

<b>Name of Library</b>	Fraser Coast Regional Council
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<b>Title of project/innovation/initiative</b>	Hervey Bay Library renovation – smaller service desk, greater customer service
<b>Date initiated</b>	March 2013
<b>Date completed</b>	To be completed November 2013

**The issue/challenge:**

To revitalise the Library's service area to provide an interactive and accessible customer service and e-lounge space and a flexible training area for library patrons. The challenge is to deliver a more efficient use of existing space to encourage the take up of new and emerging technologies by library patrons including catalogue pods, a self-serve circulation and check out system, a small circulation and information desk for patrons who require assistance from library staff and an e-lounge with wi-fi access, laptop and device bars.

**Project details**

This is part of a larger renovation project which includes the repaint and re-carpet of the Hervey Bay library and the purchase of new display shelving and soft furniture.

The service area revamp will deliver an accessible and flexible space that can be utilised by patrons for a range of activities, including e-reading, training and use of new and emerging technologies. Currently the circulation and reference desks occupy a large space that will become a more efficient and accessible flexible zone for solo or group activities. This interactive space will have wi-fi access and will offer seating and desks suitable for using laptops, ipads, e-readers and other mobile devices, facilitating personal and group cultural and educational pursuits.

Currently 60 percent of the library's circulation is undertaken at self-serve facilities. This project will support the aim of achieving an increase in self-serve usage to 80 percent.

Customer feedback arising from ipad training courses and workshops indicates the need for the creation of a flexible space where mobile devices can be used and where support and assistance is on hand. This is particularly true for older patrons who often require additional support and encouragement to take up technologies they are unfamiliar with.

The current layout of the customer service area, including circulation and reference desks, occupies considerable space that will be more efficiently utilised and aesthetically appealing to patrons. The provision of a self serve circulation space will improve efficiency and allow library staff to deliver additional services, activities and support to patrons.

The space currently taken up by the large old fashioned service desk will become a vibrant and flexible area that supports a range of accessible activities that encourage and support the uptake of new and emerging technologies.

A smaller service desk will encourage the library staff to move around and come out from behind the desk to assist patrons at the catalogues, public access pcs, self-service pods, laptop benches, and in the shelves. Librarians have an important role to play in teaching patrons how to use online resources and in helping users sort through the vast amount of information that is available in electronic format. Technology has become increasingly central to people's lives, and this centrality is reflected in their use of and expectations for libraries.

Lifestyle trends indicate that people have become comfortable with the self-service experience and may be more responsive to self-service and a single service desk that incorporates circulation, general library information, and more specialized reference services. Our new smaller single service desk will be monitored and evaluated.

The new multi-purpose area will complement existing library services and will provide an accessible and flexible location for patrons to learn about and utilise emerging technologies. The space will have provision for training and networking activities and will be designed to appeal to patrons of all ages and abilities.