



# Help Zone

Never Stand Still

UNSW Library





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# Breaking down the barriers

- to create a more user friendly environment where library staff approach and greet customers rather than the other way around
- exploit self-service technologies by providing self-service check outs, computer terminals and shopping centre-style kiosks
- ensure that the Library's prime real estate is used even when library staff are not present







# Copy & Print Service

**IT SERVICE** is now located **outside** the Library next to the Post Office

PAYING A LIBRARY FINE?  
PLEASE SEE INFORMATION DESK  
LEANS DESK, THANK YOU.  
ANCHOR





Level Room Numbers

10	1000-1099	10
9	9000-9099	9
8	8000-8099	8
7	7000-7099	7
6	6000-6099	6
5	5000-5099	5
4	4000-4099	4
3	3000-3099	3
2	2000-2099	2
1	1000-1099	1

2

Print/Copy Services

Print/Copy Services  
UNSW LIBRARY  
2000-2099

OUT OF ORDER

ELECTRICAL



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[www.jameslreeves.com/wp-content/uploads/2011/03/IMG\\_0263.jpg](http://www.jameslreeves.com/wp-content/uploads/2011/03/IMG_0263.jpg)



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Office Research Limited



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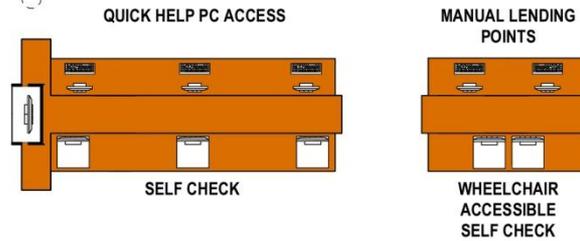
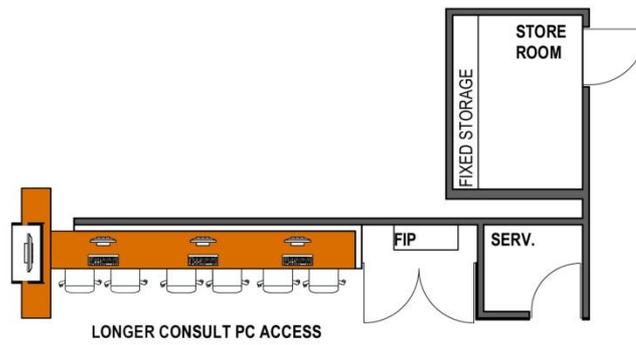
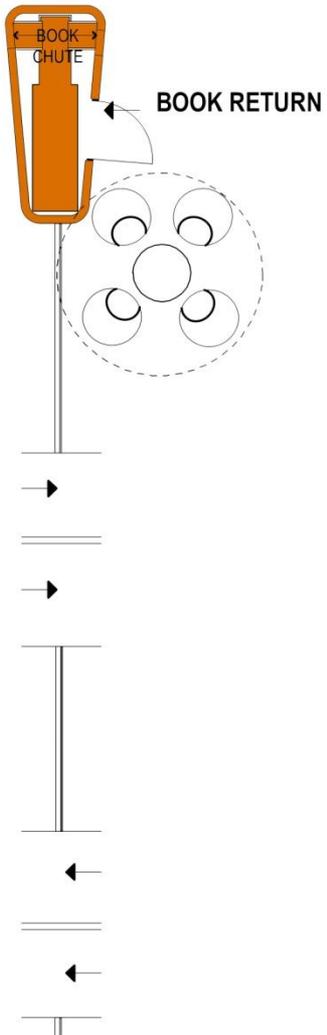
Griffith University



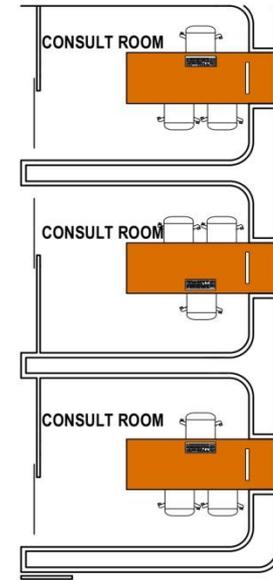
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# UNSW Library Help Zone





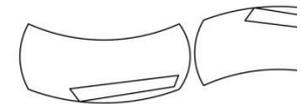
CIRCULATION AREA



↔ HIGH USE COLLECTION

≡ GATES

↔



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Directory  
Touch to begin



Looking for a  
study room?



Search here

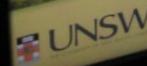


abuzz

Directory  
Touch to begin



Search here



abuzz



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Gett[i]ng Started  
Student Support Services



Level  
2



Library Lawn

Find by  
**Name**

Find by  
**Category**

Dewey Number

Study Spaces

Facilities by Level



Male Toilet



Female Toilet



Accessible Toilet



Epay Station



Computers



Photocopiers & Printers

Height Adjust

Open Forum  
Recognition of Indigenous People  
in the Constitution

Thursday 17 March, 6.30-8pm



Fri 11 Mar 11.30

Interactive  
map



Height  
adjustable



Promotional  
space

Shopping centre  
words & icons  
(except for a few!)



# The first six months

## Issues

- “Where are the staff?”
- Congestion around high use area
- Sometimes you still need to queue
- Need to reserve computers for library use
- Large space
- Signage - “where’s the book chute?”
- Resistance to change - “I don’t like it”
- Still a few dangling bits
- Noise
- Lighting

## Advantages

- Customer service turned upside down
- Welcoming
- Design is intuitive
- Roomy - easy to move people through & out
- Plenty of facilities
- No space left unused/no desk unattended
- Quiet times = less staff
- Collegiality between staff
- Security of network not compromised
- Large increase in use of self-check machines
- Less conflict!



# The next six months





ALIA Biennial  
Sydney 2012

DISCOVERY  
ALIA Biennial 2012 Conference



XXX days to go

Tuesday 10 - Friday 13 July 2012 | Hilton Sydney

Sydney AUSTRALIA  
10 - 13 July 2012

Put this date in your diary now!



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