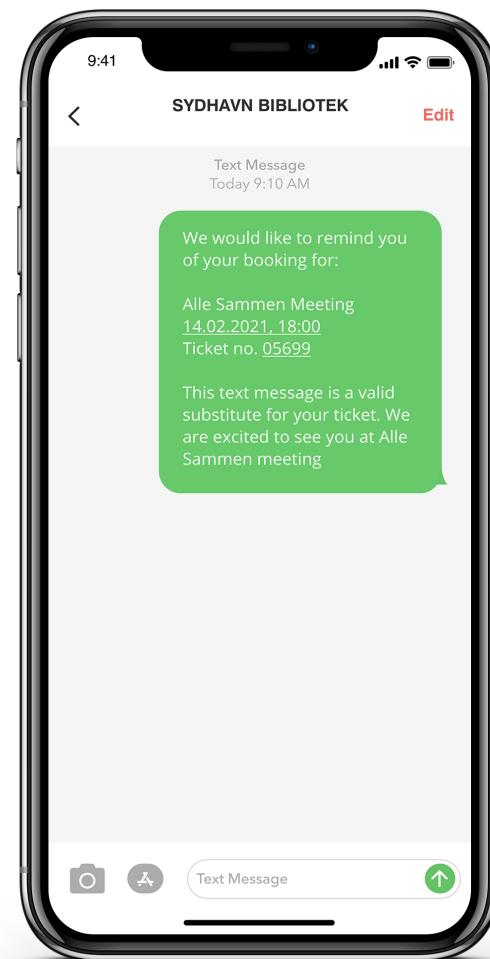


HOW?

REMINDER OF THE MEETING

ONLINE

This is a reminder through an SMS, and a ticket for the participants, which will be sent out the day before the meeting.



CONCLUSION

The project's main focus is to design a service system for public libraries in the interest of them to stay relevant and to renew their importance as the key institution to support the social and cultural life of the municipality of Sydhavn.

'Alle Sammen' is a monthly activity that invites and encourages super users, basic user's and even new users of the library to participate in a bottom-up collaboration between users and librarians in order to improve and shape their local library together by suggestions and discussing important topics through a platform and live debates.

The 'Alle Sammen' meeting service provides user-involvement and the inclusion of all local citizens in the decision-making processes in regards to their library, and helps librarians to become facilitators instead of administrators. As a fact, the role of librarians has already changed and will change even more in the future as libraries become more and more self-service centered and some even entirely bookless - although, as shown throughout our research, it is crucial that users visit libraries in order for them to stay relevant and connected to the community.

FUTURE CONSIDERATIONS

The focus of this project has been based on Sydhavn library in particular, but the framework of the Alle Sammen meetings could be transferred on to all public libraries in Copenhagen, starting from the collaborative libraries within the Faglige Faellesskab. To make it easier in the future, librarians could be assisted by a toolkit containing physical and theoretical tools to plan and facilitate co-creative activities with the users.