

Årsberetning Annual Report 2008

Borgerservice og Biblioteker
Citizens' Services and Libraries



BORGERSERVICE

Åbningstider:

Mandag-Tirsdag-Onsdag

Torsdag

Lørdag

Af Rådmand
Jacob Bundsgaard Johansen

Jeg er som nytiltrådt rådmand meget interesseret i udviklingen af nye institutioner for vidensamfundet. Sammensmeltningen af borgerservice med biblioteker til medborgercentre peger i en retning, hvor det offentlige møder borgeren i øjenhøjde, og hvor demokratiet manifesterer sig i åbne og imødekomende tilbud på borgernes præmisser. Den fysiske struktur for Borgerservice og Biblioteker har tidligere været genstand for et stort planarbejde, hvor forskellige modeller for betjeningssteder har været politisk behandlet, ligesom antallet og placeringer er blevet overvejet ud fra et omfattende datamateriale.

Byrådet har i 2007 behandlet et strukturforslag, hvis hovedindhold er, at de eksisterende biblioteker skal opgraderes til at kunne varetage nutidens behov. Det vil sige, at der skal være ressourcer og plads til, at bibliotekerne kan være medborgercentre, hvor borgeren både finder borgerservice, tilbud til børn og børnefamilier, traditionelle biblioteksfunktioner som udlån af bøger og andre materialer, it-adgang, frivillighedsarbejde i form af f.eks. lektiehjælp, mødelokaler og muligheder for borgernes egne aktiviteter i foreninger, sammenslutninger og netværk.

Det vigtige udviklingsarbejde sker med udgangspunkt i Århus-modellen for brugerinddragelse, og et begreb som brugerdrevet innovation bliver virkelig taget alvorligt. Blandt de mange vigtige perspektiver for området er et øget fokus på digitale selvbetjeningsløsninger, så paletten af services øges og borgerne i langt højere grad betjener sig selv. Ud over det økonomisk rationelle i en sådan udvikling ligger der et frigørende potentiale, der øger oplevelsen af at være herre over eget liv.

For mig er det imidlertid vigtigt at fastslå, at der fortsat vil være et decentralt tilbud om betjening i fysiske borgerservice-enheder på biblioteker for de borgere, der af den ene eller anden grund har vanskeligt ved at bruge digital selvbetjening.

Et andet perspektiv, som udfolder sig, er udvikling og planlægning af Multimediets hus på de bynære



By Alderman
Jacob Bundsgaard Johansen

As newly appointed alderman, I am very interested in the development of new institutions for the knowledge society. The amalgamation of citizens' services and libraries into community centres points in a direction where public administration meets citizens at eye level and where democracy is manifested in open and accommodating offers based on citizens' premises. The physical structure of Citizens' Services and Libraries has previously been the subject of considerable planning work where various models for service points have been discussed politically and number and locations have been considered based on a comprehensive data material.

In 2007, the City Council considered a proposal for structure. The main point of this proposal was to upgrade existing libraries to be able to meet today's standards. I.e., there has to be adequate resources and room for the libraries to be community centres where citizens find both citizens' services, offers for children and families, traditional library services such as lending of books and other materials, IT-access, volunteer work in the shape of e.g. homework help, meeting facilities and opportunities for the citizens' own activities in associations, leagues, and networks.

The important development work takes place based on the Aarhus model for user involvement and the concept user-driven innovation is taken very seriously. Among the many important perspectives for the area is an increased focus on digital self-service solutions in order to increase the number of services and allow citizens to serve themselves. Apart from being financially rational, such a development consists of a potential for liberation in increasing citizens' experience of control over their own lives. However, it is important for me to make clear that a decentralised offer of service in physical citizens' services units at the libraries will continue for those citizens who, for one reason or another, have difficulty using digital self-service.

Indhold · Contents

Borgerservice Citizens's Services	4
Multimediets hus Mediaspace	6
Aktivitet diagrammer Activity Charts	10
Innovationsprojekter Innovation Projects	12
Hovedbiblioteket Main Library	16
Lokalbiblioteker Branch Libraries	18
IT og Kommunikation IT and Communications	22
Internationale aktiviteter International Activities	24
Centralbiblioteket County Library	26
Nøgletal Key Figures	27

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havnearealer. Den veltilrettelagte proces kører påklageligt og erfaringerne viser, at det store forarbejde med borger- og medarbejderinddragelse og med fokusgrupper og professionelle rådgivere inden for en række fagdiscipliner bærer frugt. Trods en lang planlægningsperiode er det lykkedes at fastholde et højt medarbejderengagement og et fokus på brugerinddragelse, og de mange udviklingsprojekter på hovedbiblioteket peger frem mod åbningen ultimo 2014. Det skal blive et åbent og imødekommende sted, hvor børn og deres familier finder plads og inspiration til leg, læring og samvær og hvor viden- og oplevelses-samfundet smelter sammen.

Realiseringen af visionerne om medborgercentre og Multimediehuset skal medvirke til at sikre den sammenhængskraft og identitetsdannelse, der er så vigtig for, at vi kan forstå os selv som dele af en helhed, et samfund.

Another perspective is the development and planning of MEDIASPACE on the urban harbour front. The well-organised process runs completely satisfactory and experience shows that the huge preliminary work with citizen- and staff involvement and with focus groups and professional advisers within a range of professions bears fruit. Despite a long planning period, the project has successfully managed to maintain a high level of staff commitment and a focus on user involvement, and the many development projects at the Main Library point towards the inauguration in late 2014. It will be an open and attractive place where children and their families will find space and inspiration to play, learn and be together and where the knowledge- and experience society melt together.

The realisation of the visions on community centres and MEDIASPACE will contribute to securing the cohesion and identity creation, which is so important for us in order to view ourselves as part of a unity, a society.



Velkomstpakken I september udkom velkomstpakken fra Århus Kommune. Velkomstpakken indeholder oplysninger for nytilflyttere til Århus Kommune, herunder information fra forskellige kommunale institutioner samt kulturinstitutioner, som bl.a. har doneret entrébilletter. Når nytilflyttede borgere har første kontakt med Århus Kommunes Borgerservice modtager de en velkomstpakke. Fremadrettet er det hensigten, at velkomstpakken også skal laves i en engelsk udgave, så internationale borgere også får nem tilgang til relevant information for nytilflyttere.

Feriepakken Feriepakken var et markedsføringsfremstød, der blev gennemført fra starten af maj 2008. Formålet var, at få flere borgere til at benytte de digitale selvbetjeningsløsninger og dermed nedbringe ventetiden for personlig betjening. Feriepakken indeholdt især fremstød for digital bestilling af pas og det blå eusygesikringskort. Århus Kommunes digitale borgerserviceassistent Emma var frontfigur på markedsføringskampagnen og blev brugt som gennemgående figur. For at nå ud til så store dele af befolkningen som muligt, blev der benyttet flere forskellige medier, såsom

Welcome Package In September, Aarhus Municipality's Welcome Package was launched. The Welcome Package contains information for new arrivals to Aarhus Municipality, including information from various municipal institutions and cultural institutions that have donated, among other things, admission tickets. When new arrivals to the municipality first contact Citizens' Services they receive a Welcome Package. A future aim is to produce the Welcome Package in an English version as well in order for international citizens to have the same easy access to relevant information for new arrivals.

The Holiday Package was a marketing campaign which was carried out from the beginning of May 2008. The aim was to have as many citizens utilise the digital self-service solutions and thus reduce waiting time in connection with personal service. The Holiday Package primarily contained materials campaigning for the digital ordering of passport and European health insurance card. Emma, Aarhus Municipality's digital citizens' services assistant, spearheaded the marketing campaign and was used as a recurring figure. In order to reach as large a portion of the population as possible, many

busreklamer, abribuser, webbannere på bibliotekernes og kommunens hjemmeside, flyers, flushads, avisannoncer etc. Feriepakken var samtidig et samarbejdsprojekt mellem bibliotekerne og Borgerservice, idet bibliotekerne var repræsenteret i feriepakken med bl.a. inspiration til ferielæsningen og udlån af netlydbøger og markedsføring af bibliotekernes netmusik.

Digital bestilling af gult og blåt sundhedskort Den 9. februar 2008 blev selvbetjeningsløsningen på sygesikringsområdet taget i brug. Selvbetjeningsløsningen gør det muligt for borgerne selv at skifte læge og sygesikringsgruppe samt bestille det gule sundhedskort og det blå EU-sygesikringskort. Fra enhver pc med internetadgang kan borgeren nu selv foretage bestilling af disse ydelser - uden at involvere en sagsbehandler og på alle tider af døgnet. For de ydelser der ikke er gratis, kan borgeren nemt og sikkert betale med sit dankort. I 2008 er der bestilt 2.599 sundhedskort og 31.085 EU-sygesikringskort samt bestilt 2.236 lægeskift.

Ny organisering af Borgerservice Den sagsbehandlende del af Borgerservice blev med virkning fra 1. oktober 2008 organiseret i en samlet enhed med egen chef. Styrkelsen af ledelsen er en anerkendelse af, at back-office er et vigtigt område med masser af muligheder og udfordringer, der også kræver ledelsesmæssigt strategisk og politisk fokus. Det er planen, at der i løbet af 2009 skal foretages en snitflade-analyse mellem Borgerbetjeningen og Backoffice med henblik på den mest hensigtsmæssige indplacering af borgerservice funktioner i de to enheder. Samtidig hermed er det ønsket, at de forskellige enheder af Borgerservice kommer fysisk tættere på hinanden.

Et af de første resultater med styrkelsen af Backoffice er en opprioritering af kontrolarbejdets opsøgende virksomhed. Endvidere er der igangsat et arbejde med forsøg med "udvidet opkrævning", således at effekten af en mere intensiv opkrævning afprøves.

media were used for the campaign, e.g. bus adverts, advertising pillars, web banners on the libraries' and the municipality's websites, flyers, flushads (toilet ads), newspaper adverts etc. The Holiday Package was created in cooperation between the libraries and Citizens' Services, as the libraries were represented in the Holiday Package with for instance inspiration for holiday reading, lending of online audio books, and marketing of The Libraries' Netmusic.

Digital Ordering of National and European Health Insurance Cards On 9 February 2008, the self-service solution in the area of health insurance was implemented. The solution enables citizens to change their doctor and health insurance group and to order the national health insurance card and the European health insurance card. Citizens can order these services from any computer with Internet access – without involving a caseworker and at all hours. When using a payable service, citizens can, easily and safely, pay using their debit cards. In 2008, 2,599 national health cards and 31,085 European health cards were ordered, and 2,236 citizens changed doctor.

New Organisation in Citizens' Services As of 1 October 2008, the departments in Citizens' Services involved in handling cases were organised in one unit under a separate manager. The management was strengthened in recognition of the fact that back-office is an important field with a multitude of opportunities and challenges, which requires managerial strategic and political focus. An interface analysis between Citizens' Services and Back-Office is planned for 2009 with an aim to placing citizens' services functions most suitably in the two units. At the same time, there is a wish to bring the various units in Citizens' Services closer to each other physically.

One of the first results of the strengthened Back-Office is that the control unit's investigative activities have been given a higher priority. Furthermore, a development project on 'extended debt collection' has been started in order to test the effect of a more intensive debt collection.

Multimediehuset (MEDIASPACE) Byrådet besluttede i 2003, at et nyt hovedbibliotek, Multimediehuset, skal opføres på de bynære havnearealer, hvor åen løber ud i havnen. Med den unikke placering ønsker Byrådet at skabe et byggeri, som både i funktion og arkitektur medvirker til at brande Århus som videns- og kulturbu. Multimediehuset skal stå færdigt i 2014 og bliver et åbent læringsmiljø til fremme af deltagelse, videndeling og fællesskab.

Både i planlægningsfasen og i den senere drift er danselse af netværk og samarbejde højt prioriteret. Der er mange aktører i projektet, og der er fokus på inddragelse og tværfagligt samarbejde. Gennem hele processen er der forskellige former for borgerinddragelse med udgangspunkt i Århus-modellen for borgerinddragelse. Borgerinddragelse er et helt centralt videns- og udviklingsfokus for projektet ligesom inddragelse af medarbejdernes kompetencer, innovationsevner og erfaringer er et omdrejningspunkt. Netværk og samarbejdspartnere bidrager løbende til processen på forskellig vis bl.a. via Strategigruppen og Idégruppen, der består af repræsentanter for erhversliv, teknologi, uddannelse og folkeoplysning og som sikrer innovation og nytænkning i processen.

Et samlet projekt: Nyt centralt havnebyrum og Multimediehuset I 2007 startede en proces, der skulle samle de mange delplaner for området omkring det nye Multimediehus for at sikre den optimale samlede designløsning for hele området. I 2008 vedtog Århus Byråd at samle det hele i ét projekt: Nyt centralt havnebyrum og Multimediehus i Århus, der udover Multimediehuset også inkluderer en ny havneplads, å-åbning, et P-anlæg med 1000 P-pladser, trafikløsninger og ankomstcenter.

Realdania Med udgangspunkt i mulighederne for det nye byrum og for en ny og folkelig anvendelse af byens centrale havnefront har Realdania tilbudt Århus Kommune et samarbejde om at realisere det store projekt. Realdania investerer over 700 mio. kr. i projektet, delvist som donation og delvist som investering fra Realea A/S i P-anlægget under Multimediehuset. Partnerskabsaftalen mellem Realdania og Århus Kommune blev i 2008 vedtaget i Århus Byråd.

MEDIASPACE In 2003, the City Council decided that a new main library, MEDIASPACE, is going to be built on the urban harbour front where Aarhus stream meets the harbour. With this unique placing, the city council wants to create a building which will contribute to the branding of Aarhus as a city of knowledge and culture. MEDIASPACE is going to be finished in 2014 and it will become an open learning environment with the purpose of promoting participation, knowledge sharing and community.

In the planning phase as well as for the subsequent daily operations, the formation of networks and cooperation has been given a high priority. Many players are involved with the project and focus is on involvement and cross-disciplinary cooperation. Throughout the process various forms of citizen involvement have taken place with the Aarhus Model for citizen involvement as a starting point. Citizen involvement is a very central focus for knowledge and development in the project and the involvement of employees' competences, innovation skills and experiences is a focal point. Networks and partners regularly contribute to the process in various ways via among others the Strategy Group and the Idea Group which consist of representatives from the business, technology, and education and general education sectors and which ensure innovation in the process.

A Collective Project: New Central Waterfront and MEDIASPACE In 2007, a process began that was to concentrate the many partial plans for the area around the new MEDIASPACE in order to ensure the overall optimal design solution for the entire area. In 2008, Aarhus City Council made the decision to compile everything into one project: New Central Waterfront and MEDIASPACE in Aarhus, which includes a new urban waterfront space, clearing of the stream, a car park with 1,000 parking spaces, solutions for traffic and an arrival centre.

Realdania Taking as their starting point the opportunities for the new urban space and a new and popular use of the city's central waterfront, Realdania have offered Aarhus Municipality cooperation on carrying out the vast project. Realdania will invest more than 700 million DKK in the project, partly as a donation and partly as an investment by Realea A/S in the underground parking facilities below MEDIASPACE. The partnership agreement between Realdania and Aarhus Municipality was passed by Aarhus City Council in 2008.



Ny organisering Århus Byråd har besluttet en udvidet organisering af projektet. Projektet gik fra kun at omhandle Multimediehus til at omhandle Nyt centralt havnebyrum og Multimediehus. Derfor var det nødvendigt at udvide og revidere projektorganisationen. Der er etableret en partnerskabsbestyrelse og en styregruppe med repræsentanter for både Århus Kommune, Realdania og Realea. Der er nedsat en styregruppe for drift og indhold og endelig er projektledelsen blevet udvidet til at omfatte en projektdirektør og to projektledere. Derudover deltager medarbejdere fra Borgmesterens Afdeling, Magistratsafdelingen for Kultur og Borgerservice samt Magistratsafdelingen for Teknik og Miljø. Projektorganisationen er suppleret med bygherrerådgiver.

Projektkonkurrence Århus Kommune annoncerede ultimo 2007 prækvalifikation til den internationale projektkonkurrence om Nyt centralt havnebyrum og Multimediehus. Seks hold blev udvalgt til at deltage i den anonyme projektkonkurrence, der løb i perioden marts – september. I den forbindelse blev der nedsat en bedømmelseskomite med deltagelse af Borgmes-

New Organisation Aarhus City Council has decided to expand the organisation of the project. Since the project changed from initially concerning solely MEDIASPACE to concerning a New Central Waterfront and MEDIASPACE, it was necessary to expand and revise the organisation of the project. A partnership board and a steering group which contains representatives from Aarhus Municipality as well as Realdania and Realea has been established. A steering group for daily operations and content has been established and finally, project management has been expanded to include one Senior Project Director and two project managers. Additionally, an employee from the Mayor's Department, the Municipal Department for Culture and Citizens' Services as well as the Municipal Department of Technical Services and Environment participates. The organisation of the project has been supplemented with a building consultant.

International design competition At the end of 2007, Aarhus Municipality announced the pre-qualification for the international design competition regarding the New Central Waterfront and MEDIASPACE. Six teams were selected for participating in the anonymous design

teren (formand), Rådmanden for Kultur og Borgerservice, Rådmanden for Teknik og Miljø, en repræsentant for hvert parti i byrådet, direktøren for Realdania, direktøren for Realea A/S samt fire fagdommere. Til at bistå bedømmelseskomiteen med vurdering af forslagene blev der nedsat 10 tværgående arbejdsgrupper, der med hver sit faglige fokus vurderede forslagene. I september valgtes tre ligeværdige vindere af projektkonkurrencen. Vinderne blev inviteret til at deltage i det efterfølgende udbud efter forhandling.

Udbud efter forhandling De tre ligeværdige vindere af projektkonkurrencen deltog i 'Udbud efter forhandling' i perioden september 2008 - januar 2009. I en intens dialog og forhandlingsfase mødtes holdene gennem tre måneder med bygherre i en proces, der skulle bearbejde projekterne, inden vinderen skulle udnævnes. Forhandlingerne var en vekselvirkning mellem centrale møder med en fælles forhandlingsgruppe og decentrale møder baseret på specifikke temaer.

Vinder og kommende proces 3. marts 2009 kunne borgmesteren og bedømmelseskomiteen afsløre vinderne af konkurrencen. Det blev Århus-firmaet Schmidt, Hammer og Lassen Architects, der sammen med Arkitekt Kristine Jensen tegnestue og Alectia skal være totalrådgivere på det nye centrale havnebyrum og Multimediehus i Århus. I 2009 igangsættes således en intens proces med bl.a. programmering af Multimediehuset med inddragelse af en lang række brugergrupper fra Borgerservice og Biblioteker.

Læs mere på www.multimediehuset.dk

Fakta: Århus-modellen for borgerinddragelse er et sæt spilleregler for hvilke områder og hvilke borgere, der skal inddrages i et procesforløb og hvordan.

competition, which took place in the period from March through September. In this context, an assessment panel including the Mayor of Aarhus (chairman), the Alderman of Culture and Citizens' Services, the Alderman of Technical Services and Environment, a representative of each political party in the city council, the Executive Director of Realdania, the Chief Executive Officer of Realea as well as four judges from various professions was appointed. Aiding the assessment panel in the evaluation of the proposals were 10 cross-disciplinary working groups that assessed the proposals with their respective professional focus. In September, three equal winners of the design competition were selected. The winners were invited to participate in the subsequent negotiated procedure

The Negotiated Procedure The three equal winners of the design competition participated in a negotiated procedure without publication during the period September 2008 to January 2009. During an intense three-month dialogue and negotiation phase, the teams met with the municipality and the involved parties in a procedure that was meant to develop the projects further prior to the appointment of the winner. The negotiations were carried out as both central meetings with a joint negotiation group and as decentralised meetings based on specific themes.

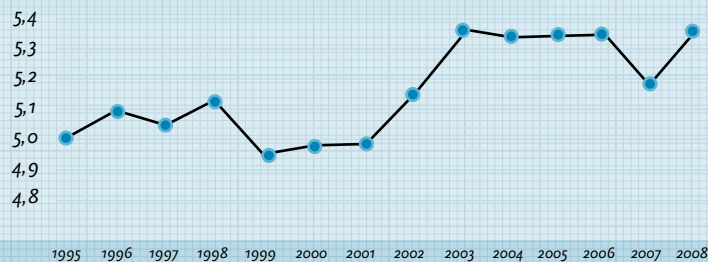
Winner and Future Process On 3 March 2009, the Mayor of Aarhus and the assessment panel revealed the winners of the competition. The winners were the Aarhus company Schmidt, Hammer and Lassen Architects who, along with the practice of Architect Kristine Jensen and the consulting company Alectia, are going to be full-service consultants on the New Central Waterfront and MEDIASPACE in Aarhus. In 2009, an intense process is initiated, which among other things involves the programming of MEDIASPACE and the involvement of a number of user groups from Citizens' Services and Libraries.

Read more at www.multimediehuset.dk/english

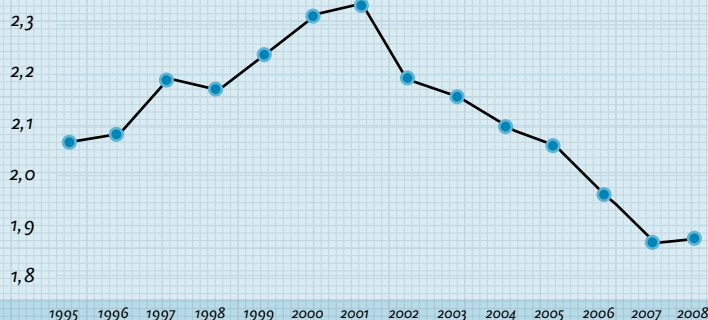
Facts: The Aarhus model for citizen involvement is a set of rules for which areas and which citizens should be implicated in a process procedure and how.



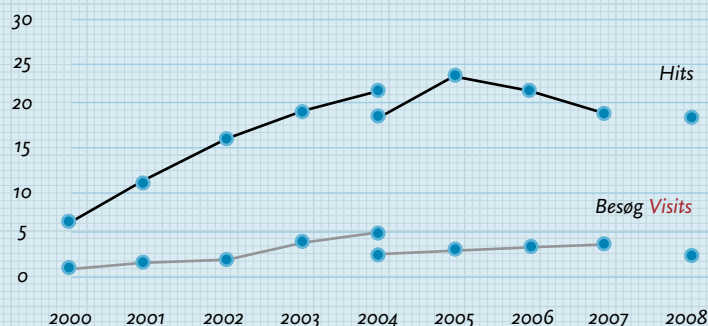
Udlån i mio. Circulation in millions



Besøg i mio. Visits in millions



Mio. Besøg og hits på bibliotekernes website www.aakb.dk Visit and hits on www.aakb.dk



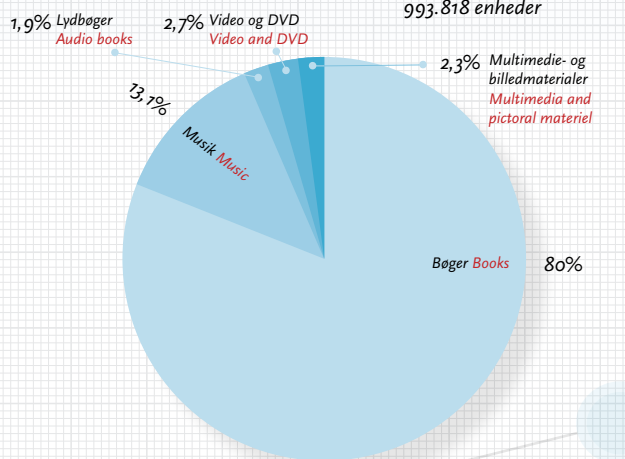
Både udlån, besøg og brugen af digitale medier er steget i 2008. Efter nogle års stagnation og et fald sidste år udviser udlånet nu en stigning på 3%. Tilsvarende er besøgstallet - efter nogle års fald - nu stabiliseret med en lille fremgang på 0,2%. I årets løb var der 1060 større og mindre arrangementer på bibliotekerne. De spændte fra filmvisninger, teater og oplæsninger for børn over arrangementer med nogle af de vigtigste danske forfattere, debatter, foredrag og udstillinger - til internet-introduktioner og undervisning i offentlige digitale selvbetjeningsløsninger. Med det høje aktivitetsniveau fastholder bibliotekerne positionen som de i særklasse mest benyttede kulturinstitutioner i Århus.

The number of loans, visits and the use of digital media has increased in 2008. After a few years of stagnation and a decrease last year, loans have now increased by 3 percent. Similarly, the number of visits has, after a few years of decreasing, stabilised with a small increase of 0.2 percent. During the year, 1,060 large and small events took place in the libraries. The events ranged from film screenings, theatre and readings for children to events with some of the most significant Danish authors, debates, lectures and exhibits as well as Internet introductions and instructions in public digital self-service solutions. With the high level of activities, the libraries maintain their position as the absolutely most utilised culture institutions of Aarhus.

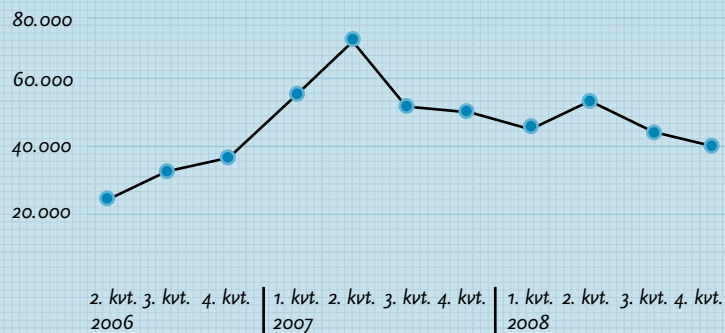
Knæk i grafen afspejler skift af optællingsmetode og -system.
Fra foråret 2008 anvendes det landsdækkende system Bibtrends.

The break in the graph reflects a change of census method and system.
As of spring 2008, the national system Bibtrends is used.

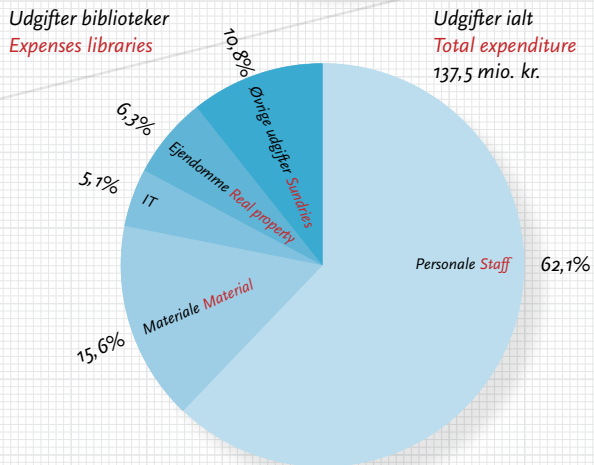
Fordeling af medier *Distribution of media*



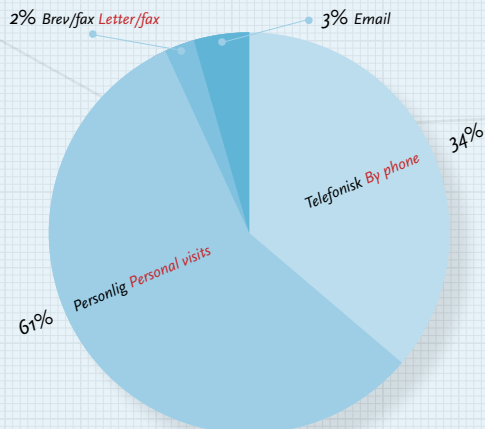
Henvendelser i Borgerservice *Number of enquiries at Citizens' Services*



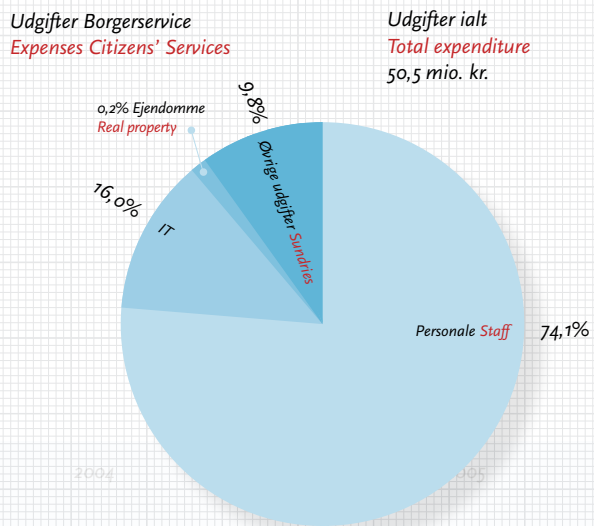
Udgifter biblioteker
Expenses libraries



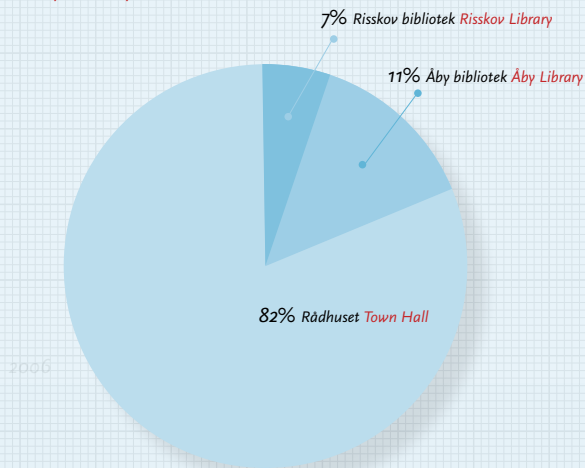
Fordeling af henvendelser i Borgerservice
Distribution of enquiries at Citizens' Services



Udgifter Borgerservice
Expenses Citizens' Services



Fordeling på betjeningssteder
Distribution by service points



innovationsprojekter Med udgangspunkt i en fælles Innovationsstrategi initierer og deltager Borgerservice og Biblioteker i en lang række projekter, som for en stor del finansieres af styrelser, fonde og EUs udviklingsprogrammer.

Borgerservice 'Light' Tre lokalbiblioteker – Lystrup, Harlev og Tilst – har i 2008 videreudviklet modellen for biblioteksbetjent Borgerservice, som nu bl.a. omfatter vejledning i offentlig selvbetjening, hjælp til ansøgning om boligstøtte, ægteskabsblanketter, lægeskift og bestilling af sundheds- og EU-kort. En positiv evaluering af projektet kan betyde udbredelse af den decentraliserede borgerbetjening til samtlige lokalbiblioteker i Århus Kommune.

Ny biblioteksbase: TING Et nystartet samarbejde mellem Århus, København og DBC skal resultere i en ny biblioteksbase, en såkaldt databrønd, som brugerne kan tilgå fra mange forskellige grænseflader f.eks. på nettet, via en storskærm eller via en mobiltelefon. Base og brugerflader skal støtte brugerne i eksplorative og inspirationsgivende søgninger på tværs i bibliotekernes mange ressourcer, hvad enten de består i fysiske materialer, elektroniske baser, brugerskabte data eller webindhold i øvrigt. TING, som bliver en integreret del af bibliotekets kommende nye hjemmeside, bygger på en Open Source-plattform. Projektets vision er at skabe fremtidens teknologiske platform for biblioteker, og at der skabes samarbejdsrammer, der understøtter åbne systemer og hurtig udvikling til gavn for borgerne.

Displayeksponering af information og digitalt indhold Med Infogalleriprojektet er både biblioteker og Borgerservice i gang med at udvikle koncepter for visualisering af information, tilbud og ydelser på større og mindre skærme i biblioteksrum og Borgerservice-ekspeditioner. Systemet er netbaseret og sættes op med interaktivitet, email og sms-service, afstemnings- og arrangementsmoduler.

Innovation Projects Based on a common innovation strategy, Citizens' Services and Libraries initiates and participates in a wide range of projects, which for the most part are financed by government agencies, foundations and EU's development programmes.

Citizens' Services 'Light' In 2008, three branch libraries – Lystrup, Harlev and Tilst – have further developed the model for citizens' services by library staff, which now includes among other things guidance in public self-service, assistance for applications for housing benefits, marriage forms, change of doctor, and ordering of national and EU health cards. A favourable evaluation of the project could mean that the decentralised citizens' services will be spread to all branch libraries in Aarhus Municipality.

New Library Database: TING The objective of a new cooperation between Aarhus, Copenhagen and DBC is to establish a new library database, a so-called data repository, which users can access from many different interfaces, e.g. on the Internet, via a big screen or via a mobile phone. The database and interface will support users' exploratory and inspirational searching across the libraries' many resources whether it is physical materials, digital databases, user-created data or other web content. TING, which will become an integrated part of the library's coming new website is based on an Open Source-plattform. The vision of the project is to create the technological platform of the future for libraries and to create frameworks for cooperation, which support open systems and rapid development for the benefit of the users.

Display Exposure of Information and Digital Content Through the InfoGallery project, both libraries and Citizens' Services are developing concepts for visualisation of information, offers and services on smaller or larger screens at the libraries and in Citizens' Services access points. The system is Internet-based and is implemented with interactivity, e-mail and SMS-service, options for voting, and event modules.

Bibliotekernes Licensguide Århus Kommunes Biblioteker koordinerer sammen med Gentofte og Roskilde Bibliotek danske folkebibliotekers adgang til database-licenser og markedsføringen af dem overfor brugerne. I Århus har fokus været på markedsføringen af de tilgængelige baser, specielt overfor unge og studerende.

BibStream Projektet har etableret en landsdækkende biblioteksrettet kanal til distribution og opbevaring af film og video indenfor genrerne: Kort- og dokumentarfilm, brugernes egne filmklip, lokalhistoriske film og informationsfilm om biblioteker.

GEOBIB Projektet skal analysere mulighederne for fremtidig integration af geokodning af f.eks. bibliotekernes materialer og andre eksempler på anvendelse af georelaterede og lokationsbaserede services i en biblioteksmæssig sammenhæng.

Rigtige venner Projektet skal belyse bibliotekets rolle som demokratisk væksthus i lokalsamfundet med henblik på borgernes medindflydelse og aktive medvirken i bibliotekets aktiviteter. Det skal bl.a. afklares, hvordan samspillet mellem professionelle og frivillige fungerer bedst.

Slip brugerne løs Projektet har udforsket det kreative og innovative potentiale i metoder til brugerinddragelse af forskellige målgrupper. Metoderne skal være et centralt redskab i udviklingen af Multimediehuset. Projektet har arbejdet med personas og samlet erfaringerne i en række publikationer: Bibliotekets Stemme, Personas, Kogebog til brugerinddragelse og en værktøjsfolder.

Libraries' License Guide Together with Gentofte and Roskilde Libraries, Aarhus Public Libraries coordinates the access to database licenses for Danish public libraries and the marketing of databases to the users. Aarhus has focused on marketing accessible bases particularly to young people and students.

BibStream The project has established a national channel aimed at libraries for distribution and storage of films and video within these genres: Short films and documentaries, users' own film cuts, local historical films, and information films about libraries.

GEOBIB The project is to analyse the options for a future integration of geo-coding of e.g. library materials and other examples of geo-related and location-based services in a library-related context.

True Friends The project will examine the role of libraries as a democratic greenhouse in local communities with a view to ensuring citizens' contributory influence and active participation in the libraries' activities. The project will, among other things, shed light on how the correlation between professionals and volunteers is best utilised.

Unleash the Users The project explored the creative and innovative potential of methods for user-involvement of various target groups. The methods will be a central tool in the development of MEDIASPACE. The project worked with personas and has compiled its experiences in a series of publications: The Voice of the Library, Personas, Cookbook for User-Involvement, and a folder on tools.



Mindspot – ungdomstilbud udviklet i projekt YOUNG

Et utraditionelt samarbejde, hvor unge, ungdomsinteresser og Hovedbiblioteket sammen søger at skabe nye bibliotekstilbud til unge. Gennem 2008 har projektet igangsat en række initiativer og arrangementer og bl.a. flyttet biblioteket ud i byrummet med Spotmobilen (ungdomsbiblioteket indrettet i og omkring en campingvogn). Projektet har derudover produceret foldere, Best Practice rapport, præsentationsfilm, idékataloger og bogen Aftryk – Unge i Århus. De samlede erfaringer og anbefalinger opsummeres i refleksionsrapporten: Mindspot – Make it your Library. www.mindspot.dk

Biblioteket - på mobilen Under sloganet 'Få biblioteket i lommen' blev mobilsitet m.aakb.dk lanceret i november 2008. Sitet er en light udgave af bibliotekets hjemmeside, hvor brugerne nemt kan tjekke deres lånerstatus, forny lånte materialer eller slette reserveringer. Mobilsitet kan give inspiration både via litterære anbefalinger fra litteratursiden.dk og musikanmeldelser fra gaffa.dk. Lige som der findes oversigter over udvalgte nye bøger, film, musik og spil med mulighed for reservering. Ud over praktisk information så som bibliotekernes åbningstider, adresser og kontaktoplysninger, præsenteres andre af bibliotekets tilbud gennem en nyhedsdel og en oversigt over bibliotekernes arrangementer. Mobilsitet er blevet godt modtaget og forventes udbygget med søgning i biblioteksbasen og en række SMS-tjenester.

Mobile Probes og Legende familier er et eksplorativt udviklingsprojekt støttet af Erhvervs- og Byggestyrelsens program for Brugerreven Innovation, som skal afprøve 'Cultural Probes' metoden til brugerinddragelse på en mobil digital platform. Som case indgår projektet Legende familier, der skal indsamle viden om familier og leg og udvikle og teste koncepter for familier med børn, specielt inden for leg og legekultur i tilknytning til biblioteker. Kompetenceudvikling for personalet om leg og legekultur er et vigtigt element.

Mindspot – Youth Service Developed in Project YOUNG

An unorthodox cooperation where young people, youth interests and the Main Library are seeking to create new library services for young people. Throughout 2008, the project implemented a range of initiatives and events, e.g. the library was visible in urban spaces through the Spotmobile (youth library arranged in and around a caravan). Furthermore, the project has produced folders, Best Practice-report, presentation videos, idea catalogues and the book Aftryk – Unge i Århus ('Imprint – Young People in Aarhus'). The aggregate of experiences and recommendations are summed up in the reflection report: Mindspot – Make it your Library. www.mindspot.dk

The Library – via Mobile Phone With the slogan 'The Library at Hand', the mobile site m.aakb.dk was launched in November 2008. The site is a light version of the library's website, where users can easily check their borrower status, renew borrowed materials or delete reservations. The mobile site can provide inspiration through literary recommendations from litteratursiden.dk (Literaturesite.dk) as well as music recommendations from gaffa.dk. Overviews of selected new books, films, music and games are also available with an option for reserving materials. Apart from practical information such as the libraries' opening hours, addresses and contact information, other library services are also presented through a news element and an overview of events at the libraries. The mobile site has been well received and is expected to be expanded with options for searching the library catalogue and a range of SMS-services.

Mobile Probes and Families at Play in the Libraries is an exploratory development project subsidised by the Danish Enterprise and Construction Agency's programme for User-driven Innovation, which will test the 'Cultural Probes'-method for user-involvement on a mobile digital platform. The project Families at Play in the Libraries enters as a case, which will test concepts for families with children especially within play and the play culture in connection with libraries. Competence development for the staff on play and play culture is an important element.

Nye indretninger To områder blev forandret markant i 2008. Første trin var børnebiblioteket, som før lå hengemt ved siden af afleveringsmaskinen. Nu er det første, man ser, når man træder ind på Hovedbiblioteket, den markante orange væg, der løber ned igennem hele børneafdelingen. Børnebiblioteket har dermed fået sin egen identitet. Forløbet frem imod åbningen tiltrak bl.a. interesse fra TV2 Østjylland og NetTv, som lavede nyhedsindslag, hvor personalet agerede tv-stjerner.

Supportpunktet blev indviet i Faglitteratur. Supportpunktet er et udvidet vejledningspunkt med en åben og venlig indretning, hvor brugerne kan få svar på alle deres it-relaterede spørgsmål foruden den sædvanlige bibliotekarhjælp.

Projekter I 2008 fortsatte den brugerorienterede projektretning fra 2007, og Hovedbiblioteket har om nogen været foregangsinstitution for at udvikle tilbud til brugerne på brugernes præmisser.

Projektstitler som YOUng, Slip Brugerne Løs og Legende familier i biblioteket taler deres tydelige sprog om, hvilket fokus Hovedbiblioteket har. Alle projekterne er en del af udviklingen for at skabe det bedst mulige nye Multimediehus, hvis åbning er fastsat til 2014 på havnefronten. Det er centralt, at brugerne tages med på råd, så vi sammen kan skabe de bedste faciliteter.

New Interior Decoration Two sections of the Main Library were altered significantly during 2008. Step one was the children's library which used to be hidden away next to the self-service machine. The first thing you will see now, when you step into the Main Library, is the loud orange wall, which runs the length of the children's department. The children's library has really taken on an identity of its own. The course of events leading up to the opening attracted attention and received news coverage from e.g. the regional TV-news and an internet TV-channel - requiring our librarians to act as TV-stars for a day.

In the non-fiction department, the Support Point was inaugurated. The Support Point is a place of expanded guidance where users can receive answers to all of their questions related to IT as well as receive the usual aid from librarians.

Projects In 2008, the user-oriented course, which projects had taken in 2007, continued. The Main Library has been especially ground-breaking in developing services for the users on the user's own terms.

Project titles like YOUng, Unleash the Users and Families at Play speak for themselves about the focus of the Main Library. All of the projects contribute to developing the best possible MEDIASPACE whose inauguration on the central harbour has been set for 2014. Consulting the users is a pivotal point in order to create the best possible facilities together.

The Main Library is the principal organiser of a national cooperation, which is going to place big screen displays on the agenda in the participating libraries. The displays are going to disseminate information from libraries and, in the long run, from other culture institutions, and hopefully it will evolve into a broad cooperation on culture dissemination with a number of other culture institutions.



Hovedbiblioteket er desuden initiativtager til et landsdækkende samarbejde, som skal sætte storskærme på dagsordenen i de deltagende biblioteker. Storskærmene skal formidle information fra biblioteker og, på sigt, fra andre kulturinstitutioner – det bliver forhåbentlig til et bredt samarbejde om kulturformidling med en række andre kulturinstitutioner.

Arrangementer Hovedbiblioteket har som altid afholdt en lang række arrangementer - op mod 50 - og deraf mange med stor tilslutning. F.eks. tryllebandt Kurt Thyboe ca. 70 tilskuere med sin storytelling, og Susi Hyldgaard sang og fortalte jazz foran et stort publikum. Ligeledes er der gennem året arrangeret op mod 60 tematiske udstillinger rundt i bibliotekets lokaler

Mindspot Mange arrangementer udsprang af ungdomsprojektet Mindspot. Mest spektakulært var indkøbet af en campingvogn, der fik navnet Spotmobilen – inspireret af Batmans Batmobil. Som reklame for Hovedbiblioteket rettet mod unge har den med stor succes og PR-værdi besøgt en række af byens pladser, festivaler og strande.

Events As always, the Main Library has held a large number of events – almost 50 - and many were well-attended. E.g. the author Kurt Thyboe spellbound about 70 audiences with his storytelling and singer Susi Hyldgaard sang and narrated jazz in front of a large audience. Furthermore, almost 60 thematic exhibitions throughout the library have been organised during 2008.

Mindspot Many events emerged from the youth project Mindspot. Especially distinctive was the purchase of a caravan which was named The Spotmobile, inspired by Batman's Batmobile. As publicity for the Main Library directed towards young people, it has visited numerous city squares, festivals and beaches with great success and PR-value.





I 2008 har Lokalbibliotekerne haft særlig fokus på Bibliotekstilbud til børn.

Klubber Flere biblioteker har klubber for børn og børnefamilier. I Højbjerg, Risskov og Viby mødes babyer, søskende og forældre hver uge til træf for krudtugler og englebasser. Ind i mellem er der arrangementer, f.eks. oplæg ved en sundhedsplejerske.

Læsehungrende børn mødes bl.a. i læseklubberne i Tilst, Højbjerg, Risskov. En børnebibliotekar og børnene diskuterer forskellige bøger og deltager i arrangementer, f.eks. besøgte klubben i Højbjerg et forlag. Klubben i Tilst så dagens lys i september, og drengene har udvist den største iver, heraf er halvdelen af anden etnisk herkomst end dansk.

Nintendo Wii-spil er populære blandt børn. Højbjerg Bibliotek har etableret et åbent tilbud 'Vild med wii', hvor 4-5 børn mødes hver anden uge. Circle Computer Club er afsluttet som projekt, men Hasle, Risskov og Viby har budt på aktiviteter som Lego-robot workshop.

Flere biblioteker (Viby, Åby, Risskov, Højbjerg, Sabro og Tilst) viser film for de 3-6-årige. Åby har i samarbejde med Børnekulturhuset en billedskole for børn mellem 10 og 13 år.

Lektiehjælp I 2008 begyndte bibliotekerne i Hasle og Højbjerg at tilbyde lektiehjælp, hvorefter der inkl. Hovedbiblioteket var 7 lektiecaféer. Biblioteket i Tranbjerg er på vej med et lignende tilbud. De 7 caféer fejrede fælles 1 års fødselsdag på Viby Bibliotek, hvor rådmanden uddelte bogpakker med opslagsbøger til en repræsentant for hvert bibliotek. I december drog alle deltagerne fra lektiecaféerne på teatertur og så 'Bøllebob' på Gellerupscenen.

Integration Et af målene i alle lokalbibliotekerne er at fremme integration og inklusion lokalt ved at forbedre tilbuddene til børn og voksne med en flerkulturel baggrund og dermed øge antallet af udlån til målgruppen. Ildsjæle arbejder på at udvikle lektiecaféerne, som mange skolebørn med anden etnisk baggrund end dansk besøger.

In 2008, the branch libraries have focused in particular on library services and offers for children.

Clubs Several libraries have clubs for children and families with children. In Højbjerg, Risskov and Viby, babies, siblings and parents convene every week at a get-together for 'live wires and cherubs'. In between the get-togethers, smaller arrangements take place where e.g. a health visitor gives a talk.

Children with a head for books meet e.g. in the reading clubs of Tilst, Højbjerg and Risskov. A children's librarian discusses various books with the children and they take part in events together. For instance, the Højbjerg club visited a publisher. The club in Tilst was opened in September and especially the boys in the club, half of whom are of a different ethnic background than Danish, have demonstrated great eagerness.

Games for Nintendo Wii are popular among the children. Højbjerg Library has established the open offer "Crazy about Wii" where 4-5 children meet every other week to play. The Circle Computer Club project has been completed but Hasle, Risskov and Viby libraries continued to offer activities like a Lego-robot workshop.

Several libraries (Viby, Åby, Risskov, Højbjerg, Sabro, and Tilst) show films for the 3-6-year-olds. Åby have cooperated with the Children's House of Culture in Aarhus on a painting workshop for children between the ages of 10 and 13.

Homework Cafés In 2008, the libraries of Hasle and Højbjerg began offering extra tuition, bringing the number of such homework cafés to a total of seven including the Main Library's. Tranbjerg Library is also planning such an offer. The seven cafés celebrated their first birthday at Viby Library where the alderman handed out book packages containing reference books to a representative of each library. In December, all participants in the homework cafés took a trip to the theatre in Gellerup, where they saw a popular Danish children's musical.

Integration One of the goals of all the branch libraries is to promote integration and inclusion locally by improving offers for bicultural children and thereby increasing the number of loans to the target group. Activists and enthusiasts are working hard to develop the homework cafés, which are visited by many bicultural schoolchildren.

Indsatsen er tillige styrket ved nyoprettelse af en stilling som integrationskonsulent med tværgående opgaver for Biblioteker og Borgerservice. Derudover har fire medarbejdere på en studietur til London hentet inspiration ved Bookstart, Ideastores m.m.

Litterære arrangementer Litteraturformidlingsprojektet "Læseheste og hundehoveder" har styrket bibliotekets position i det litterære miljø. Projektet, der blev afsluttet i 2008, var et samarbejde med litterære aktører i Århus. Som led heri er der arrangeret fælles arrangementer i byrummet, bogcaféer på bibliotekerne og litterære udflugter. Hjemmesiden www.littaros.dk, der formidler litterære arrangementer m.v., gik i luften primo 2009.

Lokalbibliotekerne har budt på mange arrangementer som forfattermøder på Hald Hovedgård. Viby Bibliotek havde fuldt hus til forfatterarrangementer med Farshad Kholgi, Morten Sabroe og Hanne Vibeke Holst.

Samarbejde med lokalsamfundet Foreningen Sabros Biblioteks Venner arrangerede i oktober et velbesøgt sangarrangement på biblioteket. Foreningen blev dannet i januar 2008 og har på under et år fået omkring 80 medlemmer. Den samarbejder endvidere med de to fællesråd i området, Sabro Korsvejskolen og Sabro-Fårup Lokalhistoriske Arkiv.

I Skødstrup og Harlev har der været holdt borgermøder som led i planlægningen af kombi-biblioteker og det har ført til et tæt samarbejdet med lokalsamfundet.

Kulturhus Herredsvang I februar blev Kulturhus Herredsvang indviet. Foruden et bibliotek huser det også en café, en butik, et tekstilværksted, områdets boligsociale medarbejder samt aktiviteter, drevet af frivillige - det drejer sig f.eks. om malerkursus, edb-undervisning og mavedans. Samlingen af tilbud i Kulturhuset forventes at føre til et tættere samarbejde med lokalsamfundet og øvrige offentlige aktører.

Kulturhuset var i slutningen af 2008 ude for flere uroligheder, der førte til utryghed hos personale og borgere. Der er for at skabe ro og tryghed midlertidigt tilført yderligere personale til biblioteket, etableret en vagtordning samt i kommunalt regi igangsat flere forebyggende initiativer.

The efforts have been additionally strengthened with the establishment of a position as integration adviser. The job involves interdisciplinary tasks for Citizens' Services and Libraries. Moreover, four members of staff found inspiration from Bookstart, Ideastores and more on a study trip to London.

Literary Events *Bookworms and Dog-ears*, a literature dissemination project, reinforced the library's position in the literary environment. The project, which was completed in 2008, involved cooperation with various literary players in Aarhus. As part of the project, events in the city space, book cafés in libraries, and literary excursions were arranged. The website www.littaros.dk, which disseminates literary events etc., was launched at the beginning of 2009.

The branch libraries have offered many different events, e.g. author events at Hald Hovedgård. Viby Library was packed to the brim when author events with popular Danish authors Farshad Kholgi, Morten Sabroe and Hanne Vibeke Holst took place.


Cooperation with the Local Community The association Friends of Sabro Library organised a well-attended singing event in the library. The association was formed in January 2008 and in less than a year around 80 members have registered. Furthermore, the association cooperates with the area's two joint councils, Sabro Korsvej School and Sabro-Fårup Local History Archive.

In Skødstrup and Harlev, public meetings were held as a part of the planning of joint facilities libraries and this led to a close cooperation with the local community.

Herredsvang Culture Centre In February Herredsvang Culture House was inaugurated. Besides a library, the house contains a café, a shop, a textile workshop, the local social housing employee as well as activities, which are run by volunteers. Among these are painting courses, IT instructions and belly dancing. The collective placing of these offers is expected to lead to a closer cooperation with the local community as well as other public players.

At the end of 2008, the Culture Centre experienced some disturbances which led to insecurity among staff as well as citizens. In order to create peace and security, additional staff has been added to the library, an arrangement to have a guard present has been established, and several preventive initiatives have been initiated under municipal auspices.





IT og Kommunikation

www.aakb.dk

ITK Informatik er it-enheden i Kultur og Borgerservice. Afdelingen er medarbejdernes indgang, når man står overfor et it-problem eller hvis forvaltningerne i Kultur og Borgerservice ønsker konsulentytelser indenfor it-udvikling, it i nybyggeri eller it sikkerhed. Afdelingen står for support og udvikling af Bibliotekssystemet og arbejder sammen med Københavns Digitale Bibliotek om TING-projektet (www.gnit.dk) – en ny grænseflade til biblioteksbrugere, hvor en række kilder ud over bibliotekssystemet bliver præsenteret. I 2008 var de største opgaver en fortsat konsolidering af driften og udarbejdelse af IT-Strategi for Kultur og Borgerservice og implementering af Servicedeklaration. Af borgerrettede digitale projekter har ITK bl.a. arbejdet med forberedelse af en ny version af litteratursiden.dk, hjemmeside til Kulturhovedstad 2017 og med bibliotekernes mobilportal: m.aakb.dk.

ITC Informatics ITC Informatics is the IT-unit of Culture and Citizens' Services. The department is the access point for employees who have an IT related problem and for when the administrations of Culture and Citizens' Services need expert advice within the field of IT development, IT in new construction or IT safety. The department handles support and development of the library system and cooperates with Copenhagen Digital Library on the project TING – a new interface for library users in which a number of sources besides those in the library system will be displayed. In 2008, the largest tasks were the continued consolidation of daily operations, the preparation of an IT strategy for Culture and Citizens' Services, and the implementation of the Service Declaration. With regards to digital projects for citizens, ITC has worked on preparations for the new version of the Danish literature site Litteratursiden.dk (Literaturesite.dk), a website for European Capital of Culture 2017, and the mobile portal: m.aakb.dk

IT OG KOMMUNIKATION
IT AND COMMUNICATIONS

ITK Kommunikation I 2008 udarbejdede ITK Kommunikation en fælles kommunikationsstrategi for Magistratsafdelingen for Kultur- og Borgerservice for 2008-2010 og tog samtidig hul på implementeringen af de første ydelser i strategien. Kommunikationsstrategien understøtter de opgaver ITK Kommunikation varetager som en fælles kommunikationsfunktion for Borgerservice og Biblioteker og flere andre forvaltninger i Kultur og Borgerservice. Afdelingen varetager en lang række kommunikations- og markedsføringsopgaver fra strategi og planlægning af kampagner til færdige produkter som videoproduktioner, plakater, flyers, rapporter, websites og blogs til projekter, afdelinger og konferencer i hele magistratsafdelingen for Kultur og Borgerservice. Afdelingen fungerer desuden som projekt- og udviklingsafdeling specialiseret i projektudvikling, projektledelse, kursusudvikling og fundraising. ITK Kommunikation udvikler og vedligeholder desuden bibliotekernes hjemmeside på www.aakb.dk med 8.000 besøg dagligt.

ITK Medier indkøber alle former for materialer til bibliotekerne: Bøger, tidsskrifter, musik CD'er, DVD'er, spil, informationsbaser på nettet, netlydbøger, netmusik mv. Afdelingen forhandler kontrakter, gennemfører EU-udbud samt klargør materialer. ITK Medier står også for katalogisering og vedligeholdelse af data i bibliotekssystemet og deltager i udviklings- og samarbejdsprojekter om e-services til bibliotekerne og adgang til informationsdatabaser på nettet samt markedsføring og formidling af dem. I 2008 har afdelingen gennemført projektet koordineret medievalg, der har omorganiseret indkøbsprocessen, sådan at valget af materialer nu varetages af 8 indkøbsgrupper. I den forbindelse har afdelingen fået en række nye koordinerende opgaver, ansvaret for helheden i medievalget og for bidrag til formidling af information om indkøbene til kollegerne. Afdelingen har i 2008 desuden startet arbejdet på automatisering af processer omkring levering af bøger.

ITC Communications In 2008, ITC Communications drew up a joint communication strategy which applies to the Municipal Department for Culture and Citizens' Services 2008-2010 and at the same time, the implementation of the initial services in the strategy was initiated. The Communication Strategy supports the tasks, which are handled by ITC Communications as a joint communication function for Citizens' Services and Libraries and several other administrations in the municipal department. The department handles a number of communication and marketing tasks – from strategies and planning of campaigns to finished products like video productions, posters, flyers, reports, websites and blogs for projects, departments and conferences throughout the municipal department. The department also acts as project and development department specialising in project development, project management, organisation of competence development and fundraising. Additionally, the department develops and maintains the library website www.aakb.dk which has 8,000 visitors a day.

ITC Media buys all forms of materials for the libraries: books, periodicals, CDs, DVDs, games, online information databases, online audio books, online music etc. The department negotiates contracts, implements EU-tenders and prepares all materials. ITC Media furthermore handles cataloguing and maintenance of data in the library system and participates in development and cooperation projects concerning download services and licences for information databases in addition to the marketing and communication hereof. In 2008, the department has carried out the project Coordinated Selection of Materials, which has entailed a re-organisation of the process for the acquisition of library materials so that the selection of materials is now handled by eight different acquisition groups. In this connection, the department has been given a number of new coordination tasks, the responsibility for a general unity in the selection of media and for contributions to the dissemination of information regarding acquisitions to their colleagues. Additionally, the department started working on the automation of processes regarding the delivery of books in 2008.

Besøg Borgerservice og Biblioteker modtager hvert år besøg af fagfolk fra mange lande, såvel europæiske som oversøiske, ligesom personale fra Århus Kommunes Biblioteker har haft lejlighed til at optræde som oplægsholdere ved adskillige internationale konferencer. I 2008 var der delegationer omfattende knap 300 personer fra 13 lande på besøg. Mange af gæsterne har vist en særlig interesse for at besøge Community Center Gellerup.

PLIN Public Libraries International Network er et netværk af biblioteksledere fra USA, Australien, Canada, New Zealand, England, Tyskland, Frankrig, Holland, Finland, Sverige og Danmark. Det arrangerer international videndeling på biblioteksområdet, blandt andet i form af konferencer. Forvaltningschef Rolf Hapel er medlem i netværket.

Visits Every year, Citizens' Services and Libraries is visited by library professionals from many countries, from Europe as well as overseas. Additionally, staff members from Aarhus Public Libraries have the opportunity to act as speakers at several international conferences. In 2008, the international visits included almost 300 people from 13 different countries. Many of the visitors have been particularly interested in visiting Community Center Gellerup.

PLIN Public Libraries International Network is a network of library managers from USA, Australia, Canada, New Zealand, England, Germany, France, the Netherlands, Finland, Sweden and Denmark. The network organises international knowledge sharing within the library field, including conferences. Manager of Citizens' Services and Libraries, Rolf Hapel, is a member of the network.

INTERNATIONALE AKTIVITETER INTERNATIONAL ACTIVITIES



IFLA og EBLIDA Borgerservice og Biblioteker er medlem af IFLA (International Federation of Library Associations and Institutions) og EBLIDA (European Bureau of Library, Information and Documentation Associations), henholdsvis en global og en europæisk interesseorganisation, der arbejder med bibliotekspolitiske og biblioteksfaglige/juridiske spørgsmål, som f.eks. ytrings- og informationsfrihed og copyright.

Bill og Melinda Gates Fonden Borgerservice og Biblioteker har som tidligere modtager af prisen "Access to Learning Award" et fortsat samarbejde med Bill og Melinda Gates Fonden. Formålet er at fremme videndeling mellem de projekter, det indgår i fondens "Global Libraries" initiativ. Medarbejdere fra Borgerservice og Biblioteker bidrager til den faciliterede videndeling og diskussion i Gates Fondens regi.

EU-projekter Gellerup og Hasle biblioteker deltager i 2008 og 2009 i projekt Untold Stories, der er støttet af EUs Grundtvig program.

Untold Stories handler kort fortalt om, at borgere i de deltagende lande skal dele deres ufortalte historier med hinanden. Historierne ligger på en fælles web-site: www.untoldstories.eu, som er en brugervenlig platform til digital storytelling, der anvender populære sociale teknologier inkl. Web 2.0. Biblioteks- og museums personale i de fire regioner er trænet i at støtte indvandrergrupperne i de forskellige teknikker, som digital storytelling kræver. Projektpartnerne er Danmark, Grækenland, Tyskland, Tjekkiet og Schweiz.

IT og Kommunikation er 1 af 14 partnere i ENTITLE, der er et 2 årigt multilateralt projekt under EUs program for livslang læring. Formålet med projektet er at udbrede og udnytte de resultater der er opnået i andre projekter om livslang læring i biblioteker, arkiver og museer med særlig fokus på projekterne Calimera, DILMULLI, PuLLS OG PULMAN.

ENTITLE står for Europe's New Libraries Together in Transversal Learning Environments. Information om projektet kan findes på www.entitlelll.eu.

IFLA and EBLIDA Citizens' Services and Libraries is a member of IFLA (International Federation of Library Associations and Institutions) and EBLIDA (European Bureau of Library, Information and Documentation Associations), a global and a European interest group, respectively. These two organisations are working with library political and library professional/legal issues such as freedom of speech and information and copyright.

Bill and Melinda Gates Foundation Citizens' Services and Libraries has, as a previous recipient of the 'Access to Learning Award', continued its cooperation with the Bill and Melinda Gates Foundation. The objective is to promote knowledge sharing between projects that are included in the foundation's 'Global Libraries' initiative. Staff members from Citizens' Services and Libraries contribute to the facilitated knowledge sharing and discussion under the Gates Foundation's auspices.

EU-Projects Gellerup and Hasle Libraries participate in project Untold Stories in 2008 and 2009. The project is subsidised by the EU's Grundtvig programme.

In short, the aim of Untold Stories is to encourage citizens of the participating countries to share their untold stories with each other. The stories are uploaded to a common website: www.untoldstories.eu, which is a user-friendly platform for digital storytelling using popular social technologies including Web 2.0. Library and museum staffs in the four regions are trained in supporting immigrant groups in the various techniques required by digital storytelling. The project partners are Denmark, Greece, Germany, the Czech Republic, and Switzerland.

IT and Communications is one of 14 partners in ENTITLE, a two-year multilateral project under the EU's programme for lifelong learning. The aim of the project is to disseminate and utilise results achieved in other projects on lifelong learning in libraries, archives, and museums with a special focus on the projects Calimera, DILMULLI, PuLLS, and PULMAN.

ENTITLE is an acronym for Europe's New Libraries Together in Transversal Learning Environments. Information about the project can be found at www.entitlelll.eu

Besøgsrunde til regionens biblioteker: I januar 2008 besøgte Centralbiblioteket alle biblioteker i regionen med det formål at prioritere indsatsområderne for CB-opgaverne i 2008/2009. Drøftelserne tog udgangspunkt i "Fra information til viden" og resulterede i et idékatalog med beskrivelse af de initiativer, der skulle iværksættes.

Kurser, konferencer og temadage: I 2008 blev der som tidligere år arrangeret en række kurser, temadage og workshops for bibliotekspersonale i Århus regionen. Kurserne omfattede forskellige emner som digital fotografering, stress/arbejdsglæde, styr på tiden, projektledelse, børnelitteratur m.m. I samarbejde med Randers Bibliotek blev der afholdt en workshop om brugerundervisning. Desuden afholdt en række innovative projekter velbesøgte temadage, workshops og konferencer under titler som "Circle Computer Club", "Bibliotekernes visuelle udfordring", "Brugerdreven innovation som udviklingskraft", "Fra rumvæsen til rumskaber – unge som innovationskraft" og "Lad os få noget på skærmene". På debatmødet "Fra strategi til handling: Innovation i børnenes biblioteker" blev de 10 anbefalinger fra Styrelsen for Bibliotek og Medier til udvikling af biblioteksbetjeningen af børn og familier diskuteret.

Information: I 2008 blev www.netvaerket.org lanceret. Netvaerket.org afløser Bog'art, der gennem en årrække udkom som elektronisk tidsskrift. www.netvaerket.org skal skabe et digitalt interaktivt fagligt og socialt netværk med informationer og nyheder af interesse for biblioteksmedarbejdere.

Kompetenceudvikling: Indsatsområdet for Biblioteksstyrelsens "Kompetenceudvikling i fire netværk" var i 2007 og i 2008 styrkelse af borgernes kendskab til offentlige digitale selvbetjeningsløsninger med fokus på anvendelse af www.Borger.dk. I uge 47 afholdt stort set alle danske biblioteker i samarbejde med IT- og Telestyrelsen en landsdækkende kampagne for Borger.dk. I samme uge blev der afholdt en lang række kurser i digitale selvbetjeningsløsninger. Kontaktpersonnetværkets kompetencer blev styrket gennem afholdelse af to nationale workshops og lokale netværksmøder og der blev oprettet en fælles hjemmeside for de fire netværk: www.kompetencenet.nu

Visits to Libraries in the Region In January 2008, the County Library visited all libraries in the region with an aim to prioritise focal points for the county library tasks in 2008/2009. The talks were based on 'From Information to Knowledge' and resulted in an idea catalogue with descriptions of the initiatives to be implemented.

Courses, Conferences and Seminars As in previous years, a range of courses, seminars and workshops for library staffs in the Aarhus region were organised. Subjects ranged from digital photography, stress/job satisfaction, time managing, project management, children's literature etc. A workshop on teaching users was held in cooperation with Randers Library. Furthermore, a number of development projects held well-attended seminars, workshops and conferences. At the discussion meeting 'From Strategy to Action: Innovation in Children's Libraries', the ten recommendations from The Danish Agency for Libraries and Media for developing the library service of children and families were discussed.

Information In 2008, www.netvaerket.org was launched. The online network replaces Bog'art which for many years was published as an electronic periodical. www.netvaerket.org aims at creating a digital and interactive professional and social network with information and news which are of interest to library employees.

Competence Development In 2007 and 2008, the focal point for The Danish Agency for Libraries and Media's 'Competence development in four networks' was to strengthen citizens' knowledge of public digital self-service solutions with focus on the use of www.borger.dk (Citizen.dk). During the third week of October, most Danish libraries carried out a national campaign for Citizen.dk and a wide range of courses on digital self-service solutions were held. The competences of the network of contact persons were strengthened through two national workshops and local network meetings and a common website for the four networks: www.kompetencenet.nu was set up.

KEY FIGURES

NØGLETAL

Afdeling Branch	Abningstimer pr. uge Weekly opening hours	Indbyggertal i virkeområdet Population in the area	Internet PC til publikum Internet PCs for public use	Besøg Visits	Besøg % Visits pct.	Udlån Circulation	Udlån % Circulation pct.	Udlån pr. besøg incl. webudlån Loans per visit incl. web loans	Udlån pr. indbygger Loans per inhabitant	Personale Staff	Udlån pr. ansat incl. webudlån Loans per staff member incl. web loans	Materialer Stock of materials	Cirkulationstal Circulation figures
Hovedbiblioteket	53	70.352	119	592.163	31,5	1.976.971	37,1	3,3	28,1	83,96	23.547	435.265	4,5
Beder-Malling	21	9.068	8	35.534	1,9	92.108	1,7	2,6	10,2	1,90	48.478	14.793	6,2
Egå	19	9.698	12	31.729	1,7	62.660	1,2	2,0	6,5	1,17	53.556	13.478	4,6
Gellerup*	40	19.415	30	170.310	9,1	141.065	2,6	0,8	7,3	11,13	12.674	35.650	4,0
Harlev	20	4.441	3	17.750	0,9	55.471	1,0	3,1	12,5	1,33	41.707	12.949	4,3
Hasle*	38	22.311	24	71.917	3,8	96.595	1,8	1,3	4,3			21.327	4,5
Hjortshøj	14	3.144	6	11.840	0,6	45.758	0,9	3,9	14,6	0,67	68.296	7.416	6,2
Højbjerg	49	22.442	16	102.108	5,4	403.368	7,6	4,0	18,0	9,06	44.522	58.727	6,9
Kolt-Hasselager	22	5.971	4	16.129	0,9	32.313	0,6	2,0	5,4	0,79	40.902	12.475	2,6
Lystrup	32	12.419	7	70.290	3,7	199.914	3,7	2,8	16,1	4,04	49.484	25.977	7,7
Risskov	48	27.692	12	209.754	11,1	709.430	13,3	3,4	25,6	15,93	44.534	95.479	7,4
Sabro	15	3.991	2	7.301	0,4	40.802	0,8	5,6	10,2	0,90	45.335	9.106	4,5
Skødstrup	20	6.996	6	24.489	1,3	94.765	1,8	3,9	13,5	1,44	65.809	14.621	6,5
Solbjerg	18	4.685	4	9.538	0,5	41.290	0,8	4,3	8,8	0,98	42.133	15.999	2,6
Tilst	33	15.017	10	76.856	4,1	180.760	3,4	2,4	12,0	5,37	33.661	32.242	5,3
Tranbjerg	32	12.879	9	73.994	3,9	162.072	3,0	2,2	12,6	4,15	39.054	33.914	4,8
Trige	23	4.196	3	36.921	2,0	42.043	0,8	1,1	10,0	2,35	17.891	12.179	3,5
Viby	48	33.017	17	164.437	8,7	529.045	9,9	3,2	16,0	10,42	50.772	66.273	8,0
Åby	48	10.767	19	158.786	8,4	426.431	8,0	2,7	39,6	11,50	37.081	70.174	6,1
Øvrige LB										9,83			
Web udlån						(2.054.349)*	(38,5)						
ITK										26,53		9.899	
Øvrige ÅKB												451	
Ialt	593	298.501	311	1.881.846	100,0	5.332.860	100,0	2,8	17,9	203,45	26.212	998.394	5,0

* Personalet i Hasle er talt med i Gellerup

Staff from Hasle Library is included in staff figures for Gellerup Library

* Webudlån er fordelt forholdsmæssigt på de enkelte biblioteker

Web-circulation has been distributed proportionally to the individual libraries



BORGERSER
OG BIBLIOTEK
TÆT PÅ DIG

ROCK
STAR