

## **DEVELOPMENT OF INNOVATIVE SERVICES IN LIBRARIES: BOOK LENDING MACHINE**

“Every once in a while, a new technology,  
an old problem, and a big idea turn  
into an innovation.”

Dean Kamen

Librarians are very innovative people who always trying to find new thing and install them into library's work, activities and services. When trying to do so, every once in a while you can meet problems. But problems shouldn't stop from new thing and big ideas.

Working library has main 4 things:

- Staff or library specialist that are working in the library;
- Services that are basic services like books, reading, information and etc.
- Clients that uses basic services;
- Projects that in lights basic projects with attractiveness, interesting activities and etc.

Also, working library has main 4 problems:

- Staff or library specialist that are not motivated enough or a lack of them;
- Services that are boring, not interesting;
- Clients that are not interested or not active;
- Projects that it is very hard to get funding for even great ideas;

“Every problem has in it the seeds of its own solution.  
If you don't have any problems, you don't get any seeds.”

Norman Vincent Peale

So, trying to solve Klaipeda County I. Simonaityte public library as all libraries had problems in promoting reading for clients, decreasing amount of clients coming to the library and decreasing amount of reading people. Therefore, library staff where analyzing problems and trying to find solution. That wherefore we were having a lot of projects:

- Klaipeda Book Fair – books, events about books and educational workshops for 6<sup>th</sup> years;
- Literary Buffet – promoting reading by famous people menu categorized recommended book by food or meals;
- Traveling Library – building a library in the festivals and celebrations of the city;
- Book Heroes Come Alive – theater performance with acting live book heroes in it;
- Green Library – coming with books on a bike and promoting reading in the green areas in the city.
- Knygosūkis – literary table game with huge amount of questions about books authors and etc;
- Summer With The Book – invite readers to accept the reading challenge with tasks;

“What good is an idea if it remains an idea?  
Try. Experiment. Iterate. Fail.  
Try again. Change the world.”

Simon Sinek

Library have had so much interesting in innovative projects through the years but it was still not enough. So, we came up the new idea. Very innovative. One main problem was named – client don't come to the library, so where are they? Where do people go and how they spend their time? Analyzing the problem we found out that a lot of young people and other adults spend their time in the supermarkets. So we decided – if they don't come to us we will go to them. So we wanted to create a fully automatic library kiosk in the supermarket where you can take a book in your leisure time.

We analyzed a lot of examples of our idea in the world. We saw that there are a lot of these machines in United States of America, Netherlands, Sweden, Japan and etc. from 2008, so we started to work on project application. We wrote for the first time – it was a fail, then another time – it was a fail again. And the third time was a success. We have a funded project “Battery of Culture”.

“There are no secrets to success.  
It is the result of preparation,  
hard work, and learning from failure.”

Colin Powell

But innovations are very hard to do in Lithuania and projects was stuck in the progress and we thought that this project will end up. We couldn't use force to proceed further with this project so tried again little by little, step by step. So, by now, we have a work place for librarian who is responsible for books in the kiosk and can check in and check out the books in the machine when they are returned to the library. Also, soon we will have a fully automatically working kiosk machine in the biggest supermarket in Klaipeda which capacity in up to 300 books and works on RFID system.

In the end, I would like to say that innovations is not easy but when you do it is a big success!

“If you're not failing every now and again,  
it's a sign you're not doing anything  
very innovative.”

Woody Allen

Toma Gergelienė

Chief Librarian

Klaipeda County I. Simonaityte public library

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