From Backlog & Clutter
To Efficient & Spacious

Presenters: Amy Hanaway, Branch Manager Thornhill
Alaina Culbertson, Assistant Manager Natural Bridge
St. Louis County Library
Thornhill Branch

- The name refers to the homestead of Missouri’s second governor, Frederick Bates which was nearby.
- Thornhill opened in February 2nd 1976.
- 19,500 sq. ft
- 2 Meeting Areas
  - Small Meeting Room. Max 35
  - Auditorium Max 150

12863 Willowyck Drive, St. Louis MO 63146
## Thornhill Branch Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>2011</th>
<th>2012</th>
<th>2013 so far</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circulation</td>
<td>593,900</td>
<td>644,672</td>
<td>495,554</td>
</tr>
<tr>
<td>Library Visits (Avg. 26,000)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2011: 323,327*</td>
<td>2012: 312,290</td>
<td>2013 so far: 239,621</td>
<td></td>
</tr>
<tr>
<td>Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24 Public Service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Lab Trainer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Custodians</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Programs/Attendance</td>
<td>625/12,029</td>
<td>867/18,150</td>
<td>728/16,298</td>
</tr>
</tbody>
</table>
Problem: Items coming back to the branch were languishing in the back area for a day or two before making out onto the floor to be shelved.

Goal:

- Reduce the time delay from when an item gets checked in to when it makes it out onto the floor.
- Streamline work space at Return Window.
Current Process: Direct Sorting
Staff Work Area Overhaul

- Reduce the Amount of Sorting Carts
- Eliminated Breaking Down
  - No Scheduling
- Returns Window Becomes the Hub
  - Less Steps (Magazines, CDs, DVDs, Snags, Lost & Found Books)
- Odd Configuration
  - Direct line of sight for working staff
  - Earshot of the front desk
New Layout and Process
On-Cart Sorting

RW CART

Top Shelf-starting from left:
Ready to be Shelved

Date    Time

Date    Time
Back Workstations
A large component of restructuring the workflow was the creation of a daily schedule.

With no more breakdown schedule we could spend time scheduling daily tasks.
Benefits

- Staff walks the entire library and is able to shelve in all areas throughout the day.
- Staff can no longer play favorites with areas.
- Paging Slip items are out in the library not in the back.
- Bookdrop is pulled more often.
- Staff is able to quickly maneuver around the library and feel a sense of accomplishment quicker.
- No more breakdown that requires staffing and not shelving.
More Benefits

- Items are back out onto the shelves for public consumption within 1-3 hours.

- Handling of items:

  **Direct Sorting:**
  - Check-in Item
  - Put Item on Cart
  - Take from Cart
  - Interfile on Sorting Cart
  - Shelve out in Library

  **New Process:**
  - Check-in Item
  - Interfile on Cart
  - Shelve in Library
Efficient to Spacious
“When are you going back to normal”? 

Perfect Storm
January to November 2012
Skylight/Roof Repair
Entryway and Landscaping

Customers Do Not Change
In an effort to not get as much backlash from customers over the big changes it was coordinated when repairs were completed and temporary shelving came down.
### Where to Begin?

**What do we (Staff) want?**

**What do our customers want?**

<table>
<thead>
<tr>
<th>Staff Preferences</th>
<th>Customer Preferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Both sides of the Holds and DVDs shelves visible from the desk</td>
<td>Find more outlets and work space for laptop users</td>
</tr>
<tr>
<td>Put table by public computers for customers to wait and kids to color</td>
<td>More New Material and Bestseller books</td>
</tr>
<tr>
<td>Make Biographies more visible</td>
<td>Children’s Area-</td>
</tr>
<tr>
<td>Move Large Print away from the kids section, Make more visible</td>
<td>Allow for more room to navigate</td>
</tr>
<tr>
<td>Interfile Paperbacks</td>
<td>Aisles with strollers</td>
</tr>
<tr>
<td>Move items from under the skylight</td>
<td>Opening with displays</td>
</tr>
<tr>
<td>Flip Non-Fiction</td>
<td>Family area</td>
</tr>
<tr>
<td></td>
<td>Character Wall</td>
</tr>
</tbody>
</table>
Character Wall
Floorplanner

- Floorplanner offers a free version that can be used instead of Publisher or AutoCad.

- To scale designs made it easier to coordinate the move with Building Systems. (Duct tape the floor)

- Measuring:
  - Everything in the library was measured.
    - Bookcases, DVD shelves, displayers, tables, counters

- Once measuring was done the old and new floor plan took about 4 hours to make. This was in addition to learning the software as I went.
How Easy is Floorplanner?

The free version only allows for one project. One project is okay because you can add multiple floors with multiple floor plans.

Started with creating a floorplan of the current space.

Drawing Space- (measured everything except height of objects)
  - Use draw a room
  - Can change thickness of wall (set at 10in)
  - Select floor covering
  - Add windows & doors after drawing space
Pre-measured Assets

Doors, windows, lounge chairs, plants, area rugs and more.

Bookcase (Cannot alter shelf height), display, storage.

Ranges were color coded because they were used for new Holdings (for example the paperback range became the audiobook range).

Conversion-While you can draw rooms in feet, furniture Length and Width are done in inches; Height is done in feet.
Benefits of Redesign

- Low to High-height of ranges opens the room
- Three Laptop Tables (13 seats)
- Character Wall is a hit!
- Parents love the seating area
  - “I can sit and read to my kids”
  - “The couches are my size and my kids cuddle up to me as I read”
- New Materials Display for kids area is reminiscent of a department store display
Benefits of Redesign

- Usage of tables has increased
- Areas are easier to find
- Doubled Large Print holdings
  - Helped to alleviate other Branches holdings
- Increased Holdings in:
  - Children’s DVDs
  - Biographies, Adult New Material, and Bestsellers
- Juvenile Paperbacks are being found
- Love it when customers say there are less books than before
## Benefits of Redesign

<table>
<thead>
<tr>
<th>Product Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video Games</td>
<td>54%</td>
</tr>
<tr>
<td>DVD</td>
<td>6%</td>
</tr>
<tr>
<td>DVD Bestseller</td>
<td>24%</td>
</tr>
<tr>
<td>CDs</td>
<td>27%</td>
</tr>
<tr>
<td>Large Print</td>
<td>36%</td>
</tr>
<tr>
<td>Paperbacks</td>
<td>12%</td>
</tr>
<tr>
<td>Teen CDbook</td>
<td>15%</td>
</tr>
<tr>
<td>J Easy Reader</td>
<td>12%</td>
</tr>
<tr>
<td>J Paperback</td>
<td>11%</td>
</tr>
<tr>
<td>J CD</td>
<td>2%</td>
</tr>
<tr>
<td>J Periodical</td>
<td>28%</td>
</tr>
</tbody>
</table>