

Excellent Customer Service

International Trends

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Key Considerations

- Community Profile
- Funding Capacity
- Industrial Environment
- Location
- Promotion

Opening Hours & Space

- Reflect community lifestyle
- Consistent across locations
- Flexible
- Staffing availability and cost

Bishan Public Library, Singapore



- 10am to 9pm
- 7 days per week
- 4,000 m²
- 100,000 residents
- 140,000 to 150,000 visits p.m.
- 140,000 to 150,000 items p.m.

Find a space if you can

Sello Public Library, Finland



- 10am to 8pm M-F
- 10am to 4pm Sat
- 6,000 m²
- 24,000 residents
- 70,000 visits p.m.
- 100,000 loans p.m.

Children everywhere

Library 10, Finland



- 8am to 10am, lobby, weekdays
- 10am to 10pm, M to Th
- 10am to 6pm, Fri
- 12 -6pm, Sat & Sun
- Lobby open 8am,
- 1,000 m²
- 50,000 visits p.m.
- 60% visitors – male, 15-30yrs
- 50% visitors borrow

"From living room concept to
working room concept"

Vanlose Library, Denmark



- 10am to 7pm, M to T
- 10am to 5pm, Fri
- 10am to 2pm, Sat & Sun
- 1,200 m²
- 35,000 residents
- 215,000 visits p.m.
- 300,000 loans p m

Warm, inviting and welcoming

Norrebro Library, Denmark



- 10am to 9pm M to F
- 10am to 2pm Sat & Sun
- 12,000 m²
- 50,000 residents, 47 cultural groups, 50% under 30 years
- Strong outreach program

Most diverse community in Denmark

Malmö Library, Sweden



- 65 hours per week
- 15,000 m² (9,000 public)
- 300,000 residents
- 900,000 visits p.m.
- 110,000 loans p. m.

The Castle, the
Calendar of Light and
the Cylinder

Amsterdam Central Library



- 10am to 10pm
- 7 days per week
- 28,000 m²
- 800,000 residents
- 150,000 visits p.m.

One million euros per
month operating –
we're worth it

DOK Library Concept Center, Netherlands



- 9am to 10pm, Mon to Thurs
- 10pm to midnight, Mon to Thurs during exams
- 10am to 6pm, Fri
- 10am to 6pm Sat & Sun
- 100,000 residents
- 50,000 visits p.m.

"Think ideas & beyond the library walls"

Transaction Management

The Customer:

- Personal/Self Service
- Intuitive processes & Clear instructions
- User-friendly equipment

Wayfinding



Welcome



Do-It-Yourself



Do-It-Yourself



Transaction Management

- Staff considerations:
- Attitude
- OH&S
- Manual handling

OH&S



Behind the Scenes



Balancing Act

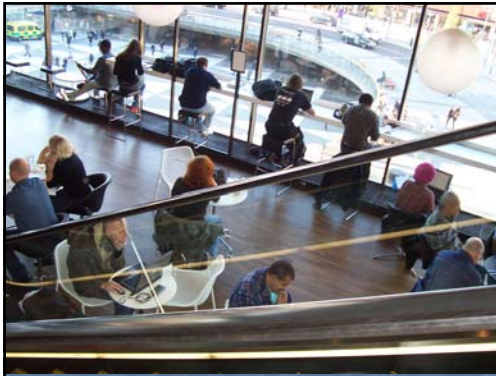


Amenity Amenity

- Location
- Transport
- Sufficient flexible spaces
- Well-designed, practical furniture
- Creative use of space

Movement, Relaxation





Space, Light



Useability



Information Services

- Virtual/Personal
- Partnership
- Convenient and flexible
- Added value

Choice



Sharing, Connection



Contrast



Extras



WOW



Conclusion

Do what you do well;

Build on the community need and double it;

Take a risk and innovate;

Plan creatively and collaboratively; and

Just Do It!

Questions?