Dokk1 – a place for people – rethinking the library in a new urban context

Marie Oestergaard
Project Leader Dokk1/Head of Community Engagement, Partnerships and Communication
Planning and involvement
Spaces
What happened
Client: City of Aarhus
Architects: schmidt hammer lassen architects
Landscape Architects: Arkitekt Kristine Jensens Tegnestue

"The library as a hinge"
DOKK1 - the Vision

- Space for co-operation
- Place for dialogue, knowledge, ideas and inspiration
- Open informal learning space
- A unique place for children and families

Marie Ostergard/Dokk1/Aarhus/ Denmark
“the library is a covered urban public plaza”
<table>
<thead>
<tr>
<th>From information that can be found anywhere</th>
<th>To What can only be experienced at the library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Space for media</td>
<td>Space as a media</td>
</tr>
<tr>
<td>On-line</td>
<td>On site</td>
</tr>
<tr>
<td>Information</td>
<td>Meaning</td>
</tr>
<tr>
<td>Facts</td>
<td>Credibility</td>
</tr>
<tr>
<td>Meeting information</td>
<td>Meeting people</td>
</tr>
<tr>
<td>Knowing</td>
<td>Experimenting</td>
</tr>
<tr>
<td>Visitors</td>
<td>Resource person</td>
</tr>
<tr>
<td>Neutral</td>
<td>Emotional</td>
</tr>
<tr>
<td>Seriousness</td>
<td>Sense of humour</td>
</tr>
<tr>
<td>Arranged events</td>
<td>Things that happen</td>
</tr>
</tbody>
</table>

Ivar Moltke, Create
Seven Core Values

The Citizen as Key Factor

Lifelong Learning

Diversity, co-operation and network

Culture and Experience

Bridging Citizens, Technology and Knowledge

A Flexible and Professional Organisation

A Sustainable Icon for Aarhus
The Library of the future

Innovation

Recognition/Experience

Employment

Experience

Discover

Create

Participate

D.Sket-Hansen
C.H. Rasmussen
H. Jochumsen
Royal School of Library and Information science
NEW CASE: LIBRARY AT THE DOCK

Library at The Dock, a next generation library and community centre in Melbourne, is fast becoming the centrepiece of the waterfront in the Docklands. It provides a welcoming and inclusive place and celebrates culture, inspires community interaction and enables learning and creativity.

Read the full case study here.
The Mash-up Library

Partnerships

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Partnership Strategy

3 levels of partnerships:

- strategic
- programme-based
- network-based

Partnerships should be formed as close to the operational agents as possible – personal relationships matter
Partnership Arenas

Learning
The Great Stories
Democracy
YourSpace
Aarhus Special
Families and Children (learning, stories, play)
Neighbours
How did we address it?
The Aarhus Way

Vision

Vision revisited

Define the problem

A new method...

Field Trip

Workshop

Test first prototype

We are on our way...
Design Thinking = a mind set and an intentional process for delivering solutions that create positive impact
DESIGN THINKING FOR LIBRARIES
A TOOLKIT FOR PATRON-CENTERED DESIGN

Design Thinking for Libraries is an approach to improving your library through creative problem solving.

This toolkit guides you through Design Thinking so you can start coming up with solutions to everyday challenges within the library. Design thinking, or human-centered design, is all about starting with people — the users that visit your library. At IDEO, we’ve been using similar methods to envision new products, services, spaces, and experiences that bring them to life. We created this toolkit specifically for the library setting, and we’re looking forward to seeing how you might create impact by seeing your work through a fresh perspective: the design thinking lens!

www.designthinkingforlibraries.com

ABOUT THE TOOLKIT
User Involvement and prototyping
Development with Staff
media, families, meeting facilities, citizen’s services, CTS, acoustics, logistics, accessibility, indoor climate, administration, kitchen and cafe, wayfinding, visual identity, art, security, facades, materials, design, arrival area, AV/IT, dynamic surfaces, rental spaces, lighting, parking, concert spaces, children’s theater, etc.
Name and Visual Identity

Marie Ostergard/Dokk1/Aarhus/ Denmark
Through Prototyping and Testing

Marie Ostergard/Dokk1/Aarhus/Denmark
## Co-operative Design Proces

<table>
<thead>
<tr>
<th>Year</th>
<th>Activity</th>
<th>Involvement</th>
<th>External</th>
<th>Internal</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>Development of vision</td>
<td>broad</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2006</td>
<td>Development of values</td>
<td>broad</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2007</td>
<td>Competition programme</td>
<td>broad</td>
<td>(X)</td>
<td>X</td>
</tr>
<tr>
<td>2008</td>
<td>Competition phase</td>
<td>narrow</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2009-10</td>
<td>Building programme</td>
<td>broad</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2011</td>
<td>Project proposal</td>
<td>medium</td>
<td>(X)</td>
<td>X</td>
</tr>
<tr>
<td>2012</td>
<td>Final project</td>
<td>narrow</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>2013-14</td>
<td>Interior decoration, IT and furnishing - planning</td>
<td>broad</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2015</td>
<td>Interior, IT and furniture – dev. proces and implementation</td>
<td>broad</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

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Facts Dokk1

Project from 2005-2015
323,000 Square Ft (library 194,000)
Opening June 2015 – 18,000 people first weekend
Opening hours
• Mon-Fri: 8-22. Unstaffed btw 19-22
• Sat-Sun: 10-16
App. 4000 visitors a day
App. 1,000,000 visitors so far
App. 8-15 group tours per week
App. 50 fte library staff – including admin and comm.
1150 seats
325,000 media (same as before on 37,000 sqft)
Dokk1 - Level 2

- The stage
- Learning
- Tweens
- makerspace
- Tweens lab
- ITLab
- The View
- Cultural Capital 2017
- FAMILIES
- Dress-up
- Gamer street
- Learning
- The Box
- EatingX2
- Attic
- 0-3 years
- 4-8 years
- The "rest"-room
- Children's Lab
- "The Stage"
Meetings
Debates
Media Interaction
Reading Circles
Performance and making
Inspiration
For more pics and info

The book about Dokk1

https://dokk1.dk/book-about-dokk1
Transformations of the library space through:

Rethinking of the urban context
Conceptual transformation
Partnerships
User involvement/design thinking
Re-definition of spaces and services
What happened

People come in unprecedented numbers
Different target groups different days
People stay longer
Zones are also time zones
The number of children and families meets the vision
60 % of programmes and events by or together with partners
Users want to produce and perform their own things
Un-expected usage
Un-programmed spaces essential
We need to re-do/tweek all areas over time
Our Learnings

The library is a space where we create meaning together

Dokk1 answered a community need

If you build for people – people will come

Eliminate restrictions – and introduce them if necessary

A library space is an opportunity for meeting, dialogue and exchange
Now what?

- Transformation of areas
- Learning and training – design thinking
- Students – adjusting balance
- Signage and wayfinding
- User tests
- Using technology to learn about usage
- Etc.
The minute we’re done we’re dead

mao@aarhus.dk/www.dokk1.dk