1st Floor Central Service Point Planning Group

Final Report

Submitted: May 30, 2017

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Section I – Introduction

In its charge from the Executive Committee (EC), the 1st Floor Central Service Point Planning Group was tasked with imagining what the space, services, and staffing of a central information desk could look like on the first floor of the Main Library (full charge available as Appendix A). The group had its first meeting in November 2016 and delivered its Interim Report to EC on February 1, 2017. The recommendations presented in this report were formed through discussions and sharing of experience and expertise among the group’s members, and by investigating the needs and functionality of a 1st floor service desk through feedback from library staff, paired with a literature review of reference service models used at other institutions. EC provided numerous suggestions in response to our Interim Report and we have adapted our recommendations to incorporate those suggestions. As we developed these final recommendations, we invited representatives from targeted areas such as Library IT, Assessment, and Facilities to share their expertise with us, which we have also incorporated here. In addition to the above methods, we have considered the potential impacts of moving the central information desk from the second to the first floor on the units that surround the current and potential future location of the central information desk.

Potential Effects on Other Units

Moving the 2nd floor Information Desk and establishing the 1st Floor Central Service Point would have the most potential impact on Central Access Services (CAS) and on the Business and Human Resources Service Center (BHRSC). Other units located on the 2nd floor such as the History, Philosophy and Newspaper Library, Literatures and Languages Library, and the new collaborative space in room 220, as well as 1st floor units such as the Social Sciences, Health, and Education Library (SSHEL) and the University Archives may also be affected. The possible impacts will vary and will not be fully known until the move is made. Some potential impacts are detailed below.

The unit most affected by the move would be BHRSC as that unit’s current space has been identified as the primary space for the new Central Service Point. If BHRSC has to relocate, it
will most likely involve moving the Business Office staff to the 4th floor. The Human Resource functions of BHRSC are located in Main Library 107 which, if they remain there, would mean the two functions of BHRSC would be separated by several floors which will make operations more complicated.

Another unit that will be greatly affected will be CAS, particularly the Main Circulation Desk staff. If the Main Library’s Central Service Point moves to the 1st floor, monitoring of the space and functions in Main Library 204 (currently used for study, computer access, scanner access, and printer access) would most likely fall to the staff of a unit remaining in the area (CAS or Literature and Languages). Either way this will require staff time and attention. If these monitoring duties shift to the Main Circulation Desk, additional staffing may be required to avoid delays in service delivery. The loss of the 2nd floor Information Desk would also mean an increase in low to mid-level reference questions being presented at the Main Circulation Desk. To handle these inquiries properly staff would require reference training (addressed further in Section II), which would be an additional investment in library staffing resources both initially and on an ongoing basis. Another concern for CAS is communications and coordination with the Information Desk for the benefit of our patrons. Depending upon a patron’s needs, at times it is necessary to send patrons to the Information Desk from the Circulation Desk or vice versa; this process is currently quick and the patron is often accompanied by a staff member. If the two desks are on different floors this becomes much more difficult. Finally, there is the matter of the Stacks Reference Collection which is curated by Research and Information Services (RIS) but which is housed in the Main Stacks. As it stands now, when accessed, patrons often are guided physically by staff from the Information Desk to materials in that collection. These transactions may also require more complex coordination between the Main Circulation Desk and the Central Service Point when they are no longer co-located. Various communication methods could be explored for use in these situations, including a paper form (Appendix B).

The location of the Literatures and Languages Library desk adjacent to the Main 2nd floor area would likely cause an initial upturn in questions received once the 2nd floor information desk is no longer staffed. The impact on the HPNL and possibly the new collaborative space in room 220 could be similar. The impact on SSHEL and the Archives may be the opposite. Both locations currently receive some amount of walk-in traffic for directional questions. With the addition of a 1st floor service point and improved signage, these questions would likely decrease.

We have included specific actions in our recommendations that we hope will minimize many of these impacts.
Section II – Service Delivery and Staffing Recommendations

Background

Literature Review
In our deliberations, we consulted a selection of articles published in the last eight years that present reference models used at academic libraries, which reveal a number of trends concerning physical space. Several authors described the process of consolidation—merging their reference desks with other service points—with the most common choice being circulation, but in other instances mergers with IT, interlibrary loan, and subject tutoring were described. Poparad (2015) describes a model focused more on a common service location without an actual blending of services, while most other studies (e.g. Oud & Genzinger, 2016; LaManga, 2016) present a blended service model based in one location in the library with cross-trained staff. Sider (2016) and Poparad (2016) both discuss a preliminary service desk with staff who could refer questions to other desks. Chavez (2016) and Meyer, Forbes, and Bowers (2010) describe delineated research consultation space (typically near the information/reference desk) where librarians assist patrons with in-depth questions. Deineh, Middlemas, and Morrison (2011) describe the transformation of a reference desk into a student research center, replete with “quick access” computers for students to print, conduct searches, and engage in other library research activities.

The articles also weigh the benefits and challenges inherent to a consolidated model of service. According to Oud and Genzinger (2016), Sider (2016), and Crane and Pavy (2008), among others, the primary benefit of combining the reference desk with other services is that it allays patron confusion and intimidation when confronted by multiple service points. The merging of desks can also reduce the number of staff hours needed, engender a greater sense of collaboration between library departments, and augment the knowledge of staff. Conversely, the most significant challenges involve bridging cultural differences between library units, such as circulation and reference. Many of the authors stress the need for a clear description of employee responsibilities after any such merger, and provision for a robust cross-training program.

Beyond the issue of physical space, the articles discuss changes in staffing. A common trend is the use of non-MLS individuals, especially undergraduates, to staff combined service points. Many libraries now use a tiered reference model, with a single service point staffed by non-librarians. These employees are trained to answer basic questions and refer patrons to librarians for more advanced queries. Librarians are either in their offices, typically near the main service point, or they are available through a chat service. The literature shows that libraries have shifted from staffing service desks with librarians to non-MLS individuals because: (1) fewer patron questions require a librarian’s expertise, (2) librarians could instead spend more time on other tasks, (3) student workers would get valuable experience, (4) student patrons are more likely to seek help from peers than from librarians, and (5) it is cost-effective. There is a concern that librarians could fall out of touch with students by being absent from
these service points. Yet in most instances, studies found that librarians were able to spend additional time on more meaningful interactions with patrons, such as formal instruction and outreach.

Feedback
Many of the issues, concerns, and scenarios described in the literature were apparent in the feedback we received from across the Library. Among the responses was a clear consensus in favor of a tiered approach, with the recognition that many questions could be answered by students or GAs, provided they had the means and the training to make referrals to professional specialists as warranted. Indeed, some respondents saw the possible shift of the information desk to the first floor as an opportunity to reconsider our current approach to staffing. One respondent questioned the cost-effectiveness of having (relatively highly-paid) library faculty answer directional questions, while another suggested making the staffing of the information desk the primary responsibility of first-year GAs, with second-year GAs receiving assignments based on their skills and experience. Others thought that it would be appropriate to include undergraduates into the staff rotation, particularly to handle directional questions and other basic issues. All the same, there was a clear sense that there would have to be instances of professional involvement and supervision, to train and mentor student staff.

Likewise, there is an overwhelming consensus that we still need an information/reference desk of some kind, and that it should provide service in a multifaceted capacity. Many respondents mentioned the issue of technology, arguing that most or all the functions of the present information desk—computers, chat service, telephones—ought to be transferred to any 1st floor service point. In keeping with a tiered approach, some responses mentioned having a consultation space close to the desk. Virtually everybody mentioned the need for a welcoming environment, signaling to patrons that the desk is the gateway to the library as a whole. In this vein, there was additional consensus that proper signage was essential, and that better lighting and noise control, particularly regarding echoes, would be most beneficial.

Service Delivery Model

We recommend that services offered from a location on the 1st floor largely reprise services currently offered at the 2nd floor Information Desk, but with some changes to accommodate users seeking quick in-person assistance or solutions as they pass through the Library from Point A to Point B, as well as provide space for in-depth consultations.

The model we feel would work best for this purpose has at its base a tiered approach to reference and service delivery, focused on the Central Service Point as an introductory portal, extending to subject and functional specialists from across the Library. We advise configuring and staffing the front desk of the 1st floor service point primarily to address in-person directional questions, ready reference questions, and known item searching (READ levels 1 or 2). More advanced questions, at READ levels 3-6, could also potentially be addressed within
the 1st floor service point in spaces designated for consultations or from the offices of subject and functional specialists.

Telephone, email and VR services will be conducted at or behind the front desk, and also from other locations within the Library. For example, in addition to the first-floor point, it is envisioned that the pool of expertise available for VR would extend to librarians and academic professionals working from their offices, preferably at regularly-scheduled intervals.

Referrals to and appointment scheduling with subject specialists and other experts will also be offered at the front desk using various mechanisms including the LibCal direct scheduling that is currently being piloted. We would approach this system of referrals both directly, by transferring the query immediately to an expert, or indirectly, by providing patrons contact information with an expert for follow-up.

Referrals involving CAS would incorporate the use of a “referral sheet” (Appendix B) to reduce repetition and errors, and ameliorate the transition between floors. These sheets would briefly identify details of the assistance requested, and be utilized for both referrals from the 1st floor desk to CAS, as well as from CAS to the 1st floor service point.

We also recommend welcoming a rotating roster of guests to a “Genius Bar” within the 1st floor service point, such as representatives from campus’ Tech Services, Library IT, and the Gadget Garage to enable users to quickly access their expertise. Jim Dohle attended one of the committee’s meetings and noted that this could have multiple benefits, specifically providing some campus service units such as Tech Services with additional access to their users.

In keeping with the theme of quick and convenient services, the we recommend offering walk-up work stations for quick searches, printing and scanning as well as device charging stations/lockers in the hall adjacent to the service point.

**Staffing Model**

The February 2016 report titled “Main/UGL Hub Service Points: Potential New Models” included several proposals for improving the visibility of reference services and adjusting staffing needs based on a tiered service approach. Those recommendations are the basis of the following proposed staffing model for the 1st Floor Central Service Point.

We have identified the following overarching goals of the new staffing model.

- Transition first line information desk triage from librarians and graduate assistants to graduate assistants and undergraduate students in order to:
  - relieve burden on GAs, staff, and librarians;
  - provide supervision and mentoring opportunities for GAs;
  - provide opportunities for student engagement in library-related activities;
leverage talents of skilled student assistants for special projects.

- Improve referral mechanisms to appropriate functional, technical or subject experts by:
  - implementing a robust “on call” system for staff and subject specialists - librarians will log into iWonder as time permits or be available via Skype or telephone for referrals and consultations;
  - extending and expanding the LibCal self-scheduling system pilot to include all willing functional, technical, and subject specialists;
  - leveraging the new expertise database to better connect users with appropriate experts or specialists;
  - implementing paper forms for patron referrals to library units such as CAS (Appendix B);
  - providing a station where patrons can pick up business cards or access QR codes for specialists’ information.

The READ Scale will guide triage for questions and referrals. Undergraduates will be equipped to respond to most level 1 & 2 questions including directional, hours, known-item search, and basic printer/scanner issues. Questions beyond level 2 will be referred to GAs (READ 2-3), librarians, or staff (READ 3 and up), as needed. Technical or computing questions would be referred to Genius Bar staff as appropriate. GAs will be responsible for answering phones, responding to email questions (READ 1-3), and covering VR as scheduled. GAs will also assist in-person patrons as needed and supervise student assistants when staff are not on site.

RIS staff will provide general oversight of the space and services and address administrative and technical issues as needed.

Academic Professionals and librarians will be encouraged to establish set office hours and/or be available via VR Chat, or Skype when they are not otherwise occupied.

GAs, staff, and librarians will continue to deliver VR Chat service in proximity to the information desk so that consultation can occur when needed, but VR staff will continue to be shielded from in-person patron questions. Specialists and librarians will be able to schedule patron consultations either in their own offices or in the office space that will be available at the 1st floor service desk location.
Table 1 Outlines primary and secondary responsibilities for major information desk activities.

<table>
<thead>
<tr>
<th>In-person/Phone/Email Reference – READ Scale 1 &amp; 2</th>
<th>Undergrads</th>
<th>GA’s</th>
<th>Librarians/Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-person/Phone/Email Reference – READ Scale 3 &amp; 4</td>
<td>Primary/Secondary</td>
<td>Primary</td>
<td></td>
</tr>
<tr>
<td>Consultations – READ levels 5 &amp; 6</td>
<td>Primary</td>
<td>Primary</td>
<td>Secondary</td>
</tr>
<tr>
<td>VR coverage</td>
<td>Primary</td>
<td>Primary</td>
<td>Primary</td>
</tr>
<tr>
<td>Supervisory Duties</td>
<td>Secondary</td>
<td>Primary</td>
<td></td>
</tr>
</tbody>
</table>

Table 1. Primary/Secondary responsibilities

Training

The establishment of the 1st Floor Central Service Point will mean a shift of physical functions, a new service model, as well as a change in job responsibilities and duties for staff and student employees. These changes will not only affect Research and Information Services personnel but also the personnel of other units, most notably Central Access Services, and the Literatures and Languages Library. Because of these changes and in the interest of making a smooth transition which will have a minimal impact on the delivery of service to our patrons, it will be necessary to provide training to various degrees for the affected staff. The training should include robust initial training as well as ongoing training efforts.

The inclusion of undergraduate students to staff the 1st Floor Central Service Point will require the development of an ongoing recruiting and training operation. The ongoing training effort will likely include some mixture of workshops, on the job training, and online training modules and/or supporting documentation. The adoption of the new service model with the move to a 1st Floor Central Service Point will also require that GAs take on a mentor/advisor role for the undergraduate students. This important addition to their duties will also necessitate training and ongoing support.

The shift to the 1st Floor Central Service Point it will leave the 2nd floor space in Room 203/4 in need of supervision and monitoring. The units left on the 2nd floor that touch upon the space are Central Access Services and the Literatures and Languages Library and responsibilities will need to be clarified between these two units concerning the space. The staff who engage in managing/monitoring the space will need to be trained on trouble shooting issues with the equipment and addressing patron issues within the space. In addition, staff at the Main Circulation Desk will likely get reference questions due the lack of an Information Desk on the 2nd floor, so procedures incorporating reference interaction with existing circulation operations and reference training will be necessary.
Potential models for training exemplified in the literature include: workshops, on the job training, and online training modules, as well as supporting documentation. One model presented in a situation similar to this one was a sequence of workshops followed by on-the-job cross training during which staff spent a number of days working each other’s desks (i.e., circulation staff worked at the information desk and vice-versa). Additionally, there are several other units where staff are cross trained for circulation and basic reference and in which undergraduates are providing service. Training materials and methods used in these units could be re-purposed for this effort.
Section III – Space Recommendations

Background

Feedback
The group collected feedback from groups across the Library about the physical needs of a 1st floor service point and what functions should be able to be from performed from there. Several people felt that elements of the technological infrastructure on the second floor—public computers, printers, scanners, and copiers—should be close to any 1st floor service point. Indeed, the issue of what would become of this infrastructure on the second floor and who would be responsible for maintaining it was of concern to some respondents (we have addressed this earlier in the Introduction and in the Training section). Other suggestions included the addition of a drop off point for circulation and access to technical support.

Many suggestions were made concerning the design and physical environment of an information desk on the first floor of the Main Library. These included: a) an easy to find location, b) a space for consultations, and c) ample and up-to-date wayfinding resources. Some also raised the point of accessibility, in having a desk of an appropriate height to be of use to people in wheelchairs. These suggestions have indicated the need for a space more than just an information desk, and the desire for the new service model to function as a place for consultations, collaboration, and where patrons can easily utilize technical resources.

Literature Review
The literature review also highlighted many of the elements brought forward through the working group’s discussions and through feedback from the Library. Access to technology close to the information/reference desk was key in many articles, making it easier for librarians to assist patrons with computers available to start their research with help nearby. Consultation spaces were another theme, both on a basic level providing areas where librarians could work with patrons away from the main reference desk and in a quiet and interruption-free space (Chavez, 2016; Meyer, Forbes, & Bowers, 2010), through the creation of a full research center that increased librarian interactions (Deineh, Middlemas & Morrison, 2011). The combining of desks to prevent patrons from being sent from one location to another, to increase the convenience factor, and to lessen confusion over where to go for what was also highlighted (Venner & Keshmiripour, 2016). Overall, key factors noted for designing a space to enhance user experience were: easy access to technology, easy to approach reference/information services, and interruption-free consultation.

Recommendations
In terms of a permanent service point on the 1st floor of the Main Library, we recommend that this area be comprised of the public facing space, staff and consultation space, and patron space. Under this model all the services offered by the combined Information and Virtual Reference (VR) desks on the 2nd floor of the Main Library would be moved to the first floor,
with some additions. Space permitting, it would optimize the efficiency of operations if the RIS office space were moved to be collocated with the 1st floor service point.

In thinking about how the Main Library space may change over the next 10 years, we would underscore the importance of ensuring that any changes to existing space to accommodate a 1st Floor Central Service Point be nimble and easily-adaptable to future use as something other than a service point. Other considerations for the space that the planning group feels are important include:

- desk space should allow for multiple team members to support collaboration/mentoring;
- a varied height desk, double-sided monitors, and patron keyboards to maximize accessibility and convenience for patrons interacting with desk staff;
- one or two spaces available for consultations, either on an as-needed or scheduled basis;
- an accessible work space with a separate entrance;
- a minimal number of public computers (2-3, varied height) for quick searches;
- accessible printing stations (appropriate height and approachable from three sides).

The details for each component of the space, including an adjacency map showing how the individual spaces relate to one another, is included in the form of a Program Statement as Appendix C of this report. Additionally, a budget estimate is included as Appendix D.

Section IV – Assessment

The transition of information services from the 2nd floor to the 1st floor requires evaluation both pre-move and post-move in order to assess the effectiveness of the move and gauge impact on information services volume and quality. Goals for assessment are to:

- understand the volume and nature of reference transactions at the 1st floor desk versus 2nd floor information desk activity;
- inform hours of service and staffing levels to best meet user needs and respect the time of library personnel;
  - explore effectiveness of student and graduate assistants as front line desk personnel;
  - explore effectiveness of “on site” and “on call” models for experts;
- inform training needs;
- inform space and equipment needs;
- improve information triage and referral mechanisms;
- determine the usefulness and sustainability of enhanced technology services at the 1st floor desk (e.g., genius bar);
- improve coordination of services with other units.
**Pre-Move**
The Information Desk has for many years recorded every interaction (in-person, email, phone, chat, and text) in DeskTracker. To gain a better understanding of the impact that the relocation of information services will have on other 1st and 2nd floor units, we propose engaging those units in pre-move assessment activities by collaborating to analyze their DeskTracker statistics or, in units which do not regularly collect this type of data, developing a simplified mechanism for reporting reference and directional interactions. In addition, we propose to collect feedback from users and library staff through surveys, focus groups, Kiosk questionnaires, paper forms and/or response cards about current services to further inform the development of services on the 1st floor.

**Post-Move**
We propose ongoing daily collection and recording (in DeskTracker) of data related to the administration of services and use of the physical space, specifically reference interactions, enhanced technology service interactions, and ingress/egress on hallway doors of the space. We would also benefit from daily statistics on technology usage such as Wi-Fi and printing counts, and will work with Library IT to determine the best way obtain this or related information. A year after the move (and subsequently as needed), we propose follow-up surveys, focus groups, and/or response cards for patrons regarding their experiences at the desk and for library staff regarding the effectiveness of the referral process, staffing, training and physical space at the 1st floor service point. At the six-month and one-year points post-move, we will reconvene with the 1st and 2nd floor units to assess the impact of the Info Desk move on their services, and consider whether the mechanisms of recording interactions are providing a clear picture of the move’s impact. Finally, LibQual or other Library-wide surveys will also be an important mechanism for collecting information about the 1st floor service point.
Sources:


Appendix A

1st Floor Central Service Point Planning Group Charge

Building on an idea originally proposed by the Main/UGL Hub Management Team and Main Library unit heads in 2015 and updated by the Reference Management Team in February 2016, this Team will develop an operational plan for the relocation of the central walk-up reference and referral point to the 1st Floor of the Main Library at the junction of the North/South and East/West hallways.

Responses to LibQUAL surveys as well as the directional questions fielded throughout the Main Library demonstrate the challenges users face in navigating this facility. Various proposals over the years have called for a central service point on the 1st floor in order to provide a welcoming service presence and a highly visible triage point connecting students and scholars to experts and collections throughout the University Library. Recent developments make this long-desired service improvement more feasible and more imperative:

- Increased use of library spaces - onsite visits across the University Library more than doubled over the last ten years, growing from 2.2 million in 2005 to 4.9 million in 2015. Recent and planned improvements to user spaces in the Main Library will likely drive further demand;
- An increasingly tiered approach to on-demand reference services and the development of a more robust referral system, including a recently launched project to deploy a system for scheduling research consultations and the proposal for a collaborator/digital scholarship center in 220 Library that would integrate the Scholarly Commons and growing programs in the digital humanities in a flexible space supporting consultations, instruction, events and group study and collaboration;
- The relocation of the Classics collections to 225 Library which presents an opportunity to relocate backroom operations to the 4th floor, opening up a prime, high-traffic location for user-facing services.

The Framework for Strategic Action, 2015-2018 highlights the need to “ensure an integrated and coherent user experience of library services focused on user success” (Strategic Direction 2) Relocating our central service point to a location visible from all three first floor entrances in the Main Library furthers that goal. Establishing this service point as the anchor for a triage-based referral and appointment model providing “just-in-time” access to subject and functional experts will help to “optimize discovery of, access to and accessibility of all library resources, collections and services” (Strategic Direction 2a) and “systematize access to library experts (Strategic Direction 2b).

Deliverables

Interim report and preliminary recommendations - December 15, 2016
• Articulate a service delivery model that situates the 1st floor service points within the broader service ecosystem of the University Library system as a whole and the Main Library in particular;
  o Further develop and define the “referral and appointment” model of “just-in-time” access to subject and functional experts proposed in the Reference Management Team’s Potential New Models (February 25, 2016) report;
  o In consultation with the Humanities and Interdisciplinary Scholars’ Collaboratory Strategy & Planning Group, explore opportunities to connect and align services, both through referrals as well as potential opportunities to share and/or reallocate subject and functional expert hours from the VR/Info Desk to the collaboratory/digital scholarship center;
• Outline major functional requirements for the service point and associated user spaces (e.g., # of walk up computers, service desk for # staff and # simultaneous users, private consultation space holding # of people, etc).

Final report - February 15, 2017
• Finalize the service delivery model;
• Recommend a staffing model, building on the options proposed in the Reference Management Team’s Potential New Models (February 25, 2016) report;
• Finalize functional requirements for the service point and associated user spaces;
• Work with Library Facilities to develop a renovation plan based on the functional requirements and create a budget for renovations, furniture and equipment;
• Outline a plan for the ongoing assessment of the service and space improvements focusing on impacts and outcomes and including metrics and other means of identifying whether the desired outcomes have been achieved.

Membership

<table>
<thead>
<tr>
<th>Reference Management Team members</th>
<th>Carissa Phillips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head, Research and Information Services</td>
<td>Sara Holder, chair</td>
</tr>
<tr>
<td>Social Sciences Research Services Librarian</td>
<td>Peg Burnette</td>
</tr>
<tr>
<td>Central Access Services Patron Services</td>
<td>Richard Stokes</td>
</tr>
<tr>
<td>Humanities</td>
<td>David Morris</td>
</tr>
<tr>
<td>University Archives</td>
<td>Cara Bertram</td>
</tr>
<tr>
<td>Civil Service</td>
<td>Wendy Gregory</td>
</tr>
<tr>
<td>AP</td>
<td>Greg Knott</td>
</tr>
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Submitted to the Library Executive Committee August 10, 2016. Drafted by JoAnn Jacoby with input from Carissa Phillips, Beth Sheehan, David Ward (authors of the February 25, 2016 Reference Management Team report, Main/UGL Hub Service Point: Potential New Models) and Jeff Schrader.
Appendix B

Referral for Assistance

Hello, please help the patron presenting this form with the following:

_____ Help finding Stacks Reference item
   Call number____________________________
   Title____________________________

_____ Help locating/checking out Stacks item
   Call number____________________________
   Title____________________________

_____ Reference help researching a subject (i.e., patron may need help locating material on a topic)
   Details____________________________

_____ Help with library account (i.e., trouble logging in)
   Details____________________________

_____ Other
   Details____________________________

Referred by (name, department, phone)
   ________________________________
Appendix C

UNIVERSITY LIBRARY: MAIN LIBRARY FIRST FLOOR CENTRAL SERVICE POINT

PROGRAM NEEDS
PROGRAM NEEDS

UNIVERSITY LIBRARY: MAIN LIBRARY
FIRST FLOOR CENTRAL SERVICE POINT

University of Illinois at Urbana-Champaign

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INTRODUCTION

A permanent service point on the 1st floor of the Main Library will be comprised of the public facing space, staff and consultation space, and patron space. Under this model all the services offered by the combined Information and Virtual Reference (VR) desks on the 2nd floor of the Main Library would be moved to the first floor, with some additions. Space permitting, it would optimize the efficiency of operations if the RIS office space were moved to be collocated with the 1st floor service point. In thinking about how the Main Library space may change over the next 10 years, we would underscore the importance of ensuring that any changes to existing space to accommodate a 1st Floor Central Service Point be nimble and easily-adaptable to future use as something other than a service point.
## GENERAL CONSIDERATIONS:

<table>
<thead>
<tr>
<th>Category</th>
<th>Specification</th>
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</thead>
<tbody>
<tr>
<td><strong>Access and Egress</strong></td>
<td>There should be appropriate provisions for wheelchair access.</td>
</tr>
<tr>
<td><strong>Artificial Lighting</strong></td>
<td>High density storage area: Lighting is to be high intensity discharge.</td>
</tr>
<tr>
<td><strong>Electrical &amp; Networking Requirements</strong></td>
<td>The user, on a set of preliminary drawings, will determine the exact number and location of electrical and networking outlets.</td>
</tr>
<tr>
<td><strong>Elevator</strong></td>
<td>NA.</td>
</tr>
<tr>
<td><strong>Fire Alarm System</strong></td>
<td>Revise as necessary.</td>
</tr>
<tr>
<td><strong>Fire Protection System</strong></td>
<td>Revise as necessary. A wet pipe system is currently installed.</td>
</tr>
<tr>
<td><strong>Heating, Ventilation, &amp; Air Conditioning</strong></td>
<td>Existing system ductwork revisions as required by project. Typical office environmental system parameters.</td>
</tr>
<tr>
<td><strong>Lavatories</strong></td>
<td>NA.</td>
</tr>
<tr>
<td><strong>Mechanical Rooms</strong></td>
<td>NA.</td>
</tr>
<tr>
<td><strong>Parking</strong></td>
<td>NA.</td>
</tr>
<tr>
<td><strong>Signage</strong></td>
<td>There will be a system of ADA-compliant signage.</td>
</tr>
<tr>
<td><strong>Staircase</strong></td>
<td>NA.</td>
</tr>
<tr>
<td><strong>Structural Requirements</strong></td>
<td>General</td>
</tr>
<tr>
<td><strong>Windows</strong></td>
<td>There are to be no windows in the collection storage area.</td>
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### SUMMARY OF PROGRAMMED SPACES:

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<th>Space</th>
<th>NASF</th>
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<tr>
<td>Info Portal</td>
<td>200</td>
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<td>RIS Office Suite</td>
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<tr>
<td>Consultation Space</td>
<td>100</td>
</tr>
<tr>
<td>Tech Desk/Genius Bar</td>
<td>50</td>
</tr>
<tr>
<td>Virtual Reference Desk</td>
<td>70</td>
</tr>
<tr>
<td>Public Computing, Printing and Scanning Area</td>
<td>100</td>
</tr>
<tr>
<td>Accessible Work Space</td>
<td>150</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>2,170</strong></td>
</tr>
</tbody>
</table>
SPECIFIC SPACE REQUIREMENTS:

Info Portal

Area (NASF): 200 ft²

Use: Answering questions via phone, email, walk-up

Occupancy: Counter space for up to 6 staff
  • Up to 4 of these would have information desk responsibilities
  • Up to 2 of these would have tech help/genius bar responsibilities (see Tech Desk program statement)

Environmental Requirements:
  • Acoustic control
  • Lighting (natural, if possible)
  • Security
  • Climate control

Utility Requirements: Adequate power, voice and data.
  • Capacity for 6 desktop computer set-ups
  • Data/Network connections
  • Lighting (75% indirect; 25% direct)

Equipment Requirements:
  • 6 desktop computer set-ups w/swing arm or double-sided monitors and patron-facing keyboards
  • 4 Lync resource phones
  • weather radio
  • large (touch-screen) monitor for displaying library map & daily event calendar for Main Library (placement adjacent to the portal space such that it is accessible for use by staff and patrons)

Furnishings:
  • Service counter (varied height for accessibility)
  • seating for up to 6 staff
  • cushioned floor mats
  • lockable storage cabinets/drawer space
  • keyboard riser(s)
  • wrist rests for keyboard/mouse
  • bins/trays (wall-mounted?) for maps/pamphlets
  • bulletin board
  • Recycling can(s)/bin(s)/box(es)
  • Trash can(s)
SPECIFIC SPACE REQUIREMENTS:

RIS Office Suite

Area (NASF): 1,500 ft²

Use: Work spaces for permanent members of RIS staff and graduate assistants

Occupancy: 7 RIS staff members (1,050 sqft) and a GA common area that can accommodate 4-6 at a time (450 sqft)

Environmental Requirements:
- Lighting: natural if possible, particularly for office/cubicle spaces
- Climate control
- Security for equipment: locks for entire suite and for each office/cubicle

Utility Requirements: Adequate power, voice and data.
- Lighting (75% indirect; 25% direct)

Equipment Requirements:
- 9 computers (7 office/2 common)
- 1 printer
- 7 Lync phones
- 1 small refrigerator

Furniture Requirements:
- Cubicle partitions and doors, 1 full office desk (with cabinets) per member of staff (7 total), 2-3 chairs per office
- 2 small desks for common computers
- 6 chairs for common area
- 1 large table to seat 6-8 people
- 1 small trash bin per office (7 total)
- 1 large trash bin for common area
- 1 recycling bin for common area
- 1 coat hanger per office and 1 for common area (8 total)
SPECIFIC SPACE REQUIREMENTS:

Consultation Space

<table>
<thead>
<tr>
<th>Area (NASF): 100 ft²</th>
</tr>
</thead>
</table>

**Use:** Private space for library staff to hold consultations with library patrons.

**Occupancy:** Up to 4 individuals.

**Utility Requirements:** Adequate power, voice and data.
- Power for wall-mounted, flat-panel monitor w/CPU
- Lighting (75% indirect; 25% direct)

**Environmental Requirements:**
- Lighting (natural if possible)
- Climate control
- Acoustic Control
- Ability to secure office equipment

**Equipment Requirements:**
- Wall-mounted, flat-panel monitor w/CPU
- Keyboard & mouse
- Lync conference phone

**Furniture requirements:**
- Table with enough work surface for laptops and flat surface to work with patrons
- 4 chairs
- Recycling bin
- Trash can
- Coat hooks/rack
**SPECIFIC SPACE REQUIREMENTS:**

Room Description: Tech Desk/Genius Bar

**Use:** Answering IT and other technology-related questions via phone, email, walk-up, and potentially VR.

**Occupancy:** Counter space for up to 2 staff

**Utility Requirements:** Adequate power, voice and data.
- Capacity for 2 desktop computer set-ups
- Lighting (75% indirect; 25% direct)

**Environmental Requirements:**
- Acoustic Control
- Lighting
- Security
- Climate control

**Equipment Requirements:**
- 2 desktop computer set-ups w/swing arm or double-sided monitors and patron-facing keyboards
- 2 Lync resource phones

**Furniture Requirements:**
- Service counter (varied height for accessibility)
- seating for 2 staff
- cushioned floor mats
- lockable storage cabinets/drawer space
- keyboard riser(s)
- wrist rests for keyboard/mouse
SPECIFIC SPACE REQUIREMENTS:

Room Description: Virtual Reference (VR) Desk

Use: Answer questions via chat, SMS text, and email

Occupancy: Staff space for 1-2 people

Utility Requirements: Adequate power, voice and data.
- Capacity for 2 desktop computer setups
- Lighting (75% indirect; 25% direct)

Environmental Requirements:
- Acoustic control
- Lighting
- Security
- Climate control

Equipment Requirements:
- 2 desktop computer setups w/ double monitors
- 1 Lync resource phone

Furniture Requirements:
- Height adjustable table/desk space for up to 2 staff (to allow standing or wheelchair access)
- Seating for up to 2 staff
- Cushioned floor mats
- Wrist rests for keyboard and mice
- Coat rack
- Lockable storage cabinets/drawers for staff personal belongings
- Small trash can
- Small recycling bin
SPECIFIC SPACE REQUIREMENTS:

Room Description: Public Computing, Printing and Scanning Area

Use: Quick look-up on public computers (users alone or with assistance from Info Portal workers); printing and scanning services

Occupancy: 6 people (at computers) plus space for librarians/GAs/staff to assist and any others accompanying the users (Max=15)

Utility Requirements: Adequate power, voice and data
- Capacity for 6 desktop computer setups and 2 print-release stations
- Capacity for 2 scanners
- Capacity for 1 color and 2 black-and-white printers
- Lighting (75% indirect; 25% direct)

Environmental Requirements:
- Lighting
- Climate control
- Acoustic control
- Security for the equipment: cables/locks?

Equipment Requirements:
- Computer setups for 6 computers
- Print release stations (2—one for color, one for black-and-white), height-adjustable and approachable from 3 sides
- Printers: 1 color and 2 black-and-white
- Two scanners
- Charging lockers (1-2)

Furniture Requirements:
- Tables—mixed heights for standing and at least one that is accessible-height
- Chairs (for the accessibility tables only)
- Recycling can(s)/bin(s)/box(es)
- Trash can(s)
- Lockable cabinet to store extra paper and print cartridges
SPECIFIC SPACE REQUIREMENTS:

Room Description: Accessible Work Space

Area (NASF): 150 ft²

Use: Patron space outfitted with accessible equipment

Occupancy: 1 person working alone or up to 3 working together

Utility Requirements: Adequate power and data
- Capacity for 1 desktop computer set-up
- Lighting (50% indirect; 50% direct)

Environmental Requirements:
- Acoustic control
- Lighting (natural, if possible)
- Security
- Temperature

Equipment Requirements:
- 1 desktop computer set-up loaded with all assistive software packages
- Large-screen monitor
- Adaptive keyboard

Furniture Requirements:
- Adjustable height desk
- Seating for 3 people
- Keyboard riser(s)
- Wrist rests for keyboard/mouse
Legend:
Green = Staff-oriented space
Yellow = Patron-oriented space
Blue = Staff & Patron use space
Appendix D

University Library
Office of Library Facilities
Main Library - First Floor Central Service Point

<table>
<thead>
<tr>
<th>Description</th>
<th>Building</th>
<th>Room #</th>
<th>Square Feet</th>
<th>Unit Cost</th>
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<td>Remodeling</td>
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<td>Furniture</td>
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<tr>
<td>Furniture installation</td>
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<td>Technology - wall mounted flat panel displays</td>
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<td>Subtotal</td>
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Program NASF: 2,170

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<tr>
<th>Task</th>
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<tr>
<td>Architectural Rendering</td>
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<tr>
<td>Acquire funding - Advancement</td>
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<tr>
<td>Hire architect-engineer</td>
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<tr>
<td>Design and bid</td>
<td>6</td>
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<tr>
<td>Construction</td>
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Total Project: 2,170

Escalation to mid-point of construction - July 2019

<table>
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<th>Description</th>
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<tbody>
<tr>
<td>Subtotal</td>
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<tr>
<td>Project contingency - 10%</td>
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