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Breaking Down the Walls: Re-Imagining How We Connect With Our Patrons

History

- o 2009 and the “Attack of the eReaders”
- o Patrons needed something more:
 - “It's about the interaction between the librarian and the patron”
- o 2011: “Your Personal Librarian” was born!
- o CCPL begins to focus on *outcomes* not *outputs*

2013 Strategic Planning

- o Breaking down the walls:
 - o Take advantage of staff with specialized knowledge at all levels to teach (not only librarians)
 - o Giving librarians more time to spend with patrons one-on-one (YPLs and Learning Plans)
 - o Reference desk organically becoming less of a service point
 - o Survey results show patrons are focused on learning

North Courthouse Road

- o Opened in 2016 with no reference desk



Clover Hill Library

- o Removed reference desk in 2016 after being opened 22 years



Roving Reference Vignettes

- o Many opportunities to interact with the public:
- o -Children are more comfortable asking a question when you aren't behind a desk.
- o -No barriers when talking with people.

Neighborhood Profiles

- o North Courthouse Road Library had a unique opportunity to introduce ourselves to our neighborhood before we opened.
- o Visits to:
 - o -Schools
 - o -Businesses
 - o -Churches
- o This created interest in our new library!

Learning Plans & Map It Out

o Seating areas like this at North Courthouse Road provide:

- a comfortable and welcoming space to have a conversation.
- privacy for a Learning Plan meeting.



The Nitty-Gritty

- o Tablets
 - o Google Hangouts
- o Scheduling
- o Setting Expectations

Questions?

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