

Renovations to Improve User Satisfaction

Health Sciences and Human Services Library

University of Maryland, Baltimore

Before

Why? Relocation of four student services departments into Library building

Where? Improve layout of main service floor that stretches the length of a city block and includes:

art gallery	reference collection
Circulation desk	print indexes
Reference desk	study tables w/ power & data
35 computers	comfortable seating
photocopiers & printers	current journal shelving (new!)



During

How?

Consider patron needs

Identify successful spaces

Collaborate with architect to improve remaining space

Consider staff needs



After



Architects helped design the new reference area by repurposing a compact service desk

Reduced index shelving by 75% - discarded indexes
Reduced reference shelving by 50% - weeded and relocated titles to circulating stacks

Relocated public computers and study tables as power and data allowed



What?

Users' Requests:

Move service desks closer together
Put computers near the entrance of the building
Designate a separate computer area for visitors' use

