NEW ROLES
New realities call for new skills

MANAGEMENT EXPERT
The management experts are the whole picture and handle management's interests across the entire organization and the city of Copenhagen. They are very familiar with the use of the municipality’s templates and tools for business cases and profit realization. The management expert has good knowledge of the political agenda and is well versed in managing between different strategies.

ADMINISTRATOR
The administrators specialize in managing library resources. They also ensure correct case procedure and make sure that accounts and/or personnel data are correct and updated. With logical thinking and efficiency, the administrators provide an overview and reports on the distribution of resources in the library.

The administrator understands both payroll, time management and accounting systems and databases. They work in either the human resources department or the finance department.

LEARNING SPECIALIST
The learning specialist works actively with learning, teaching and communication both at the library and other places.

The learning specialist often finds himself at schools and other institutions, where he communicates with users in their own environment, makes presentations, supports learning and teaching from her special library perspective.

The learning specialist has a significant role promoting digital solutions and guiding citizens to them.

Project Manager
The project manager knows the process of facilitating tools inside out. He creates relations between stakeholders and handles many different parties across the entire organization.

The project manager is curious and creative and exceptionally champions innovation and change processes.

INFORMATION SPECIALIST
The information specialist is an expert searcher across all platforms and media and is a supervisor of the library’s databases and other digital services.

The information specialist has a distinct digital mindset and plays an important role in the implementation of new technology in the library.

Collection Specialist
The collection specialist handles acquisitions,procuring and the library’s collection management.

The collection specialist is a literacy trendspotters and keeps abreast of developments in all media in order to improve the collection continuously. She also uses her knowledge to weigh in on exhibitions, events and book clubs.

Culture Creator
The culture creator keeps her finger on the cultural pulse of society and she is great at arranging collaborations and partnerships with local organizations, civil and corporate.

The culture creator is an expert in working with volunteers and bringing about new creation opportunities. She maintains and develops the organizational framework and culture that allows citizens to contribute with cultural events and activities at the library.

When citizens contact the library through the phone, a monitor or face-to-face, the service facilitator is the first person they meet. Therefore the service facilitator has comprehensive knowledge and a strong skill set, whether she be within the area of citizen service, digital library service or the like.

The service facilitator meets many citizens every day and is skilled at understanding and communicating with different user groups.

Joint Tasks & Expertise

Project Management
Primary tasks
- Project Planning
- Resource Management
- Risk & Quality
- Communication

Digital Competences
- Digital transfomation
- Service Design
- Ecosystem Understanding

Core Competences
- Communication
- Analysis
- Decision making
- Planning
- Management
- Legal knowledge