

CAMPBELLTOWN CITY LIBRARY SERVICE

Redevelopment & Roster Review



Redevelopment

HJ Daley Library at Campbelltown was planning the redevelopment of several key service areas.

This opportunity was used to look at the way we service our community and to develop a model of service that better suited the new space.

2017 Reference

Removed old Ref Desk and cabinetry.

- New cabinetry
- New smaller desk

Collections

- Removed 1 row of 4 bays from Ref.
- Added 2 bays to the last row.

Youth Area

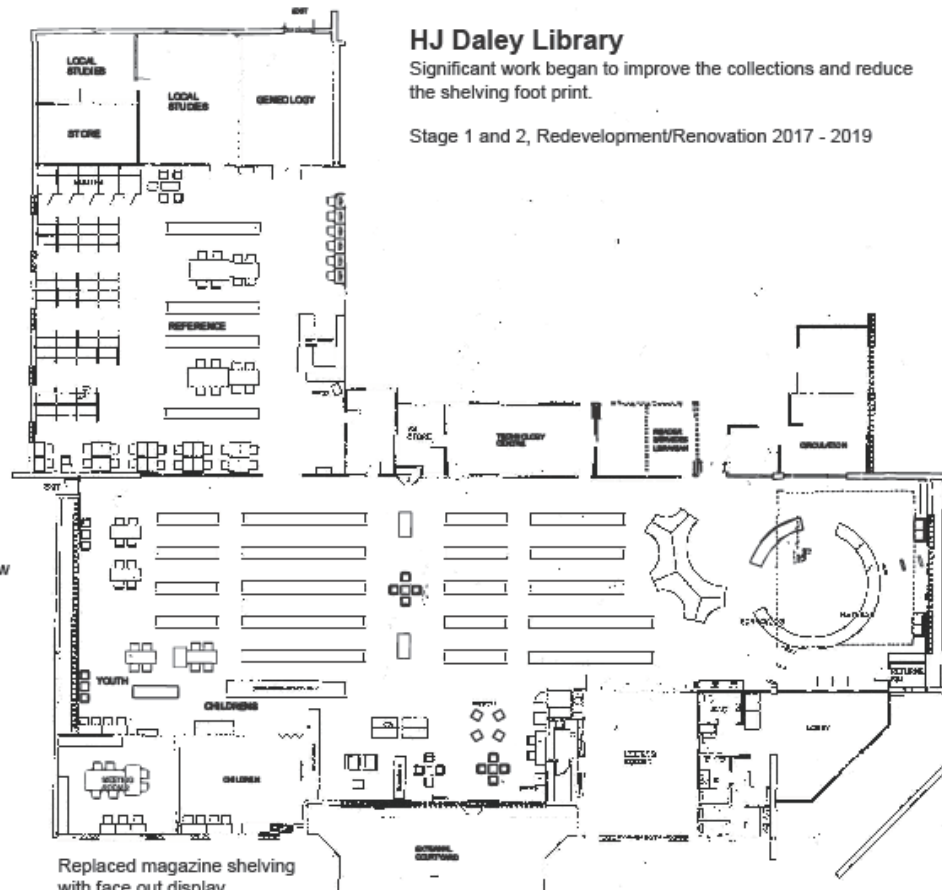
- Removed 1 entire row of 4 bays.
- Turn one row of 3 bays sideways.
- Moved mobile shelving unit to the Children's area

Replaced magazine shelving with face out display.

HJ Daley Library

Significant work began to improve the collections and reduce the shelving foot print.

Stage 1 and 2, Redevelopment/Renovation 2017 - 2019



Created the Welcoming Space in 2019.

- Removed the large service desk.
- Created a returns wall, connecting to a returns desk in the staff area.
- RFID
- New small service pod added.
- More space for lounges, seating, laptop tables.
- Mobile magazine unit

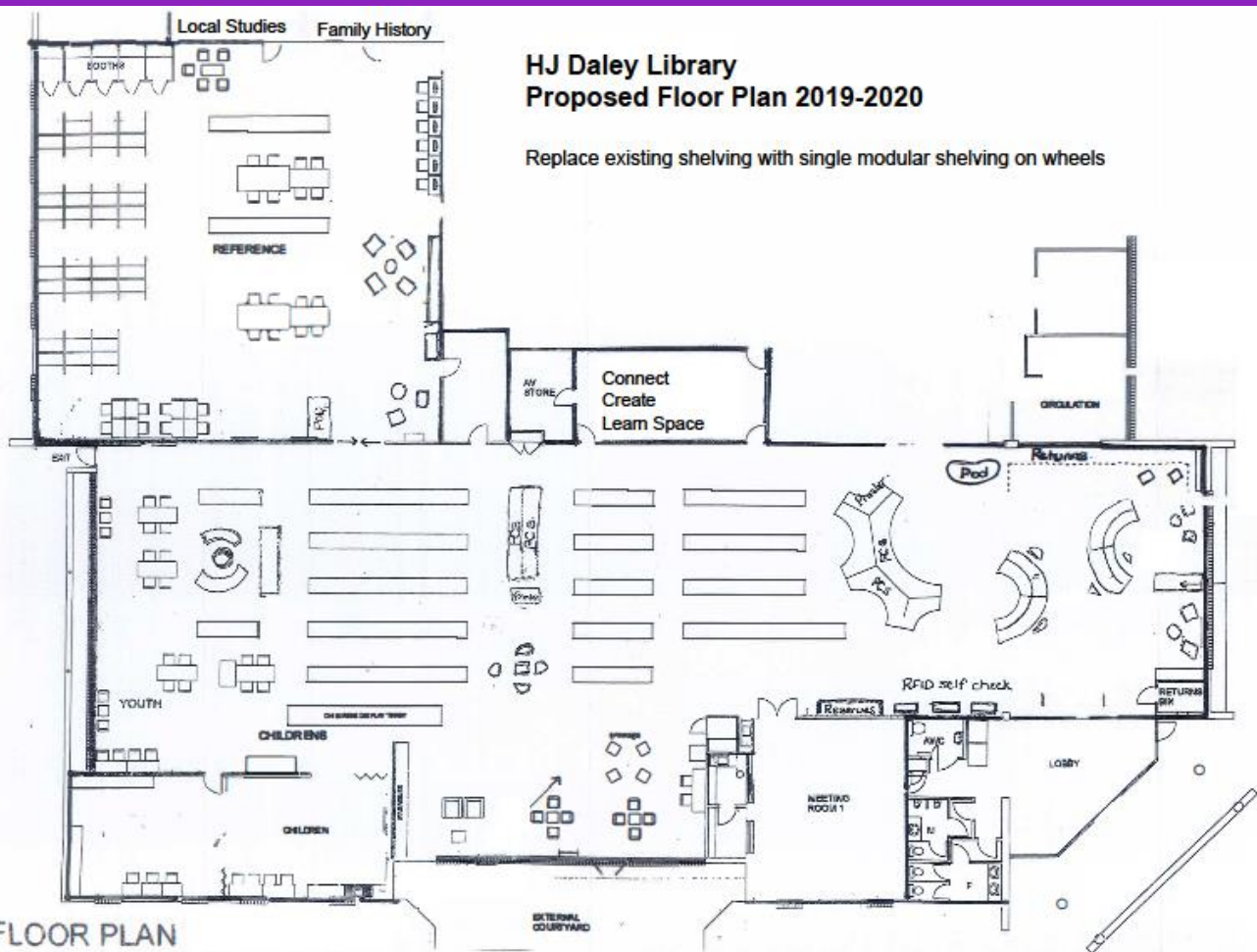
Adult fiction and shelving near the meeting room.

- Removed 1 row of 8 bays.
- Rearranged the collections.
- Aboriginal collection removed 1 bay.



HJ Daley Library Proposed Floor Plan 2019-2020

Replace existing shelving with single modular shelving on wheels



FLOOR PLAN

Process

Formation of a Roster Review Working Group.

Group developed the new roster and trial commenced in March 2019. Trial was rolled into permanency.

After some time focus groups were held for feedback from staff.

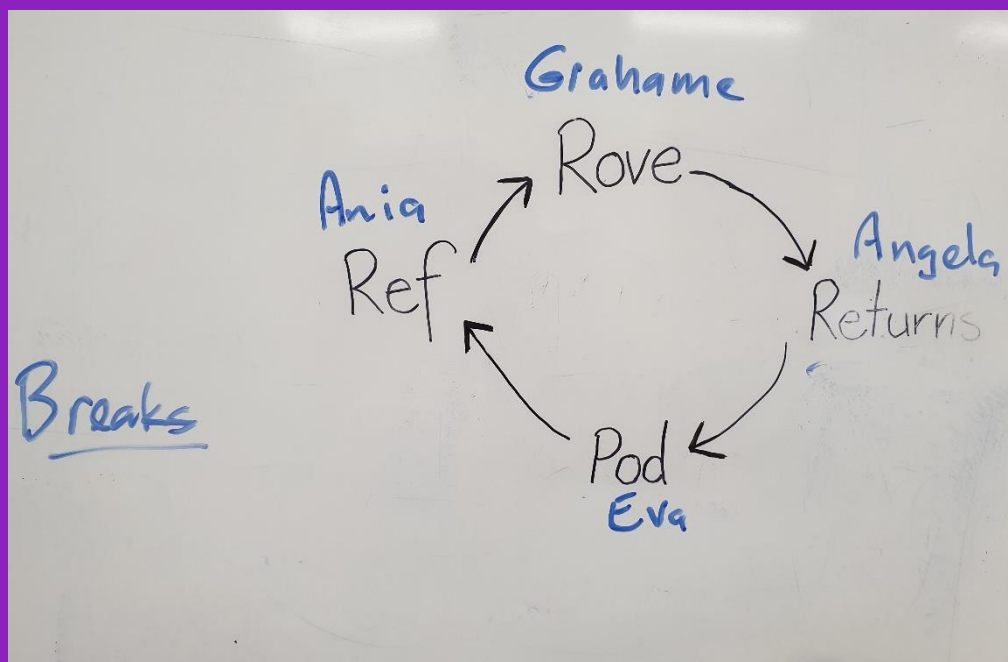
Changes

Shifts went from 2 hours per day to 4 hours. Frequency of shifts depends on role.

There are four service points: Returns, Pod, Roving and Reference. Points are swapped on the hour. The idea initially being that Reference and Returns would be quieter service points providing less impactful hours on staff.

Starting point is designated by shift team leader immediately prior to commencement of shift.

Staff wear vests with “LIBRARY STAFF” on the back so they are easily identifiable.



Starting points are written on board by shift team leader.

15 break occurs during shift. Order and time to start is recorded. This often changes due to demand and staff availability.

Campbelltown City Library acknowledges the Dharawal people as the traditional custodians of this land and pays respect to all Aboriginal Elders past and present and people from all Aboriginal nations.



Campbelltown City
Library
acknowledges the
traditional owners
of Australia and we
welcome all
Aboriginal and
Torres Strait Islander
people to our
Library

Campbelltown City
Library
acknowledges the
traditional owners
of Australia and we
welcome all
Aboriginal and
Torres Strait Islander
people to our
Library



returns









