

**St. Joseph County Public Library
South Bend, Indiana**

My Thinking for Remodel of Circ Department at Main Library

Have machines do what machines do well, humans do what humans do well. Automate routine and repetitive tasks – save on staff, improve error rate. Shift from staff as gatekeepers, to staff as guides.

Patrons should not have to see how materials get back on shelf. Reduce number of steps involved in doing this.

Get rid of huge desks, get staff out on the floor. Point-of-contact service! Any staff should be able to handle most patron requests. Patrons do not distinguish between levels of staff or departments – all staff they consider to be librarians!

Reduce barriers. Shift Circulation from gate keeping function to being guides. To patron: ‘This is how the system works. Here are your options ...’

What will ‘Circulation’ mean in future? Will it still be about what we are ...? How will overlap in service areas change model for Library?

In future, Library shouldn’t be so much about providing ‘services’ but more about building ‘relationships’ and ‘experiences.’

We could do much more for ‘in-house’ marketing – library materials, programs, events, etc.

Staff Suggestions for Circ Dept. Remodel

Non-Public Area: Private Circ workroom/workspace with windows facing desk so staff can see when it's busy. Could include a sink for hand washing; accommodate small shelver carts, boxes, and sorting shelves. Not to take the place of a lounge, but some snacks (for birthdays) could be served there.

A private area – that may or may not be the workroom – for staff lockers and desks, so thaty can be out of public view. Also, space to post internal information – a corkboard section of a wall?

Individual mailboxes? Access to email on computers.

Bin areas for broken materials – need more space for this – bins fall off shelves.

Private workspace area/room needed – with windows turned toward desk, so staff know to come when it's busy.

Backroom operations hidden from public view.

Definitely have a workroom and a location for staff lockers/desks out of public view.

Area strictly devoted to returns and stacks to arrange books for shelving (backroom) out of sight of patrons.

Better area for carts? Maybe park some carts in workroom and use areas above carts for shelves w/ supplies, etc.?

Sink in workroom.

Individual mail boxes? (Or maybe staff doesn't need this ...)

Access to email on computers.

Workroom for staff with work stations.

Printing/Copying: Patrons get their own prints – possibly vended printing.

Move copy machines away from Circ.

Could have a “patron center” (or other room) for copy machines/printers/computers.

- Amenities: Plastic bags more available for patrons – possibly hanging on hooks at front of AV desk?
- Shelves/displays for impulse “purchases” at checkout.
- Desk/Traffic: Need to do some traffic control, long patron lines at all desks.
- Circulation located front and center.
- Return and Checkout at the same desk? Giant round desk?
- Customer service station – near self-check machines.
- Consolidate service locations.
- Separate desks for registrations and for checking-in materials.
- Get rid of huge desks – get staff out on the floor.
- Storage: Shelving too shallow (need wider ledges) in Circ for gray boxes, AV repair materials, and patron personal items.
- Bin area for broken materials – need more space for this – bins fall off shelves.
- Sight Lines: Return desk columns a problem – can’t see around them.
- Self-Service: Self-Service Holdshelf.
- Media banks for AV reserves. Put your money and get your reserve?
- Automate!
- Self-check kiosks front and center.
- Shelves/displays for impulse “purchases” at checkout.
- Signage: Better signage for self-check? More explanatory/helpful?
- Is signage for self-check explanatory/helpful enough for patrons? (Not sure.)

ILL: Should be located closer to the Circulation dept. Public desk?

Plenty of space for carts/book shelves without crowding. Work table, storage, light. Bulletin board(s) and/or cubicle with places to hang things. Large desk/work area.

Do the above items indicate need for off-desk area and public area, if ILL is going to be more available for patrons and still close to Circulation OR will ILL stay in current space and Circulation move more toward center of library (Reference area)?

Current desk needs to be moved back to wall and leave area in front of windows free. This would mean patrons come in door, they would have a clear aisle to desk instead of walking maze. More accessible.

Chair(s) for patrons to sit and receive assistance. New staff chair, please!

Shelving: Sorting ranges closer to collections, especially graphic novels in MNF.

Staff Suggestions for Remodel of Main Library

Environment: Universal design. Building not necessarily “friendly” design for handicapped or others who have a hard time getting around. (a) Could be more child-friendly. (b) The stacks are narrow, hard to navigate. (c) We have a changing demographic, growing population of older patrons. (d) There are no public stairs to basement. (e) We can look to Grand Rapids as a “model” for more friendly design.

Better visibility of Local History and Special Services.

More space in general, AV in particular, the Return Desk.

AV is too hot, too small, cramped.

Need a bldg directory for the library in central lobby. Patrons constantly ask if we have one.

Move Non-Fiction? Move AV to first floor? Need something inviting on first floor.

Could have technology on fourth floor.

Move Local History near Non-Fiction.

Could have some glass partitions instead of concrete walls.

Lower desks, lower shelves. More kid-friendly.

Main Library feels too industrial. Soemthing we can do to make it warmer, more inviting? What about a water fountain in the front lobby?

Is the Lower Level getting used?

Individual rooms of various sizes to accommodate patrons who want a quiet room in which to study, read, homeschool, or hold small meetings involveing three or four people; rooms would have to have windows and glass doors so that patron activities would be above suspicion; include desks, chairs, and good lighting.

Tone down the PA.

Lower desks or one that’s lower – more kid-friendly.

Security: Need to cut down on “blind spots” in the library – more safe environment for both patrons and materials.

Elimination of all patron seating not visible from vantage point of security cameras or staff.

Second floor teen section visible to staff at desk.

Parking: Convenient and free staff parking.

Front door needs to be closer to parking lot.

Display/Shelving: Larger, wider shelving, more shelves (especially in AV).

Materials on display are hard to find for patrons. Is there a status that will show in the catalog when something is on display?

Wider shelving for art, photography, and oversized books.

Better shelving for fiction paperbacks, including units with closed back areas and clear plastic shelving that fits on existing shelving (similar to what is currently used in Large Print section)

Children’s Room: Train theme not practical for shelving.

Needs signage.

Amenities: Staff bathrooms on first floor.

Have a family bathroom.

Collection/Storage: Look at collection – can we eliminate low circ materials? Reduce magazine collection? Eliminate non-fiction paperbacks because of low circulation?

Is there junk we can get rid of in the basement? Are we wasting space down there storing stuff?

Signage: Electronic signage?

Bilingual signage – English/Spanish – ideally not separate signage.

Signage at eye-level.

Computers: More PC’s.

Special Services: Readmobile needs own space (open to public?) and garage.

Café/Sale Area: Sale area for withdrawn books more visible to patrons; perhaps combine this area with proposed café so patrons can buy books and read them while drinking coffee. Milwaukee Public Library does this.

Have a gift shop.

Sale books (in-house) – not sure this is AV, but it's somewhat hidden now
– more signage – more obvious.