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
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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