

Malmö City Library

CASE STUDY

Giving Children a Voice at Malmö City Library
(Sweden)



Overview

When staff members at Sweden's Malmö Public Library found out they would be moving their children's area to a different part of the building, they saw an opportunity to reshape the experience of their young users and ensure their continued success in serving their audience in future years.

The Challenge

CREATING A MORE INTUITIVE SYSTEM

The staff already knew about the children's favorite books—such as the popular Swedish series about a child called Alfons Åberg and his dad—but they wanted to learn about their passions and ways of thinking. To achieve this goal, the staff conducted a series of workshops. “We wanted the children to have a voice planning what the library would be,” says Malin Gillberg, Children's Library Project Manager. We wanted to collaborate on a system with children that would be more intuitive and make it easier for children to find what they wanted so that they feel a sense of ownership with their library.”

Solution

IMPROVING THE PROCESS WITH AN EASY APP

Based on the results of their workshops, forty-five new categories emerged into groupings such as How Does it Work?, Wild Animals,

My Body, and Life. Location codes need to be changed and updated in their library system, and the activities of several staff members would need to be carefully coordinated. They decided to utilize Innovative's Mobile Worklists product.

Using the app with iPhones they already had, the staff created about forty-five item lists with new categories, subcategories, and locations. Then they used their iPhones to quickly scan the barcodes on the materials into their item lists in Mobile Worklists. Some of the staff worked on the same list simultaneously to speed up the process when multiple staff members were available. Later, the lists were updated in Sierra in batch.

Results and Benefits

SAVING TIME EQUALED SUCCESS

As a development partner for Mobile Worklists 1.1, Malmö Public Library staff provided substantive feedback to Innovative's development team based on their real-world use of the app.

“Mobile Worklists has a beautiful interface,” says Christina Mattisson, Systems Librarian. “Staff scanned 20,000 books over three months. Our reclassification and moving project was so huge that I cannot even estimate how long it would have taken without Mobile Worklists. I don't even know how we would have managed without it.”

Get in touch

If you're interested in discussing Mobile Worklists for your library, contact us: www.iii.com • sales@iii.com • (510) 655-6200