Advancing Digital Empowerment
of Libraries in Europe

Case studies template

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Introduction

This document provides the template for the development of the Case Studies on digital transformation in libraries.

The ADELE project aims to contribute to the internationalisation of organisations that choose a path of digital transformation. Through the network they can connect, collaborate, compare, and exchange ideas with organisations across Europe and beyond.

The 100 case studies are aimed at initiating the digital transformation of libraries and inspiring libraries that want to improve their performance on certain areas of the tool.

The areas of the ADELE tool cover the use of digital technologies in libraries from different perspectives: management, infrastructure and equipment but also lifelong learning, users training opportunities and community and stakeholders involvement.

The case studies may be linked to an activity, a service, a new professional profile, an initiative, a place or a library infrastructure in line with the areas and the statements of the ADELE tool. We aim to create a database of good practices to foster innovation and the adoption of digital practices in the library.

Library presenting the case study (Name, city, website and contact details)	Biblioteca civica di Cuneo, Cuneo, Italy Website: www.comune.cuneo.it/biblioteca General email: biblioteca@comune.cuneo Contact email: luca.giaccone@comune.cuneo.it

Title of the case study	Advance loan request
Area of ADELE tool illustrated by the case study *Please underline the selected area*	x Management ☐ *Infrastructure, Equipment and Support* ☐ *Continuing Professional Development* ☐ *Self-reflection on digital competences* ☐ *Learning opportunities on digital competences for users* ☐ *Collaboration, Networking, and Community*
Description of the experience: aim, methods and outcomes	During the COVID-19 pandemic, the library was unable to open its doors to its patrons. It was therefore necessary to develop a new method of applying for loans in advance. It has been selected for the Cognito online platform. Once the restrictions have ended, the library has decided to keep the request forms active, to meet the needs of users, who have shown that they like the new method of requesting books. In the latest service satisfaction survey - completed by 483 users - it emerged that 61.1% of those interviewed know about this new method and evaluate it with a satisfaction rating of 9.2/10. Although much less used than during the pandemic period, this new method represents a valid alternative for those who do not have so much time to visit the library. When the request is processed, the library replies via email, and from that moment the user has a week to come and collect the books, finding them ready for an instantaneous transaction. A final suggestion/reflection for the implementation of the service: home delivery would be very effective, perhaps with a small fee. It would certainly be a great option to overcome the limitations of opening hours, which are insufficient in many cases.
Resources needed to implement the idea Please, provide any link and/or send them in attachment	Cognito platform (or other platform): the request form is managed through the Cognito platform, already used for other services, such as purchase proposals and annual evaluation questionnaires. The platform is free for up to 500 entries per month, then becomes paid. The library can manage its services with the free version, which includes the customization of the request forms, then embedded in libraries' websites. When patrons submit a form, the library receives an email alert. The request is printed, the books are loaded in the reader's card and then an email notification is sent, with collection instructions. Library staff to prepare the loans
Target groups	All users
Elements of innovation	This new tool proved to be very effective for those who know in advance the books to get to loan. It greatly speeds up the transaction for users and lightens the operations at the loan counter. This tool also requires a workload in processing requests, but the advantage is that the librarian can choose when working on this task. The dissemination of the form has also allowed the collection of many updated email addresses, obviously useful for many other services.

Tips to other library staff using this idea	To be aware that this service, once implemented, can be difficult to remove (as users who use it obviously find it very convenient). To communicate the service delivery times effectively and organize your staff accordingly to meet those deadlines. It's very embarrassing to receive a visit from a user who filled out the form, for example, two hours before and expects to find the books ready. Instead, we recommend clarifying the typical processing time for requests right from the form completion. To always cross-check the data entered with the information you have on hand. This way, you can identify, for example, many non-functional mobile phone numbers.
Keywords	#advanceloan #digitalservice
References	https://www.comune.cuneo.it/cultura/biblioteca/moduli-di-richiesta/richiesta-prestiti.html