

"Where do I go?"

An Investigation of Patron Flow

Why Do We Care How People Move?

- Minneapolis Central Library's first floor is a triage point, its important to move patrons in the right way for effective service.
- Recently adopted Patron Commitments mean a possible revision in service to fit within these commitments.
- Using patron direct data to fill in the gaps of knowledge in how patrons perceive services at Central library.

Impact

- Change in survey structure for current Information Requests survey for Minneapolis Central.
- Staff and patron feedback on the ease of navigation on the first floor of Minneapolis Central Library.
- Report including all data collected during the investigation period to help guide future decisions on structural or staffing changes within the first floor of Central library.

The investigation

Limited Observation- Due to time constraints, there were six, 3-4 hour periods of observation of patron patterns. These were completed at the 1st floor information desk, 1st floor service desk, and the Welcome Desk.

Surveying- Both patron and staff surveys were developed and implemented.

Focus Groups- A total of two focus groups were completed. Each had eight participants with four circulation staff and four information staff per group.

Research- Research was conducted into the implementation of single desk models to adjust patron flow at buildings with similar size and structures to help guide recommendations.

Future Steps

- Staff engagement with facilities staff over possible changes in setup.
- Further investigation of staffing models for Minneapolis Central Library.