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Noor Abutayeh

noor.abutayeh@hotmail.com

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The Library as an Inspiring Space for Learning and Innovation

Noor Abutayeh, Dr.
Assistant professor, Zarqa University, Jordan
noor.abutayeh@hotmail.com

Abstract

Managing the modern library means seizing upon this technological and cultural shift, and transforming these challenges into positive opportunities. The success of this evolution will be contingent on the creation of inspiring and attractive services for libraries' collections, activities, and spaces. Thus, this study seeks to investigate these new inspiring services and non-traditional activities through the web portals of libraries from different countries all around the world. The research follows the documentary approach based on subject-related studies, and navigating libraries' web portals, to determine their activities. The study focused on many concepts related to innovative services, sustainable information development and societal integration. Hence, the study presents the experiences of a selection of libraries around the world where these services and activities have been successfully implemented. The researcher, having gathered and analyzed the documents, made a set of recommendations to library workers including: a) constructing a broad public vision for the transition of community libraries from their traditional role providing information to a more comprehensive role in serving societies educationally and culturally, b) promoting sustainable information development strategies for all groups within society without marginalizing any category, c) understanding the local dynamics of communities by collecting necessary data on population, demographic categories, types of cultures, standard of living, and refugee movement to build studies that accurately identify community needs, d) bridging the knowledge gap and digital divide by enhancing partnership among individuals and institutions, and e) establishing partnerships with governmental and non-governmental organizations with a view to launching volunteer programs, grants, and training workshops to overcome barriers of cultural isolation or culture shock.

Keywords: Librarianship; creativity; digital age; library spaces; societal integration; users' community; global experiences

Introduction

The rapid development of information and communication technology, along with cultural diversity in societies, pose a great challenge for libraries around the world. For most members of society, the services of traditional libraries have been rendered obsolete by information networks that can be easily searched and deliver immediate results. In recent years, libraries throughout the developed world have begun to host a group of non-traditional programs and activities. These initiatives are characterized by a spirit of creativity, learning, entertainment, and innovation in providing various services to all groups of society. The traditional view of libraries as mere physical information repositories that provide ordinary bibliographic services is being updated from indexing, cataloguing, extracting, borrowing, to a broader, more inspiring, and more brilliant image (Freeburg, 2020; Islam, et al, 2017). Libraries are poised to become an attractive and welcoming space for anyone in search of knowledge and innovation, no matter who they are or where they come from.

Original ideas can only stem from non-traditional activities, undertaken in an environment conducive to creative thinking and actions, and through conscientiousness, institutional affiliation and teamwork among library workers. In the past decade, there has been a clear shift in the role of libraries from a simple physical data repository to a place of socializing (Bertot et al., 2015).

Through the exploitation of computer laboratories and production studios for digital media, modern technologies and other library assets, and voluntary programs that strive to include society's marginalized, libraries aim to enhance community participation and build an active and positive presence in the communities they serve.

Among the challenges facing libraries at present is the need to keep pace with the continually evolving capabilities of digital technology. Readers' increasing preference for electronic over printed resources has put immense pressure on libraries, and their desire to obtain information as quickly and with as little effort as possible has made working in a library significantly more complex (De Greef et al., 2020; Pacios, 2020; Streatfield et al, 2019). Innovative new services contribute to overcoming these problems and continuing to fulfil the purposes for which libraries were established, the most important of which is achieving sustainable information development and cultivating a participatory community.

It is therefore imperative that libraries, in light of the evolving digital environment, develop services characterized by modernity and creativity, and adapt these for delivery via renewable digital methods appropriate to the diverse needs and desires of their users. This will lay the groundwork for an inspiring, creative environment complemented by managerial commitment to building a network of communication with library users and meeting their needs in a positive, interactive manner.

Significance of the research

This topic represents a qualitative knowledge addition to desktop publishing by addressing the reality of global experiences, through which libraries have implemented new, inspiring, and innovative ideas through the use of technology, the internet and social media, in addition to employing paid library staff or volunteers from the community to provide quality information services that attract all segments of society without excluding or marginalizing any of them. The study also presents the opportunity for researchers in library science and information studies to give an opinion on this subject, which is still open to further exploration. The study also shows the importance of this area of research in encouraging those in charge of libraries in the world to expand their understanding of the role of the library to consider a holistic service capable of fostering the development and prosperity of societies.

Research objectives and questions

Successful library management should be capitalizing on the reorientation of society towards digital resources by reframing this challenge as a positive opportunity, the details of which lie in creating inspirational and attractive services for libraries and encouraging their use. This study seeks to explore innovative information services that are not provided to the community in traditional libraries. This was achieved by exploring global experiences that would advance the library sector and work on development and modernization in the nature and quality of these services. From here it is possible to identify the most prominent questions of the study, which are as follows: what has been inspirational recently in the provision of services in libraries? What services can the library update to promote community integration, and sustainable development? What are the unique and successful innovative experiences in the world of information services in libraries that meet the needs of users in all categories, including children, youth, the elderly, prison inmates, disabled groups, and housewives?

Methodology

In this study, the researchers followed the documentary research approach based on theoretical study of related resources, libraries' websites, and concepts related to creativity in providing information services that enhance community participation and sustainable information

development in libraries. The researcher searched for and found initiative services through search engines upon the disseminated information on libraries' web portals. The sampling is non-randomly selected. Snowball technique is adapted through tracking hyperlinks and hypertexts that are provided in web pages. This study also highlighted the importance of creativity in the provision of information services in libraries and their role in overcoming the challenges they face in light of digital transformation.

Theoretical framework

Information services and community groups

From the examination of the literature in the field of information and libraries, represented by academic studies from university theses to master's and doctoral degrees, and research published by specialists, the various groups of society were dealt with in this study through a literary and documentary survey. These included: pre-school children, people with disabilities, the elderly, youth, researchers, housewives, inmates of reform and prison homes and refugees. The highest-ranked class of people with disabilities was the blind, while children's services ranked first for all groups (Sadiq, 2016). This means that there must be other services provided according to the interests of each category to meet their particular needs, as evidenced in studies presented by the International Federation of Libraries (IFLA). The digital diversity in the library's holdings, information output and the diverse needs of the community of users enable these libraries to adopt new policies to create programs of unparalleled quality (Shapiro, 2016). Combined with traditional efforts to mobilize libraries of any kind to achieve sustainable community information development, libraries will be modernized through equality and social solidarity (Yeh & Walter, 2017; Forkert, 2016). This community engagement will promote wellbeing and practical competencies by developing the skills of individuals and teaching them what is new in the world of informatics.

The importance of innovation and creativity in providing services

The nature of the information services provided to the beneficiary community, which are available in all types of libraries, such as borrowing, ongoing briefing, and research in the library's holdings, has become integrated into the traditional services. These roles have gone beyond to include their impact on the community on the following:

- a) Helping to find work, by offering users training programs and work experience placements. These had a great impact on building self-confidence and self-esteem, and eliminating the feeling of isolation.
- b) Encouraging community participation by preparing volunteer programs to serve the community so that the volunteers feel that they are an active element with a positive presence in the community, and work to increase the level of inclusion for these groups, especially when they have different cultures or when their languages, religions, and places of origin differ. Such activities increase the level of inclusion by promoting cooperation, love, and a sense of responsibility towards the community, which increases social cohesion and discourages societal exclusion.
- c) Cooperating with other institutions locally, regionally, and internationally, either by providing these innovative activities, financing them, or co-presenting them to individuals in the form of cultural exchange or grants for training and study.

Successful experiences in providing innovative information services

Studies have documented great success in the diversity of innovative and creative provision of information services in libraries and information centers, which combine the strengths of these libraries and services as activities that attract library patrons. This approach succeeds by presenting

an unconventional competitor to the manifestations of digital transformation in the world of information (Radia & Mounir, 2018). Nobody deny the importance of innovation in providing information services in a modern way in our daily lives because of its impact on our actions and behavior, as the success in providing these services depends on innovative messaging about the library and its products (Limwichitr, 2019; Henkel et al., 2018;). This argument highlights the important intersection between the role of libraries and human learning. The creative messaging, devised by humans, allows news of these services to spread to the largest possible number of people voluntarily, after which they obtain the added value and benefit of this service. In the same vein, many global experiences can be cited providing innovative distinguished services in libraries for each category of society as follows:

Innovative services for children

The modern library has transformed from a repository of physical books to a community information center; over the decades, public libraries have evolved into informal STEM places of education (Rosa, 2016), hosting programs and exhibitions that inspire children and adults alike. These initiatives support children and adults in their learning in a variety of ways that differ from the curricular methods offered by the school system, and support the intersection between libraries and learning through Education: science, technology, engineering, and mathematics STEM (<https://www.informalscience.org/projects/learn-experience/stem-learning-libraries>). MacArthur and the Institute of Museum and Library Services IMLS-funded Maker Lab initiative have emerged as leaders in the desktop production movement. The National Science Foundation NSF-funded Science-Technology, Activities and Resources STAR Library Network (<https://www.starnetlibraries.org/>) has developed traveling exhibitions on health, space exploration, and technological discovery, reaching more than 350,000 people across the United States (Fitzhugh et al. al., 2013). The IMLS-funded Learning Labs in Libraries and Museums project (<https://www.ims.gov/issues/national-initiatives/learning-labs>) engaged young people in creating digital media (Brown & Lopez, 2015).

Several libraries offer a range of activities for pre-school children regularly throughout the months of the year, such as the events offered by the Toddler Playdate Library, which offers a range of educational games, and learning through play for ages 1-5 (<https://lacountylibrary.org/carson-library/>).

Creative services for youth

One of the global experiences of libraries in providing innovative services is the “Anywhere” service provided by the Carson City Library in Nevada to users in children’s and youth clubs. In areas far from the library, the secure library machine stores no fewer than 240 sources, provides a loan service for these resources and returns them, and provides a connection service to the library’s automated system. In addition, this automated lending service includes the trade of portable electronic tools. By hand, children can also borrow DVDs, books, and educational toys (Carson City Library, 2021).

Among the distinguished experiences is also the provision of a digital media labs at the Skokie Public Library (<https://skokieliibrary.info/services/computers-technology/digital-media-labs/>) in the state of Illinois, where community members can produce video clips, recorded music, photos, designs, and otherwise creatively express themselves. The library provides the software and technology for these activities in a purpose-built computer suite, including computers with media editing software installed, specialized keyboards and printers, as well as a so-called green screen wall for projects producing films. The walls of this laboratory are characterized by sound insulation.

Figure 1 Digital Media Lab



Among the most prominent successful experiences in the field of technology and its use in providing inspiring information services is the Technology Petting Zoo service provided by the Austin Central Library (<https://www.statesman.com/news/20180603/at-austin-central-library-hands-on-gadget-time-drives-the-tech-petting-zoo>). This is a dedicated area in the library where users can view some of the latest technological advances. The Petting Zoo features technology that the user community may be curious to use, but has not already owned or experienced, including Google Home, smart lights, Philips Hue Wi-Fi bulbs (Austin Library, 2021), and a 3D printer that can produce artwork and scale models. The Tech Petting Zoo recently acquired the Spire Studio, a modern audio technology offering many options and privileges to its user, which the library allows the visitor community to experience.

Figure 2 Petting Zoo Technology in Austin Central Library's Website



What distinguishes this innovative new service is that it still allows more tools to then make its way to the Petting Zoo for library users, which can be borrowed from lending stations throughout the library. The Central Library is also appreciated for its unusual architecture, abundant meeting spaces, and a wealth of print and digital displays (Austin Library, 2021).

The same experience has been applied in other public libraries in the United States, such as the Kent Free Library in Ohio (<https://kentfreelibrary.org/>), which allows the community of users to interact with equipment and technology such as tablets and electronic text readers to better understand how their features and characteristics differ from other devices.

Services for the elderly

One of the best innovative services that libraries provide to the elderly user community is the volunteer program provided by the New River Library branch of the Pasco County Library System

(<https://www.pascolibraries.org/>) in Florida. In this program, young information technology teachers provide volunteer hours to train older adults. Over 50 years old, teaching each person individually in computer skills and how to use smart devices from phones.

As for Philadelphia Public Library, a workshop entitled "City Life Clinic: Adult Nutrition" was presented by a registered dietitian, arranged by the Nutrition and Nutrition Program for Seniors of the Agatston Nutrition Initiative with City Life Clinics, in Philadelphia, under the umbrella of the Agatston Nutrition Initiative Urbanism AUNI, a program of the University of Pennsylvania's Netter Center for Community Partnerships (<https://libwww.freelibrary.org/calendar/event/95983>). This initiative engages, educates and empowers youth, college students, seniors, and community members to maintain a healthy and sustainable diet as a new type of programs that are adapted in libraries space.

Services for people with disabilities

Users with disabilities have also had a share of these innovative services, as one of the global experiences in our study is the educational service for the visually impaired provided by the George W. Covington Memorial Library in Mississippi (<https://www.ccls.lib.ms.us/>) on how to use phones, technologies, and assistive technology tools. The program is delivered by a group of young volunteers wishing to provide training courses, meaning that there is a one-on-one trainer available for every person with disabilities at specific hours inside the library.

Dragon software, formerly known as Dragon Naturally Speaking, for example, is a high quality speech recognition software for Windows computers that has been applied in many information centers and libraries since the early 1990s. For Example but not limited to, in Australia, Bond University Library BUL (<https://library.bond.edu.au/>) provides services and facilities to help students with disabilities and temporary medical conditions through an established room called Assistive Technology Room ATR (<https://library.bond.edu.au/using-library/study-areas-bookings>). Same experience found in University of Nottingham library (<https://www.nottingham.ac.uk/library/help/accessibility/assistive-technology/assistive-software/dragon-naturally-speaking.aspx>), Sheffield University library (<https://www.sheffield.ac.uk/library/inclusivelearning/dragonnaturallyspeaking>) in UK, and Queen's University library (<https://guides.library.queensu.ca/adaptive-technology-centre/atc/dragon-naturally-speaking>) in Canada. Moreover, the reading rooms' features are designated for students with disabilities like automatic door entry and exit, emergency alert buttons, height-adjustable desks, and dimmer switches to adjust lighting levels in the hall. The libraries also has adjustable computer desks in the main library for students with mobility disabilities.

Creative design in prison libraries

As modern societies gradually adopt a more humane and enlightened practice of criminal justice and imprisonment following the United Nations Universal Declaration of Human Rights (United Nations, 2021), they shift their focus from punishment to education, rehabilitation, and the constructive use of time. Minister of Justice of North Rhine-Westphalia, Germany's most populous federal state said "Books connect, they open up new worlds of ideas and clear a path to every place in the world. This is felt by prisoners, who rediscover or discover their joy of reading". The prison library has become an important part of the prison environment in support of educational, and rehabilitative programs, as the majority of prison and detention centers libraries provide a level of "Normality" in a highly structured environment as a place where individuals are free to make their own choices and engage in self-directed activities (UILL, 2020; Korlak, 2019). Thus, providing a

window to the outside world by providing a lot of information is useful for those preparing to publish, the imprisoned person does not forfeit their right to learn and access to information.

The prison library usually provides similar materials and services to community libraries in the “free” world. There are no restrictions on access to library materials and information except when it is known that such access poses a threat to prison security. In addition, these libraries mimic the model of public libraries by providing resources for education and rehabilitation programs in prisons, as well as for other prison-specific requirements, such as legal groups. In addition, innovation for sustainability to promote social innovation, for example, in Germany, Münster Prison library (<https://uil.unesco.org/case-study/effective-practices-database-litbase-0/munster-prison-library-germany>) provided good practices of lifelong learning and the right to education for inmates within a creative and renovation colorful design.

Figure 3 Photo of the redesign of Münster Prison library on its website



Web-based “correctional” legal information products has also replaced the traditional information services in jails and correctional centers around USA (American Library Association, 2021), and providing prisoners with positive practices like meditation and yoga courses to promote social innovation and to support rehabilitation efforts. Through these services, special attention is given to meeting the needs of multicultural and multilingual users. Detention centers and prison libraries usually provide inmates with the opportunity to develop literacy and follow-up skills. Personal and cultural interests are also cultivated, as well as learning other creative skills (Chen, 2021; Lehmann & Locke, 2005).

Culture welcoming services for refugees

“With open Arms”, “Coming to Leipzig”, and “Overcoming Strangeness” are just examples of various libraries activities programs in many federal states in Germany to ease the settling in of Asylum seekers and refugee where library workers reach people directly where they live. The Bermen City Library, the Leipzig City Library, Magdeburg City Library, and the Enlrgen City Library Programs, with the aid of project funding and donations, give the refugee children the opportunity to talk about their homelands and promote young refugees’ skills for creative exchange (Culture and Creativity, 2021). More examples but not limited to, are the Mortenson Center for International Library Programs in partnership with the American Library Association (ALA), has sought to learn and illustrate ways in which libraries can meet the information needs of refugees and asylum seekers in their resettlement and reintegration process. Wishing to provide programs and services to immigrants living in their communities by learning from the USA and international library services who already serve that community, the Mortenson Center has produced a collection of guides for library staff and stakeholders on serving refugees and informing other community members about issues affecting refugees.

Figure 4 Libraries for refugees and asylum seekers in libraries in Germany



This center offers a range of events for the refugee community inside the libraries in Austria, Finland, France, Germany, Sweden, and UK (https://www.ifla.org/wp-content/uploads/2019/05/assets/public-libraries/publications/library_service_to_refugees.pdf).

Among these services and activities are courses within the Smart & Smarter program for the year 2020 in leadership and innovation in libraries. This is a professional development program for library leaders and creators where participants can learn innovative and creative practices and services along several axes. These include innovation by design, leadership, communication and change management, smarter strategies, emerging technologies, digital collections and print repositories, marketing, and merchandising.

Lifelong learning for housewives

Libraries have been able to overcome the stereotyped image in the minds of community members by providing an unconventional set of free services and entertainment programs that meet these community members' needs and develop their life skills. It is not surprising that a library such as the Austin Public Library in Texas offers fitness and yoga training to the women's community in a dedicated hall (Austin Public Library, 2021). These programs aim to develop the participants' skills with training, relieve life pressures, open channels of communication with others, and build effective relationships between community members.

Many libraries also provide distinguished services for young women and housewives who wish to learn a specific handicraft. The libraries offer a set of training workshops that suit the needs of women and at appropriate times as well. Among these services are the needle felting program provided by the Westbank Library, a training course on creativity with handicrafts. Participants in this course manufacture woolen dolls and animals (Westbank Library, 2019), which are provided free of charge to the community of users, strengthening relationships and developing the skills of the individuals participating in these training workshops.

Figure 5 Calendar of events and activities for December 2019 at Westbank Library

Home Catalog & Login Calendar Suggested Reads Kids' Room Programs Donate FAQs

Categories Tags

2019 NOV DECEMBER 2019 JAN 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<p>2019 Westbank Library Christmas Book Sale @ Laura's 11:00 AM Children Book Group @ Laura's 4:00 PM</p>	<p>Workshop in Good Hoop @ Laura's 10:00 AM Go Long @ Laura's 10:00 AM Tech Help @ Laura's 4:00 PM</p>	<p>Go Long with Friends @ Laura's 4:00 PM Tech Help @ Laura's 4:00 PM</p>	<p>Discovery! Writing - Pottery Writing @ Laura's 4:00 PM Prize of Life Yoga™ for Adults @ Laura's 4:00 PM</p>	<p>Storytime @ Laura's 10:00 AM ECC Bookend Series: Andy - Signs and Symbols Dog Storytime @ Laura's 4:00 PM Tech Adult Book Club @ Laura's 4:00 PM Commons Closet @ Laura's 4:00 PM</p>	<p>First Fibre Genealogy @ Laura's 10:00 AM Commons Closet @ Laura's 11:00 AM</p>	<p>Commons Closet @ Laura's 11:00 AM</p>
<p>2019 Westbank Library Christmas Book Sale @ Laura's 11:00 AM Share a Smile @ Laura's 4:00 PM Shareholders Out Loud @ Laura's 4:00 PM</p>	<p>Workshop in Good Hoop @ Laura's 10:00 AM Go Long @ Laura's 10:00 AM Tech Help @ Laura's 4:00 PM Prize of Life Yoga™ for Adults @ Laura's 4:00 PM</p>	<p>Commons Closet @ Laura's 10:00 AM Senior's Coffee @ Laura's 10:00 AM Tech Help @ Laura's 4:00 PM Prize of Life Yoga™ for Adults @ Laura's 4:00 PM</p>	<p>Outside of the Box! Children @ Laura's 10:00 AM Discovery! Book Drop: Popping Paper @ Laura's 4:00 PM Prize of Life Yoga™ for Adults @ Laura's 4:00 PM</p>	<p>Senior's Coffee @ Laura's 10:00 AM Commons Closet @ Laura's 10:00 AM Commons Closet @ Laura's 10:00 PM CANCELLED: Dog Storytime @ Laura's 4:00 PM</p>	<p>2019 Annual Holiday Shopping @ Laura's 10:00 AM Commons Closet @ Laura's 4:00 PM</p>	<p>Commons Closet @ Laura's 4:00 PM</p>
<p>2019 Westbank Library Christmas Book Sale @ Laura's 11:00 AM</p>	<p>Workshop in Good Hoop @ Laura's 10:00 AM Go Long @ Laura's 10:00 AM Tech Help @ Laura's 4:00 PM</p>	<p>Commons Closet @ Laura's 10:00 AM Go Long with Friends @ Laura's 4:00 PM Tech Help @ Laura's 4:00 PM</p>	<p>Discovery! Artisan @ Laura's 4:00 PM Prize of Life Yoga™ for Adults @ Laura's 4:00 PM Tech Help @ Laura's 4:00 PM</p>	<p>Storytime @ Laura's 10:00 AM Dog Storytime @ Laura's 4:00 PM Fiction Connections Book Club @ Laura's 4:00 PM</p>	<p>Commons Closet @ Laura's 10:00 PM Women in Print Book Club @ Laura's 4:00 PM</p>	<p>Women in Print Book Club @ Laura's 4:00 PM</p>
<p>2019 Westbank Library Christmas Book Sale @ Laura's 11:00 AM</p>	<p>Workshop in Good Hoop @ Laura's 10:00 AM Go Long @ Laura's 10:00 AM All Day Tea Party @ Laura's 12:00 PM</p>	<p>Commons Closet @ Laura's 10:00 AM Go Long with Friends @ Laura's 4:00 PM Tech Help @ Laura's 4:00 PM</p>	<p>Discovery! Artisan @ Laura's 4:00 PM Prize of Life Yoga™ for Adults @ Laura's 4:00 PM Tech Help @ Laura's 4:00 PM</p>	<p>Storytime @ Laura's 10:00 AM Dog Storytime @ Laura's 4:00 PM Fiction Connections Book Club @ Laura's 4:00 PM</p>	<p>Commons Closet @ Laura's 10:00 PM Women in Print Book Club @ Laura's 4:00 PM</p>	<p>Women in Print Book Club @ Laura's 4:00 PM</p>
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Activate Windows
Go to Settings to activate Windows

Modern libraries show from their pages that they offer a diverse range of activities, advertised and marketed to attract the largest possible number of participants. From picture No. (4) (Westbank Library, 2019) it is clear that this library provides throughout the month a set of events and activities for those interested. A community member who finds his interest piqued by any of these activities can easily register electronically or by phone.

From here, and through what has been reviewed from the experiences of some libraries, there are still many successful innovative services in libraries that this study has not been able to cover. These omitted examples of innovative library services have proven their efficacy in achieving the goals of the library, and raising its level in line with the tremendous development of the digital world, and open up a promising avenue for further research. This could be explored by library and information sciences specialists through future studies related to the transformation of information services in libraries and information centers from the traditional world to the modern digital form.

Conclusion

One of the library's main goals is to provide meaningful and up-to-date experiences to its patrons through narrative and artistic expressions in books, media, film, music, gaming, and other forms of entertainment. The inspiration space must not only be surprising and motivating, but it must also place the experiences in context, establishing a visible link between various media and platforms. As a result, the inspiration space in the library must tell stories, and be communicative and flexible.

Both more purposeful users and 'grazing' users with more time available to gather inspiration for new experiences need to be able to serve themselves in the inspiration space. Therefore, in this study, the researcher explores libraries' experiences in different countries around the world through their disseminated information in web portals. The libraries' experience open the field to library workers to adapt such new and meaningful lifelong learning activities, which by the end will lead to a social sustainable impacts.

The study presents a set of recommendations that will revitalize the work of libraries by creating new strategies that play a role in keeping pace with advances in technological modernity and societal diversity, and meeting the needs of individuals from the community of users, as follows:

1- Libraries adopt a comprehensive and wide-ranging general vision through which they move from the monotony of the traditional role of providing information resources to a more comprehensive role in serving societies educationally, culturally, and in the media. In this capacity, they promote sustainable information development strategies for all segments of society without marginalizing any group, and seeking to integrate everyone into cooperative charitable activities

that develop from their skills and motivate them to participate. This advances the society and promotes cohesion.

2- Libraries understand the local dynamics of the communities by collecting the necessary data and information about the population, demographic data, types of cultures, the standard of living, and the movement of refugees to build studies that accurately identify the needs of the community. These data will inform efforts to bridge the digital divide and promote partnership and effective integration.

3- Libraries establish communication and cooperation networks with governmental and civil society institutions, associations, and public bodies to benefit from their services and to help build volunteer programs, grants, and training workshops to overcome barriers of cultural isolation or cultural shocks, and for libraries to deliver their services to the general community.

4- Optimization of libraries for civic participation by attracting all members of society, refugees, and people with disabilities, to integrate them into public life, because the idea of participation in civic life is not a traditional idea for many of them.

5- Libraries adopt strategies and programs for the elderly, sick, and correctional and prison inmates who cannot go to the library, by providing knowledge stations close to them and establishing communication channels with them to deliver the information service to them wherever they are. This will ensure the right of access to information to all members of society without exception. This enhances their status, increases their cultural level, and makes them active elements in society, thus achieving comprehensive sustainable information development.

6- Libraries should encourage community members to overcome cultural and linguistic barriers by organizing dialogues, training workshops, and cultural exchange programs at an international level. Such initiatives will open the horizons of community members to other cultures and languages, creating opportunities to engage with members of other communities. Cultural and linguistic diversity is the common heritage of humanity and is a source of coexistence, cooperation, and tolerance in an atmosphere of trust, respect, and understanding.

7- The importance of libraries lies in providing their innovative services to societies as centers of various purposes. Libraries are educational, cultural, and informational centers that promote cultural and linguistic diversity and support them by adhering to the principles and values on which they are based. Libraries uphold the principles of equality in access to information, promoting the powerful message that knowledge is for all.

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