
This is an electronic reprint of the original article.
This reprint may differ from the original in pagination and typographic detail.

De Götzen, Amalia; Starostka, Justyna; Saad-Sulonen, Joanna; Ehrenberg, Nils; Linde, Per PDC Place Nordic: participatory design in/for the digitalization of public services

Published in:

PDC '22: Proceedings of the Participatory Design Conference 2022: Exploratory Papers, Workshops, Places, Situated Actions and Doctoral Colloquium

DOI:

[10.1145/3537797.3537885](https://doi.org/10.1145/3537797.3537885)

Published: 19/08/2022

Document Version

Peer-reviewed accepted author manuscript, also known as Final accepted manuscript or Post-print

Please cite the original version:

De Götzen, A., Starostka, J., Saad-Sulonen, J., Ehrenberg, N., & Linde, P. (2022). PDC Place Nordic: participatory design in/for the digitalization of public services. In V. Vlachokyriakos, J. Yee, C. Frauenberger, M. D. Hurtado, N. Hansen, A. Strohmayer, I. Van Zyl, A. Dearden, R. Talhouk, C. Gatehouse, D. Leishman, S. Agid, M. Sciannamblo, J. Taylor, A. Botero, C. Del Gaudio, Y. Akama, R. Clarke, & J. Vines (Eds.), *PDC '22: Proceedings of the Participatory Design Conference 2022: Exploratory Papers, Workshops, Places, Situated Actions and Doctoral Colloquium* (Vol. 2, pp. 286-287). (ACM International Conference Proceeding Series). ACM. <https://doi.org/10.1145/3537797.3537885>

This material is protected by copyright and other intellectual property rights, and duplication or sale of all or part of any of the repository collections is not permitted, except that material may be duplicated by you for your research use or educational purposes in electronic or print form. You must obtain permission for any other use. Electronic or print copies may not be offered, whether for sale or otherwise to anyone who is not an authorised user.

PDC Place Nordic: participatory design in/for the digitalisation of public services

Authors: Amalia, Justyna, Joanna, Per, Nils

Keywords

Participatory design, public services, public digitalization, libraries

CSS: Participatory design

Abstract (150/200 words)

Public libraries are more and more recognized to become partners in co-design and technology education, also aiming to bridge the digital divide. We see it as a great opportunity to expand the roles of public libraries even further, engaging citizens in co-design processes, improving existing public e-services and co-designing new services. That shift requires new roles taken by librarians, but also new processes, as well as new methods of development of e-services in the public sector. In PDC Place Nordic we explore this new role of libraries in participatory future making, engaging librarians, academics, practitioners and different local communities. Events will take place in Copenhagen, Malmö, and Helsinki/Espoo.

Motivation

Current changes in the political, social, technical and economic environments indicate a need for research in the public sector into new ways of organizing user participation in the design of public services [1]. At the same time, Participatory Design (PD) is also converging towards commons-like frameworks for collective action (at the grassroots level and in citizen-state collaborations), acknowledging the need for co-design to include supporting the sharing of best practices through repositories of knowledge [3, 6]. In parallel, public libraries are more and more recognized to become a partner in co-design and technology education, and some researchers even propose a new mission for librarians: to improve society through facilitating knowledge creation in their communities [4]. Additionally, the

non-commercial nature of public libraries is recognized as providing important opportunities for bridging digital divides [5]. Bech-Petersen et al [2] point out that present libraries should be innovation hubs for citizens [10], and a growing number of makerspaces in libraries illustrate this potential [8, 9]. But co-creation and user-driven innovation in libraries seldom deals with technology or development of public e-services [7], which is an area where the CAPE project and this PDC place intend to contribute.

About Nordic PDC Places

Nordic PDC places aim to engage academics and local communities in Copenhagen, Malmö, and Helsinki/Espoo. We will take the wider theme of participatory design in/for the digitalisation of public services as a point of departure, highlighting the potential role of public libraries and volunteering in public digitalization.

We also aim to shape our activities in accordance with theoretical, methodological and practical contributions that emerge from the conference and share insights gathered from the conference.

By organizing local events with local communities and organizations, we will introduce them to PD more globally. Likewise, by bringing them into activities related to PDC, which is generally more targeted at researchers and practitioners, we hope to contribute to opening up PDC to local actors.

Activities during the PDC Nordic

Open panel discussion. We will organize a two-hour open panel in Copenhagen/Malmö where a series of curated articles from the conference that are matching the topic of public digitalization will be presented and discussed. In this way we aim to reach a broader community, inviting local researchers, but also practitioners and non-academics to join.

Libraries as innovation spaces. This half-day online activity will be organized for Nordic libraries, especially with focus on new roles of libraries as mediators of innovations.

Exchange knowledge between research projects. This full day event will be organized as a collaboration between two research projects funded by the NordForsk Nordic research fund, who deal with the topic of public service digitalisation in the Nordic countries.

Open Street Map conference. This whole-day event will be organized together with the Open Street Map (OSM) community. The event will take place at the public library in Ballerup (Copenhagen, Denmark) and will consist of an open mapping party, speeches, and panelists' discussion, together with a series of workshops for the OSM community.

Food as a 21st Century Concern. This workshop will be organised in collaboration with food-oriented researchers in Helsinki and hosted at the Oodi library. It will focus on how PD can be used to envisage new ways of responding to food related concerns in the 21st century.

Expanding learning in Participatory Design workshop reflections:

The results of the “Expanding learning in Participatory Design” PDC workshop will be presented to discuss interesting themes/tensions around theory, practices, and evaluation of learning in PD processes.

Additional events. Researchers, practitioners and other local actors are welcome to participate in activities organized by the PDC Nordic but are also welcome to suggest their own activities (e.g. as post-conference extensions to their own PDC workshops or situated actions).

About CAPE - organizers of the Nordic PDC Places

Nordic PDC place is organized by the CAPE “Civic Agency in Public E-service design” project team (www.cape.itu.dk). The aim of the CAPE project is to investigate how to increase user involvement in the development of public e-services.

CAPE explores alternative approaches to public e-service design with the concept of Civic Innovation Centres (CICs); a novel innovation facility, where citizens engage in the co-design of improvements to existing public e-services and the co-design of new services. The CICs will be hosted in public libraries, as an integrated part of their existing facilities for public engagement, in order to tap into the immense resource of active library visitors.

The CAPE project is financed by Nordforsk.

Project members

- IT University of Copenhagen (Denmark)
- Aalborg University Copenhagen (Denmark)
- Ballerup Library (Denmark)
- Malmö University (Sweden)
- Malmö City Library (Sweden)
- Aalto University (Finland)
- Helsinki City Library (Finland)

References

[1] Bannon, L., Bardzell, J., and Bødker, S. 2018. Reimagining participatory design. *Interactions* 26, 1 (Dec. 2018), 26-32.

[2] Bech-Petersen, S., Mærkedahl, L., & Krogbæk, M. (2016). Participatory Design and Public Galleries, Libraries, Archives and Museums (GLAM) Sector. *Proceedings of the 14th Participatory Design Conference: Short Papers, Interactive Exhibitions, Workshops - Volume 2*, 115–116.

- [3] Botero, A. & Saad-Sulonen, J. (2018). (Challenges and Opportunities of) Documentation Practices of Self-Organized Urban Initiatives. In Oswald Devisch, Liesbeth Huybrechts and Roel De Ridder (eds). *Participatory design theory: using technology and social media to foster civic engagement*. UK: Routledge.
- [4] Lankes, R. (2011). *The atlas of new librarianship*. Cambridge, Mass: MIT Press.
- [5] Mainka, A., Bech-Petersen, S., Castelnovo, W., Hartmann, S., Miettinen, V., & Stock, W. G. (2016). Open Innovation in Smart Cities: Civic Participation and Co-creation of Public Services. *Proceedings of the 79th ASIS&T Annual Meeting: Creating Knowledge, Enhancing Lives Through Information & Technology*, 6:1–6:5.
- [6] Marttila, S., Botero, A. & Saad-Sulonen, J. (2014). Towards commons design in participatory design. In *Proceedings of the 13th Participatory Design Conference: Short Papers, Industry Cases, Workshop Descriptions, Doctoral Consortium papers, and Keynote abstracts - Volume 2 (PDC '14)*, Vol. 2. 9-12. New York: ACM.
- [7] Mathiasson, M. and Jochumsen, H. (2019), "Researching public library programs through Facebook events: a new research approach", *Journal of Documentation*, Vol. 75 No. 4, pp. 857-875.
- [8] Michele, M.-L. H. (2014). Makers in the library: case studies of 3D printers and maker spaces in library settings. *Library Hi Tech*, 32(4), 583–593.
- [9] Willett, R. (2016). Making, Makers, and Makerspaces: A Discourse Analysis of Professional Journal Articles and Blog Posts about Makerspaces in Public Libraries. *The Library Quarterly*, 86(3), 313–329.
- [10] Ylipulli, J. and Luusua, A. (2019). Without libraries what have we? Public libraries as nodes for technological empowerment in the era of smart cities, AI and big data. In *Proceedings of the 9th International Conference on Communities & Technologies - Transforming Communities (C&T '19)*. ACM, New York, NY, USA, 92-101.