THE COPENHAGEN MODEL: EMPOWER THE CITIZENS

Make a greater difference for more Copenhageners through service reorganisation and channel strategy

NEW REALITY

INVESTMENTS

INTEGRATED CITIZEN SERVICE

DIGITAL LIBRARY

NEW ROLES
New realities call for new skills

TARGETED LIBRARY SERVICE

NEW STRATEGY

RESOURCE STRAIN

NEW USER BEHAVIOUR

MEDIA DEVELOPMENT

NEED FOR:
- Digital literacy
- Reading skills
- Lifelong learning
- Communities

- Service of new Copenhageners and non-users

- Human-based modes offer
- Decline in terms of physical materials
- Generalisation

- Digitisation
- Digital service
- Self-service
- Citizen involvement
- Integrated citizen services

- N-systems
- Service development
- Competence development

- Differentiation services and increased self-service
- User involvement and voluntary work
- Digital service
- Outreach initiatives

- Integration with libraries
- Citizen service at unemployment centres and social services
- Digital Copenhagener courses

- New library system
- New digital library
- Digitisation
- More e-books

NEW OPPORTUNITIES

LEARNING SPECIALIST

CULTURE CREATOR

PROJECT MANAGER

JOINT TASKS & EXPERTISE

SERVICE FACILITATOR

INFORMATION SPECIALIST

COLLECTION SPECIALIST

COPENHAGEN PUBLIC LIBRARIES