Dokk1
Transforming libraries through Human-Centered Design

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Agenda

– About Dokk1
– Transforming mindsets
– Transforming library spaces
– Human-centered design and design thinking
– The digital in the physical library: another way to transform library spaces
Aarhus:
310,000 people in Aarhus
19 libraries in Aarhus
- vibrant, young, Cultural Capital 2017, start-ups, closely connected
Facts Dokk1

Project from 2005-2015
323.000 Square ft (library 194.000 )

The main library and citizen’s services

3500 visitors each day

Opening hours
• Mon-Fri: 8-22. Unstaffed btw 19-22
• Sat-Sun: 10-16

App. 50 fte library staff – including admin and technical staff.
1150 seats

325.000 collection items (same as before on 37.000 sqft)
Vision and values
A library for people - not books!!
Innovation space for the public
Changing mindsets
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<td>What is only possible to experience in the library</td>
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<td>Encounter with information</td>
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<td>Programme</td>
<td>Events</td>
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Ivar Moltke, Create
New mindset

• From space for collection to space for people
• Let’s make mistakes: we learn from them!
• Creativity and thinking of opportunities
• From our space to the users space
• Community and people are the organising factor
• From us organising most activities to partners being much more active
Innovation
Recognition/Experience
Empowerment

Inspiration Space
Learning Space

Innovation
Empowerment

Performative Space
Meeting Space

Experience
Discover
Create
Participate

© Hvenegaard, Jochumsen & Skot-Hansen
Let people use the space as they like...
Partnerships..

New resources and skills in the library
Knowledge and inspiration from others
Enhanced communication and marketing
To generate constant change

App. 140 programmes each month – 20 % are carried out by partners alone, 40 % are carried out with partners and 40 % are done by us alone

App. 120 registered partnerships
User involvement and prototyping
Dokk1
User involvement

A strong decision

User-, network- and partner involvement

citizen panels, staff, focal groups, user groups, advisory board, think-tank, children, city departments, network, stake holders, international partners, advisors, architects

Products
Vision
Values
Programme
Building
Interior design
Services
Development projects
The Aarhus Way

Vision

Vision revisited

Define the problem

A new method...

Field Trip

Workshop

Test first prototype

We are on our way...
Transformation Lab: Testing a service point
Testing new technologies
iFloor:
Q&A forum for library users and librarians
Collaborative interaction technique
BibPhone:
Enables children to annotate physical material with digital recordings
Prototyping the future library
Human-Centered Design

CHICAGO PUBLIC LIBRARY + DOKK1 + IDEO
Aarhus Public Libraries

BILL & MELINDA GATES FOUNDATION
DESIGN THINKING IN A DAY
AN AT-A-GLANCE GUIDE FOR ADVANCING YOUR LIBRARY

This at-a-glance guide, brought to you with funding from the Bill & Melinda Gates Foundation, was designed as a quick primer on design thinking for libraries. It should take no longer than a day to complete. IDEO led the creation of this content in partnership with Chicago Public Library and Aarhus Public Libraries. We would like to thank the following organizations for their support in the making of the toolkit:

BUCHAREST METROPOLITAN LIBRARY
READ NEPAL
JAMAICA LIBRARY SERVICE
VINNYTSIA REGIONAL UNIVERSAL RESEARCH LIBRARY
BeyOND ACCESS, Ireland

To get a deeper understanding of design thinking, please visit: www.designthinkingforlibraries.com

There, you can download our comprehensive toolkit which walks you through the design thinking approach with comprehensive reading material and exercises.

IDEO
DESIGN THINKING

A systematic approach that helps you create better solutions

Not just thinking – but DOING. Get the ideas out of your head and into the real world!

A mindset
“You don’t need a lot of resources, you just need fresh eyes”
There are 2 fundamental components:
_Talking to people + observation
.Prototyping
LEARN ABOUT THE WORLD

MAKE THE IDEAS REAL

HAVE SOME IDEAS
LEARN ABOUT THE WORLD

MAKE THE IDEAS REAL

HAVE SOME IDEAS
The way to have good ideas is to have a lot of ideas!
LEARN ABOUT THE WORLD

MAKE THE IDEAS REAL

HAVE SOME IDEAS
Get Started

What Does the Process Look Like in Action?

A design-thinking team of four staff members at the branch in the Chicago Public Library (CPL) to think about children and the very different ways they use the library and how the library can adapt to be more useful to them.

Inspiration

To gather inspiration for the first workshops, the team visited several schools. Students at all these schools had turned the hallways into spaces for making their own art. They had 'backpacks' filled with our own art supplies and materials—staplers, construction paper, glue sticks, markers, and scissors. They sat on the floor, on countertops, on tables, and on the floor around the room. As they worked, they talked to each other about the things they liked best about their art and the different ways they would make it.

IDEAS

The team also held PhotoVoice workshops with children at a nearby school. The kids had been asked to take pictures of the things they loved about school and the things they thought could be better. They were also asked to take pictures of places where they had felt safe and happy and of places where they thought they might feel unsafe or scared. Finally, they were asked to imagine their dream library, where they could go, play, and create. This was one of the most difficult parts of the workshop, as the children had been asked to imagine their own school libraries. The team was inspired by the children’s creativity and imaginations as they shared their ideas.
The digital as a way to involve citizens and rethink libraries
Drones
The Digital Library
Book Dispenser
Interactive binocular
Listen
SmartLibrary
Familiehygge med... ehhhh... ridderne? 😂
#dokk1

ronniefridthjof
@ronniefridthjof
kestmo

katrine_thuesen, s_m_a_f_o_j_k_mk21188, frk_makle, trineh kristoffersen, lauramax2004 and gitte ks like this

kestmo så spilles der
#streetfighter2#dokk1#småfolk
Can we get on the big screen? Xander @ #dokk1
The space as media
Pop-up-shops
Meeting Space
Black Box
The Ramp
The Ramp
Singing
Homework cafe
Festival for startups
Listening in the dark
Debate for young people
Exhibitions
Theater
Create and play
Coding Pirates
Dance
Lessons Learned

Have empathy and focus on what the users need!

Dismiss the book as library brand – and force the users to do the same!

Make space for transformations in the library: a space for prototyping

Make partnerships: 60 % of programmes and events by or together with partners in Dokk1
Lessons Learned

Eliminate restrictions – and introduce them if necessary

If you build for people – people will come!

A library space is a great opportunity for learning, meeting, dialogue, exchange
Lessons Learned

How to stay relevant?

Think of the library as a space that is an ongoing prototype that reflect the needs of the local community!

A space that is constantly changing!
Invitations!
Join the global project!

Contact us – and stay updated to learn more methods and get news about design thinking in libraries
Last ticket goes to Switzerland
Write us: info@nextlibrary.net
We don’t have written reports of all the user involvement we did in the Dokk1 process, but take a look at these things:

- Dokk1.dk: [https://dokk1.dk/english](https://dokk1.dk/english)

Projects we did to engage the community and learn more about their needs before we opened Dokk1:

- [https://www.aakb.dk/english/unleash-users](https://www.aakb.dk/english/unleash-users)
- [https://www.aakb.dk/english/mindspot](https://www.aakb.dk/english/mindspot)
- [https://www.aakb.dk/english/out-box](https://www.aakb.dk/english/out-box)

Find all our projects here:
- [https://www.aakb.dk/english/projects](https://www.aakb.dk/english/projects)

In this folder you can download papers about the process:

- [https://www.dropbox.com/sh/rx2z7hhjicxw96/AACrB7dLZ444OsDxxlljXEhsa?dl=0](https://www.dropbox.com/sh/rx2z7hhjicxw96/AACrB7dLZ444OsDxxlljXEhsa?dl=0)

A short paper is also available here: [https://www.anythinklibraries.org/spark/participatory-space](https://www.anythinklibraries.org/spark/participatory-space)

And a few articles written by other magazines and papers here:

- A Library From the Future Arrives In Denmark