

Virtual Library Vienna

The smart library for everyday digital life

The digitalization of public services reveals its great potential especially where it removes everyday obstacles – just like the Virtual Library Vienna. As a digital offering of the Vienna Libraries, it enables all registered users to borrow eBooks, audiobooks, and newspapers around the clock. All this conveniently from smartphone, tablet, or PC – without visiting a physical library, without return deadlines, and without late fees. The Virtual Library thus creates a low-threshold, flexible, and inclusive service for education and cultural participation – right in the middle of the big city.

How it works

The Virtual Library Vienna is based on modern platform technology, allowing users to borrow digital media anytime and from anywhere. After logging in via the website or app, thousands of titles are available – from novels and non-fiction to audiobooks and current daily newspapers. The media catalog is continuously expanded and curated to offer an attractive selection for all age groups and interests.

Once a title is selected, it can be downloaded or streamed directly. The lending period is time-limited and the return happens automatically – minimizing administrative effort and eliminating overdue fees. Technologically, the solution relies on cloud-based infrastructure, secure user management, and cross-device synchronization.

Moreover, the Virtual Library promotes sustainability: by avoiding physical media and transport routes, resources are conserved. Especially for people with limited mobility, little time, or no access to traditional library locations, this offering significantly improves quality of life. Its simple operation and barrier-free design enable a broad user base to access the digital world of reading and learning.

The Big Picture

The Virtual Library Vienna is more than just an eBook service – it is a flagship project for the successful digital transformation of public institutions. It demonstrates how modern IT infrastructure and user-centered design can become an efficient, inclusive, and attractive service.

Public libraries remain central places of knowledge transfer even in the digital age – now without physical walls. The solution strengthens the City of Vienna's position as a Smart City and innovation hub and shows how digital services can concretely simplify citizens' daily lives. From the working mother borrowing children's books digitally in the evening to the retired Viennese reading the daily newspaper on a tablet – the Virtual Library brings education and culture wherever people are.

Quick Facts

- Solution area: **Organisations, Processes, Quality assurance and certification, Social participation and engagement**
- Administrative level: **Municipality, District, State**
- Solution process: **Art and culture, Digitization and technology, Smart City**
- Technology: **Information technology, Networks, Platform technology**