

Challenge: Flexibility

Group members: Annike,
Arndís, Daniel, Erla, Katrín,
Nadia, Margrit, Martin.

Visions?

**What do we want to create
(use both the group's
ambition, the citizen's and
the library's ambitions)?**

Why?

- A library that is able to quickly adapt to the users' needs, even before they realize them themselves
- Libraries need to be flexible to be able to thrive in a modern setting
- We believe that libraries are necessary
- The libraries are a part of society and societies constantly evolve and change.

What do we think are the most important angles/themes in the challenge? (supplementary keywords)

- Staff
 - Competence
 - Various backgrounds
 - Attitude
 - Organisation
 - Flexible staff can do almost anything
- Co-operation
 - External (E.g. the artotek)
 - Internal
- Infrastructure
 - Buildings
 - ICT

Choose the most important angle

- Staff
 - We believe that flexible staff can work within unflexible parameters, but it doesn't matter how flexible the environment is if the staff is unable to evolve.

How do we construct the idea?

What do you think we should create? – activities/constructions?

- Strong leadership
- Staff from diverse backgrounds
- We need to involve the users, but the responsibility of translating their needs to actions rests with us. It shouldn't be their responsibility to come up with new ideas – the librarians should be one step ahead of them.

How do we do it? (what actions should we take to make it happen?)

- Flatten out the organizational structure, e.g. by using teams more
- The leadership needs to be clear
- We keep the staff on their toes
 - E.g. by allowing staff to work at different branches
 - Allow the staff to be a part of the decision process
- “I just sit smiling at the reference desk waiting for the users to come to tell me what they want, but I'm all alone.”
- We should gather information from the users in ways other than asking them direct questions about the library. One idea is to follow the users to gather information and implement it.

What difference does it make?

With whom do we do it? - partners and competencies?

- It goes through the whole organization – assistants, managers, Librarians
- We need the support of the politicians, who many have a very old fashioned view of the libraries

What is the difference/result the activities will make – to the society and the citizens

- Better and more responsive services
- The library will become a contemporary institution that people enjoy using
- A library becomes a complex, everchanging concept rather than a single concept

How does the Network of Nordic Libraries build on the ideas from this camp?

- Share tools and methods developing libraries
- Continuation