

The Future Library: User Service Trends

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20th c Collections

- Permanence
- Stability
- Solemnity
- Solitude
- Quiet
- Status quo
- Collections

21st c Connections

- Transience
- Flexibility
- Welcoming/relaxed
- Communal
- Zoned
- Innovation(IT)
- Connections



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Collections

connections

challenges

Choices

Consult

Communicate

Intuitive

Innovative

inspiring

informative

interactive



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Lynn Library Queen's University 1865



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McClay Library Queen's University 2009



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Changes after opening

- 24/7 opening
- More reader places/ group study space
- Combined Library/IT help desks
- Roving support
- RFID tagging
- Ubiquitous self service: loans & returns, laptops, book selection
- Increased ownership/consultation

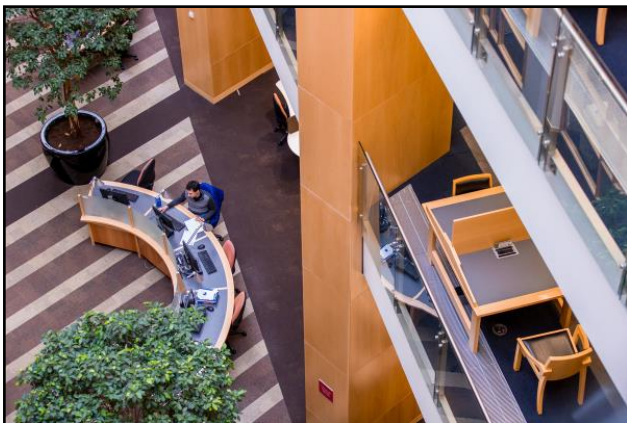


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20th/21st century trends

- Hybrid library: print/e to e/print
- Library as third place –all three places
- Collections to connections
- Learning spaces & social spaces
- Shift from iconic landmark to integration and sustainability
- Fewer (not demise of) physical libraries - exclusion





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Challenges for library planners

- Long lead-in times
- Increased competition & expectations: creating attractive/welcoming places
- Predicting technology, ways of learning
- Sustainability
- Funding pressures: best use, re-use of space, partnerships, co-location



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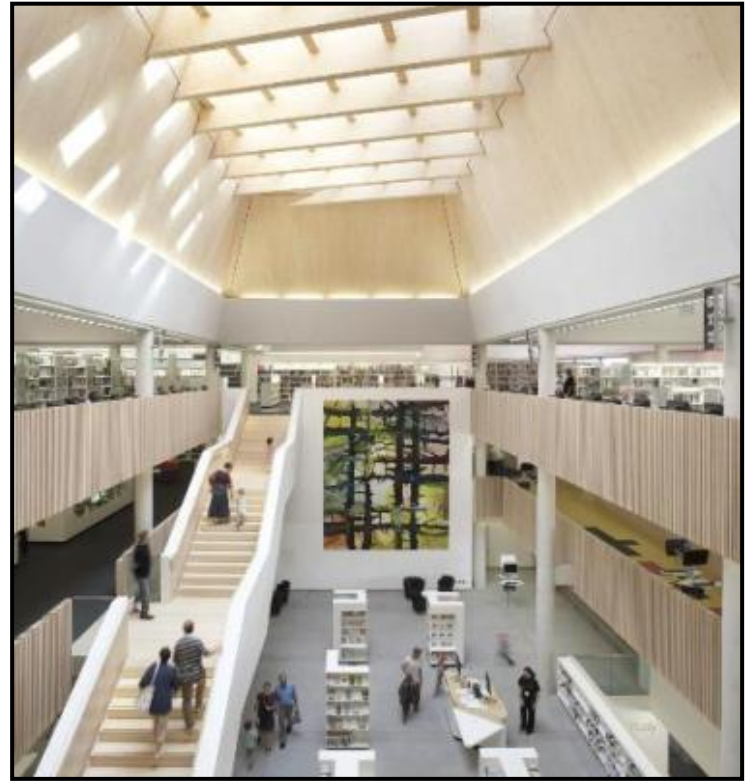
The Hive, Worcester



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Clapham Library, London



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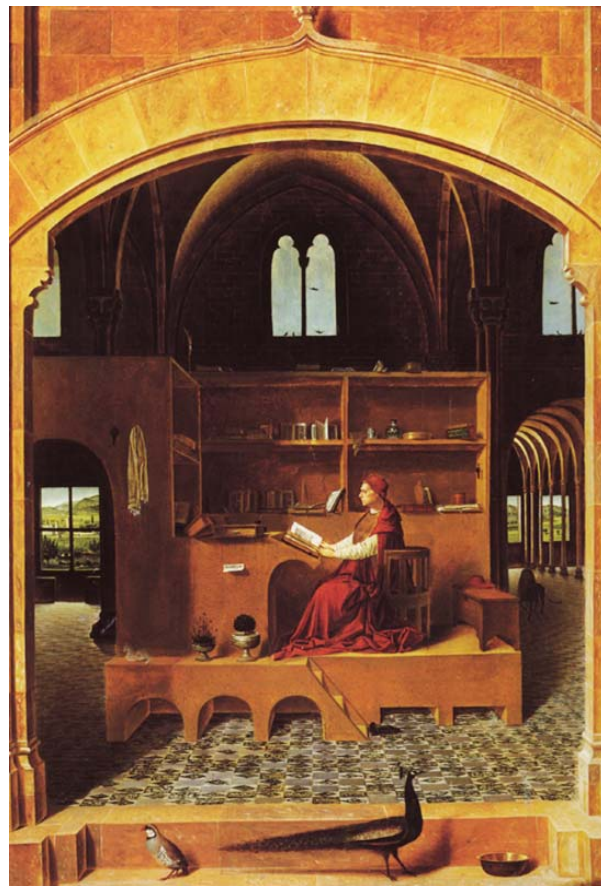
Questions to address

- What do digital spaces look like?
- What are the qualities of good learning spaces?
- What is the design impact of 24/7 e-resources, self-service, group study, What is the impact on service points, furniture, equipment, lighting, signage
- Do we consult and listen to our users?



St Jerome

by Antonella da Messina



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Vision

“Libraries should aim to be uplifting, innovative and inspiring cultural, social and intellectual spaces, encouraging debate and collaboration, and desirable as places to be in, even in the age of ubiquitous internet access.”

Dame Lynne Brindley – British Library



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