How to give the best possible service...

Art Libraries & Customers

ARLIS/Norden Annual Meeting and Conference Helsinki
15.-17.6.2017

#arlisnorden2017
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Welcome to the ARLIS/Norden annual meeting and conference 2017! The theme of the conference is focused on customers: how art libraries can give the best possible service to different customer groups.

Here you can find the contact information of the working group, program and some other useful information. We hope you enjoy the conference and your stay in Helsinki!

Wifi networks:

Theatre Academy     SSID: Uniarts public
                    Password: internet
Aalto University     aalto open (open and unencrypted)
Kiasma               KIASMA FREE

Welcome to 100-year-old Finland!

Tervetuloa!
Program

Thursday 15th of June
Place: Theatre Academy / University of the Arts Helsinki Library, Haapaniemenkatu 6, Helsinki

09:00 – 13:00  Registration
10:00 – 12:00  Special interest groups
12:00 – 13:00  Lunch (at own expense)
13:00 – 14:30  Annual meeting
14:30 – 15:00  Coffee break
15:00 – 17:15  Conference first session: Different customers

Jyrki Siukonen, DFA, artist and researcher
Library as an Artistic Tool

Anna Heinämaa, Screenwriter and Novelist
From idea to story: How my screenplays are born

Elina Saloranta, artist, Doctoral student, University of the Arts Helsinki
Transparencies from the past: how to misuse picture archives

Anni Vartola, D.Sc. (Architecture), architecture critic, bookmonger
Building a history

Tommi Harju, Library Director, Researcher, University of the Arts Library
Library’s Research Services in the University of the Arts Helsinki – some viewpoints

17:30  Bus to Reception
18:15 – 20:00  Reception: Exhibition Laboratory, Merimiehenkatu 36, Helsinki
Friday 16th of June
Place: Harald Herlin Learning Centre / Aalto University Library & Kiasma Library

08:30       Bus from Kiasma to Harald Herlin Learning Centre
09:00 – 11:15 Conference second session: Designing library services with customers (Aalto University Harald Herlin Learning Centre, Otaniemietie 9, Espoo)

Eila Rämö, Chief Information Specialist
Welcoming words

Leena Fredriksson, Trend Specialist & Designer, Kuudes
Service Design for Aalto University Learning Centre

Marika Sarvilahti, Information Specialist, Aalto University Learning Centre
Co-creating a visual resources service: experiences from a service design project

Tour at the Aalto University Learning Centre

11:30       Bus to Kiasma
12:00 – 13:00 Lunch at Kiasma, Mannerheimintie 2, Helsinki
13:00 – 14:00 Guided tour at Kiasma / ARS17
14:00 – 15:00 Kiasma Library + Coffee break
15:00 – 16:00 Conference third session: On the web (Kiasma)

Sanna Hirvonen, Senior Planning Officer, Kiasma / Finnish National Gallery
Bringing Contemporary Art to Wikipedia

Susanna Eklund, Planning Officer, The National Library of Finland
Finna.fi for Art Library Customers

16:00 – 17:00 Concluding remarks and greetings from libraries
19:00 – 22:00 Conference dinner: Restaurant Savu, Tervasaari Island, Helsinki
In the spirit of midsummer night
Saturday 17th of June
Excursion day at Suomenlinna/Sveaborg. Cobblestone streets, wear good shoes!

09:00 Meeting Point: Market Square Kauppatori-Suomenlinna ferry pier. Ferry tickets have been bought in advance, please arrive on time.
09:20 – 09:35 Ferry from Market Square ferry pier to Suomenlinna ferry pier
09:35 – 11:00 Guided tours
Groups are selected on a 'first come, first served' basis.

Art and Manners
During this tour you will hear about the luxurious and vivid life of the officers and their families in the 18th century during the Swedish era. Fashion, etiquette, arts and gentlemen’s clubs filled the otherwise simple life of the officers. Authorised guide will show your group around the Ehrensvärd Museum in the House of the Commander and the most important sights of the fortress, such as the English garden Piper’s Park and the Great Courtyard.

Life in Suomenlinna
The construction works of one of the biggest Nordic fortresses, Suomenlinna, begun in 1748. The best way to get to know the fascinating story behind the World Heritage Site of UNESCO, Suomenlinna fortress, is to join a guided tour. During the guided walking tour an authorised guide tells about the 260 years of eventful history of Suomenlinna under the rule of three different states as well as the life on the island today. The guide will take you to the most important sights of the fortress, such as the Great Castle Courtyard, Piper’s Park and the Dry Dock, which in its days was among the largest in the world.

11:00 – 13.00 Lunch at Restaurant Walhalla
13:00 – 13:30 Walk to HIAP
13:30 – 15:00 Guided tour at HIAP - Helsinki International Artist Programme
Doctor of Fine Arts Jyrki Siukonen is an artist and a research fellow at the University of the Arts Helsinki, Academy of Fine Arts. His research topics are Russian modernism, realpolitik of socialist utopia and places of thinking in artistic work process.

Anna Heinämaa is a novelist and a screenwriter. She holds two Master’s Degrees, one in Russian Language and Literature and the other in Screenwriting. She has published several novels, written audio plays for the Finnish Broadcasting Company, and written screenplays for long feature films. “The Fencer”, written by Heinämaa and directed by Klaus Härö, was a Golden Globe nominee in the Best Foreign Language Film Category in 2016. It also made the Oscar shortlist. (Photo: Christina Timonen)

Elina Saloranta is a visual artist and a doctoral candidate at the University of the Arts Helsinki, Academy of Fine Arts. She works mainly with film and video, which she has studied at the School of the Art Institute of Chicago (MFA 2001). Her essays have been published in the Journal for Artistic Research, Lähikuva and Ruukku, and her video pieces can be seen on the website of AV-arkki, the Distribution Centre for Finnish Media Art (www.av-arkki.fi).

Anni Vartola (b. 1965), D.Sc. (Arch), is an architecture critic, an architecture theory scholar and a bookshop entrepreneur who lives in Helsinki. Vartola specialises in postmodern architecture theory and her research focuses on postmodernism in Finnish architecture. She has taught architecture theory at the Aalto University, Department of Architecture since 1998 and she contributes regularly as a journalist for various architectural magazines and journals. She has also acted as co-editor-in-chief of Nordic Journal of Architectural Research in 2013–2016.

DMus, Lic.Phil. Tommi Harju (b. 1979) studied musicology in Jyväskylä University and graduated as Licentiate of Philosophy in 2006. Harju received a Doctorate in Music for his dissertation in 2015 from University of the Arts Helsinki DocMus doctoral school (Research Study Programme). He worked as information specialist and part-time teacher in Sibelius Academy Kuopio Unit between 2006-2016. He is the Library director of University of the Arts Helsinki since 2016. He has written articles and held presentations about 17th and 18th century German music.
Master of Arts (MA) Leena Fredriksson is a designer, a trend specialist and a member of the Informed Consumer research team at Kuudes. She has studied fashion design and future trends at the Aalto University School of Arts, Design and Architecture. Leena Fredriksson focuses on consumer insight, service design, futures thinking, trends, foresight and design. Kuudes is the Nordic insight, strategy and design agency with forty creative thinkers in Finland and Sweden. Kuudes collaborates with their clients to innovate and differentiate products, services, brands and businesses.

Marika Sarvilahti is an information specialist, visual resources professional and information literacy educator at Aalto University Learning Centre, Finland. Her passions are in information and visual literacy teaching and opening digital cultural heritage for creative reuses and learning. Marika Sarvilahti received an MA in Art Education from the University of Jyväskylä, Finland, BA in Information Studies from University of Tampere, Finland, and a BA (Hons) Graphics Arts from Anglia Ruskin University, UK. Marika Sarvilahti is a member of the Visual Resources Association (VRA) and ARLIS/Norden.

MA Sanna Hirvonen works as a Senior Planning Officer at Museum of Contemporary Art Kiasma / Finnish National Gallery. She has studied art history at the University of Helsinki. Her work focuses on developing the museum experience both onsite and online, including eg. audience-centred exhibition texts and social media. She is inspired by open data and culture and has organized several Wikipedia events in Kiasma and elsewhere.

MA Susanna Eklund has a background in archaeology, building conservation and digital communication. She is currently working as a Planning Officer at the Library Network Services of the National Library of Finland. Her main responsibilities are related to the customer relationship management of the Finna-service. She takes a special interest in the needs of museums and libraries for Finna. In her talk Susanna aims to highlight the possibilities Finna has to offer for art librarians and art library customers.
Participants

Trine Louise Bernicken, Design School Kolding
Sara Fruelund, Designmuseum Danmark, Library
Rune Rosenborg Rasmussen, Det Kgl. Bibliotek - Danmarks Kunstbibliotek

Kristiina Aunesluoma, University of the Arts Helsinki Library
Susanna Eklund, National Library of Finland
Tommi Harju, University of the Arts Helsinki Library
Maarit Heikkinen, University of the Arts Helsinki Library
Leena Ilkko, Finnish National Gallery Library
Suvi Juvonen, Museum of Finnish Architecture
Hanna Kauppila, University of the Arts Helsinki Library
Timo Matoniemi, National Audiovisual Institute
Minna Meronen, University of the Arts Helsinki Library
Jenni Mikkonen, University of the Arts Helsinki Library
Jussi Männistö, Helsinki University Library
Anna Niemi, University of the Arts Helsinki Library
Katri Ojaniemi, Turku University Library
Marja Paakkanen, Aalto University Learning Centre
Piaa Pitkänen, Finnish National Gallery Library
Ulla-Mari Siitonen, Finnish National Gallery Library
Tapani Takalo, University of Lapland
Jaakko Tuohiniemi, Helsinki University Library
Tiia Vahanen, University of the Arts Helsinki Library
Soili Voutilainen, University of the Arts Helsinki Library

Gunnhildur Björnsdóttir, University of Iceland - School of Education
Gróa Finnsdóttir, Nationalmuseum of Iceland
Elin Guðjónsdóttir, National Gallery of Iceland, Library
Ingibjörg Rögnvaldsdóttir, Technical College Reykjavik

Turid Aakhus, National Museum of Art, Architecture and Design
Matteo Antoniazzi, Nasjonalmuseet for kunst, arkitektur og design - Bibliotek
Lisa Benson, Archaeology Library, Humanities and Social Sciences Library, University of Oslo Library
Eva Christine Eide, Riksantikvarens bibliotek
Svein Engelstad, Oslo University Library
Hildegunn Gullåsen, National Museum of Art, Architecture and Design, Library
Ellen Harstad, The National Museum of Art, Architecture and Design
Tone Hoemsnes, Oslo and Akershus University College of Applied Sciences
Solveig Tønseth, The National Museum of Art
Elise Valseth, Høgskolen i Oslo og Akershus, Bibliotek Kjeller
Gyrid Vikøren, Oslo and Akershus University College of Applied Sciences, the library
Anette Waller, Oslo National Academy of the Arts
Torill Weigaard, Kunsthøgskolen i Oslo. Biblioteket

Liisa Aalto, Beckmans college of design
Madeleine Bergquist, Malmö Art Academy
Piah Carlsson, Kungl Tekniska högskolan KTH / Library
Birgitta Eriksson, Gothenburg University Library
Emma Frisk, Chalmers University of Technology/ Chalmers Library
Klemens Karlsson, Konstfack
Charlotte Kroon, Linköpings universitetsbibliotek
Amanda Lindgren, Umeå universitetsbibliotek
Christoffer Lindström, Umeå university library
Hanna Nilsson, Biblioteket för arkitektur och design/ LTH
Jessica Nilsson, Biblioteket för arkitektur och design, LTH
Sara Nässén, Chalmers tekniska högskola
Linda Sundberg, Gothenburg University Library
Maria Sylvén, Konstbiblioteket, Nationalmuseum & Moderna Museet
Åsa Teglund, Stockholm University of the Arts, School of Dance and Circus
Charlotta Turborn, Umeå University Library, Arts Campus

Catherine Kerrigan, Adelaide Central School of Art

Manuela Michelloni, The Norwegian Institute in Rome - University of Oslo

Jennifer Hartley, Visionaire
## Places to go

### LIBRARIES:
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<tr>
<th>Library</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rikhardinkatu library</td>
<td>The Rikhardinkatu Library of Helsinki has been acquiring a collection of Artists’ books since 2000. Currently, there are approximately 400 pieces in the collection, with both Finnish and foreign examples well represented. The library was built in 1881 and designed by Theodor Höijer.</td>
</tr>
<tr>
<td>Rikhardinkatu 3</td>
<td></td>
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<tr>
<td>Kaisa Library</td>
<td>Helsinki University Main Library was built in 2012 and designed by Anttinen Oiva architects. The building has received several awards and is popular among students.</td>
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<tr>
<td>Kaisaniemenkatu 5</td>
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<tr>
<td>National Library of Finland</td>
<td>The library designed by Carl Ludvig Engel was opened in 1840 and was extensively renovated in 2013-2015. The library interiors are one of the most impressive and exceptionally authentically preserved examples of Engel’s architecture.</td>
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<tr>
<td>Unioninkatu 36</td>
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</tbody>
</table>

### MUSEUMS & EXHIBITIONS:
<table>
<thead>
<tr>
<th>Museum</th>
<th>Information</th>
</tr>
</thead>
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<tr>
<td>Ateneum</td>
<td>Stories of Finnish Art</td>
</tr>
<tr>
<td>Kaivokatu 2</td>
<td>Alvar Aalto – Art and the Modern Form</td>
</tr>
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<tr>
<td>Museum of Finnish Architecture</td>
<td>How Finland Was Modernized – A Story Told in 200</td>
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<tr>
<td>Kasarmikatu 24</td>
<td>Drawings</td>
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<td></td>
<td>Perspectives – Heikkinen–Komonen Architects</td>
</tr>
<tr>
<td>Designmuseum</td>
<td>Utopia Now – The Story of Finnish Design</td>
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<tr>
<td>Korkeavuorenkatu 23</td>
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<tr>
<td>HAM</td>
<td>Modern life! – Finnish Modernism and the International Dimension</td>
</tr>
<tr>
<td>Eteläinen Rautatiekatu 8</td>
<td></td>
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<tr>
<td>Helsinki City Museum</td>
<td>Helsinki Bites</td>
</tr>
<tr>
<td>Aleksanterinkatu 16</td>
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</tbody>
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## Few important words in Finnish

- **hei**  
- **hei hei**  
- **kiitos**  
- **anteeksi**  
- **kippis**  
- **kirjasto**  
- **hello**  
- **goodbye**  
- **thank you**  
- **sorry, excuse me**  
- **cheers**  
- **library**
We thank these organizations and companies that have supported our conference: