State Library of Victoria
Reading Rooms and Services

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Outline

– Planning
– A Library Building for Service Principles
– What has changed and impacts
– Conclusion
Planning

Project Stages
– Environment and context – digital, cultural role, lifelong learning
– 1993 to 2003
– 10 senior staff
– Planning Group and communication
– Brief (incorporating overall approaches)
– Schematic layouts
– Furniture Fittings and Equipment
– Signage
– Occupancy
Planning

- 22 heritage buildings in a city block
- 11 reading room/service areas
- Challenge to create building legibility
- Designed with Information Centre as the hub
- General services in centre and specialised services on sides
Masterplan
A Building for Service

Principles

– Customer focus in the operation and presentation of spaces
– Service delivery based on continuous improvement to accommodate changes
– Self-directed use of collections and resources, print and electronic
– Integration of print and electronic resources and services
A Building for Service

Shifts
- From a collection to customer focus
- From closed to open access (10%)
- From high staff mediation to self directed use
- From print to integrated digital and print resources
- From local catalogue to guide to worldwide resources
What Changed

- Information Centre – 1997 and early 2003
- Newspapers – mid 1998
- La Trobe Reading Room – July 2003
- Scholars Rooms - late 2003
- Arts Reading Room – August 2003
- Chess- August 2003
- Genealogy - Sept 2003
- Redmond Barry and Baldwin Spencer – December 2003
What Changed

– Heritage Collections Reading Room – January 2004
– Maps, Children’s Rare Printed – January 2004
– Pictures – January 2004
– Manuscripts - January 2004
What Changed

– Open access up to 170,000 vols and high use serials – 85% increase in reshelving due to these
– Technology – audiovisual, 160 PCs, catalogue, electronic resources and web
– Staffing – new areas, use of all staff, new rosters
– Seating – 1,000
– Training rooms and lifelong learning
What Changed

– More self service and electronic access
– Nature of inquiries onsite changed – complex still 12% of total, known item and directional higher, ready reference lower
– Closed stack retrievals decreased by 6% in six months – trend downwards
– Staffing
Conclusion

- Successful – Redmond Barry
- Ongoing fine tuning and improvements
- Parallel changes over period of redevelopment – by appointment, research services, web and offsite services, AskNow!, catalogue and digital collections
- Questions