

FORUM MODEL

Formless

Organized

Reoccurring

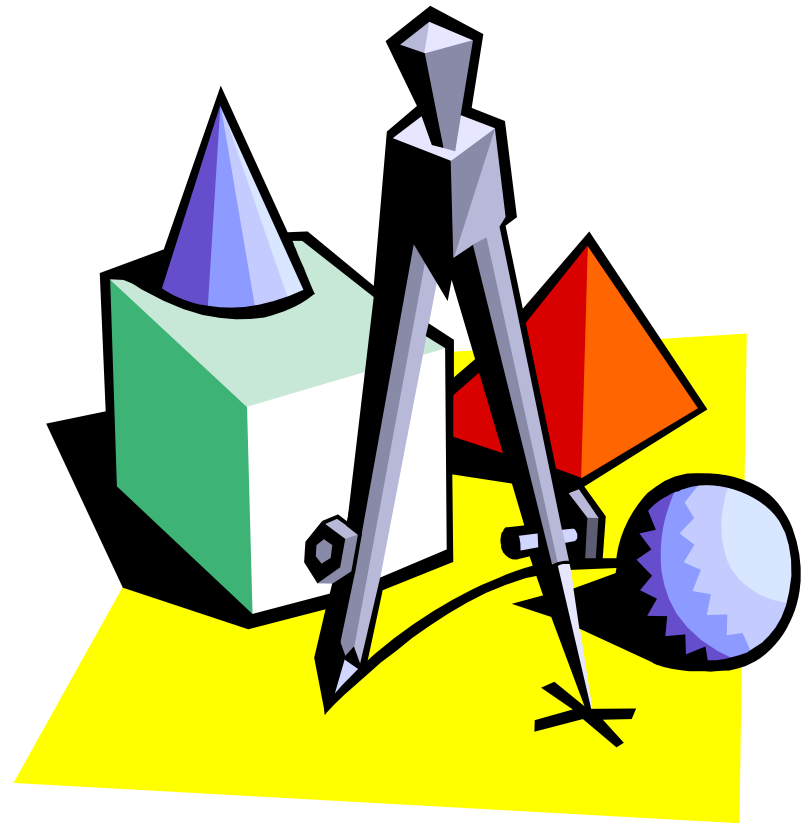
Utilized

Meaningful



Formless

- No required pattern for customers to follow
- Personable service not service points
- Meet and help people where and how they want help



Organized

- Everything easy to find without assistance
- Information available in the format people want it
- Intuitive floor plan to ease access



Reoccurring

- Consistent, courteous and approachable staff
- Continuity of resources, materials, and services
- System-wide comfortable and inviting environment



Utilized

- Market focused programs, materials, and services
- Attractive and serviceable facilities and accommodations
- Public spaces that lend themselves to access and comfort



Meaningful

- Collections of high demand, high interest materials
- Targeted materials for special needs and/or local interest users
- Correlated programs and materials that are symbiotic with services



What Does It Mean To Me?

1. Physical Spaces:

- Maintaining a consistent look to help “brand” the Library System
- Use retail layout and traffic flow patterns
- Design floor plan to allow access to easy to browse collections
- Have family friendly spaces
- Set aside quiet reflection areas away from main traffic flow

What Does It Mean To Me?

2. Seamless integration into people's lifestyle:
 - Wireless hub access without gatekeeping
 - Easy to search catalog – single search
 - At home database access
 - Remote drop off and pick up locations – book drops at retail areas and home delivery for disadvantaged

What Does It Mean To Me?

3. New defining Library Services:
 - Integrated and relevant Spanish Accessibility
 - Ebooks and other non-print materials
 - Innovative programs that bring people in and services that keep them coming back
 - Online self-help services such as Web tutorials and ESL online

What Does It Mean To Me?

4. New customer service model:
 - Personal service throughout the facility
 - Use of access pods, wireless devices, and other materials to speed assistance
 - Everyone in the public area addressing and assisting customers as priority of work over other tasks such as shelving
 - Fully cross trained customer service staff rather than a division of labor

THANK YOU!

OSCEOLA
LIBRARY
SYSTEM

