

## Co-Design och Design-In-Use

We recommend in general that the space should be a Design In Use. What we mean by that is that the space for co-creation should be updated from time to time, adjusting itself to the needs of patrons visiting the space, but also to your needs. This report will go through our findings. You will be provided with a game that can help you digest the report, but it can also be used for other things in your work.

### How to play the game

Put together the board and take out the play pieces. Bring up a problem that can arise in the space. Based on the problem, come up with two opposing categories and write them down on the board. For example: Utility on one side, and Creative Expression on the other side. You can either come up with your own personas or use real personas. When you have personas, write them down on papers and put them into the play pieces.

Now you're ready to play! Place out the personas on the spectrum of the two opposites, and discuss the tensions between these people.

Following is recommendations from us on how the space could be, based on our insights from the research. Because the brief is very open, we've researched about different categories regarding the space.

### Facilities

We recommend that you explore the openness and closeness of the space. An example of a closed space could be using a door and you have to use the library card to open it. Our research show that people will feel more ownership of the space and people will take care of the space more if it's closed off in some way. If people are members of something, the ownership feeling will increase, as well as spreading rules and taking care of the space will increase. However, having an open space, not with closed doors or memberships, can be more welcoming to bystanders and increase curiosity. The space should include staff, especially in the beginning, so that patrons get a introduction to the space. This will increase patrons comfortability in

the space. Because you want to put in few resources in the space, you can consider for example having open hours where staff is available at certain hours.

We recommend you to consider if the space should have a focus, and if so, what that focus should be. A solid starting point could be to explore the utility and creative expression spectrum. The reason for considering a focus is because our research show that if patrons is not using the space as it is intended, other patrons will see this behaviour and act in the same way. This also points towards that the branding of the space has to prioritize the focus of the space. This will increase the chances of excluding patrons who would like to study and does not want to be a part of a co-creation space. We recommend that you give thought to if there should be some ground rules in the space. If there is rules, we would recommend to show those clearly. This can of course be done in fun, creative ways.

## Tool/Material Management

Because you would like all-ages to be part of the space, we recommend that you explore have some type of system for accessing the tools. The reasoning behind it is that it can be a major risk for small kids to be around small items or have access to dangerous tools. We found that one important part of tools is considering if the tools should be locked in or open access. Findings from our research considering locking in tools shows that the accessibility will decrease, which makes people's interest and motivation to use the tools will decrease as well. If there is free access, it can be a danger to patrons who are not appropriate to use them. One suggestion for tool management could be in the lines of for example marking the tools danger level by colour, and inform people what the colours mean. This direction together with having a closed off space where people feel responsible of the space could be something to explore.

What tools should be in the space, is a difficult question to answer. From what we have gathered, this is something that needs to evolve over time. A recommendation would be to explore how to include the already existing communities tools, for

example the repair café or the knitting club, and to start including some of the tools there. Over time this can be changed and adjusted to fit the patrons needs.

We recommend that you explore how the materials in the space should be managed. For example, recycling bins for certain materials can be used, as well as accept donations in forms of taking a small fee for certain materials, or tools that patrons would like to place in the space. Our research shows that patrons are open to pay fees for using materials or tools in such a space. For this to work properly, we recommend to explore some type of management of this.

## Collaboration

In terms of collaboration we do not have any recommendations, but we do have some insights. We found that people are open to sharing knowledge, mostly when they feel comfortable and empowered. Our research show that staff and volunteers empower patrons to participate in activities or skill sharing between each other. This is because the staff and volunteers usually have a role to make these meetings happen, making patrons feeling more secure.

Our research also shows that patrons need to get out value from their visits, and providing a space combined with tools and materials is a great value factor for patrons. We would recommend to try to work with the patrons and volunteers that are visiting the space to figure out what bring them value, and highlight that by either playing the game we provide or discuss among each-other. This will be one of the key aspects of making patrons re-visit the space. This, together with clear rules means that patrons are more likely to feel comfortable in the space, take more responsibility of following rules and cleaning up after themselves, and potentially others, and the willingness to share knowledge.

## Staffing

This section is a bit tricky because few resources wants to be added in the space. Based on our research, some type of management of the space is needed. We would

recommend to discuss what resources you can afford to put into the space based on patrons needs. One example of doing this could be to take out the board, have two categories of staff and no staff, find some personas and try to discuss the tensions that could arise, both from your perspective and from the patrons perspective.

## Existing communities

The library already have some very good communities, and we don't want their knowledge to get to waste. For example the repair café and the english café. We recommend that you include some persons from these communities when creating the space. Because they could have good insights and knowledge that can be of value when having discussions.

To start, putting these existing communities in the space could be something to discuss. The reason for why this is of relevance is because this will spread knowledge about the place. For example, you could have the volunteer from the repair café tell people that the repair café will be held in this space from now on, and that this space is always open, with emphasis on that the actual repair café will be held in the usual times.

Our research points towards that in this type of space there will be two different communities taking place in the space. One will be what we call the meta-community, meaning everyone that is a part of the place. The second type of community is sub-communities, meaning smaller communities inside the meta-community. For example a knitting club and a coding club, which are separate communities, but take part in the same meta-community. This can be of value to discuss what type of communities you are going for, especially at the start.