

THE KNOT-PROJECT

PREPARING THE WAY TO A NEW PARTNERSHIP BETWEEN RESEARCH GROUPS AND THE LIBRARY

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BACKGROUND

- Viikki Campus Library is a part of Helsinki University Library (HULib). The Library serves not only the university, but all those who need information about Biological and Environmental Sciences, Agriculture and Forestry, Pharmacy or Veterinary Medicine.
- Changes in the information environment (e-science) and the organization have caused uncertainty about the future role of the library
- The number of employees in the library is diminishing



METHOD: THE CHANGE LABORATORY

- The project's theoretical frame was the developmental work research developed by Yrjö Engeström and is based on the activity theory.¹⁾ Prof. Engeström with his research assistant supervised the project.
- The main tool was the change laboratory
- Two research groups from the campus were selected as targets. The supervisor interviewed some researchers and a part of the library personnel. Parts of the interviews were presented to the library personnel.

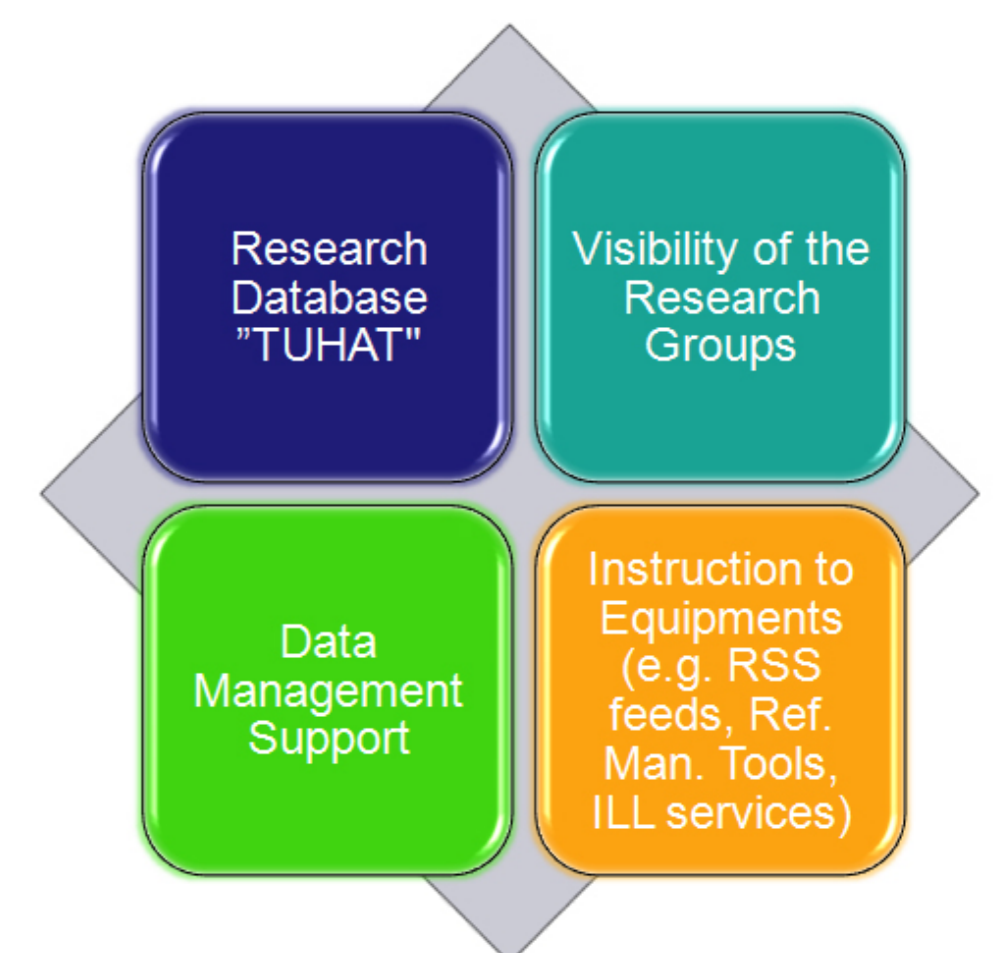
AIM AND OBJECTIVES

- To develop new research support services
- To change work practices in the library
- To modify the work premises
- To prepare the way to a new partnership between research groups and the library
- The Knot-project in Viikki was a pilot and the results are utilized elsewhere in HULib



- Seven sessions were organized and they included intensive discussions between the library personnel and the research groups.
- The change laboratory comprised a forum where the supply of the library and the demand for the services were met.

The Service Package



RESULTS FROM THE LIBRARY'S POINT OF VIEW

- A new library service package was created
- The observation of the significance of research groups as customers
- Intensive collaboration with the scientists is necessary in order to develop research support services that suite better to scientists' changed work practices
- Customization of the services is important but also productization is needed
- The need to react quickly to the challenges and changes in the information environment
- It is extremely important to extend the learning process to the whole work community

REFERENCES

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- ENGESTRÖM Y, VIRKKUNEN J, HELLE M, PIHLAJA J, POIKELA R. CHANGE LABORATORY AS A TOOL FOR TRANSFORMING WORK. LIFELONG LEARNING IN EUROPE. 1996;1(2):10-17