
Architecting a Pleasurable User-Centered Library Experience

presentation to the
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“Free to the people” since 1895



Your presenters

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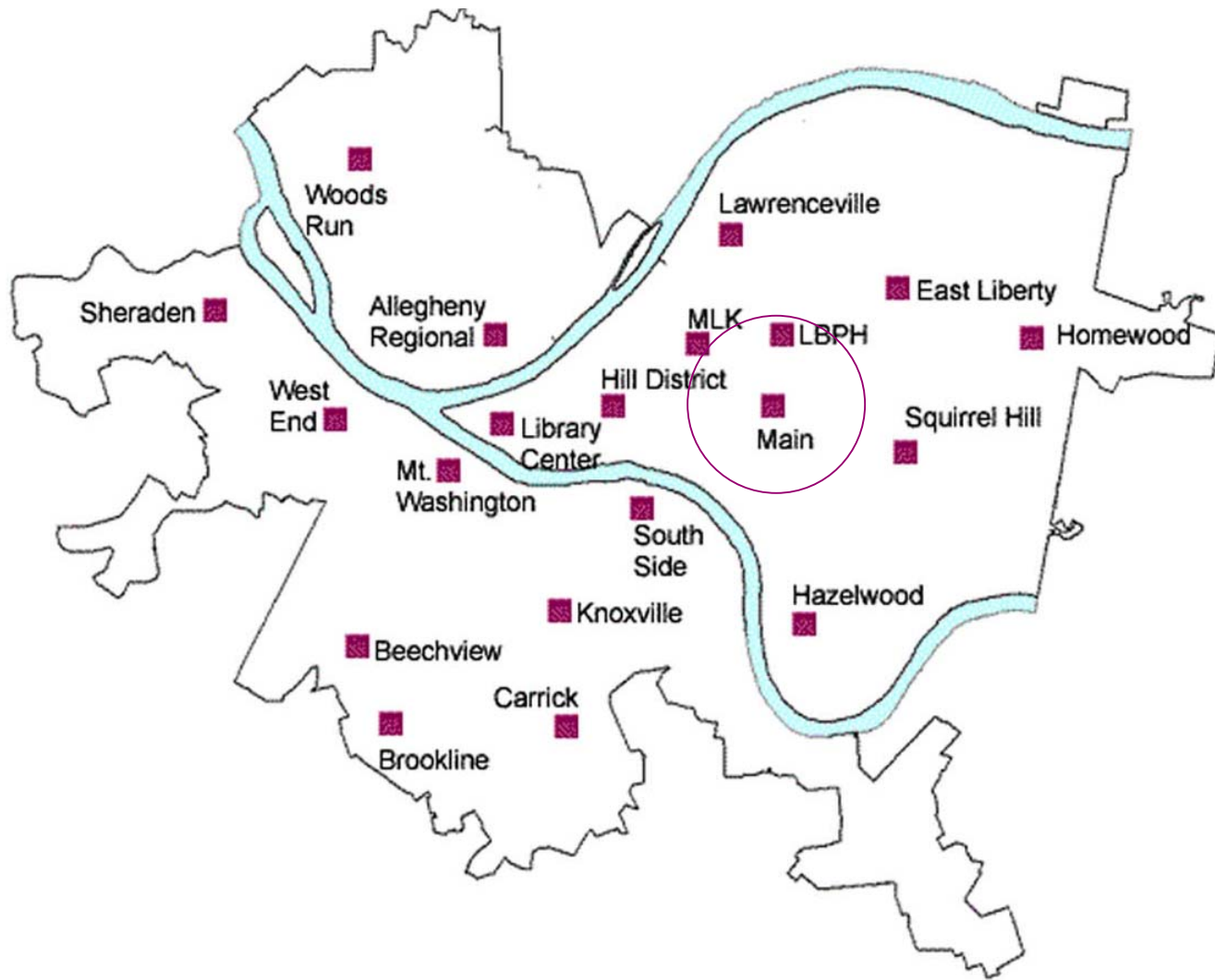
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- <http://www.carnegielibrary.org/presentations/>

Carnegie Library of Pittsburgh



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Carnegie Library of Pittsburgh – Facts

- Built in 1895
- 150,000 Square Feet
- Basement and 3 public floors
- Collection Size – 3 Million
- CLP's Neighborhood Branch System
- CLP's Role in Allegheny County and in Pennsylvania

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Impact of Strategic Planning Process 2000-2002

- Main Library is too complicated to use.
- New customers confused where to look for materials and services.
- Branches look old and shabby.
- Promote excellent customer service

Renovation and Reorganization of Main

- Consultant studied departments, collections and practices at Main.
- Library programmer was hired to do space planning for Main (and Branches).
- Internal review of options for reorganizing Main

Renovation and Reorganization of Main

- **2002** - Eight separate subject departments (Children's, Foundation Center, Humanities, Job and Career Education Center, Music & Art, Pennsylvania, Science & Technology, Social Sciences)
- **2005** - Six functional departments (Children's, New and Featured Popular Collection, Reference and Nonfiction, Audio Visual, Local History & Genealogy, Job and Career Center)

Renovation and Reorganization of Main

- Architect hired
- Consultant hired to address system wide signage / common lexicon
- MAYA Design hired to explore / understand how customers use the Main Library (and Branches)

Libraries as complex organizations

- Various types of services
- Variety of types of materials
- Depth of resources
- Facility issues
- Customer needs

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Goals of library redesign

- Increase user base
- Deliver information needs to users
- Make library a destination in the community