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Advancing Digital Empowerment
of Libraries in Europe

Case studies template

PR2



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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.



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<p>Library presenting the case study (Name, city, website and contact details)</p>	<p>Bibliothek im Zentrum A-2700 Wiener Neustadt / Schlögelgasse 22-26 Website: https://www.fhwn.ac.at/hochschule/infrastruktur/bibliothek/bibliothek-im-zentrum General email: Bibliothek@fhwn.ac.at Contact email: Rebecca.ullmer@fhwn.ac.at</p>
<p>Title of the case study</p>	<p>Library fusion – digital transformation – one higher step</p>
<p>Area of ADELE tool illustrated by the case study <i>Please underline the selected area</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> Management <input checked="" type="checkbox"/> Infrastructure, Equipment and Support <input type="checkbox"/> Continuing Professional Development <input type="checkbox"/> Self-reflection on digital competences <input type="checkbox"/> Learning opportunities on digital competences for users <input type="checkbox"/> Collaboration, Networking, and Community
<p>Description of the experience: aim, methods and outcomes</p>	<p>The project described in this case study was part of a bigger project to merge two libraries. From 2016 to 2019, the public library of Wiener Neustadt and the library of the University of Applied Sciences merged into one library.</p> <p>During this merge, the old borrowing system for books was changed to the Radio Frequency Identification (RFID)-led borrowing system. The online catalogue was also developed to include more features for the users of the public library.</p> <p>In February 2018, the library system for both libraries was changed to the OCLC's WorldShare Management Services (WMS). This meant that all the media from both library catalogues were digitally moved to one catalogue. After this, all the public library books were given a RFID sticker.</p> <p>The merging of the catalogues into one brought several advantages to the public library users: they could search the catalogue of both libraries at once even if the collection was physically separated, and they could prolong the borrowing of books online using the reservation system.</p> <p>In October 2019, the books were moved to their new location and users were then able to borrow books on their own using the new online catalogue, without the help of the library staff. This new booking system freed up time for the library staff, reducing the manpower needed at the service desks and allowed them to work on other projects.</p>
<p>Resources needed to implement the idea Please, provide any link and/or send them in attachment</p>	<ul style="list-style-type: none"> - Human resources - A well structured infrastructure for the books - The OCLC WMS tool - A system librarian - Several webinars were hosted to learn more about the tool. This was a necessary step to completing the merge of the two libraries into one.
<p>Target groups</p>	<ul style="list-style-type: none"> - Users of the public library



<p>Elements of innovation</p>	<p>The change to the RFIG-led borrowing system emerged because the old town library didn't have any new technology. The library programme was only used for managing books, sending reminders, and administering the addresses of the users for handling with the yearly fee.</p> <p>This project stands out to other RFID projects and other projects because: one of the libraries already used RFID while the other one did not, and because it included two teams from two different libraries (one public library and one scientific library).</p>
<p>Tips to other library staff using this idea</p>	<ul style="list-style-type: none"> - This part of the merge was an important step for the team and the users. And it was also important for the future of the library, with the new technology we got more time for our users and our users got more independent. Users were also able to access scientific content and a lot of public knowledge. - If you are planning to implement a merge like this, take enough time and set up a good routine for the RFID change. For example, every book which is returned is included in the RFID process. This is also a good opportunity to sort through old books, because you have to take each book up. - Users still needed help with borrowing and needed support using the online catalogue. The library staff needs to be trained in explaining this to library users.
<p>Keywords</p>	<p>#catalogue</p>
<p>References</p>	<p>Visit the library: https://mpembed.com/show/?m=5KC5PoQDMSf&mpu=920 https://www.fhwn.ac.at/hochschule/infrastruktur/bibliothek/bibliothek-im-zentrum https://www.oclc.org/en/home.html https://www.oclc.org/en/worldshare-management-services.html</p>