

Customer-Focused Library Ideas generated 8/28/09

Market Resources Effectively

- LCD display at circulation desk.
 - Scrolling marquee.
- Greeter/ Info desk in lobby.
- Bigger/better signage.
 - Foreign dvd's in pink cases that nobody knows.
- User friendly website.
- Change display in lobby.
 - Staff favorites.
- Better display/location for used books sale.
- Interfile non-fiction AV with Books.
- CD collection arrange in more user friendly language.
- Better sign for indoor book drop.
- Make popular collections more visible (fiction & biographies).
 - Move public computers toward the back.
- Change subject on the POWER wall.
- Declutter children's Reference desk.
- Changeable marquee sign out at entrance to parking lot
- More specialized displays in lobby.
- Face-out shelving for new books, AV, all adult.
- Change "What's going on" items more often.
- Interact with schools
 - Projects kids are researching + writing about.
- Move current events table to adult section.
- Remove spinners- Replace Wire racks.
- Moving sign listing classes, book, discussions, etc... over circulation.
- Add umbrellas + tables out front
- Put signs on end caps facing out at top of racks.
- Displays are too busy.
- Advertise in Bugle + Reporter
- Provide snacks + coffee/tea.
- Better display area for art (on walls – not moveable displays)
- Get rid of Dewey
- Images/ Pictures to find Science, Math books.
- Signs on stacks that say "New fiction", etc... should be on signs with posts so they are more visible.

Use Space Creatively

- For Patrons waiting for computers:
 - More chairs.
 - Update local displays weekly.

- Signage about upcoming events and classes.
- How space is used:

Lobby:

- Concern – toys are loud. Interlocking colored floor mats to reduce noise + easy clean-up.
- More single/small group seating. Coffee table too large – requires patrons to talk very loudly to hear each other.
- Place for break for a snack.
- Shorter Circ. Desk section : for children/families/disabilities.

Children's:

- Group study room turned into a space for children to use manipulatives: early literacy, activity packs families could use together.
- Use space effectively where parents are waiting for story time children: Upcoming events + Adult information.
- Stair landing usage.
- More permanent storage in story time room.

Adult:

- More face out displays.
- Easily changed signage.
- Debate about where Dvds are placed.

Basement:

- Better usage of downstairs computer room. Sits vacant most hours.
- Letting public use computer room for certain hours 4 – 9 PM (Staffed).

Outdoors:

- More tables (some with umbrellas) and chairs in courtyard.
- Wireless works.

Adult Services

- Collaterals – pre-sort room (pay phone)
- Move Ref. desk to end of tile.
- Replace public computers with lounge chair with laptops + wireless printing.
- Magazines?
- Eliminate (relocate) PBK spinners in mag. Area.
- Reconsider number of back issue magazines
- Weed ref. area+ yielding space 800's, 900's.

- Eliminate index tables.
- Use pillars – Displays cushioned seating, signs- programs, announcements.
- Move new books – Eliminate DVD shelf sticking out narrower DVD shelves in the middle- need more room in aisle
- New books in lobby instead of book sale. Book sale in pre-sort room. New books on walls/shelves outside of PC room.
- Book sale in a study room.
- Tax forms, fax machine. Copiers, more Express (in space previously occupied by ref. desk)
- PBKs shelved around pillars – on window ledges.
- Book sale out of Tech Services.

Orient Yourself to People Convenience

- Better labeling/signage for inside book drop.
- Move reference/info desk closer to dept entrance.
- Roving assistance.
- Consolidate Internet/Computers into one area.
- Better public announcement/intercom system.
- Online program registration.
- Change A/V area for ease of access and better marketing of materials.
- Move friends book sale books to more convenient area – restrooms also would not be blocked.
- Rotate displays in library (especially in center – current “What’s going on display”).

Patron Convenience:

- Sam sign-up is barrier.
- Computer rooms are plain.
- Fiction area is cave.
- Paperback spinners – can they go?
- Power wall is barrier + boring.
- Fax nearer front.
- Children’s is busy, busy, busy.
- Children A.V same as adult.
- Signage is lingo.

Signs

Circulation:

- Better signage for book return.
- Icon-based for restrooms.
- Use columns/posts for AV signage.
- Mounted floorplan.

Best Practices:

- Change frequently (remove outdated)
- Use consistent color and type face within the collection (signs for programs/events/special highlight collections can be creative).

Adult collection:

- Change ref/info sign above adult ref. desk.
- Copier/Large type updated
- Closing signs don't POP.
- Tunnel entering building from south side.
- Nothing to tell you where to go or what's where.
- Always viewing shelf ends.
- Book return is best kept secret.
- What is "circulation"? too far to adult/ YA desk
- Public computer aren't public.
- Big bold sign for return.
- Better signs to find fiction + non fiction
- Move reference desk.
- New stack signs in children an improvement.
- Change "public computer" to "internet"
- Too many little rules signs.
- Replace missing signs.
- Bigger display signs.
- Bigger, better new book signs.
- Anime + manga books +video together
- Redo AV signs.
- Bigger, better restroom signs.
- Change wording. Example: circulation + check out.
- Remove painted lettering on transom for banners.
- Lobby sign for Children's Department.
- Electric marquee/monitor.