Extending Community Reach

“My Open Library” Pilot

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My Open Library
Unlimited Access 8am-10pm
Development of Open Libraries

- Denmark since 2004
- Nordic Countries since 2010
- More recently – UK, Germany, Netherlands, Far Eastern Countries, US and Ireland
- Academic libraries
National Context
## National and Local

<table>
<thead>
<tr>
<th>National –30 LA’s</th>
<th>Local – Offaly</th>
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<tbody>
<tr>
<td>1,500 staff</td>
<td>24 staff</td>
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<td>333 branch libraries, 30 mobile libraries</td>
<td>8 branch libraries</td>
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<tr>
<td>1.1 million users in 2015</td>
<td>14,557 users in 2016</td>
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<td>17.3 million visits in 2016</td>
<td>260,529 visits in 2016</td>
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<td>17.9 million issues in 2016</td>
<td>251,815 issues in 2016</td>
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What is “My Open Library”?

- A Library which has staffed hours and unstaffed hours open every day from 8.00am to 10.00pm

- Members (aged 16 and over) sign up for the service – new terms and conditions

- Technology – controls alarms, cctv, lighting, door access, window, printing and pc reservations

- Self service access to services
How it Works

• Access with Library card and PIN
• Self service technology
• Children under 16 (Parents/Guardian)
• Young people 16–18 (Written consent of parent or guardian)
• Digital signage provides information on safety and Security
  • All members are required to carry their mobile phone and have access to an emergency number
Who Uses the service?

- Students
- Local business
- Commuters
- Families
- Job Seekers
- Wifi users
- Groups
Why?

- Flexibility
- Key civic space
- Reaches out to all sections of the community

Democratic role of the library
“When a library is open, no matter its size or shape, democracy is open too”
Bill Moyers

- Technology as an enabler and enhancer
Offaly Experience

- Library – Third Place
- Community interaction and collaborative Learning
- Tullamore Central Library “Living room in the square”
Users value and appreciate the service – Positive feedback – more accessible for commuters, students and families.

- “Best initiative in Tullamore, fantastic service, we’re so lucky”
- “Lovely to be able to come in after hours and relax – no rush”
- “Great resource, an example for others”
- “Great idea, means we can access the facility at all sorts of odd hours– all very happy”
Offaly Experience – Usage

- Operating very successfully for over 2 years
- Increase of up to 85% opening hours
- Significant increase in usage –
  - 2122 users have signed up for My Open Library.
  - Since Jan 2015 55k visits
  - In 2017 there is already a 42% increase in visits compared to previous year
- Library service adapting to way people work and approach education
Offaly Experience – Benefits

- Revitalizes local communities threatened by depopulation
- Central Location in town square
  - Only indoor lighted non commercial place with public access
- Cultural centre of the community
- My Open Library – community space with lots of opportunities
Offaly Experience: Challenges

Staff/Union Concerns
- Anti social behaviour & vandalism
- Feeling of being safe
- Child Protection
- Loss of professional posts
- Staffed hours – reduced
- Tailgating
- Costs

  ◦ Risk Assessment – CCTV, Security Service, User education
  ◦ Additional staff in Offaly
  ◦ User Education
Staff

- Role of staff misunderstood

Libraries are more important than ever

Librarians are more important than ever

Libraries make their communities smarter
MY OPEN LIBRARY

- 8am - 10pm
- 7 days a week
- Banagher and Tullamore Libraries
- 2122 registered users

- Study Space
- Free Wifi
- Printing and Photocopying
- 55,000 visits so far

- Internet Access
- Borrow and Return items
- Bookable meeting space
- Coming soon to more libraries
Offaly County Council win Best Library Service Award at Chambers Ireland Excellence in Local Government Awards