Help Zone
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
Office Research Limited
Griffith University
UNSW Library Help Zone
Looking for a study room?

Search here

Directory
Touch to begin

UNSW
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
Sydney AUSTRALIA
10 - 13 July 2012
Put this date in your diary now!