All set to change: challenging traditional practice in library design

There's a place you can go to where …

you can consult the wisest people

you can listen to the dead speak

you can keep up to date with current trends

and you can learn to fix your dripping tap

you can pop in for a minute or stay as long as you like

you can connect with everyone in your community without meeting them

you can ask questions about any topic in the world and get them answered

you can find people like you

you can browse, dream, relax, learn, chat, study or just sit

no-one will ever ask what you're doing there

it's open every day and easy to get to

and it's all free

Audit your physical environment

- Stand at the entrance and check first impressions
- Remove visible work processes
- Declutter
- Make books to tempt the first thing patrons see

First impression

Too many signs

ockers
CAUTION AUTO
MATIC DOORS
Returns

What values are expressed?

- You must fit in with our systems
- It's just the same as last time you visited – nothing changes
- We're not quite sure what's important – we do a bit of everything

What is your first message?

Welcome to Deanshanger Library

Typical library entrance

Same library after refurbishment

Whose space is this?

First impression before

And after

Best areas in libraries

New and refurbished libraries offer:

- Attractive lounge and café spaces
- Innovative collaborative study areas
- Fab labs and makerspaces
- Business hubs and wellbeing centres
- But what about the shelving?

Conventional layout – the tombstone approach

Illuminated tombstones

Mini tombstones

Decorated tombstones

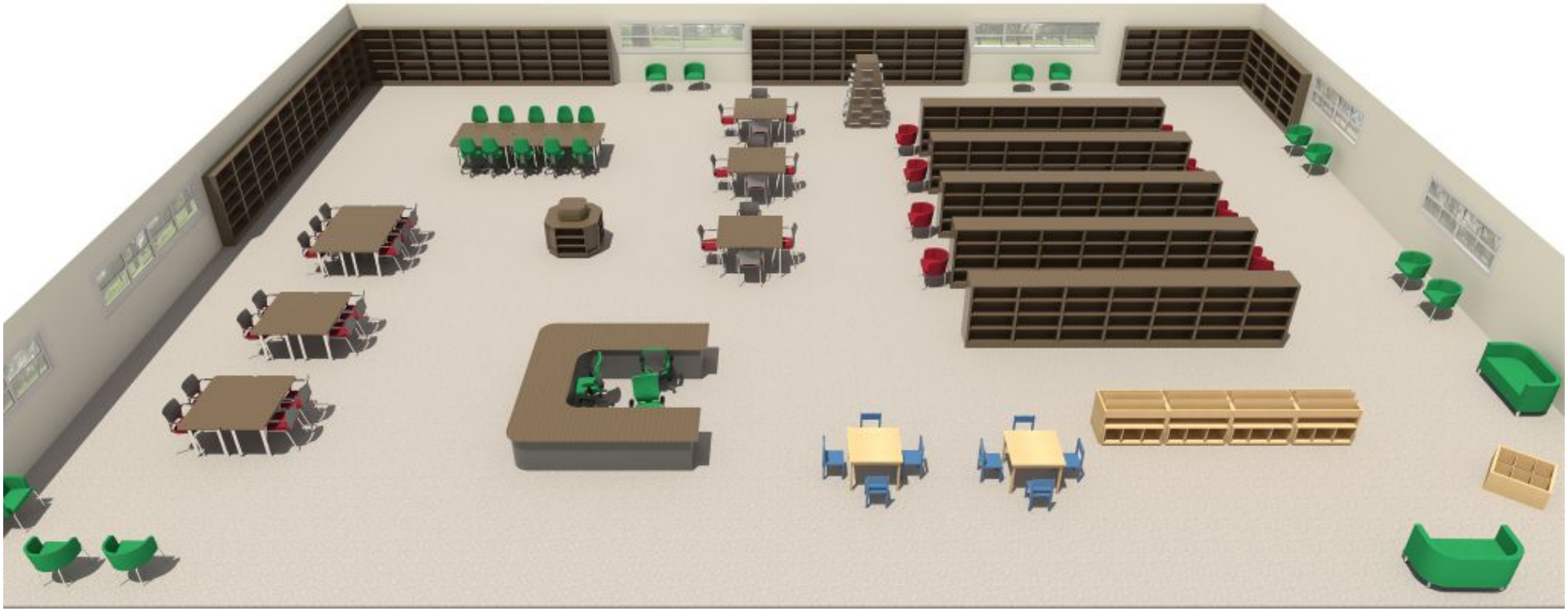
Great building but still tombstones

Conventional layout – the corridor approach

This is children's

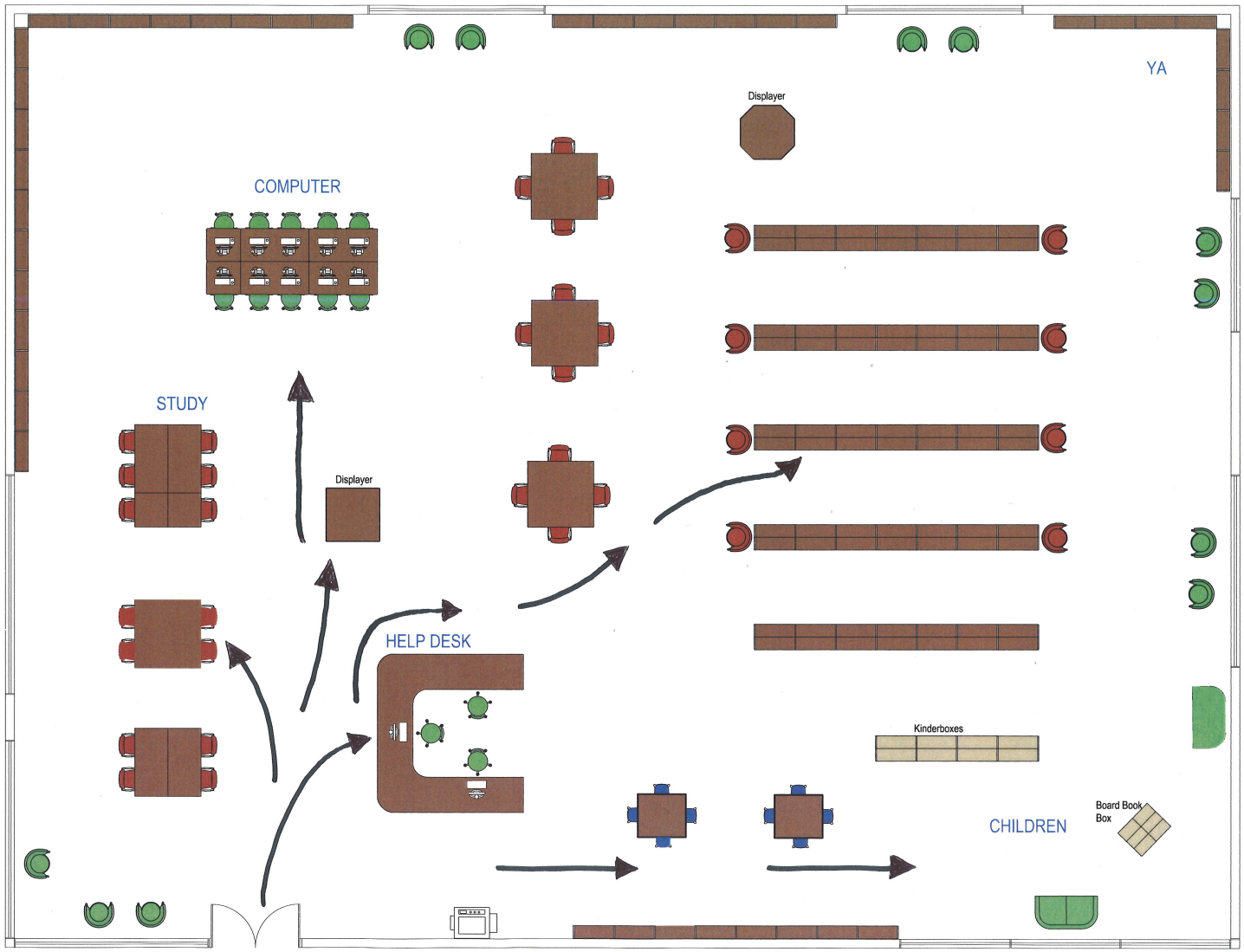
How long have you got?

Conventional layout

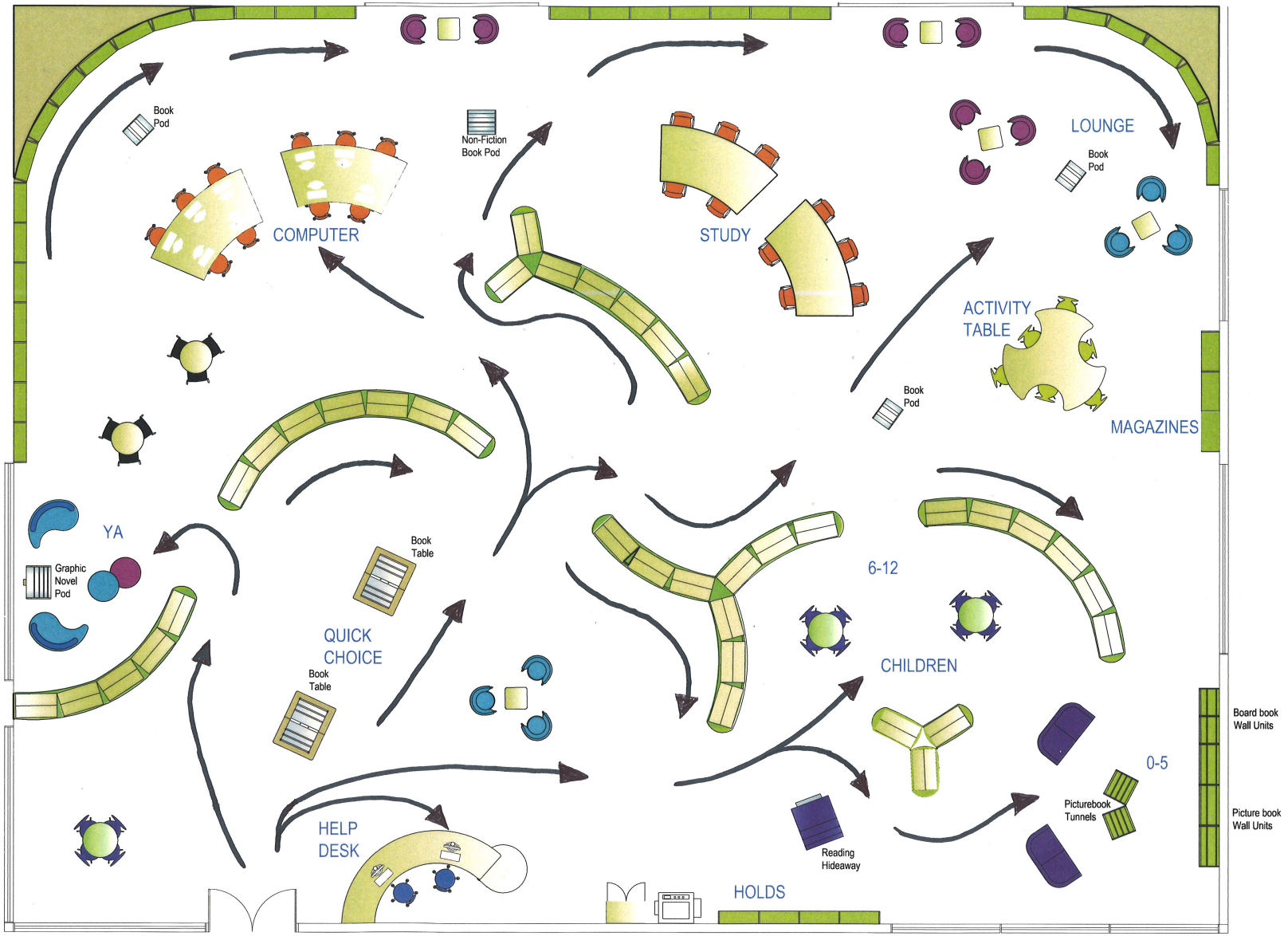
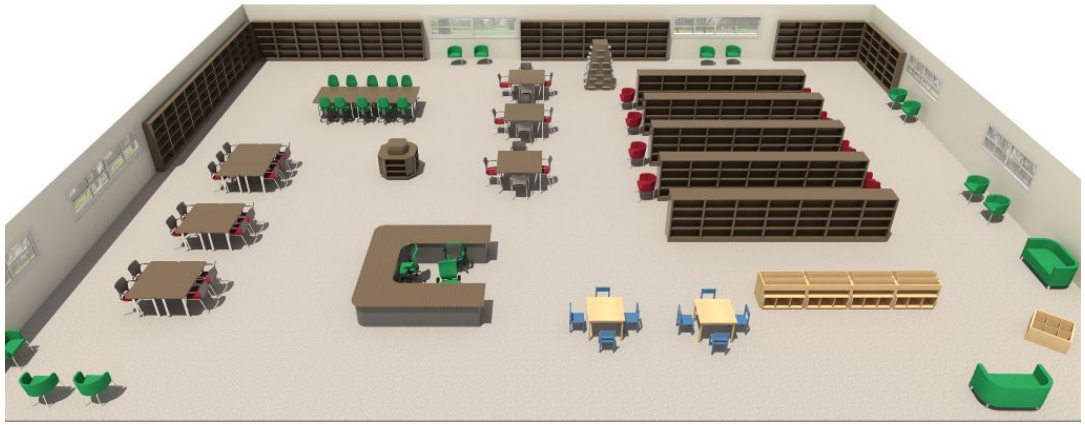


Discovery layout

Conventional layout patron flow



Discovery layout patron flow



Exactly the same amount of furniture