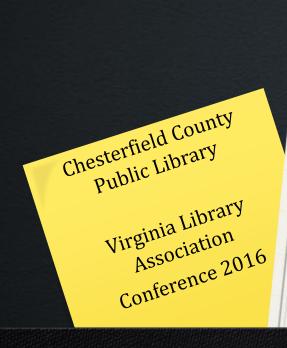




Margaret Howard Branch Manager Meg King-Sloan Branch Manager

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



History

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

2013 Strategic Planning

Ø Breaking down the walls:

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

North Courthouse Road

Opened in 2016 with no reference desk





Clover Hill Library

Removed reference desk in 2016 after being opened 22 years





Roving Reference Vignettes

Many opportunities to interact with the public:

- Children are more comfortable asking a question when you aren't behind a desk.
- No barriers when talking with people.

Neighborhood Profiles

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

Learning Plans & Map It Out

- 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

Tablets
 Google Hangouts
 Scheduling
 Setting Expectations

Questions?

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