

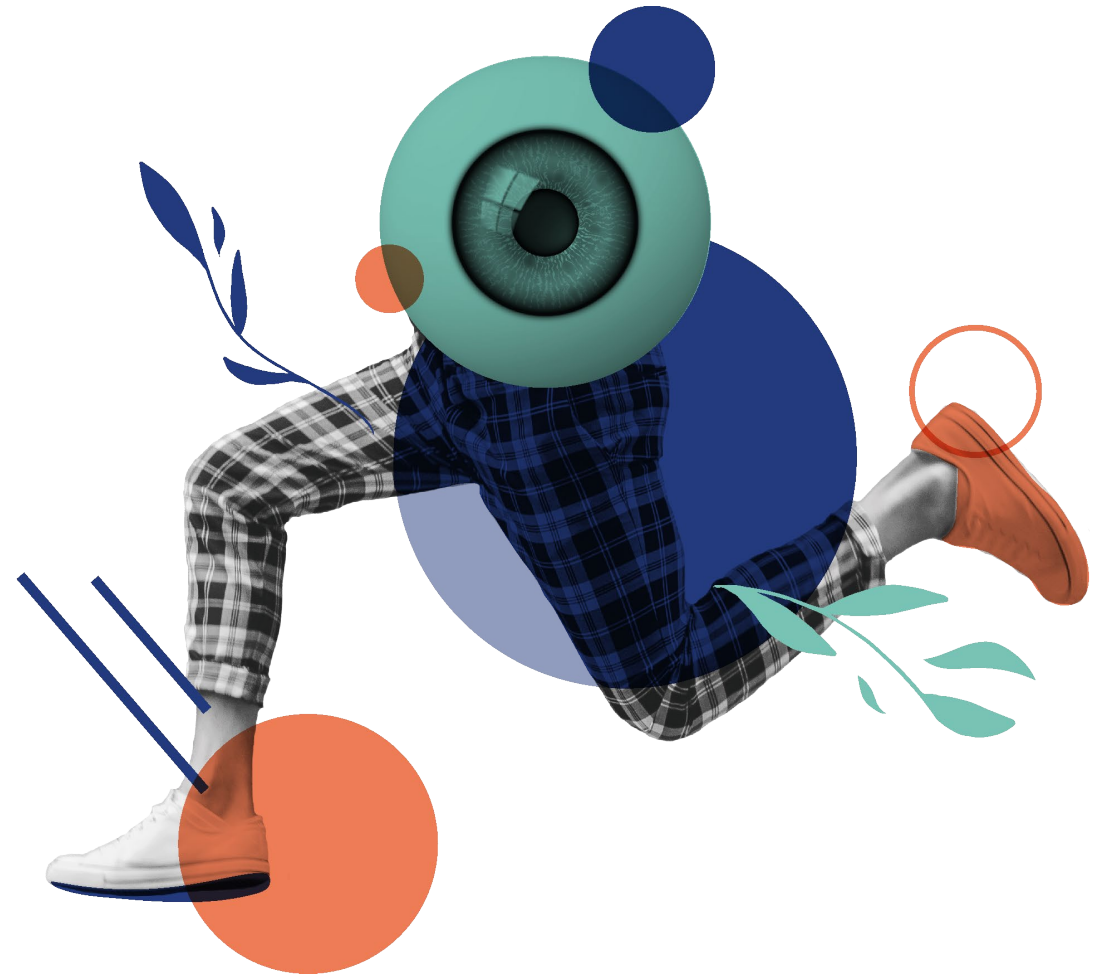
Co-designing for better service

25th May 2021


 bibliotheca®

 artizest

créez pour et avec votre public



Hello



Participation means
enabling users to play an
active role in the service
offered to them

“Participation is taking part,
being a part, and benefiting
on the one hand”

Joëlle Zask

The challenge of participation today

- Crisis of legitimacy of institutions
- Increasing ability of everyone to express themselves digitally
- Less and less vertical professional cultures
- New cultures of sharing (collaborative, circular economy, etc.)
- The limits of cultural democratization policies

Oodi, Helsinki Central Library

New library opened in 2019 with a strong participatory component

A wide range of actions:

- Wish trees
- “Post-it days”
- Co-design workshop (with children, makers, etc.)
- Participatory budget (100,000 euros)



The participation

Pitfalls and limits of participation



Claim



Predetermine

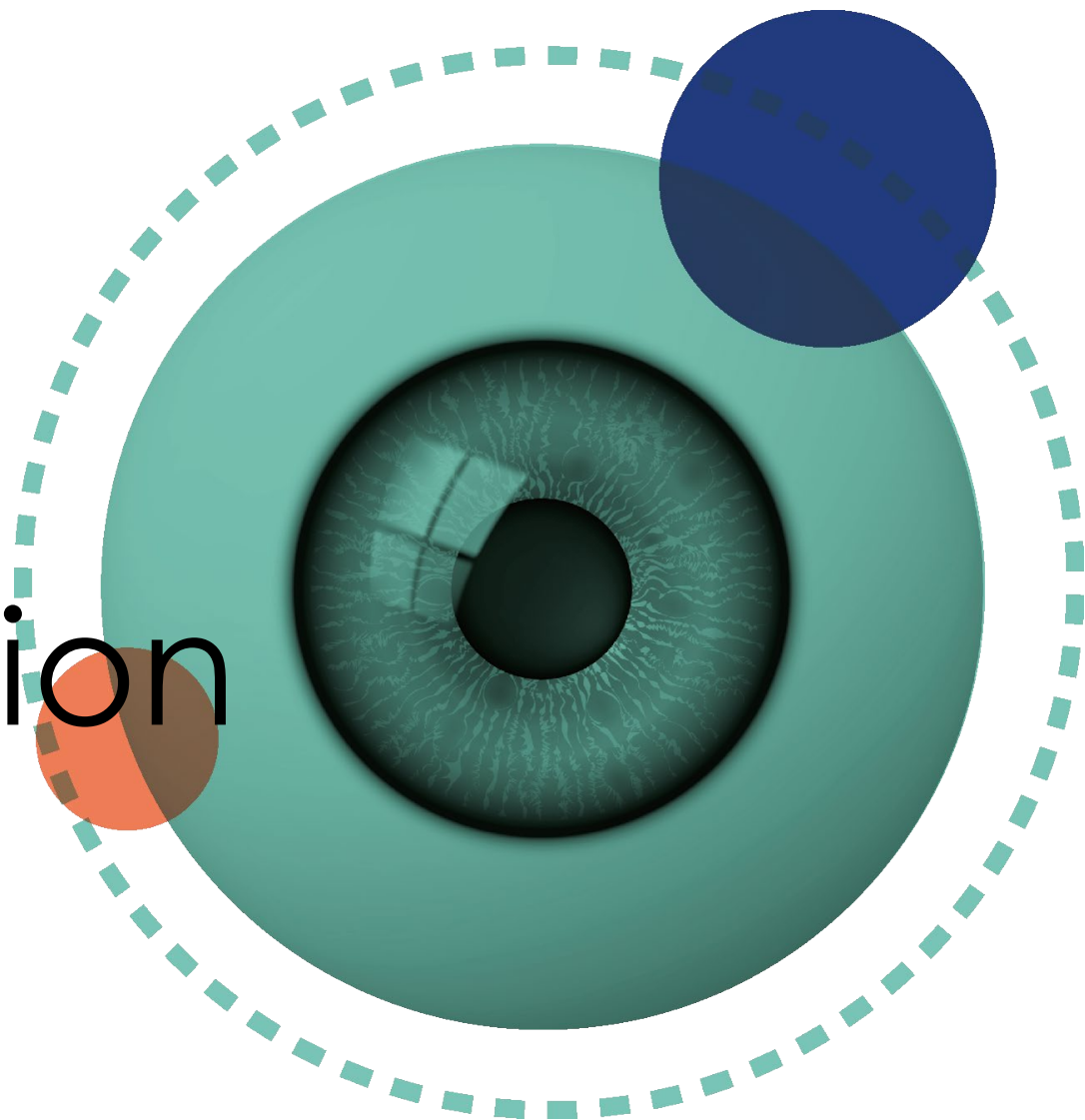


Pledge



Neglect

Penser son action
participative



Think about your action

The essential



Goal

Transparency

Impact

The starting point

Start with a target audience with whom you want to work (which is considered a priority, or who is already active / mobilized ...) and define a project allowing them to be involved



Think about your action

Start with an issue or a project that lends itself well to public participation and choose the most suitable audience



Think about your action

Types of participatory actions

Type of action	Role of the public	Role of the institution	Example
Contribution	Provide content, skills	To welcome	Reciprocal knowledge exchange networks, Editathon
Concertation	Exchange, generate ideas	Facilitate	Open Forum, World Café
			Hackathon, Sprint

Contribution

The principle of scaffolding

1 To cause interest

2 Cut out the action

3 Offer a demonstration

4 Give the Keys

5 Clearly describe the objective

The return box

Harlem Oost Library

Contribution



Inspirational
Useful
Beautiful
Exciting
Boring
Good

Editathon « Women & Science »

The Casemate

Contribution

Expertise



Participatory work

Trapholt Museum

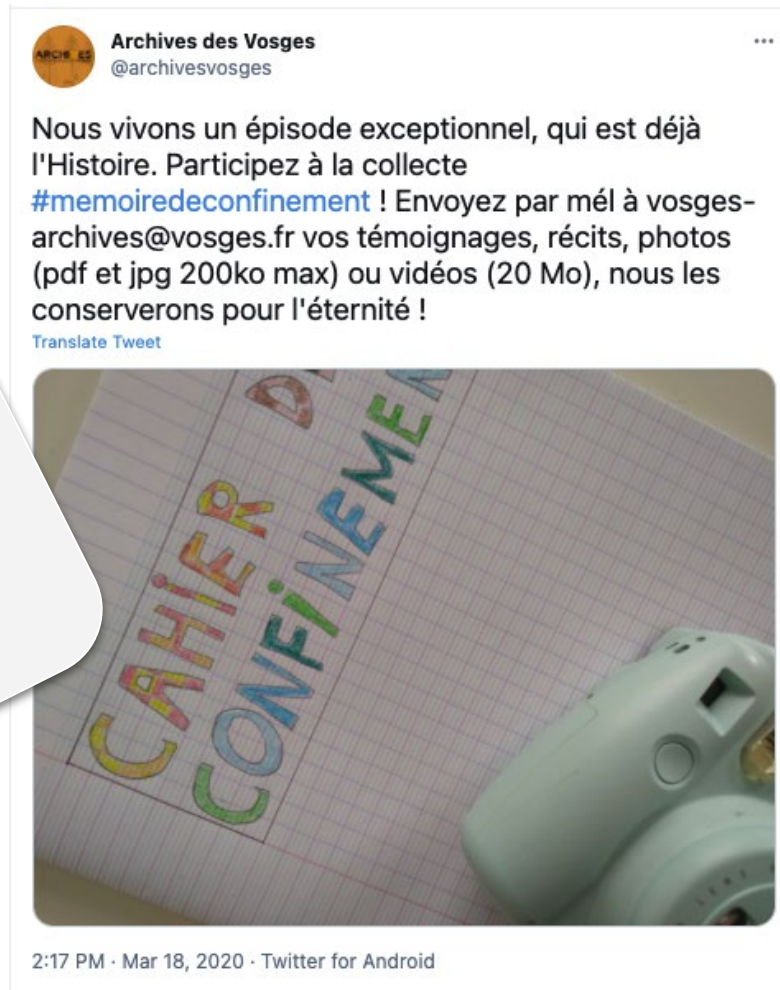
Contribution

Creation/production



Stories and testimonies

Archives des Vosges / Bespoke Projects

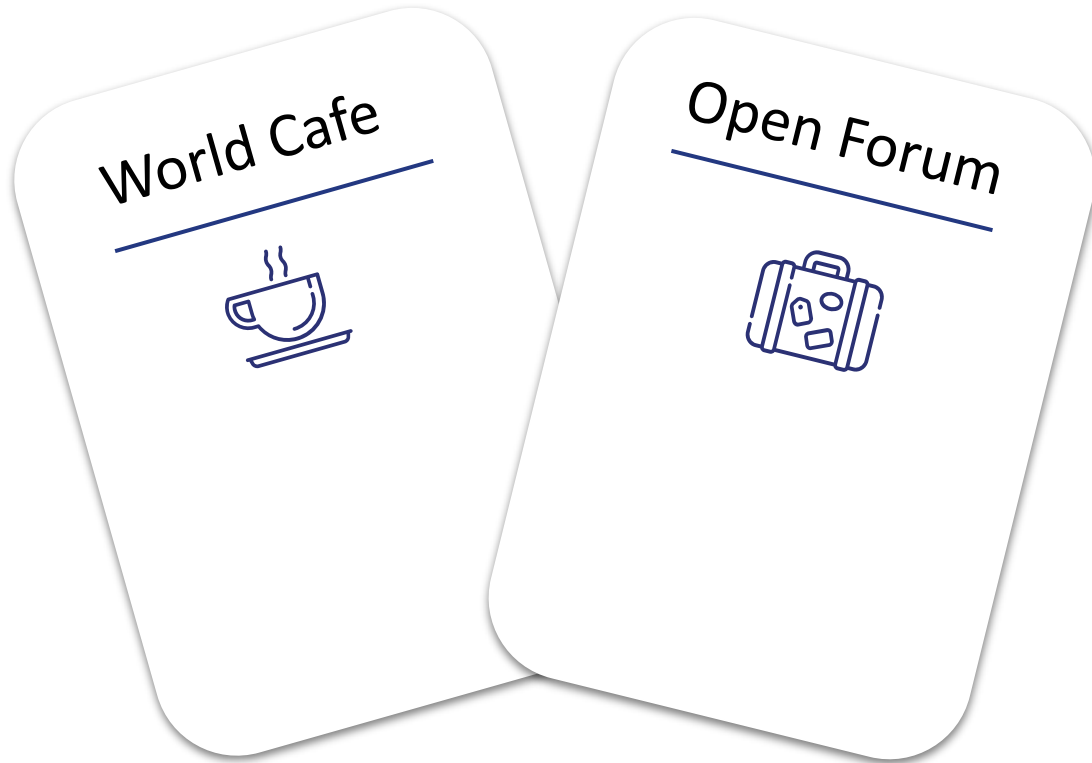


Contribution



Bespoke Projects photo de Marc Monagh

Overview



Concertation

Role of the public: Exchange, generate ideas

Role of the institution: Facilitate

World Cafe

Bayeux media library



Photos : compte Twitter d'Eva Garrouste
[@evafid](#)

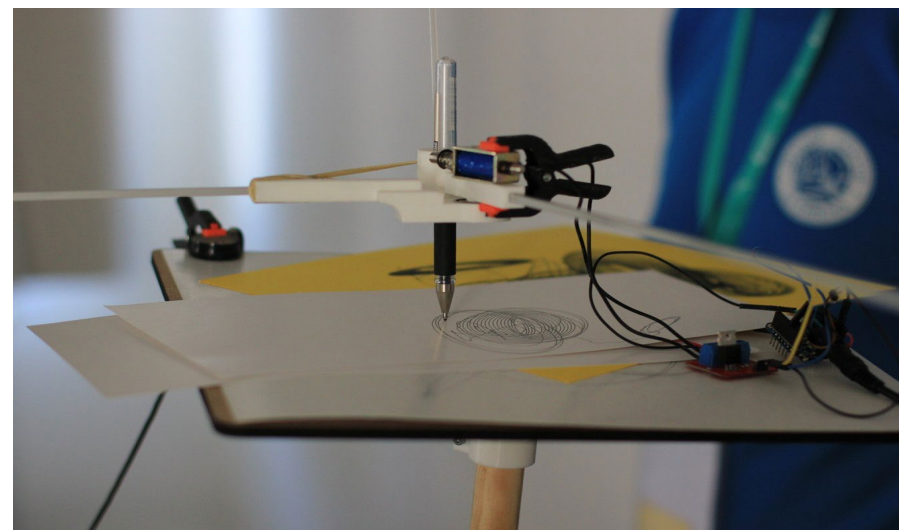
Open Forum

Ping Association

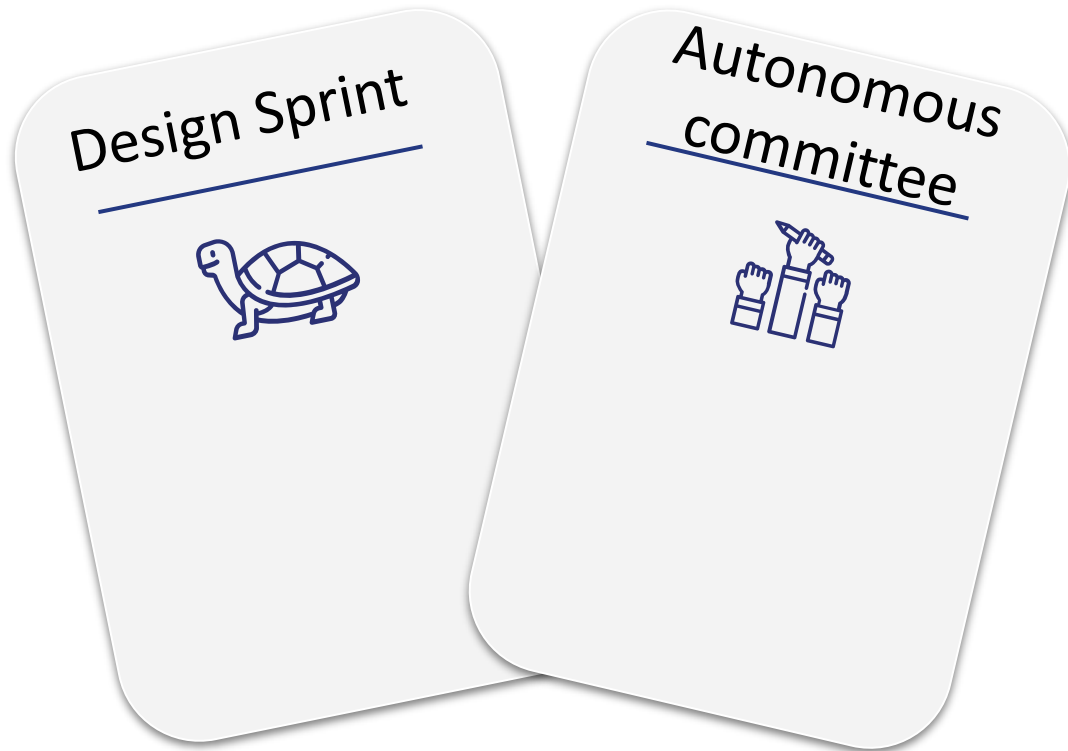
Open Forum



[Video explanation](#)



Overview



Co-construction

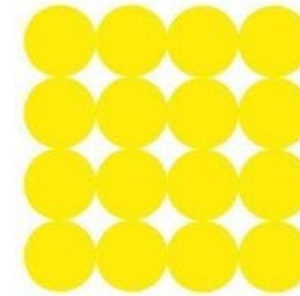
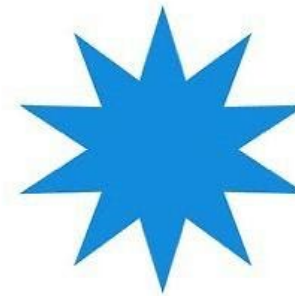
Role of the public: Create a product, a service, a prototype

Role of the institution: Empower

Co-construction

RDV 4C

The three fields



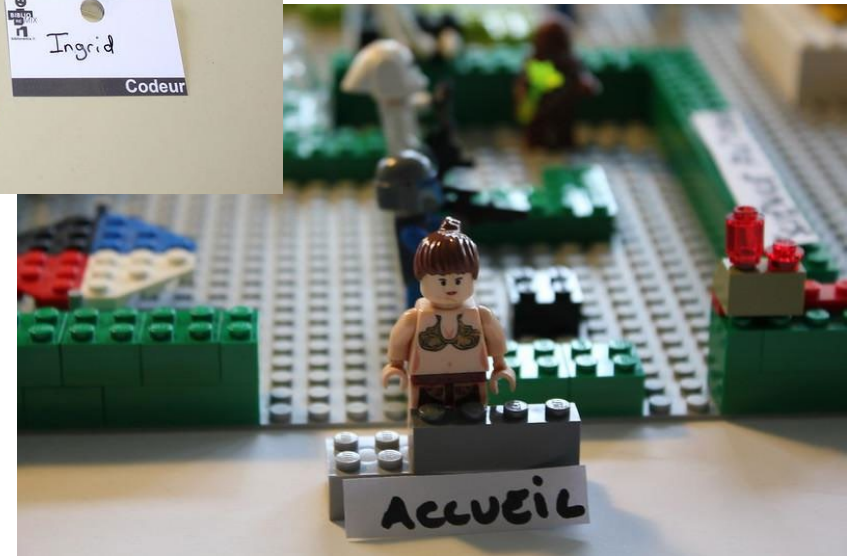
L'HEURE DU GOÛTER EN
ESPAGNOL

Un #RDV4C proposé par Antonio et sa fille Mayane qui
vous invitent à l'heure du goûter, à pratiquer l'espagnol en
famille en s'amusant, chantant, jouant, lisant des histoires.
Les 3ème mercredis du mois - 16h - Muséocube

Presentation of
Angelique Robert
at the 2018 ABF
Congress

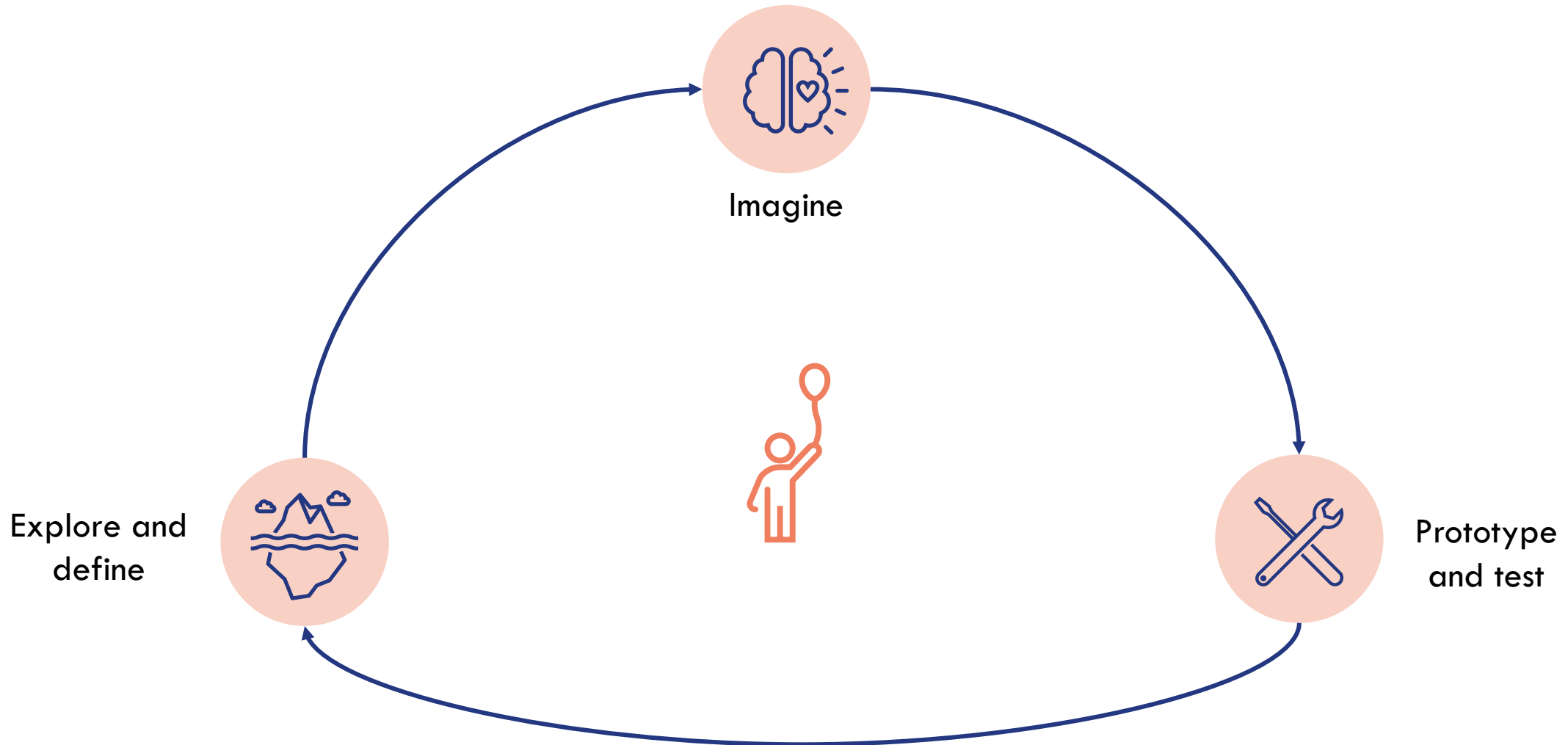
Biblioremix

In Rennes and elsewhere



“The magic recipe” available on <https://biblioremix.wordpress.com/>
Photos : Biblioremix Rennes 2013 via Flickr

Principles of co-design



In Summary

- The appropriate degree of participation depends on the objective and the participatory maturity of the institution
- A clear, sincere and transparent objective is the best possible basis for participatory action
- The sequences of the experiment should be "chained" if necessary and visibly show expected examples.

Thank you !

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