



open+™

CASE STUDY

open+™ by bibliotheca allows Taarbæk Library to stay open for community access

KEY STATISTICS

Collection Size: 297,015 | Annual Circulation: 138,000
Population Served: 54,000 | LMS: Open Source, Drupal

CASE STUDY: TAARBÆK LIBRARY, DENMARK

Background

Lyngby-Taarbæk is a municipality situated north of Copenhagen, Denmark, with a population of around 54,000. The municipality is made up of Lyngby, the main commercial centre home to large department stores and leading colleges, and several smaller towns and villages known for their small-knit communities and wide spanning parks and gardens.

The residents of Lyngby-Taarbæk are served by two libraries in the kommune, the larger City Library located in the heart of Lyngby and a smaller community branch based in the town of Taarbæk. Taarbæk Library is housed within the same building as the local community school and is accessible to all students attending the school as well as members of the public. The library has been offering its services this way since autumn 2013 after the municipality, facing challenging budget cuts, had to unavoidably close the local library premises and find an alternative way to provide the residents of Taarbæk with library facilities.

Incorporating the community library into the local school was a natural choice as it would allow all members of the community to benefit from the library's facilities, however, as the school is only open for a certain number of hours during the day a solution was needed to ensure the community could access the library

outside these hours, at times when the school was not open. With this in mind, the municipality knew that the best fit for the library was an open library system – an increasingly popular solution used by libraries to extend the hours they operate and tailor the hours they are open - with or without staff being present.

Solution and Challenges

The municipality decided that the solution to be deployed in Taarbæk Library was bibliotheca's open+ system - a solution that is installed in over 130 libraries in the Nordic region. open+ has been designed to work with a library's existing infrastructure and provide the ability to automatically monitor and control various aspects in any library environment. With the solution, libraries are able to determine the hours they are open & manned, and open & unmanned, to suit their individual community needs.

Using a range of software and hardware components, patrons are able to easily access the library via an automated access control system, and as open+ allows libraries to configure the solution to control lights, self-service kiosks, public computers and security alarms and cameras, patrons can conduct their library transactions just as they would normally - even though staff members may not be present.

For Taarbæk Library, the solution has meant that they can still offer residents in the community access to library facilities, Jeppe Bjørn, Head of Libraries in the Lyngby-Taarbæk municipality comments: "the budget cuts we were undergoing made it impossible for us to keep our local libraries running as they were - we needed to do something. open+ has ensured that residents in the Taarbæk area still have a local library they can visit – they don't have to make a long journey into the City when they have this on their doorstep."

Although Taarbæk Library is thriving with the open+ solution, Jeppe states that when initially planning on introducing an open library service to the community there were some slight concerns: "we did wonder what kind of use



An integrated CCTV system ensures optimum security and safety

“Without open+ we would have been forced to close the local library altogether – which would have been devastating as it is such an integral part of the community”

Jeppe Bjørn, Head of Libraries

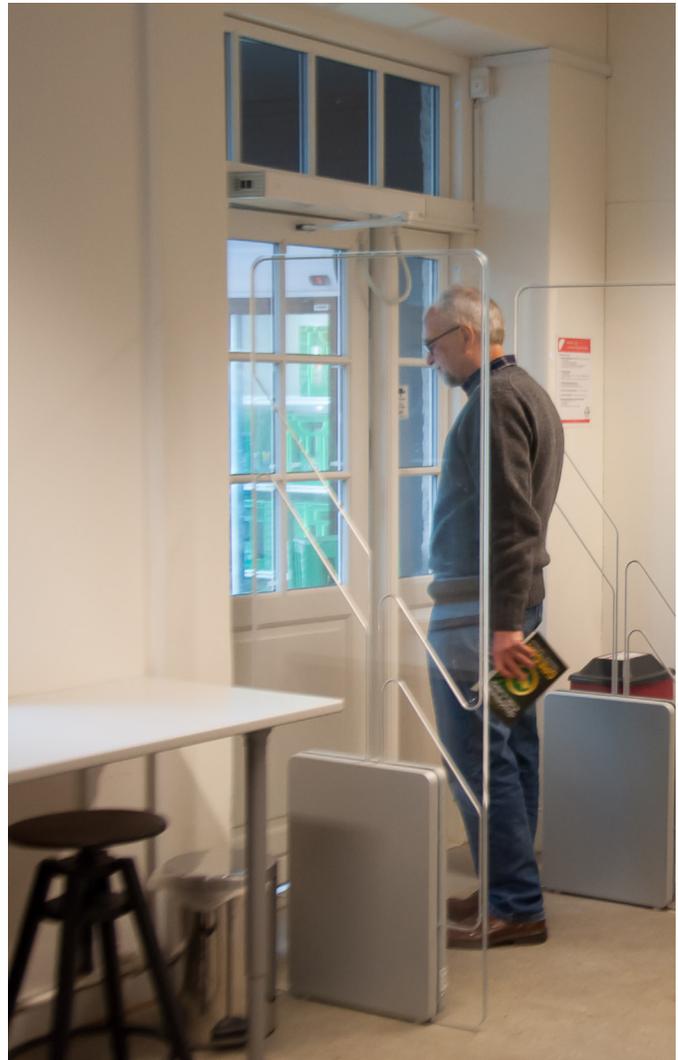
the library would be subjected to and if there would be any vandalism, especially at night – we wondered if users would feel safe and comfortable going into a library where there are no staff present. However, we have seen that patrons are more than happy to visit the library at any time of the day and we have had no vandalism at all - this is something I think is down to trust, if you show patrons that you are willing to hand over the library to them, they will respect it and look after it.”

Results

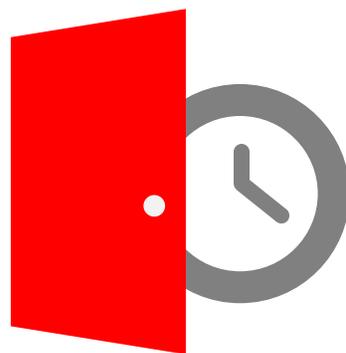
The obvious benefit of implementing an open+ solution is the fact that there is still a community library for the Taarbæk residents to access; Jeppe states “the community is very happy that we were able to introduce open+. Without doing so we would have been forced to close the local community library altogether – which would have been devastating as this is such an integral part of the community and an important meeting place.”

Since deploying the system, Taarbæk Library has been able to provide access to the library's facilities until 22:00 each evening, and from 07:00 on the weekends – a vast increase on its previous operating hours of 14:00 – 17:00 on weekdays and 10:00 – 14:00 on weekends. Taarbæk Library has been scheduled so that the library is unmanned the majority of time, however, the municipality has ensured that a certain number of hours a week are manned by staff, meaning if a patron does want to speak to a librarian they can arrange their visit to coincide with these hours.

The success of open+ at Taarbæk Library has made the municipality realise the possibilities of the solution and how it can help maintain and extend library facilities in other areas of the region, Jeppe adds “the thing about the open library concept is that we can look at offering more library services in other parts of the municipality. Not everyone can get to the main bigger library in the City - but this service makes it possible for us to create decentralised libraries so that more people can access the service. We are already planning on opening two more open+ libraries in the next 12 months.”



open+ has made it possible for community members to still have access to library facilities



openTM+

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