The 21st-Century Library: Building on Customer Relationships

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NIST

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Questions?

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Lab Librarian Program and the Research Library Board

- Successful long-term vehicles for outreach and collaboration
- Help the library to instill trust and build relationships
- Established mechanism for library to get customer feedback
Lab Librarian Program

- Each lab has its own designated librarian
- POC builds relationships within each lab
- Communicates library services and resources, based on individual lab needs
Research Library Board

- **Monthly meetings** with representatives from each lab
- **Two-way street**: library listens to their needs/they advocate for library
Planning Library Renovations

Updating our physical space to meet modern researchers' needs
The Two-Way Street in Action

- Draw on relationships that you have built!
- Keep key advocates in the loop

IN THE LOOP
Team Activities

- To explore and recommend space design options
- Recommendations reflect 21st Century researchers’ needs
Focus Groups with Customers

• Great way to connect directly with customers and respond to their needs
• Asked Library Board to identify potential focus group participants
Focus Groups = User Needs
Site Visits = Possible Solutions
Nurture Customer Relationships

- Present updates to Library Board
- Share findings with focus group participants
- Communicate changes made or planned as a result of customer feedback
Innovating with Temporary and Pilot Programs
Innovation Corner, 2013-

- 3D printers, data visualization computer, and more
- Library as a physical space and learning place
- Road shows – versatile lab librarians
Reading Room Upgrade, 2015

- Installed electrical outlets and reading lights
- Moved furniture to take advantage of windows
- Moved Info Desk... and liked it!
Presentation Practice Room, 2015-2015

- Temporary use: summer students for term-end presentation
- Full pilot: researchers **not** yet ready!
Building on Customer Relationships

- Relationships cultivated over time
- All feedback valued and responded to
- Major renovations will take years, but incremental changes are continuous
- Changes meet customer needs based on feedback
- Able to iterate, fail, make changes, re-iterate
Planning for the Future

- Work with library designers to plan the library space, with customer feedback informing our choices
- New data visualization wall in the works
- Lab librarians increasing outreach, bringing new services to the labs and library
- Lab librarians working with Research Library Board to bring in lab presenters and take library staff on lab tours
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