

# McMillan Library Plans for the Future

The government funding problems of recent years have challenged the Library Board and administration to rethink everything that the Library does. We have studied innovative service approaches used by other leading libraries. We have analyzed all of the ways that we might make better use of our facility. The culmination of this study and analysis is a plan to improve service and promote efficiency that will soon change the Library in many ways. We're excited about these new services and look forward to sharing the results of our work with the community. Our plans include the following:

- **Service Desk & Staff Reorganization—October 2004**
- **Return of Sunday Library Hours—January 2005**
- **Opening 5,000 Square Feet of New Public Service Space—Spring 2005**



View from the bottom of the stairs, facing the self-checkout stations and the Service Desk. The new public service space is to the right of the Service Desk.



Preliminary Floor Plan for the Remodeled Lower Level

## **Service Desk & Staff Reorganization—October 2004**

In preparation for the Library's remodeling project, the Library will move the check out desk to the lower lobby, add a third self-check machine for those who wish to check out their own materials, and move a variety of "behind the scenes" tasks performed by our staff members to public service desks. The consolidation of the upper and lower lobby desks is the most important of these measures as staffing costs are directly related to the number of service desks that need to be staffed. Together these innovations will improve customer service and reduce staff costs by two and one-half positions.



View of seating, computers and video collections in the remodeled area.

## **Return of Sunday Library Hours—January 2005**

The Library Board reluctantly ended Sunday hours at the Library on October 27, 2002. Thanks to efficiencies of the service desk and staff reorganization, it will be possible to reinstate Sunday hours beginning in January of 2005. Sunday hours will be 1:00 p.m. to 5:00 p.m. between Labor Day and Memorial Day. We are pleased to return these popular weekend hours for Library use.

## **Opening 5,000 Square Feet of New Public Service Space—Spring 2005**

Many people are unaware of the large storage area on the Library's lower level. This space was intended for future expansion. To date, however, it has been used for storage purposes only. That will change in the next several months. The new area will feature the Library's growing collections of films on DVD and videocassette, recorded music, magazines, newspapers, and some materials for young adults. In addition to the Library's online catalog, computers will be available for Internet access. The area will be a "hot spot" for wireless access to the Internet for those who bring their own laptops. The new area will feature a coffee and snack service. It will be possible to allow beverages and snacks throughout the area due to durable, stain-proof flooring made of recycled rubber. As the area will be designed for casual, quick service rather than study and extended reading, conversations will be encouraged rather than limited. The interior design will be colorful and contemporary. The new area will open in the spring of 2005.