

# Goudy Branch, Greater Victoria Public Library

By Andrea Brimmell.



Goudy Branch in downtown Langford

On October 24, 2008, the tenth branch in the Greater Victoria Public Library system opened. The Goudy Branch is the second GVPL branch to move away from the traditional service model of the other branches. The Saanich Centennial Branch that opened in October 2007 was the first. From surveys and focus groups we have learned that our users want library service to be quick and convenient, and they want to be able to do as much as possible for themselves.

At Saanich Centennial, self-serve checkout machines take the place of a conventional checkout desk. Instead of two large desks, one for circulation and one for information, there is a "single service point" providing a user-friendly, less intimidating welcome to the library. This single service point handles the creation of new library accounts, problems with library accounts, and provision of information services.

The Goudy Branch will follow this trend to a single service point and self-serve checkout of materials. As at Saanich Centennial, the self-service checkout machines are referred to as "Checkout", since they are the main checkout.

The Goudy Branch takes another step from the traditional approach of the other branches. It is an "express" branch. Situated in downtown Langford,

people can walk in and find a collection of new books and media, set up like a small, brightly furnished book store. On the top three shelves of each bay the books are displayed face out. Fiction Books will be displayed under signs such as: "New and Hot", "Popular Fiction" and "Mysteries & Crime Stories". Non-Fiction for adults and older children will be under categories including: "Crafts and Hobbies", "Homework & Fast Facts", "Family & Relationships" and "Travel & Adventure". For young children and parents signs include: "Books for Babies", "Storytime Favourites", "Things that Go", "Fun Stuff" and "Science & Nature" among others.



Two gaming stations for teens

The catalogue does not reflect the Goudy shelving arrangement, as the collection is meant to be a browsing collection. Staff are adept at learning where a book might be shelved and since the category is not listed in the catalogue, stickers can be changed and a book may be moved to a different category.

All items in the branch are either one-week or two-week loans; no holds or renewals can be placed on any items in the branch. (Fast View DVDs are three day loans, as in other branches). This way there is a higher turnover since nothing is out longer than two weeks. None of the titles held in this branch are unique, so that customers can chose to place a hold at another branch for a desired title. Customers from any branch may place holds on titles held at other branches and pick them up at the Goudy Branch.

There are other features that make this branch "express" and unique to the GVPL system; the space

was designed to co-join with a coffee shop. Library customers can enter via the coffee shop or select their materials then go to the coffee shop to buy a drink or snack while they read. Drinks and food are permitted in the library. An outdoor patio is also co-joined. The coffee shop is a separately run franchise operation.



Bright and welcoming

The library is bright, welcoming, and modern. Colour schemes are lime green, purple and charcoal. The Kids' Place features a mini Langford Trolley filled with books. There are two gaming stations for teens, as well as games to checkout and a wii station. One wall features two quotations: "The more that you read, the more things you will know. The more that you learn, the more places you'll go" (Dr. Seuss) and "Life happened because I turned the pages" (Alberto Manguel).



Face out display

The Goudy Branch will be the first GVPL branch to lend out laptop computers. In keeping with Langford Mayor's "Wireless Community" philosophy, Langford has given the library five laptops to be lent out. A

Public Laptop Loan Agreement is signed by borrowers each time they borrow a laptop. The loan period is two hours; laptops are due 30 minutes before closing. Borrowers must be 19 years of age or older with a GVPL library account in good standing. Fines will be \$20/hour. Laptops 24 hours overdue will be assumed lost and the full replacement fee will be applied.

The Goudy Branch is not large enough for library programs, nor is programming part of the Express Branch model. The Express concept caters to those who want quick service in and out for books, games, DVDs, a coffee, a chat or a play, then move on to other destinations in the neighbourhood.

Because of the "express" nature of the branch and its design, customers can find items or be supported if unable to check out or find the information needed. Staff are keen to use customer service skills to teach those using the library how to checkout their own books, use the catalogue and website. Each customer who comes to the service desk with items to be checked out will be shown how to use the checkout machines. Those who come with information questions will be shown how to place holds, use their library account and, other aspects of our website.



Andrea Brimmell (left) from the Juan de Fuca Branch and Lynne Jordon, Deputy CEO of GVPL

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