

Appendix B – International and National Innovation

Innovative Library Services: A Global Perspective

Libraries are essential institutions that provide access to information, education, culture, and entertainment for millions of people. However, libraries are facing many challenges in the 21st century, such as the rapid development of digital technologies, the changing expectations of users, the competition from other sources of information, and the budget constraints. To survive and thrive in this environment, libraries need to innovate and offer new and improved services that meet the diverse and evolving needs of their users.

Digital Lending

Digital lending is the service of providing access to e-books, e-audiobooks, e-magazines, e-newspapers, and other digital materials through online platforms. Users can borrow, download, read, and return these materials using their devices, such as computers, tablets, smartphones, or e-readers. Digital lending allows users to access a wide range of materials anytime and anywhere, without the physical limitations of space and time. Digital lending also reduces the costs and environmental impacts of printing, storing, and transporting physical materials.

Some examples of libraries that offer digital lending services are:

- The National Library of Norway, which has digitized its entire collection of books, newspapers, journals, manuscripts, maps, pictures, and music, and made them available online for free. Users can search, browse, read, and download these materials, as well as create their own collections and share them with others.
- The National Library Board of Singapore, which has a service called NLB Mobile, which allows users to borrow and read e-books and e-audiobooks from the library's collection using their smartphones. Users can also access other library services, such as online databases, e-learning courses, and events, through the app.

Online Learning

Online learning is the service of providing access to educational resources, courses, and programs through the internet. Users can learn new skills, acquire knowledge, and earn credentials from various sources, such as libraries, universities, organisations, and experts. Online learning enables users to learn at their own pace, place, and time, and to choose from a variety of topics and formats, such as videos, podcasts, webinars, quizzes, and assignments. Online learning also fosters lifelong learning and professional development for users of different ages, backgrounds, and interests.

Some examples of libraries that offer online learning services are:

- The Library of Congress, which has a service called Learning Page, which provides access to thousands of primary sources, lesson plans, activities, and tools for teachers and students. Users can explore the library's collections,

learn about historical events and themes, and create their own projects using the library's resources.

- The National Library of Australia, which has a service called Trove, which is a platform that connects users to millions of resources from libraries, museums, archives, and other organizations across Australia. Users can search, discover, access, and use these resources for research, learning, and enjoyment. Users can also contribute to Trove by adding tags, comments, corrections, and lists.
- The Qatar National Library, which has a service called QNL Online, which offers access to over 500 online courses and 25,000 video lectures from leading universities and institutions around the world. Users can enrol in these courses and earn certificates and degrees in various fields, such as business, engineering, health, humanities, and science.

Mobile Libraries

Mobile libraries are the service of delivering library materials and services to users who are unable to visit the library premises due to distance, mobility, or other barriers. Mobile libraries can take various forms, such as buses, vans, trucks, boats, bikes, or carts, and can carry books, DVDs, CDs, computers, internet access, printers, scanners, and other equipment. Mobile libraries can also offer programs and activities, such as storytimes, workshops, games, and exhibitions. Mobile libraries aim to reach out to underserved and marginalized communities, such as rural areas, remote islands, refugee camps, prisons, and hospitals, and to promote literacy, inclusion, and social cohesion.

Some examples of libraries that offer mobile library services are:

- The Biblioburro, which is a mobile library that operates in the rural areas of Colombia. The library consists of two donkeys, Alfa and Beto, that carry books and other materials to the children and adults who live in the remote villages. The library also offers reading sessions, homework help, and cultural activities.
- The Epos, which is a mobile library that operates in the coastal areas of Norway. The library is a ship that sails along the fjords and islands, and stops at 150 ports every year. The library carries over 6,000 books and other materials, as well as a cinema, a cafe, and a stage for performances and events.
- The Camel Library Service, which is a mobile library that operates in the arid areas of Kenya. The library consists of four camels, each carrying a metal box with 200 books. The library visits nomadic schools and communities, and provides books and other materials, as well as literacy and environmental education.

Consideration of international best practice guides us to ensure that we have a strong digital offer and consider the establishment of a city wide on-line learning offer. The accessibility of services is also a key consideration, and consideration should be given to how to ensure libraries are accessible and how to take the library service, for example through the Home Service, to those who need it.

Innovative Library Services: A European Perspective

Libraries are not only places where people can access books, information, and knowledge, but also spaces where they can engage in social, cultural, and educational activities. Increasingly, libraries can also play a role in fostering innovation, creativity, and community development.

Oodi Library: The Oodi Library, opened in 2018, is a modern and multifunctional library that aims to be a living meeting place for the citizens of Helsinki. The library is located in the heart of the city. The library occupies three floors, each with a different theme and function. The first floor, called the "ground floor", is a flexible and open space that hosts events, exhibitions, and workshops. The second floor, called the "book heaven", is a traditional library space with a collection of 100,000 books, magazines, and newspapers. The third floor, called the "attic", is a creative and experimental space that offers various facilities and equipment, such as studios, workstations, 3D printers, sewing machines, and musical instruments. The Oodi Library is designed to be a user-centered and participatory library, where the visitors can co-create, learn, and enjoy themselves.

Dokk1 Library: The Dokk1 Library, opened in 2015, is a dynamic and interactive library that aims to be a cultural and civic hub for the city of Aarhus. The library covers six floors, each with a different theme and atmosphere. The ground floor, called the "urban media space", is a lively and open space that connects the library with the city, hosting events, performances, and debates. The first floor, called the "open square", is a flexible and playful space that offers various activities and services for children and families, such as games, toys, and storytelling. The second floor, called the "study space", is a quiet and cozy space that provides various resources and facilities for students and researchers, such as books, journals, and databases. The third floor, called the "meeting space", is a collaborative and creative space that supports various forms of learning and working, such as workshops, courses, and meetings. The fourth floor, called the "citizen space", is a social and inclusive space that promotes civic engagement and participation, offering various services and information for citizens, such as legal advice, health care, and language courses. The fifth floor, called the "skyline", is a panoramic and inspirational space that offers a spectacular view of the city and the sea. The library is also committed to innovation and diversity, using digital technologies, art installations, and multicultural programs.

Birmingham Library: The Birmingham Library, opened in 2013, is a majestic and impressive library that aims to be a world-class destination for the city of Birmingham. The library consists of four stacked blocks, each with a different function and design. The lower block, called the "base", is a solid and transparent space that contains the main entrance, the reception, and the exhibition halls. The middle block, called the "rotunda", is a circular and colourful space that contains the main library collection, the reading rooms, and the study areas. The upper block, called the "crown", is a metallic and reflective space that contains the archives, the special collections, and the Shakespeare Memorial Room. The top block, called the

"skyline", is a glass and green space that contains the roof gardens, the terraces, and the observatory. The library also has a theater, a gallery, and a music library. The Birmingham Library is designed to be a spectacular and elegant library, where the visitors can enjoy, admire, and appreciate.

Idea Store: The Idea Store, launched in 2002, is an innovative and accessible library that aims to be a learning and information centre for the borough of Tower Hamlets. The Idea Store has four branches, located in Whitechapel, Crisp Street, Bow, and Canary Wharf. The Idea Store branches are designed to be bright and inviting spaces, with large windows, colourful furniture, and open layouts. The Idea Store branches offer various services and facilities for the local community, such as books, DVDs, newspapers, computers, internet access, printing, scanning, and photocopying. The Idea Store branches also offer various courses and activities for adults and children, such as languages, arts, crafts, music, dance, yoga, fitness, health, and well-being. The Idea Store branches also host various events and programs, such as talks, workshops, exhibitions, and performances. The Idea Store branches are designed to be user-friendly and community-oriented libraries, where the visitors can access, learn, and participate.

Copenhagen Model: [Copenhagen](#) has a number of cultural centres that have special offers and opportunities for children or young people at different life stages.

Consideration of European best practices guides us to see libraries as places to offer cultural and creative/experiential opportunities. Releasing creativity could help improve the engagement and participation of our citizens and help create an inspirational Civic Hub.

Public Health approaches to the provision of library service

Public health is the science and art of preventing disease, prolonging life, and promoting health through the organised efforts of society. Some library and information service approaches are known to better support the prevention agenda

The Healthy Libraries, Healthy Communities project in Scotland aimed to improve the health literacy and health outcomes of the population, by providing health information, health promotion, and health education services and programs in public libraries. The project involved training library staff on health topics and skills, developing health information resources and materials, and delivering health events and activities in collaboration with local health organizations and professionals. The project reported increased awareness, knowledge, and confidence of library users and staff on health issues, as well as increased access and use of health information and services.

The Books on Prescription scheme in England which aimed to improve the mental health and well-being of the population, by providing bibliotherapy services and programs in public libraries. Bibliotherapy is the use of books and reading to support the treatment and recovery of mental health conditions, such as depression, anxiety, and stress. The scheme involved developing a list of recommended books on common mental health problems, and making them available for loan in public

libraries. The scheme also involved providing guidance and support for library users and staff on how to use the books, and linking them with other mental health services and resources. The scheme reported improved mood, coping, and self-management skills of library users who used the books, as well as reduced stigma and isolation associated with mental health problems.

The Healthy Living Library project in Australia which aimed to improve the physical health and well-being of the population, by providing physical activity and nutrition services and programs in public libraries. The project involved creating a designated space in the library for physical activity and nutrition resources and equipment, such as exercise mats, weights, resistance bands, and cookbooks. The project also involved delivering physical activity and nutrition events and activities in collaboration with local health organizations and professionals, such as fitness classes, cooking demonstrations, and health screenings. The project reported increased participation, motivation, and enjoyment of library users and staff in physical activity and nutrition behaviours, as well as increased awareness and knowledge of the benefits of physical activity and nutrition for health.

We can conclude that Library professionals can contribute to the prevention of diseases, the promotion of health, and the reduction of health inequalities. Library professionals can also collaborate with other sectors and stakeholders, such as health care, education, social services, environment, and civil society, to address the complex and interrelated factors that influence health.