Contents

Aı	ıthor	biography	vii	
In	trodi	action	1	
Introduction Outline				
Innovation				
			4	
Methodology International scope				
Context				
	feren		8	
1	Ove	erview of recent innovation	11	
	1.1	Collections	11	
	1.2	Customer services	20	
	1.3	Technology	25	
	1.4	Programmes	31	
	1.5	Library buildings	47	
		References	54	
2	Innovative libraries		63	
	2.1	Edmonton Public Library, Canada	63	
	2.2	National Library Board, Singapore	70	
	2.3	Stuttgart City Library, Germany	77	
	2.4	Aarhus Public Library, Denmark	82	
	2.5	Chicago Public Library, United States	88	
		References	95	
3	Tre	nds in international innovation	101	
	3.1	Making and creating	101	
	3.2	Participation	105	
	3.3	Partnerships	110	
	3.4	Learning	114	
	3.5	New outreach	118	
		References	123	
4	Obj	ectives and actions	127	
	4.1	Common strategic directions	127	
	4.2	Objectives	131	
	4.3	Actions	132	

π	71	
١	/ 1	

Conclusion	137
Appendix	143
Index	145