

Librodigital



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Organisation: The Icelandic Talking Book Library

Country: Iceland

Level of government: Central government

Sector: Education, General public services

Type: Digital, Public Service

Launched in: 2011

Overall development time:

18 months

Link to the innovation's website

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Description

The Icelandic Talking Book Library (ITBL) was digitalised in 2009. A library system was needed in order to distribute its material to the patrons. The library had an old system that could only deal with lending out copies of cassette books but not digital audio books to the end user. The library looked for several options and found out that:

- There were very few options for digital libraries that were good and affordable enough for our organisation.
- The central Icelandic library system could not be adapted to the needs of the ITBL.
- Libraries in most other Nordic countries were using the first two mentioned options and were unhappy with their systems. They were also looking for new options. ITBL found an Icelandic software development company, Programm ehf. Together we started developing a brand new system, adapted to the needs of a digital library. The new system librodigital (see [libro.is](#)) is both a library and production system and is owned 50/50 by ITBL (a public organization) and by Programm (a free market business). The system was launched in May 2011 and has had no downtime. We are extremely happy with it. Other libraries in the Nordic countries have shown interest in librodigital and are looking into it as an option for their libraries.

The libraries invisible stock is organised inside librodigital. Since librodigital is a library and production system, all products (talking books) made in the library (audiobooks) go through it.

Why the innovation was developed

It was a response to very fast internal and external changes in the digital world and in the organisation. The library was digitalised in 2009 which needed a whole new system for distribution and organising of the media.

Objectives

Improve access, Improve efficiency, Improve user satisfaction

- Revision of administration.
 - New ways of distribution.
 - Faster end-user services.
 - Online delivering.
 - More accessible formats.
 - Option of self service.
 - Easier access to media.
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Main beneficiaries

Academia, Civil Society, General population, Government bodies, Government staff, Students, Young people

- Members of the library who can have access to books from their computer.
- Broader public can gain from more efficient service delivery.

Results

Efficiency

When the librodigital was activated the user group quadrupled in a short amount of time.

- The library can now serve 7 000 active users compared to 1 600 in 2007 - due to online serving and downloading services.
 - The library has no need of keeping a stock of actual copies any more. This saves a lot of space and money.
 - The users can borrow books through the internet, which saves the library a lot of energy and material cost.
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Effectiveness

The library can serve a larger group on the same budget and 50% of the users download material from the homepage themselves. Young students are 90% of the downloaders group.

Service quality

Accessibility:

The stock was tied down in cassette books before the library was digitalised and librodigital was implemented. Now all users who have access to computers have access to the library 24/7.

The users can get what they want when they want it because of the digitalisation. There are no waiting lists for books.

Responsiveness:

90% of users between the age 15-20 years download books from the website. 60% of total loans go through self service.

Reliability:

The system has been stable and there have been no delays or downtime.

User satisfaction

The number of users are growing constantly.

Evaluation

The librodigital project was acknowledged by the public sector and was honoured as an outstanding innovation in the public sector.

<http://www.nyskopunarvefur.is/node/136>

Development

Design

The innovation was a result of a two year process of consulting different organisations of the same kind, several software developing companies and observing the services and systems in other countries. The program was developed in close cooperation between the library and the software development company, Programm. A thorough list of what was expected and needed was made before the development started and during the development the two partners had weekly meetings where all the staff of the library and the head of Programm met to test and review the new system.

Design time: 12 months

Testing

- Weekly meetings with all the staff of the library and the software developer.
- Prototypes of librodigital were tested by the staff.
- In house and out house testing for every prototype.
- Group of users tested the online function.

Testing time: 12 months

Implementation

Tools used:

A tight hand on testing and correlation by the superiors of the library and the software company.

Resources used:

- Programm (the software developers) offered to deliver a system for ISK 5 million (about EUR 30 000).
- The library put in hundreds of man hours without extra cost for the organisation. All was done in daytime.
- Librodigital has been constantly improved since 2011 when it was installed.

Implementation time: 2 days

Diffusion

Librodigital has been introduced to similar libraries abroad. A homepage in English can be visited (www.libro.is). A booklet was also sent to digital libraries all over Europe.

Diffusion time: on-going

Challenges and solutions

The challenges turned out to be quite complicated since the library needed to review the cataloguing of the existing stock as well. Since we were distributing new kind of media, digital books, we also needed to foresee what the system would have to be able to deal with in the future.

Partnerships

Programm ehf.

Private sector

ITBL worked together with an Icelandic software development company: Programm ehf. Together we developed the new system.

Lessons Learned

Lessons Learned

- It is extremely important to include all the staff in small organisations in the process.
 - A system does not have to be in “hostage” under bigger IT service companies.
 - It is very important to prepare by talking to all kinds of experts and learn from other countries mistakes or things that are well done.
 - Everything is possible, even in the middle of an economic crisis.
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Conditions for success

- Motivated leader.
- Motivated staff.
- Patience.

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