

St. Joseph County Public Library

SPECIAL SERVICES DEPARTMENT

- Visioning -

Visioning Lists:

I. Homebound

- Larger desks & separate work area designed to accommodate the processing of library materials destined for delivery to patrons. The work area would include an area for bagging & labeling each patron's delivery.
- A larger storage area designed with shelves to store bagged items of library material awaiting delivery.
- An accessible covered drive up window for volunteers to pick up bags of library materials for delivery to homebound patrons. The drive-up window would be monitored homebound staff from inside. This logistical enhancement would serve to expedite deliveries, streamline the operation, and solve a host of access problems for volunteers.
- State-of-the-Art technology that is compatible and capable of performing all of the functions necessary to do a job.

II. Readmobile

- Floor plan that would provide a smoother transfer of books from the office to the bus! The current situation is labor intensive as well as time consuming to have to make several trips from the workspace (office) to the garage to load, carrying books by hand onto the bus. However, if the bus had a ramp, it could perform triple duty as: 1) an emergency exit; 2) wheelchair access; 3) access for book trucks.
- Closer proximity to the Special Services Department. Readmobile should feel as though it is an integral part of the parent department. Sometimes Special Services staff doesn't know that Readmobile staff are in the building.
- The Readmobile office is too close to the garage. Diesel fumes often permeate the office space.
- The existing workspace is totally "rough," and not suitable for the public's viewing. It is much more like a "behind the scenes" area within the maintenance operation than a part of the Special Services Department.
- Wouldn't it be cool to have a huge window in the garage that would provide a view of the Readmobile from Special Services? Here are the advantages: 1) A visual of WOW! You guys have a bookmobile! 2) Staff can easily tell if the bookmobile is in or out; 3) Have that behind

the scenes aspect of our department work FOR us (e.g. do you recall seeing staff bake Krispy Crème donuts?).

- Readmobile office should have workstations for three (staff). Currently, one of our workstations is outside the office in a makeshift area that was never intended to be a workspace. Auxiliary (storage) shelving for the Readmobile consists of several metal cabinets and a few shelves. This is hardly adequate to accommodate our storage collection, making it necessary to permanently store many books on book trucks. We have asked ourselves why patrons should not be able to visit the Readmobile when it is in the garage bay, and browse the storage collection.
- Please, consider a larger garage; we could then one day have a larger Readmobile capable of expanded service, and able to accommodate a larger collection.

III. **Adult Reading Center (ARC)**

- We need to evolve into an “**OUTREACH**” Department. A majority of public libraries of our size and stature assign the services that we provide to an outreach department. “Outreach” defines what we do. “Special” services is confusing to patrons who are not sure what to expect from us in terms of service. However, “outreach” is much less ambiguous. I realize that this suggestion has nothing to do with the building; however, it has everything to do with a broader VISION.
- We are in dire need of more square footage. With an expanded area for the department we could add at least three more tutoring rooms, and a small language lab. More seating and more shelving for the collection would be possible, too.
- The manager’s office should be situated away from the high traffic area to provide a working environment free of distractions.
- Prominent signage.
- The Large-type collection (managed by our department) within proximity to our department. Currently, this collection is on the other side of the building.
- Designated ergonomic area for a bank of computers, i.e., more computers.
- A more functional and ergonomic service desk and area.

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