Innovation and value co-creation for a new generation of libraries

May 22-23, 2025

Alcalá de Henares (Madrid), Spain

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PROGRAM

Universidad de Alcalá

LibrarIN

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With the support of:

MINISTERIO DE CULTURA — DIRECCIÓN GENERAL DEL LIBRO, DEL CÓMIC Y DE LA LECTURA — SUBDIRECCIÓN GENERAL DE COORDINACIÓN BIBLIOTECARIA

LIBER LIBER

EBLIDA

NAPLE FORUM — NATIONAL AUTHORITIES on PUBLIC LIBRARIES in EUROPE

PUBLIC LIBRARIES 2030 — CONNECT. INNOVATE. ADVOCATE.

IFLA

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SPRINGER NATURE

In today's world, libraries are evolving to address some of the most pressing societal challenges. No longer limited to their traditional roles centered on books and readership, a new generation of libraries is emerging as dynamic hubs of community engagement, identity building, and societal well-being. These modern libraries foster citizen participation, meet the needs of vulnerable populations, preserve cultural heritage, and contribute to sustainable development and growth at local, regional, and national levels.

Libraries have the potential to act as catalysts for service innovation, tackling 21st-century European challenges such as aging populations, migration, and social inclusion. By offering high-quality, forward-thinking services, libraries are becoming vital players in addressing societal demands. Technology plays a pivotal role in this transformation, leveraging digital advancements and innovative tools like artificial intelligence to deliver impactful solutions.

The foundation of innovation in libraries lies in a new paradigm of service provision. This paradigm prioritizes:
• Co-creation and active user engagement.
• Multi-agent collaboration, bringing together diverse stakeholders.
• Technological and organizational transformations, complementing each other to create synergy.
• An open innovation culture that fosters collaborative skills, advanced managerial models, and robust policy support.

Researchers, practitioners, publishers, authors, and policymakers have a unique opportunity to collaborate and transform libraries into engines of economic, social, cultural, and public value creation. Through joint efforts, this new generation of libraries can unlock their immense potential to shape a brighter future.

The upcoming international conference builds on the groundbreaking work of the Horizon Europe project LibrarIN (https://librarin.eu/), focusing on value co-creation and social innovation in libraries. Together, let's reimagine libraries as key players in addressing societal challenges and creating lasting impact.

TOPICS OF THE CONFERENCE

• Innovation and co-creation in libraries: theoretical frameworks and practice experiences.
• Digital transformation, technological advances, and artificial intelligence for libraries.
• Preservation of cultural heritage for libraries.
• Relationships between public-private-third sector innovation networks and libraries.
• Living labs in libraries, service design and user engagement.
• Social inclusion and services to vulnerable communities.
• Entrepreneurship and support for entrepreneurs.
• Particularities of innovation in public, municipal, academic and national libraries.
• New managerial models and tools for libraries.
• Service quality, monitoring, and evaluation.
• Challenges for publishers, authors and AIthors, students, library staff.
• Library impacts in culture, urban and regional growth, and socioeconomic transformations.
• Innovation and co-creation metrics in libraries.
• Policies for promoting innovation in libraries.

TARGET AUDIENCE OF THE CONFERENCE

RESEARCHERS in different academic disciplines and fields: library and information sciences, innovation, services, management, business, economics, geography, engineering and computer science, social scienc-es and humanities.

LIBRARY PRACTITIONERS (special track for sharing case stories), managers and service providers.

POLICYMAKERS in charge of libraries, culture, education and innovation policies.

PUBLISHERS AND USERS: authors, AIthors, communities of readers and library users.

RESEARCH TRACKS

TRACK 1: **TECHNOLOGIES**, digital transformation, and artificial intelligence in libraries

TRACK 2: **NEW LIBRARY SERVICES**, service innovation and innovation ecosystems in libraries

TRACK 3: **VALUE CO-CREATION**, living labs, service design, and user engagement

TRACK 4: **SOCIAL INCLUSION**, networks and entrepreneurship

TRACK 5: **SERVICE QUALITY** and service management in libraries

TRACK 6: **METRICS**, measuring transformations and collaboration in libraries

TRACK 7: **LIBRARY IMPACTS** in culture, cities and regions and socio-economic transformations

PRACTITIONERS TRACKS

TRACK 8: **CASE STORIES** on transformations and collaborations in libraries

TRACK 9: **CHALLENGES** for policymakers, library staff, publishers, authors, AIthors, students...

LANGUAGE

English

THURSDAY 22nd

14.30   Arrival and registration

15.00   **Welcome and Opening Session**
Jose Vicente Saz (*Rector of the University of Alcala*); **María José Gálvez Salvador** (*Director General, Spanish Ministry of Culture*); **Anna Triantafillou** (*LibrarIN coordinator, Athens Technology Center*)

15.30   **Keynote: The future of Library Services: Innovation, Technology, and Value Co-creation**
Chair: **Luis Rubalcaba**, *University of Alcalá.*
Stuart Snydman (*Harvard University*); **Paul Windrum,** (*University of Nottingham*)

16.45   Coffee Break

17.15   **Parallel Sessions.** Paper presentations - Research tracks 1-7

Parallel Special Session: Engage with Leadership from Professional Associations
Chair: **Marieke Willems,** *Lisbon Council.*
Ilona Kish *(Public Libraries 2030)*; **Helen Mandl** *(IFLA)*; **Andrew Cranfield** *(EBLIDA)*; **Izabela Korys** *(NAPLE)*; **Hilde van Wijngaarden** *(LIBER)*

19.30   Guided tour of the University of Alcalá's World Heritage buildings and libraries

21.00   Gala dinner

FRIDAY 23rd

08.00   **Parallel Sessions.** Research and practitioners tracks 1-9

09.30   **Plenary Session: New evidence from the EU LibrarIN project in selected library topics**
Chair: **Anna Triantafillou,** *Athens Technology Center.*
Carsten Smith / Ines Mergel *(University of Konstanz)*, *«Digital transformation and AI»*; **Benoît Desmarchelier / Faiz Gallouj** *(University of Lille)*, *«Public-private networks and social innovation»*; **Lars Fuglsang** *(Roskilde University)*, *«Living Labs, co-creation and co-innovation»*; **Anthony Arundel** *(Merit- Maastricht University)*, *innovation metrics in libraries.*

11.00   **Parallel Sessions.** Research and practitioners tracks 1-9

Parallel Special Session: Preservation of Cultural Heritage for Libraries
Chair: **Gloria Expósito Álvarez**, *Spanish National Library.*
Jacobo Vera (*Libnova*); **Stuart Snydman** (*Harvard*); **Julio Cordal** (*Spanish Ministry of Culture*)

13.00   Lunch

14.00   **Parallel Sessions.** Research and practitioners tracks 1-9

15.30   **Policy Session: Reimagining Libraries: Actions towards Sparking Collaboration & Innovation.**
Chair: **Francesco Mureddu**, *Lisbon Council.*
Stefaan Hermans *(Director of Policy Strategy and Evaluation DG Education, Youth, Sport and Culture, EU Commission)*; **Laura Guindal** *(Ministry of Culture, Spain, and representative of the OMC group)*

16.30   Closing Session

Anthony Arundel. Professorial Fellow at MERIT, Maastricht University
A leading researcher in studies of innovation using surveys of businesses and public sector organizations, his research focuses on knowledge flows, innovation capabilities, outcomes, and indicators for measuring innovation activities. He has collaborated with the OECD and the European Commission on policy frameworks for biotechnology, intellectual property, and innovation. His publications cover intellectual property, knowledge diffusion in businesses, and the factors shaping innovation in the public sector.

Andrew Cranfield. Interim Director at EBLIDA
A specialist in European library policies, he has played a key role in advocating for stronger libraries and library organizations across Europe. Andrew Cranfield has previously worked for EBLIDA from 2006-2009 and has also served on its Executive Committee from 2021-2025.Before joining EBLIDA as its director at the beginning of 2005, he has worked primarily in the public library sector in Denmark and held various management positions within the field. He is committed to ensuring that libraries continue to be democratic and open institutions, where citizens have access to information and knowledge, which they can trust and where libraries are strong facilitators of democratic values.

Benoît Desmarchelier. Researcher at the University of Lille
Focuses on innovation in public-private networks, particularly in social and economic development. His research examines how businesses, universities, and governments collaborate to foster innovation. He has published on the role of institutional frameworks in knowledge transfer. Desmarchelier also investigates strategies for fostering entrepreneurship and technological advancements in regional economies.

Lars Fuglsang. Professor at Roskilde University
A specialist in innovation studies, particularly in public sector and service innovation. His research explores how institutions develop and adopt new business models. He has been involved in European projects related to digital transformation in public administration. Fuglsang has also written extensively about organizational learning and creative problem-solving in policy-making.

Faiz Gallouj. Professor at the University of Lille

An expert in service innovation, focusing on public-private partnerships and policy development. He has contributed to theoretical and empirical research on innovation in the service economy. His work is widely cited in academia and policy discussions. Gallouj has collaborated with international organizations, including the OECD, to analyze trends in service innovation.

María José Gálvez Salvador. Director General of Books, Comics, and Reading, Spanish Ministry of Culture.

A legal scholar with a Ph.D. in Law, she has dedicated her career to cultural policy and intellectual property rights. She has previously taught Constitutional Law and advised on legislative matters related to publishing. Gálvez has led initiatives to promote literature, translation, and national reading programs. She played a key role in establishing Spain's National Comic Day.

Laura Guindal Martínez. Deputy Director General of Library Coordination, Spanish Ministry of Culture

An expert in library management and digital preservation, she leads efforts to modernize Spain's library system. She has been instrumental in national and international collaborations, such as Europeana. Her work includes developing policies for long-term digital preservation and heritage accessibility. Guindal has also contributed to initiatives aimed at increasing public access to cultural resources. She is Spain's representative in the EU OMC expert group "Building Bridges", which focuses on strengthening the multifaceted roles of libraries in fostering democracy, inclusion, and cultural participation across Europe".

Julio Cordal Elviro. Head of the Library Projects Area at the Sub-Directorate General of Library Coordination, of the Ministry of Culture.

He is currently in charge of digital libraries (Virtual Library of Historical Press and Virtual Library of Bibliographic Heritage) and the digitization and digital preservation projects of the SGCB, the national collector and aggregator of metadata Hispana, international digitization projects and relations with Europeana, of the library specialized in library collection Travesía, of the collective catalog Unique Reference Point of the libraries of the AGE (PCU) and of the development of the Kobli program, an open source OPAC. Specialising in digital libraries, digitisation and digital preservation, he has worked since 2010 in the Sub-Directorate General of Library Coordination, mainly in digitisation and digital preservation, and in the National Library, where he worked as a Technician in the Hispanic Digital Library and later, in a later period, as Head of Area, being in charge of said digital library and the digitisation and digital preservation projects of the BNE.
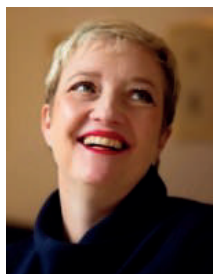
Gloria Expósito Álvarez. Director of Digital Processes and Services, National Library of Spain

Aeronautical Engineer. In 2022 she joined the National Library as Computer Science Coordinator, directing software development, communications, systems and cybersecurity projects, and therefore participating in most of the BNE's lines of work, and since 2023 she has held the position of Director of Digital Processes and Services at the BNE. In this direction, projects are carried out in digitization, digital preservation, innovation, data reuse, catalog management and internal and external applications, website, electronic legal deposit, archive of the Spanish website, computer and storage systems, software development or cybersecurity. In addition, the development of AI is currently being promoted and participating in LLM projects at the national level, since the BNE is the main source of textual data in Spanish. She is a member of the Scientific Committee of the BNE.
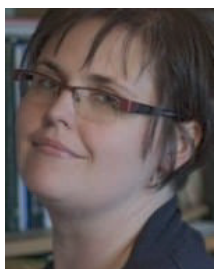
Stefaan Hermans. Director of Policy Strategy and Evaluation in the Directorate-General for Education, Youth, Sport and Culture at the European Commission

In this capacity he is also Co-Chair of the Horizon Europe cluster 'Culture, Creativity and Inclusive society' Committee and represents the European Commission in the High Council of the European University Institute. He previously held a wide range of posts including as Head of Cabinet of the Commissioner for Employment, Social Affairs, Skills and Labour Mobility. He also lectures on EU Affairs at the KU Leuven.

Ilona Kish. Director of Public Libraries 2030 (PL2030)

An advocate for public libraries as centers of innovation and community engagement. Her work focuses on policy development, ensuring libraries remain relevant in the digital era. Kish has led European projects aimed at strengthening library networks and funding. She is actively involved in campaigns promoting literacy, digital skills, and social inclusion through libraries.

Izabela Koryś. Head of the Libraries Development Unit at the National Library of Poland

A Polish sociologist specializing in readership studies and library science. She has worked at the Institute of Public Affairs and the International Organization for Migration. In 2008, she joined the National Library of Poland, where she heads the Libraries Development Unit from 2019. Her research explores reading habits, cultural participation, and library statistics.

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Helen Mandl. Deputy Secretary General at IFLA

Works on global library policies and initiatives to improve access to information. She has extensive experience in strategic planning for library institutions worldwide. Mandl supports international cooperation in knowledge sharing and professional development. She has played a key role in advocating for open access and digital transformation in libraries.

Ines Mergel. Professor at the University of Konstanz

A scholar specializing in digital governance and public administration. Her research examines how governments adopt emerging technologies to improve transparency and efficiency. Mergel has advised public institutions on digital transformation strategies. She has published widely on topics such as artificial intelligence in public services and citizen engagement.

Francesco Mureddu. Vice President for Development at the Lisbon Council

Francesco is a distinguished senior executive with a proven record of designing, implementing, and evaluating large-scale digital innovation initiatives. He is the leader of the EU account, and he is the coordinator of several research and innovation projects. Francesco's work focuses on harnessing disruptive technologies—such as artificial intelligence, big data, open data, augmented/virtual reality, and edge computing—to improve policymaking and public service delivery. He is particularly invested in tackling societal challenges like climate change and urban sustainability through technology-driven approaches. Notably, he is exploring how smart cities can enhance efficiency and quality of life for residents, as well as investigating the potential of virtual worlds to offer novel ways of interacting, learning, and engaging in digital environments. A strong proponent of equitable and ethical digital transformation, Francesco underscores the importance of policy and regulation in ensuring that the benefits of emerging technologies are broadly shared across society.

Luis Rubalcaba. Professor of Applied Economics at the University of Alcalá.

A leading researcher in service economics, innovation (social innovation, public innovation and business innovation), service experience and international trade and competitiveness. He has worked as staff for international organizations such as the World Bank in Washington DC, US, and the European Commission, in Brussels, Belgium. He is the scientific coordinator of the Horizon Europe LibrarIN project on innovation and value cocreation for a new generation of European

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José Vicente Saz Pérez. Rector of the University of Alcalá
A physician specializing in Microbiology and Parasitology, particularly zoonotic diseases. He has led research on infectious diseases and their impact on public health. Since 2018, he has served as Rector of the University of Alcalá, promoting academic excellence. His leadership has focused on expanding research programs and strengthening international collaborations.

Carsten Schmidt. Researcher Konstanza University
Experienced in judicial and digital governance, he served as a Senior Judicial Officer and contributed to national e-Justice working groups. At the Ministry of Justice NRW, he worked on strategic IT planning and European e-Justice initiatives, participating in EU expert groups and the Council's e-Law working party. He led EU projects e-CODEX and e-SENS, advancing cross-border digital services. Furthermore, he contributed to the TOOP project at Tallinn University, and supported mGov4EU research at the University of Tartu. Since 2024 at the University of Konstanz, he is pursuing an external PhD focused on EU e-Government, interoperability, and sustainability.

Stuart Snydman. Associate University Librarian and Managing Director for Library Technology at Harvard University
Oversees Harvard's library technology infrastructure, ensuring digital accessibility and preservation. He has led initiatives in digital archiving and metadata management. Snydman has played a significant role in modernizing library systems through AI and big data. His work focuses on enhancing user experience in academic and public libraries.

Anna Triantafillou. Senior Consultant at the Athens Technology Center
Specializes in digital transformation and innovation management. She has worked on major European projects linking technology and business solutions. Her expertise includes AI, cloud computing, and big data in the public sector. Triantafillou advises institutions on adapting to emerging technologies.

Jacobo Vera. Head of Libnova

An expert in digital preservation solutions, ensuring long-term access to digital content. He works on developing systems for digital archiving and knowledge management. Vera collaborates with libraries and cultural institutions to safeguard historical documents. His expertise includes software solutions for digital heritage preservation.

Hilde van Wijngaarden. Director of the University Library of the Vrije Universiteit Amsterdam

A historian with expertise in digital preservation and automatic processing of historical data. She has worked on European projects related to digital archiving and library modernization. Van Wijngaarden has played a key role in the Netherlands' efforts to integrate AI in library services. She has published extensively on digital heritage management.

Marieke Willems. Policy Analyst at the Lisbon Council

Specializes in public sector reform and digital innovation. She contributes to EU-funded research analyzing the impact of AI and emerging technologies on governance. Willems advises policymakers on strategies for digital inclusion and smart cities. Her research supports the development of sustainable digital transformation policies.

Paul Windrum. Associate Professor at Nottingham University Business School

An expert in strategic innovation management, particularly in service innovation. His research explores how public and private sectors collaborate to foster new business models. Windrum has contributed to studies on sustainability, digital business strategies, and networked innovation. He advises institutions on developing innovation-friendly policies.

SCIENTIFIC COMMITTEE

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Varun Gupta, *Universidad de Alcalá*

PRACTITIONERS COMMITTEE

Members of the LibrarIN stakeholders panel: **https://librarin.eu/who-we-are/stakeholders/**

ORGANIZING COMMITTEE (UAH team)

Luis Rubalcaba (president), Alberto Peralta, Alejandra Suárez de Cepeda, Cristina Suárez, David Gago, Ernesto Solano, Fabio Moscoso, María Dolores Ballesteros, Nuria Madueño, Varun Gupta