The Future Library: User Service Trends

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20th c Collections

- Permanence
- Stability
- Solemnity
- Solitude
- Quiet
- Status quo
- Collections

21st c Connections

- Transience
- Flexibility
- Welcoming/relaxed
- Communal
- Zoned
- Innovation(IT)
- Connections
Lynn Library Queen’s University 1865
McClay Library Queen’s University 2009
Changes after opening

- 24/7 opening
- More reader places/ group study space
- Combined Library/IT help desks
- Roving support
- RFID tagging
- Ubiquitous self service: loans & returns, laptops, book selection
- Increased ownership/consultation
20th/21st century trends

• Hybrid library: print/e to e/print
• Library as third place – all three places
• Collections to connections
• Learning spaces & social spaces
• Shift from iconic landmark to integration and sustainability
• Fewer (not demise of) physical libraries - exclusion
Challenges for library planners

- Long lead-in times
- Increased competition & expectations: creating attractive/welcoming places
- Predicting technology, ways of learning
- Sustainability
- Funding pressures: best use, re-use of space, partnerships, co-location
The Hive, Worcester
Clapham Library, London
Questions to address

• What do digital spaces look like?
• What are the qualities of good learning spaces?
• What is the design impact of 24/7 e-resources, self-service, group study, What is the impact on service points, furniture, equipment, lighting, signage
• Do we consult and listen to our users?
St Jerome
by Antonella da Messina
Vision

“Libraries should aim to be uplifting, innovative and inspiring cultural, social and intellectual spaces, encouraging debate and collaboration, and desirable as places to be in, even in the age of ubiquitous internet access.”

*Dame Lynne Brindley – British Library*