Overview

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5. Rise of the Information Desk
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Trends

- Communication systems continually changing people’s access to information

Trends

- All Technology Ends
- What using today will be replaced by something new

Trends

- Search technology will become increasingly more complicated, robust and deliver more.

Trends

- Time compression changing life style of librarians and patrons
**Trends**

- Over time, transitioning to verbal society – voice recognition

- Demand for global information growing exponentially.

- Library’s transforming from centers of information to centers of culture.

**Challenges for Public Libraries**

- More diverse customers with ever changing needs
Challenges

- Many staff have strong feeling about the value of various segments of the library’s collection – makes reallocation of collection dollars a challenge

Challenges

- Increased competition for public dollars at a time of more demand for personal service

Challenges

- Not enough resources ever to keep doing what doing now plus new services

Challenges

- Increased competition from new and newer media

*If you don’t know where you are going, any road will take you there.*

- Lewis Carrol

**RE: FOCUS**
Public Service Desks
Reference, Circulation, and Information
Looking Back to the Past...
...and Present
RE: VISION
Checkout
RE: VISION
Check in
RE: VISION
Robotic Check in/ Sort
RE: VISION
Desks
The Rise of the Information Desk
RE: INVENTED
Information Sources
RE: MODEL
Old To New
RE: MODEL
Using Existing Furnishings
RE: TRANSFORM
Spaces
Conjoined Buildings

RE: DESIGN
NORTHSIDE
EVOLUTION

May 2006
RE: INVENTING
YOUR LIBRARY