



A COMMUNITY FOR ALL

POLICY FOR CITIZENS' SERVICES AND LIBRARIES 2015-2018

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Policy for Citizens' Services and Libraries 2015-2018

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POLICY FOR CITIZENS' SERVICES AND LIBRARIES 2015-2018

This folder is a summary of the City of Aarhus's Policy for Citizens' Services and Libraries 2015–2018. The policy is available in full (in Danish) at: aarhus.dk/bobpolitik



FOREWORD

Equal access to knowledge and information has always been a key value for me. A person's background should not determine his or her future opportunities, and the library service is where everyone can seek knowledge and information. Free and equal access to information is the foundation for a well-informed society, and the library service is thus one of the cornerstones of Danish democracy.

The focus of the new Policy for Citizens' Services and Libraries is on the citizens and on co-creation. Culture and Citizens' Services can provide the framework, but is unable to provide all the content on its own. This is a joint task.

The policy outlines a framework for:

- » The efforts of the eighteen local libraries (local community centres), Dokk1, Citizens' Services, the 22 local historical archives and Aarhus City Archive to ensure equal access to knowledge, learning, culture and experiences.
- » Supporting active citizenship and participation by citizens in a thriving democracy.
- » Citizens' Services and Libraries working with citizens, businesses, volunteers etc. to help address tomorrow's challenges.

The policy's four themes are based on the Aarhus goals and a wish to contribute to developing the city.

Rabih Azad-Ahmad
Alderman, Department of Culture and Citizens' Services





THE AARHUS GOALS

A GOOD CITY FOR EVERYONE

Citizens' Services and Libraries support the goal by:

- » giving all citizens access to knowledge, learning, culture and experiences.
- » providing the best possible and most efficient service for the benefit of the individual citizen and the entire community.
- » supporting citizens in their efforts to create change in their lives.
- » creating lively and appealing storytelling about Aarhus.

A CITY THAT DOES NOT STAND STILL

Citizens' Services and Libraries support the goal by:

- » creating and supporting an innovative and creative environment.
- » giving everyone a warm welcome to the city.
- » focusing on the inclusion of new international employees in the city.
- » collaborating with educational institutions etc. and providing a framework for informal learning environments.

DRIVE AND A STRONG SENSE OF COMMUNITY

Citizens' Services and Libraries support the goal by:

- » establishing new partnerships.
- » working with the local communities on the types of activities and services to be offered by the community centres.
- » giving everyone the possibility of being part of a changing society.
- » developing existing interdisciplinary partnerships.
- » contributing to and working together on the creation of digital solutions to today's challenges.





LOCAL COMMUNITIES

THEME 1

As part of Aarhus as European Capital of Culture 2017, Citizens' Services and Libraries will develop the community centres into networking centres for citizens and other players in the local areas.

The community centre is a reinvention of the library, and in addition to traditional library services, it serves as a framework for other types of activities. Activities which are tailored to and rooted in the local community. The transformation is well under way, but still requires support and assistance – and there is potential for more.

Therefore, we must think in terms of greater coherence between the activities of the community centres and other municipal services. This applies both to Culture and Citizens' Services' cultural and leisure activities, and to municipal activities in other municipal departments. In some cases, the further development of the community centres will require renovation, refurbishment or relocation of the existing community centre.

Citizens' Services and Libraries will work to:

- » realise the decisions on community centres and multi-purpose halls in cooperation with the Department for Sport and Leisure.
 - » think in terms of greater integration of community houses (beboerhuse) and community centres.
 - » establish partnerships with the Department of Health and Care and the Department of Social Affairs and Employment on the provision of health services and employment initiatives.
 - » develop synergies between 'Folkeinformation' and Citizens' Services and Libraries' existing activities and services.
 - » establish open libraries at the three biggest community centres.
 - » establish new community centres at the Egelund sports centre between Malling and Beder, in Højbjerg, in Lisbjerg and in Solbjerg.
 - » establish a new combi-library in Hasselager-Kolt.
 - » establish a new library in Gellerup in connection with the Gellerup master plan.
 - » renovate the auditorium at Risskov Library.
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CULTURE, KNOWLEDGE AND LEARNING FOR ALL

THEME 2

Citizens' Services and Libraries will, through various initiatives, support citizens in their enthusiasm for and love of reading, and ensure that all children are introduced to the public library service. In collaboration with the Department of Children and Young People, the overall range of library services for citizens in Aarhus will be developed further. The choice of media must be varied, up-to-date and of a high quality.

Citizens' Services and Libraries must ensure a broad and varied range of programmes with the emphasis on learning, knowledge dissemination and cultural experiences, and engage in close dialogue with citizens on the activities and services on offer. Dokk1 will be a central venue for knowledge and culture. An open and dynamic sanctuary that promotes a sense of community. A wide range of innovative services must be offered involving learning, culture and education and the latest information technologies.

Knowledge of the city's history qualifies citizens and decision-makers, and is vital to the ongoing development of the city and the urban environment. Aarhus City Archive will be responsible for archiving the City of Aarhus's historical artefacts.

Citizens' Services and Libraries will work to:

- » establish closer cooperation with day-care centres, youth education programmes and primary and lower secondary schools on actively using Dokk1 and the community centres as an integrated part of children and young people's learning and development.
- » establish a new joint library system between school libraries and public libraries.
- » maintain and further develop the efforts being made to encourage reading, primarily targeted at children and young people.
- » ensure, through licence agreements and joint offers, that the choice of media includes both analogue and digital formats with a broad range of titles.
- » establish partnerships centred on the needs and wishes of the citizens.
- » via Aarhus City Archive, digitalise the City Council's protocols and establish a single point of access to all digital historical data from the City of Aarhus.



A group of people in a meeting, overlaid with a red-to-orange gradient. The text "CLOSER TOGETHER – BETTER SERVICE" is centered in white. The background shows a woman in the foreground looking down at a document, with other people blurred in the background.

CLOSER TOGETHER – BETTER SERVICE

THEME 3

Citizens' Services and Libraries must support the best possible dialogue between citizens and the public authorities with a view to freeing up time and resources both for the individual citizen and for the City of Aarhus.

Citizens' Services must be citizen-focused, and continually adapted to the changing needs of society and its citizens. Collaboration and partnerships must be prioritised across the City of Aarhus, with other public authorities, the private sector and players in civil society to develop the best possible standard of service.

Citizens' Services and Libraries must prepare citizens for being able to use digital self-service platforms. This will happen through support for self-service solutions and special focus on the development and expansion of telephony-based services. Citizens' Services and Libraries must assume co-responsibility for the development of democracy and help to modernise the voting process.

Looking ahead, Citizens' Services and Libraries must also actively support the city's international strategy, and Dokk1 will be a central part of the city's international environment.

Citizens' Services and Libraries will work to:

- » organise a range of citizens' services which makes citizens feel that there is always help available for those who need it – by telephone, digitally or in person.
 - » help citizens to communicate digitally with the public sector via various platforms.
 - » in partnership with other local authorities, spearhead the efforts to cut bureaucracy, simplify rules and implement user-friendly digital solutions.
 - » develop, in collaboration with the Department of Health and Care and the Department of Social Affairs and Employment, the efforts being made to help citizens with special needs.
 - » ensure correct entries in the civil register, reduce the number of citizens at unknown addresses, ensure that citizens receive the right services and benefits, and strengthen communication regarding the refunding of outstanding amounts.
 - » ensure that international employees are given the best possible welcome and service.
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THE DIGITAL CITY

THEME 4

Citizens' Services and Libraries must play an active role in encouraging institutions, authorities and public and private players to involve themselves in addressing urban challenges by supporting the Smart Aarhus initiative. In addition, Citizens' Services and Libraries is assuming a broad and shared responsibility for ensuring that the City of Aarhus's units are introduced to the potential that exists in a joint initiative to create 'the intelligent city'.

Citizens' Services and Libraries must help to raise awareness among the general public of the risks posed by digitalisation.

As part of the Smart Aarhus initiative, Citizens' Services and Libraries must establish a new generation of partnerships with particular focus on supporting emerging businesses.

The Aarhus City Archive must play a key role in the digital collection and dissemination of local history, which is being developed together with formal learning environments, informal environments and volunteers.

Citizens' Services and Libraries will work to:

- » continually collect and display data from the City of Aarhus, other Smart Aarhus players and others who want to share data.
 - » develop projects and concrete applications based on freely accessible data via themed 'hackathons' and work with Aarhus 2017 on digital cultural communication.
 - » serve – via community centres and Dokk1 – as a framework for Smart Aarhus activities which are to develop and disseminate concrete cases relating to 'the intelligent city'.
 - » ensure the development of information formats that highlight the risks and pitfalls of digitalisation.
 - » via partnerships, introduce measures that support start-up businesses within the digital field.
 - » develop the Aarhus City Archive's collections and digitalisation of records in close cooperation with research and educational environments.
 - » continue to develop the level of cooperation with volunteers involved in the Aarhus City Archives work on digitization.
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CULTURE AND
CITIZENS' SERVICES
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