Libraries and Well-being



A regional project in Finland, led by Lahti City Library

to develop and test **a new framework for making libraries' well-being effects visible**

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How: Building bridges between impact pathways and well-being

LIBRARY'S IMPACT PATHWAYS

1. Literacy, access to information and education
2. Skills development and lifelong learning
3. Social inclusion, sense of community and safety
4. Culture and leisure activities
5. Services for special groups and cultural diversity

WELL-BEING EFFECTS

1. Perceived well-being
2. Functional ability
3. Sense of community and belonging
4. Equity and accessibility
5. Safety

The aim is not just to measure the library activity, but to understand what kind of changes happen for people and communities because of the library

What: New toolpack for libraries - promising first findings of the project

NEW TOOLS

- **Customer survey** for measuring well-being impacts
- **Self-assessment tool** for libraries
- **Metrics template** to make existing statistical data more useful

WHAT WE HAVE ALREADY LEARNED IN PILOT LIBRARIES

- **Users appreciate** the new tailored survey questions
- **Useful checklist** for internal development discussion
- Using existing data, creating **new data connections**

Key message: make the implicit explicit

What next: sharing what we have learned and will learn

- Current project ends by the end of 2026
- Learnings will be shared first within Finland
- Let’s talk more! We are happy to share the tools and learnings more widely if there’s interest
- Thank you and enquiries to Hanna Pitkänen, hanna.pitkanen2@lahti.fi
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Key message: measure to learn, not to rank