



CREATING KNOWLEDGE 2018

Co-creating with Students – Co-Creation Initiatives in Education Libraries

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This presentation discusses the findings from a two-year national Danish project on co-creation with students at higher education libraries. More specifically, the project involves several cases in which higher education librarians and students are engaged in collaboration and co-creation of e-learning objects as well as other services offered by libraries in educational settings.

Co-creation is being explored as a new way to involve end-users in the design and development of new goods and services in both private sector and public sector organizations, which fundamentally challenges existing roles and relationships between “producers” and “consumers” of goods and services. Co-creation involves the idea that citizens are more than consumers and ought to be able to influence and participate in the design and delivery of services. Thus, co-creation is not simply a matter of “giving the public what they want”, and hence involves more than sophisticated marketing and customer care. Focus is on collaboration in which citizens participate as an active driving force in the good or service provided. However, so far, the concept of co-creation has mainly been characterized in idealised terms, and more knowledge about its different forms and functions is needed. In particular, we need more knowledge about its forms and functions in specific areas or types of organisations.

The cases presented here provide knowledge about the reasons and resources in co-creation in higher education libraries in general and with students in particular. Taken together, the cases provide a framework within which to plan and evaluate co-creation initiatives in higher education libraries.

The workshop will discuss the experiences made in educational library environments – experiences that has been subject to continuous reflection by and among the project participants.

The discussion will focus on the following key issues:

- **Purpose:** Which purpose(s) does co-creation serve? Can several purposes be served in the same project – or can they conflict?
- **Recruitment:** Which recruitment strategies can be used? Which strategies support the purpose - and which might conflict?
- **Facilitation:** How is the co-creation process being enacted? Who is responsible for what?