Intelligent citizens for an intelligent city

Inga Lundén
City librarian, Stockholm Public Library
Stockholm, Sweden

Meeting: **106 — *How broadband makes cities and libraries intelligent* —
Metropolitan Libraries Section**

Abstract:

*The Intelligent Cities Forum has identified three success factors for an Intelligent
Community: Collaboration, Leadership and Sustainability. Stockholm is named "The Most
Intelligent Community of the Year 2009", for driving openness, communication and
efficiency.*

*Those values are also shared by Stockholm Public Library. SPL is building its infrastructural
foundation on open source, open data and open collaboration. That demands an open,
participative and inclusive culture within the library and also vision, flexibility and a high
degree of trust among the partners both externally and internally. This paper gives the
background for planning a new suburban library, bridging the digital gap.*

Stockholm is named "The Most Intelligent Community of the Year 2009" by the think
tank ICF, Intelligent Community Forum. The motivation for the award is the city's
long time work, which methodically and substantially has redefined the possibilities
of urban living and which serves as an example of how technology can play a role to
enhance economic and social development.

Stockholm:
A place for innovation and enterprise

- Highest representation of multinational companies per capita in the world
- Ranked as the most innovative and knowledge intense region in Europe and 6th in a global context *
- One-third of all patent applications in Sweden
- Kista - One of the five largest ICT clusters in the world

* World Knowledge Competitiveness Index 2008

Stockholm has a long tradition of working innovative with the citizens' needs for communication and a sustainable life. Some examples come from business like Ericson, others from the city itself.

The Soul of the Community

A study for ICF, made by The Knight Foundation in cooperation with Gallup, asked what people valued the most about the place where they've chosen to live. They

valued the **openness** and welcoming of diversity, the aesthetics, if the city was **pretty** and the social opportunities, possibilities to **interact**, places to meet.[1]

During three years Knight Foundation interviewed 43.000 people in 26 communities all over United States. One of the amazing thing they found is that the perception of people's home town doesn't differ betweens cities, nor does the economy play an important part. After taken care of the most basic needs as schools for the kids, job, health and elderly care, the reason for and grade of attachment to a city, very much depend on the same factors.

Citizens who are proud of their city, because it's open, welcoming to different people, pretty and have places to meet and interact, is less likely to move away. They invest in themselves, their children's schools, their work and their future. They are welcoming neighbours, strengthening the community feeling. The study says that people who like where they live is even more successful, strengthening the local economy.

ICF also identified three success factors for an Intelligent Community: Collaboration, Leadership and Sustainability. [2]

Collaboration
The development of an Intelligent Community typically requires intense collaboration among government, businesses, universities and institutions. Few organizations have enough resources, political capital or public backing to drive a community-wide transformation.
But collaboration is challenging. It demands **vision, flexibility, and a high degree of trust among the partners.**
Intelligent Communities develop the vision, find the flexibility and create trusting relationships among key constituencies.

Leadership
Effective leaders **identify challenges, set priorities, communicate a compelling vision and foster a sense of urgency** in achieving it. They establish a collaborative environment that encourages risk-taking and creates win-win relationships with partners in government, businesses and institutions.
What matters are the character, motivation and talents of the individuals who commit themselves to improving the economic and social wellbeing of the community.

Sustainability
Intelligent Communities **invest in broadband, workforce development, digital inclusion, innovation, marketing and advocacy.** They use technology to reduce dependence on physical infrastructure, allowing more citizens **to share the same community resources**.

---

[1] What attaches people to their community? Knignt Foundation in partnership with Gallup www.soulofthecommunity.org
[2] Intelligent Community Success Factors. Intelligent Community Forum www.intelligentcommunity.org

Many Intelligent Communities give specific attention to environmental sustainability. They invest in Intelligent Community programs in order to identify environmental issues, reduce pollution and curb carbon emissions as well as for economic development and inclusion. This environmental stewardship contributes to the health of the community and the sustainability of the planet.
Stockholm was the first Europans Green Capital, 2010.

Stockholm Public Library (SPL) is a part of the city's infrastructure. The library and it's users benefit from another part, Stokab, the broadband company started and owned by the city since 1994. It is an engine for driving openness, communication and efficiency within the city's services. It's a driving force in the creation of 'an information society for all'. The reason for having it's own broadband company is to give Stockholm an open ICT-infrastructure, neutral to operators, to contribute to growth and jobs and reduce civil works. It is one infrastructure for all.

Some facts and figures of the broadband company

Stokab[3] has an extensive network equivalent to 30 orbits of the earth with 1.2 million kilometres of fibre, 5,000 kilometres of cable, 300 cross connections and 6,000 connection points.

Stockholm has a 100 % broadband coverage - wired and mobile, 70 % of companies have fibre-optic, three mobile 4G (LTE) networks, 95 000 households have FTTH speeds up to 1 Gbps , 400 000 households will be accessed by fiber (FTTH) 2012 (175 00 households 2010) and that's is 90 percent of the households and 100 percent of the companies.

Intelligent Community Forum [4] says:
"Broadband connectivity feeds the development of a knowledge workforce as well as creating the foundation of digital inclusion programs.
Both contribute to a rising level of innovation in the community as well as increasing demand for connectivity.
And Intelligent Communities make this wave of change the core "value proposition" in economic development marketing."

Open access to knowledge

Those values are also shared by the Stockholm Public Library. Last year's theme for the WLIC conference in Gothenburg "Open access to knowledge – promoting sustainable progress" could as well been the headline for this speech.

Open Access

through collaboration

•Open Source

•Open Data

•Open Libraries

[3] Stokab www.stokab.se/english
[4] Intelligent Community Success Factors. Intelligent Community Forum www.intelligentcommunity.org

These recent years we've learned a lot about the price of knowledge and dreams, about the difficult question about ownership and the innovative force of sharing. We had to update our knowledge of copyright and freedom of information and we still don't know where the balance between these both forces will lead us.


Content is special

Hard to own

Easy to share

L'Institute d'Arabe du Monde, Paris
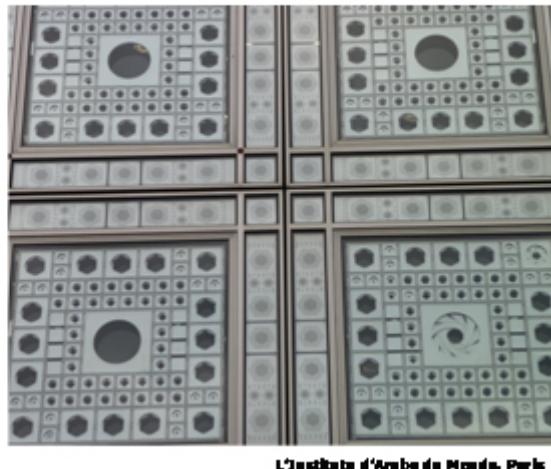
Stockholm Public Library is building its infrastructural foundation on open source, open data and open collaboration. That demands an open, participative and inclusive culture within the library and also vision, flexibility and a high degree of trust among the partners both externally and internally.

THE DIGITAL LIBRARY
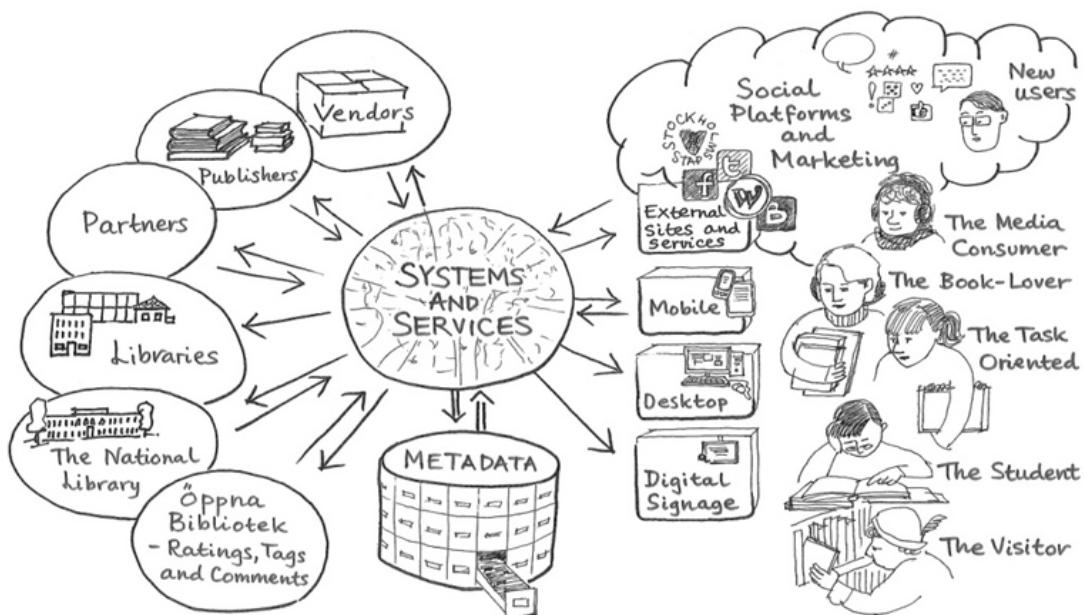
Stockholm Public Library are using the open data to create and share it's content with users as well as providers and with other libraries from the local public library far north to the National Library i Stockholm.
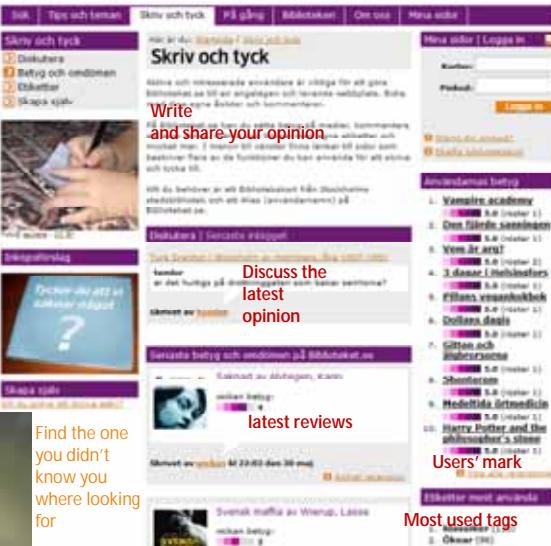
The International Library of Sweden is a part of Stockholm Public Library as create a service in nine languages and five alphabets.

Collaboration and sharing calls for a different, open, participative and inclusive culture, where every contribution matters. Stockholm Public Library works towards a participative culture, where the library acts as a facilitator of the cultural flow.

Openness Inclusiveness Partnership

Remember the study of ICT, Intelligent Cities Forum, about the key factors for people's attachment to their home towns?

The new Kista Idea City in suburban Stockholm is developing as a kind of library with the very same key factors: openness, inclusiveness and partnerships. It's situated in an international environment between the biggest cluster of ICT companies in Europe and an international population of immigrants from all over the world.

Kista Library already today a hub for lifelong learning and will even more in the new Kista Idea City support local networking and build a bridge between languages and cultures, between the physical and the virtual library. In this area there are a lot of intelligent people with valuable cultural experience, but with a lack of digital skills. Bridging the digital gap is mandatory for an Intelligent City.

The building of a different library in Kista started many years ago in the old library, where we still are. We believe in building the core idea, testing our vision in practise and starting to collaborate, while we still are planning for the physical new premises.

A year ago we opened up a new small business together with some new friends and partners, just to investigate what that kind of collaboration could lead.

Among other things this partnership gave us higher visibility within the ICT business, with a lot of learning breakfasts and fun experiments. We are planning to go on with that kind of "library labs" together with the National Library of Sweden.

We were offered three different spaces for our new Kista Idea City. The Library plan of the City of Stockholm says: "the libraries are to be found in places where people are, for shopping, travelling or just to meet." Right now we are working together with a consortium of one of Sweden's largest shopping malls, the Metropolitan Transport Company and Skanska, a large building company, to place the library right in the connection between the subway station and the shopping mall. Right in the everyday flow of citizens, connection the diverse community of Kista with the diverse ICT business crowd.
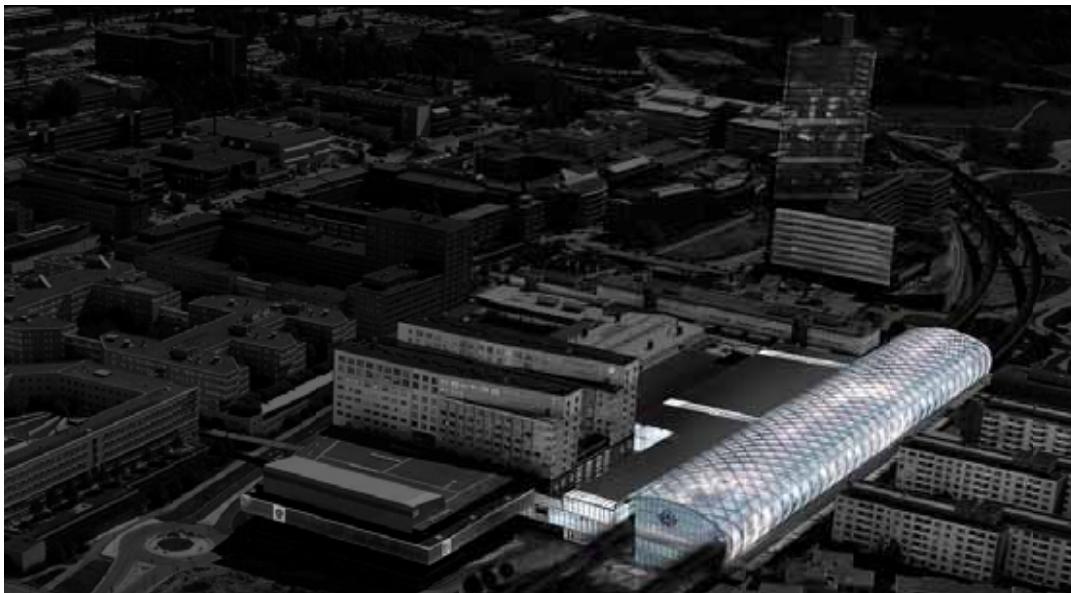
The Food Court serves 6.000 lunches every day with restaurants cooking meals for every taste. Kista Idea City will overlook this mall but also turn to the commuters as the first thing they meet.

The idea behind the library programme is "Partnership for Inclusion": We will be the heart of a business service the citizens needs and dreams, where more and less frequent partners share the space and the visions with us.

Kista Library is right now developing different "labs" with different partners, as a lab for sharing ideas, one for sharing stories, languages cafés and digital workshops.

Openness Inclusiveness Partnership. That's three words for an Intelligent City. And Kista is full of smart people. Not all of them are librarians. But together we'll create an intelligent library business.