

REYKJAVÍK CITY LIBRARY'S POLICY
2021-2024

OPEN SPACE FOR ALL

A DEMOCRATIC PLATFORM WITH SUSTAINABILITY
AND INNOVATION AS ITS GUIDING PRINCIPLES

REYKJAVÍK CITY LIBRARY'S POLICY 2021-2024

Open Space for All is the name of the Reykjavík City Library's policy, reflecting its values, role and goals as an institution serving the public.

Our **future vision** describes our view of the library's position and relevance in the long term. Our goals are defined in terms of priorities applying to the next three years.

Measures to achieve these goals are then set out.

We apply the method of Design Thinking to meet, to the best of our ability, the needs of the citizens of Reykjavík and the library staff in developing our services, the sharing of information and the development of working facilities.

FUTURE VISION

THINK OF A PLACE...

where all are welcome and entrance is free. A place where you can come exactly as you are and seek refuge from the hustle and bustle of daily life.

When you talk to people you would not otherwise meet, ideas are born and you discover something new. In this place, you are more than welcome to share with others your ideas, experience and skills.

When you leave, you have the feeling that you belong to something bigger, that you know and understand a little bit more than before. You carry with you an experience of a space that reflects the society we live in.

The library can be this place, a social space and a participative platform where we share stories, culture and experience.

VALUES
TOWARDS THE STAFF →



RECEPTIVITY



PROFESS-
IONALISM



RESPECT



POSITIVITY



INNOVATION



WARMTH



OPEN-
MINDEDNESS



EQUITY



VALUES
TOWARDS USERS

THE LIBRARY'S ROLE



The Reykjavík City Library is an open space for all.

Consequently, there is no room in it for racism, hate speech, harassment or violent behaviour. Here, we all treat each other with respect.

...

We meet users on their own terms, with **warmth and open-mindedness**. We strive to open the way to information and to create a platform that connects citizens with each other. In our work, we bear in mind that certain groups are marginalised in our society. We are guided by the principle of equity and try to equalize access and opportunities to participate in a democratic society among all citizens.

OPEN SPACE FOR ALL

A DEMOCRATIC PLATFORM WITH SUSTAINABILITY AND INNOVATION AS ITS GUIDING PRINCIPLES

STRATEGIC FOCUS





1 PARTICIPATION OPEN TO ALL

DIALOGUE – CULTIVATION – CREATIVITY

GOAL

To have in the library a living environment offering conversations with users and staff, encouraging participation in the development of services and activities, particularly as regards self-improvement and social innovation.

1.1 Measures – users

Stimulating a dialogue with the local community of each branch in which users are invited to have an influence on the development of the library's services and activities.

Encouraging self-improvement and social innovation among users in developing the library's programme of activities.

1.2 Measures – staff

Enabling the staff to engage in a dialogue on the development of the library's services and activities.

Offering a participative platform where participants represent the full spectrum of the community.

Encouraging the staff to develop ways to self-improvement, social innovation and a green future.



2 A SUSTAINABLE COMMUNITY SPACE

SECURITY – WELLBEING – CONNECTIONS

GOAL

The library is to be an open public space where the security and wellbeing of all is the priority, encouraging education, company and a positive experience for users and staff.

2.1 Measures – users

Taking account of the needs and desires of various user groups, bearing in mind the different background, standing and possible exclusion experienced by some, and reflecting social debate in the design of our cultural and educational programme.

Inviting users to be part of the library's sharing economy by making use of its facilities on their own terms, so creating a positive experience in a secure social space.

Promoting an awakening of public understanding of the library as a usable and comfortable social space.

Stimulating literacy among users, particularly in the fields of culture, social development and technology.

2.2 Measures – staff

Adapting the working environment to changes in society, putting the security and wellbeing of the staff in first place.

Opening the discussion and increasing education to staff on what sustainable social development involves, bearing in mind the differences in social standing between users.

Creating a culture in which the staff feel the library to be one workplace, show each other respect and understand the importance of various jobs which, together, form a dynamic organisational whole.

SUSTAINABLE
DEVELOPMENT
GOALS



8. GOOD JOBS &
ECONOMIC GROWTH



10. REDUCED
INEQUALITIES



3. GOOD HEALTH



4. QUALITY
EDUCATION



3 ACCESS FOR ALL

SERVICE - FACILITIES - KNOWLEDGE

GOAL

The library is to strive to offer access to its spaces, services, holdings and a cultural and educational programme for everyone, irrespective of their social standing.

3.1 Measures - users

Offering users effective access to information, the range of the library's various holdings and its spaces.

Increasing citizens' access to information in their immediate neighbourhoods, shortening approaches and offering help to make use of the city's services.

Developing, and designing, an interface for presenting information within the library and on digital media that will reflect the cultural and linguistic diversity in the community.

3.2 Measures - staff

Giving staff easier access to practical information on the inner structure and functioning of the library, supported by digital solutions.

Developing a toolbox for managers and staff to enable them to serve users in a constantly changing working environment.



4 DEVELOPMENT

ENVIRONMENTALLY FRIENDLY - USER CENTERED - ATTRACTIVE

GOAL

That the library will meet the present and future needs of its users and staff by designing facilities and spaces to provide unhindered access, employing a green approach towards the environment.

4.1 Measures

Increasing collaboration with other city institutions and interested parties on establishing an accessible public space that meets citizens' needs.

Creating a forum for ideas from the staff and a conversation with users aimed at making the library an attractive public space that will contribute to better health and wellbeing for users and staff.

Supporting an environmentally friendly approach by choosing green methods in working procedures, design and the choice of green or low-impact materials when spaces are developed.

Clearing space to create facilities for popular library acquisitions that will reflect social debate at any given time and ensure that management of holdings is based on environmental priorities and a streamlined approach.

Expanding attractive facilities, equipment and spaces to meet users' needs for a living, calm and accessible environment.

Increasing staff access to attractive facilities and equipment in an environment conducive to carry out their work, with transparent working procedures.

Celebrating the 100th anniversary of the foundation of the Reykjavík City Library by opening the doors of a transformed library in the city centre.

SUSTAINABLE
DEVELOPMENT
GOALS



5. GENDER
EQUALITY



16. PEACE &
JUSTICE



9. INNOVATION &
INFRASTRUCTURE



12. RESPONSIBLE
CONSUMPTION

IMPLEMENTATION OF THE POLICY

COST ESTIMATES, RESPONSIBILITY & CRITERIA FOR EVALUATING RESULTS

To ensure that the goals of the policy will be achieved, a detailed implementation schedule will be set out at the time of publication, covering the next three years and including cost estimates, dates, criteria for evaluating results and the names of persons responsible for the implementation.

The City Librarian will be responsible for the design, financing and taking of measures, the projects they involve and the final evaluation of their results. The implementation schedule for the Reykjavík City Library's policy will be reviewed at the end of each year covered by the policy, with modifications to measures and projects as necessary.

The City's Culture, Sports and Leisure Council has approved the Reykjavík City Library's policy.

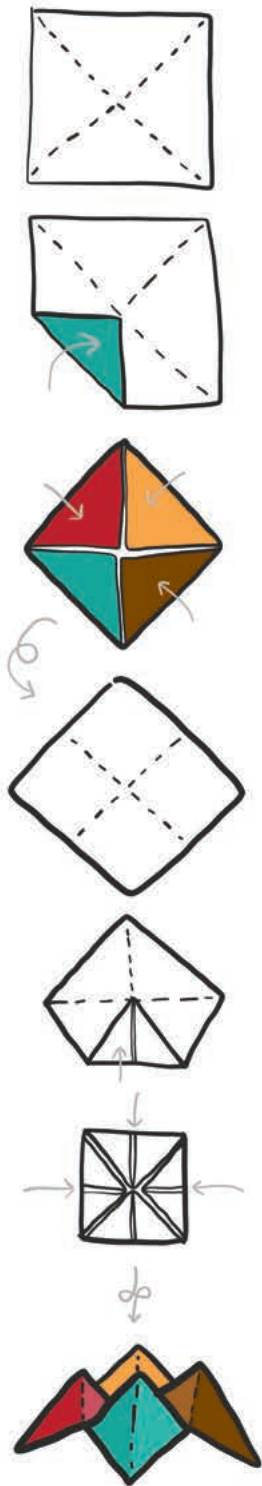
The City Librarian bears overall responsibility for the policy, the achievement of its goals and the implementation of the schedule of measures over the next three years.

The policy committee is responsible for having it taken into account when measures are implemented and decisions are taken, and will participate in reviews of the policy as necessary.

The manager of the Communication and Innovation Department is responsible for monitoring implementation of the policy and its schedule, and for ensuring that procedures and guidelines are in place for the implementation.

The departmental managers and project managers are responsible for individual projects and will implement them in accordance with the approved schedule. Staff will take part in implementing measures and follow-up procedures to achieve the goals.

Users of the library will participate in appraisals of the measures at regular intervals to ensure that efforts are constantly directed towards improving procedures used to implement the policy.



THE SITUATION IN 2024

Participation by all: There will be a participative platform for users and staff where comments and criticisms will be listened to regarding the development of facilities and services, the choice of projects and the library's cultural programme. Green priorities will have been introduced both in the library's internal functioning and in its new developments and services of various types. We will have succeeded in creating facilities where people can engage in, and discuss, self-improvement, at the same time promoting social innovation.

A sustainable community space: Success will have been achieved in establishing an image of the library as a place where no one will encounter prejudice and everyone feels that they are welcome and able to feel comfortable on their own terms. A more diverse group of users will make increasing use of the library facilities to share their experience, understanding and knowledge in a safe space. Different jobs will be viewed with understanding and consent, and workers will circulate between workplaces. The work structure will give staff varied tasks in a creative environment where they can bring their talents and strengths into play.

Access for all: By employing digital solutions we will have expanded self-service access to information for both users and staff. For citizens of Reykjavík, a gateway has been created where they find information on the city's services through the citizens' service in the library branches. Graphic images and symbols for the library branches will be comprehensible to users across linguistic and cultural barriers. The library's own intranet will facilitate organisation and management, the sharing of information and staff training, so helping us to stay in step in all branches and workstations.

Development: The library in the city centre will have reopened as an attractive and exciting place where citizens of Reykjavík will find their wishes have come true and their needs are met in a new library they can be proud of. More users will have access to a wider range of services, spaces, holdings and creative equipment. We will have adopted environmental awareness in our work, with clear and transparent working procedures. The staff will work as a cohesive whole in an environment that is conducive to work, with clear and transparent working procedures. The library's human resources will reflect, as far as possible, the diversity of the community at any given time.

PARTICIPATION OPEN TO ALL

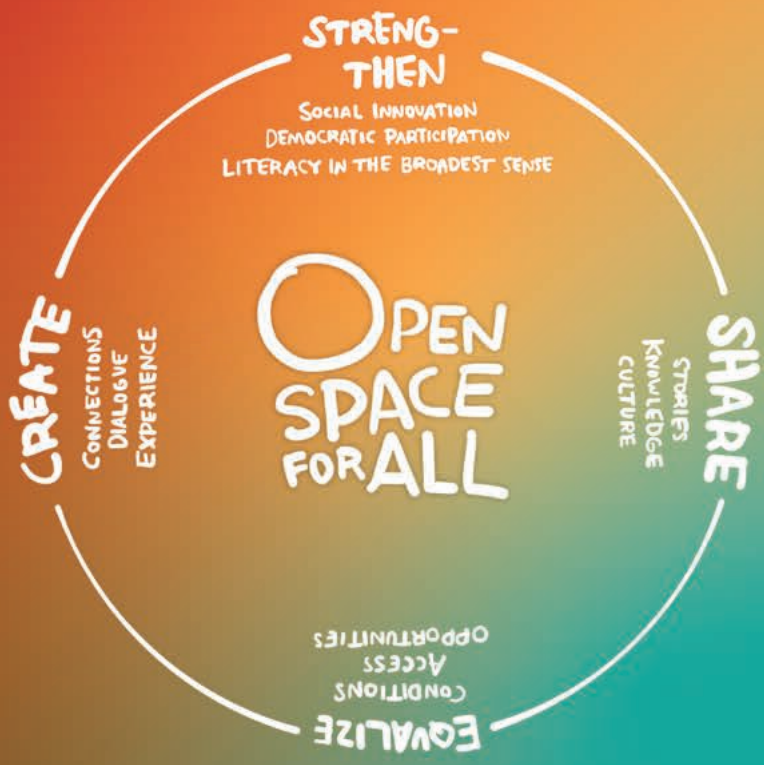
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A SUSTAINABLE COMMUNITY SPACE

2



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RESPECT



GOAL

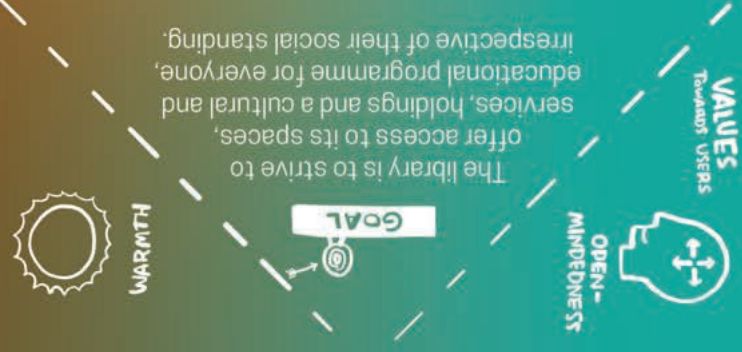
That the library will meet the present and future needs of its users and staff by designing facilities and spaces to provide unhindered access, employing a green approach towards the environment.

PROFESSIONALISM



DEVELOPMENT

3



The library is to strive to offer access to its spaces, services, holdings and a cultural and educational programme for everyone, irrespective of their social standing.

ACCESS FOR ALL

4

REYKJAVÍK CITY LIBRARY
CULTUREHOUSE

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