

# If You Renovate It, They Will Come

## The UCSD Medical Center Library Remodeling Project

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A modest remodeling project is a sound and reasonable alternative to major renovation, particularly when the budget is extremely tight and when it is determined that a relatively small investment could have a potentially big impact on both customers and staff.

While UCSD Medical Center Library (MCL) has no hard data at this time to confirm that *more* users are entering the building and utilizing the services (only anecdotal and observational data confirm this); MCL is certain that customers and staff find the remodeled service and user areas more conducive to the way staffing and users live and work in the building. If you are contemplating a remodeling project, consider the following:

For your customers:

- **Create a variety of user niches-** The previous MCL environment was very "academic." Tables and chairs dominated. The new environment provides comfortable new benches and lounge seating on all three levels throughout the building. Customers can--and do--put their feet up!
- **Remove clutter**— MCL had too much furniture. A clean look in a small space opens it up and makes customers and staffing feel they are in a much larger place .
- **Locate or relocate services so that they are convenient and create a logical flow-** Prior to the re design, the bound journal collection and current issues were separated on two different levels. Now the journal collection is whole and located on the same level. Public computers were all on one level prior to the remodeling. Now there are computers for users on all three levels.
- **Support changing technology-** Laptop computers are increasingly the norm at MCL. The availability of wireless access at MCL further punctuated the need for a more appropriate laptop support system. Therefore, MCL installed electrified tables. These tables conveniently provide power to laptop users without them having to hunt along the walls for it.

For your staff:

- **Consolidate service points-** Previously, MCL maintained separate circulation and reference service areas. Both services are now combined into one service area with clear circulation and reference stations.
- **Make self-service even more so-** MCL's current journals were previously housed on display shelving that stored (hid) the current year issues under a lift-up shelf. Users would invariably have to ask at the service desk where the current year issues were located. They hardly ever ask now because current issues are displayed and stacked on more open, cubby hole style shelving.