Library to Learning Centre

Six years later



Kirsi Heino

18.10.2022

- Library building designed by Alvar Aalto, built in 1970
- Only minor renovations until 2015

Aalto-yliopisto Aalto-universitetet Aalto University KIRJASTO Bibliotek Library

The birth of Aalto University (and the library)

- Merger of three universities 2010
 - Helsinki School of Economics
 - Helsinki University of Technology
 - University of Art and Design
- Merger of three university libraries
 - Three campuses
 - Each one had the best possible ways of working (and the others had not)
 - Getting to know each other took quite a while



The beta version

- Decision (2012) to move all schools and services to the same campus
- The library would also have just one location
- Good results of an "experiment": a student hub within a campus library
- The *Learning Centre beta* opened 2015, and served as a temporary space during the renovation



Architects

Three architecture offices were involved in the project

- Kuudes kerros (sixth floor, now only Kuudes) was responsible for the service design
- NRT was main designer
- JKKM was interior designer



Service design

- The planning of the renovation started as a service design project
- 200 customer interviews
- 23 new product ideas
- new service concept
- customer in the centre, not the collections
 - "Why do the books always get the best places?"

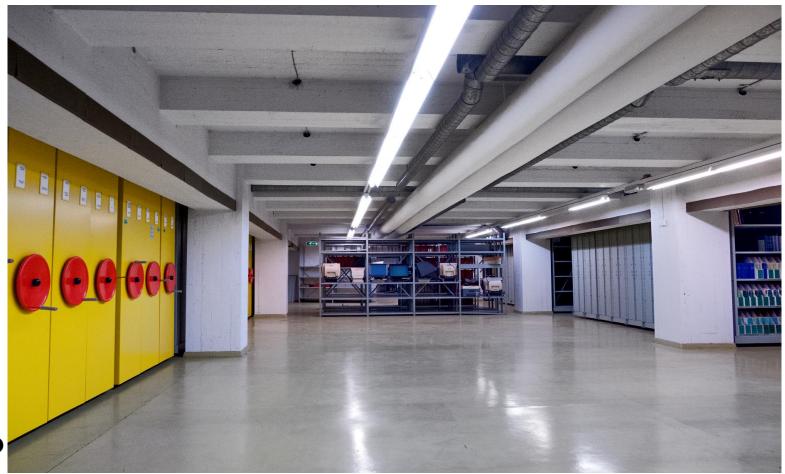


Changes in the building

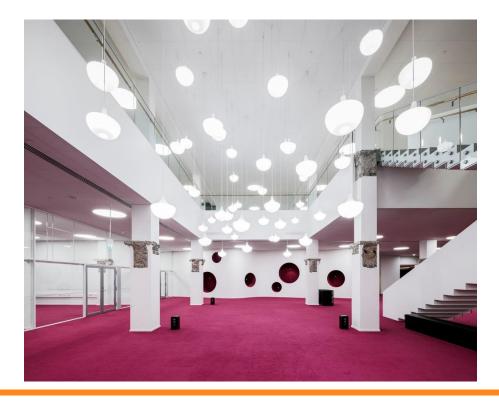
- One of the storage floors removed
- Customer service point moved from 2nd floor to lobby
- Printed collection reduced from 16 to 5 km
 - Less space for collections, more for customers
 - Usage of collections reduced >70% from 2002
- Open multi-purpose space instead of closed collection space
- Staff working space: no dedicated rooms or even tables, space can be used by all Aalto staff
- Some parts of the building had to be preserved (architect: Alvar Aalto)



Before: The underground floor



After: The Makerspace





Before: The lobby. Where do I go from here?

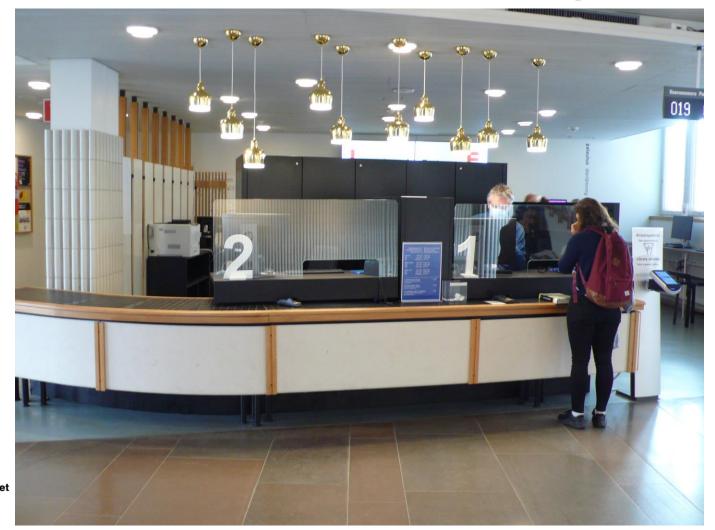




First version of the customer service point



Second version of the customer service point



Aalto-yliopisto Aalto-universitetet Aalto University

Before and after: the plans

- 24/7 room: not used very much, now a paper store
- Visual Resources Centre: not as popular as expected
- no Café at the moment
- the cave: very popular
- silent reading space: more popular than expected
- service point: accessible for customers



Trends

- Visitors: 214 000 (2010) -- > 380 000 (2018) (+77%)
- Service encounters: 19 000 (2018) (5% of visitors)
- Number of loans: -70% (2002-2018)
- Use of electronic resources: +600% (2002-2018)
- Number of employees has decreased
- No new recruitments -- > personnel gets older



Organizational change

- Aalto University Library / Learning Centre ceased to exist as an organization 1.1.2018
- No library director
- Services and 61 employees divided between four units and eight teams
- Tasks and duties rearranged



The effects of change

- Flow of information has worsened
- Service hours shorter
 - Opening hours longer
 - No negative feed-back from customers
- The "librarian identity"?



The future?

- The needs of the customers change.
- Space has become more important.
- Printed collections are less important.
- open science?
- new requirements for staff competence
- Are libraries still needed?

