



HELSINGBORG
KULTURFÖRVALTNINGEN
HELSINGBORGS BIBLIOTEK

Helsingborg

One of the most innovative cities in Europe 2022

Panel – Public Library Innovations in COVID

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Helsingborg City Libraries

- H22 – A welfare initiative for the future
- 149 280 inhabitants
- Digital library, main library, 9 branches, 1 bus
- Organized in 5 departments: Read, Search, Meet, Digbib/Media, Support
- Part of the "Helsingborg Family Libraries" – collaboration between 11 towns/cities in north western Scania



Covid-19 and Swedish libraries



Helsingborgs bibliotek är på Pårps bibliotek.

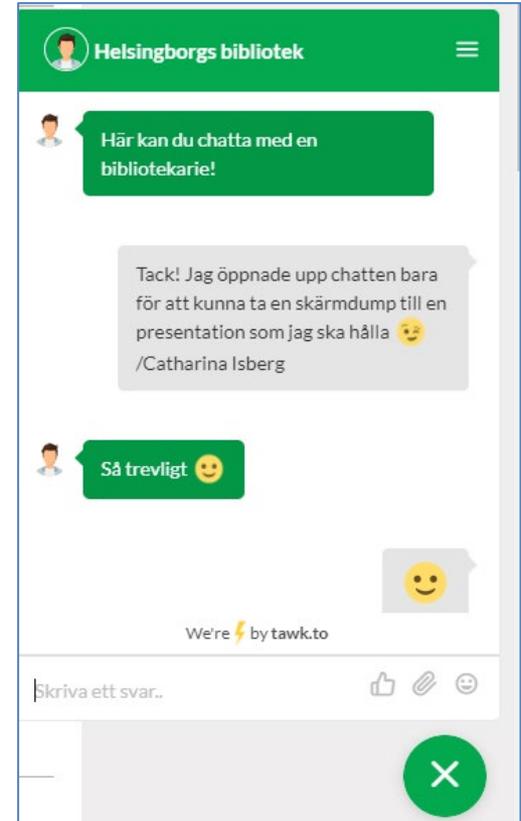
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Då är det invigningsdags för meröppet på Pårps bibliotek! 🍷 ✨
Bibliotekschef Catharina Isberg och kulturmännens ordförande Alexander Kolind klipper bandet ✂️



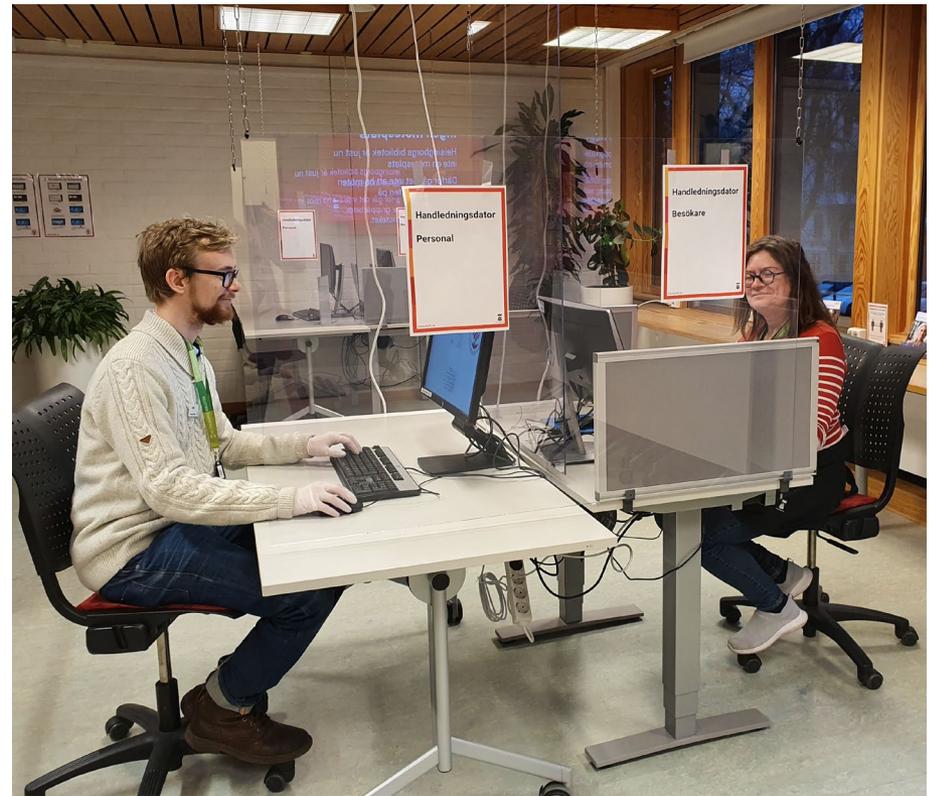
Agile and flexible

- Challenge: Need to work in new ways
- Innovation: Agile and flexible. Less planning. More trial and error and adjust.
- Example:
 - New digital customer service
 - New Intranet in Teams
 - Program/activities: Adjust, don't cancel
 - Corona sprint/hackaton
- Impact:
 - Reach new library users
 - New and improved services
 - Updated working habits and routines



Digital divide in times of crisis

- Challenge: Digital divide
- Innovation: Be able to continue to give service – safely
- Example:
 - Support station
 - Virtual services
- Impact:
 - Digital inclusion
 - Improved services
 - Continue to use the developed services after the pandemic



Digitalization of other's

- Challenge: Other's digitalization increases the need of library services
- Solution: New collaborations
- Example:
 - Digidel 2.0 (our digital competence center)
- Impact:
 - Reach new library users
 - Improved services
 - Better use of competencies and resources
 - Better understanding of library business





Continue to innovate to secure:

- Access to information, literature and knowledge
- Access to technology
- Access to the expertise of library staff

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