Embedding the Utrecht Public Library in the community

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- Center of the country
- 4th city
- 340,000 habitants
- Founded by Romans
- Education and culture
- EU economic top region
Utrecht
The library is a triple concept
The library as....

• A function that creates value in society

• An organization that provides this value by its activities and programs

• A building that enables and facilitates these activities
# Values contributed

<table>
<thead>
<tr>
<th>kern</th>
<th>wereldgids 2.0</th>
<th>inclusie</th>
<th>huis van beschaving</th>
<th>kennis maken</th>
<th>stedelijke cultuur</th>
<th>burgerschap</th>
</tr>
</thead>
<tbody>
<tr>
<td>emotie</td>
<td>hulp in de wereld</td>
<td>welkom</td>
<td>dierbare traditie</td>
<td>nieuwsgierigheid</td>
<td>levendig</td>
<td>zelfbewustzijn</td>
</tr>
<tr>
<td>functie</td>
<td>wegwijzer</td>
<td>verbinden</td>
<td>civiele ankerplaats</td>
<td>samen onderzoeken</td>
<td>stad van kennis en cultuur</td>
<td>participatie</td>
</tr>
<tr>
<td>streven</td>
<td>toerusting</td>
<td>adhesie</td>
<td>kwaliteit van leven</td>
<td>synergetische creativiteit</td>
<td>pluriforme habitat</td>
<td>associatief burger</td>
</tr>
</tbody>
</table>

- Guide to the world
- House of (social) inclusion
- A meeting place for knowledge creation
- Reflecting and supporting the city’s cultural diversity
- House of citizenship
- House of civilization
The library as an organization

How the work is done:

- Staff
- Training staff skills and competencies
- Volunteers
- Hiring selfemployed/specialists
- Partnerships
The library as a building
Partnership strategy

Interaction

Distance

Short term

Long term
Customer relationship management
Aspects of partnerships

- Shared values
- Shared goals
- Shared results
- Shared benefits
- Trust, generosity
- Mutual agreement/contract
- Time frame/exit strategy
Different types of partners

• Political
• Financial
• Programming partners
• Businesses
• Citizens
Political

• Local level: incidental successes, no partnership
• National level: incidental successes, no partnership
• European level: Library Lovers in the European Parliament
Financial

- Bank
- Foundations: Funding for programs
- Foundations: Facilities and art in buildings
Programming partners

• Utrecht House of Literature
• Utrecht Literacy organizations
• Utrecht Digital skills organisations
• Employment agency
• Health centers
• Makerspace / Setup
• Mira Media (digital citizenship)
• Volunteer organizations
Literature
Debate and dialogue
Meet Ups
Language courses for refugees
Literacy courses
Digital skills
Employment agency
Taxation office
Zicht op zorg

film- en informatieavond

Zorg voor elkaar

Filmavond • De regels van Mattheüs
10 september • 19.15 uur • Filmtheater 't Hoogt
kaartverkoop bij 't Hoogt • € 1,00 korting voor Bibliotheekleden

Informatieavond • Victor Everhardt/Marthijn Laterveer
16 september • 19.30 uur • de Centrale Bibliotheek
deelname is gratis • reserveren gewenst: reserveren@bibliotheekutrecht.nl
of via ojo - 285 1600

www.bibliotheekutrecht.nl  www.hoogt.nl  de Bibliotheek

EMEARC18 #OCLCEMEARC18
Patient associations
Raising children
Supporting elderly citizens
Businesses
Involving citizens

• Volunteers

• Participation
https://www.youtube.com/watch?v=bw2Rrap1auU&t=13s
Libraries as partners
Thank you

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