

Simplifying Libraries

Alex Lent, Director, Millis Public Library
LibraryLink New Jersey, September 7, 2016

How we've made the Millis Library
easier to use and run.

About Millis

A Standard Public Library

My hope is that in an hour, you'll think
that simplicity is a worthwhile pursuit

And that you'll have some ideas you can bring back to your library to test out

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But first: what I'm not talking about

I'm not talking about minimalism

Implies that simplicity is an intrinsic good

I think simplicity is an instrumental good

I'm not talking about reducing services

Keeping your library simple could make it possible to offer additional services

I'm talking about making the library as
easy to use and run as possible

If you make your library easy to use,
people will be more likely to use it

Everything should be made as
simple as possible, but no simpler.

Albert Einstein

Simplicity is making the journey of
this life with just baggage enough.

Charles Dudley Warner

Collections

Reference

JAN 12 1966

REC'D


MILLIS PUBLIC LIBRARY

HISTORY OF
AMERICAN
PRESIDENTIAL
ELECTIONS
VOLUME I
1789-1844

HISTORY OF
AMERICAN
PRESIDENTIAL
ELECTIONS
VOLUME II
1848-1896

HISTORY OF
AMERICAN
PRESIDENTIAL
ELECTIONS
VOLUME III
1900-1936

HISTORY OF
AMERICAN
PRESIDENTIAL
ELECTIONS
VOLUME IV
1940-1968



SCHLESINGER
ISRAEL

SCHLESINGER
ISRAEL

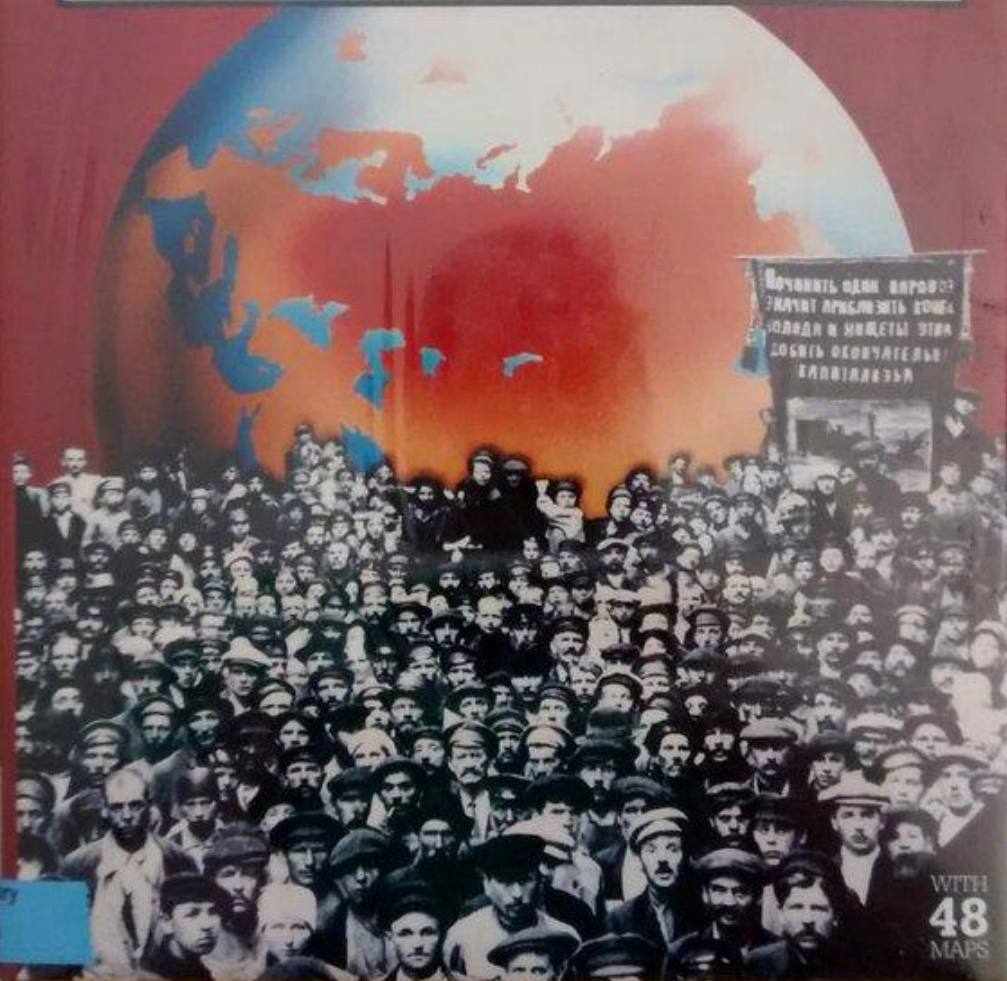
SCHLESINGER
ISRAEL

SCHLESINGER
ISRAEL



ATLAS OF COMMUNISM

EDITED BY DR. GEOFFREY STERN



WITH
48
MAPS





Surviving reference materials were added
to the regular circulating collection.

HORSES

Foote, J. T. Hoofbeats; 13 stories

phrase "13 stories" identifies this type of entry.

FOR REFERENCE

NOT TO BE TAKEN FROM THE ROOM

54 23 012

**PRINTED
IN
U.S.A.**

We decided to review all of our loan rules.

We realized we didn't need most of them.

So we got rid of them.

And now we only have one loan rule.

Everything circulates for 2 weeks. Fines are \$.10/day. Max fine per item is \$5.

People love it.

“Excellent changes.”

“Smart move.”

“That’s awesome.”

“That’s so much easier, especially if you have kids.”

“Oh, that’s easy!”

“That is so much better.”

“I hadn’t been to the library for a while and I love the new lending policies.”

Circulation is up by 15%.

Magazine circulation is up by 45%.

New DVD circulation has doubled.

Fine collection has increased by 33%.

This was the first major simplification project and it was a success.

We just integrated paperback into fiction.
Initial feedback has been positive.



We're exploring moving away from DDC.



Programming

I now spend three months planning and scheduling 12 months of programs.

Upside: no major program planning or scheduling during the bulk of the year



Millis Public Library

Events Schedule

October 2015 – June 2016

OCTOBER THROUGH DECEMBER

Thursday, October 1 at 7pm – The Butterfly Photography of George Trumbour III
Thursday, October 15 at 7pm – Local Author Arlene Lagos
Monday, October 19 at 7pm – Police Forum with Sgt. Soffayer
Friday, October 23 through Sunday, October 25 – Fall Book Sale
Wednesday, November 18 at 6:30pm – Garden Club: Creating an Ever-Blooming,
Low-Maintenance Garden
Friday, November 20 at 7pm – Library Concert Series: Millis High School Chorus
Monday, November 30 at 7pm – Police Forum with Sgt. Soffayer
Thursday, December 3, at 7pm – Millis High School Art Show
Thursday, December 10 at 6pm – Spanish Embassy Speaker
Thursday, December 17 at 7pm – HungryTown Concert

JANUARY THROUGH MARCH

Thursday, January 7 at 7pm – A Taste of History with Andrea Cronin
Friday, January 8 at 7pm – The Artwork of Paula Fraser
Wednesday, January 20 at 6:30pm – Garden Club: In the works!
Thursday, January 21 at 7pm – Barrett Anderson Concert
Thursday, January 28 at 7pm – Police Forum with Sgt. Soffayer
Thursday, February 4 at 7pm – Teacher Art Show
Wednesday, February 17 at 6:30pm – Garden Club: Flower Arranging
Monday, February 22 at 7pm – Police Forum with Sgt. Soffayer
Thursday, February 25 at 7pm – Copley Cats Concert
Thursday, March 3 at 7pm – Local Author Sandra Scott
Tuesday, March 15 at 6:30pm – Garden Club: Bees, Butterflies & Pollinators
Monday, March 17 at 7pm – Glenshane Irish Folk Duo
Tuesday, March 22 at 7pm – Police Forum with Sgt. Soffayer

APRIL THROUGH JUNE

Friday, April 1 through Sunday, April 3 – Spring Book Sale
Thursday, April 7 at 7pm – Garden Club: Poetry in Bloom
Saturday, April 9 from 11am to 3pm – Millis Beautification Day Cooldown
Thursday, April 14 at 7pm – Seele Musicale Concert
Wednesday, April 20 at 6:30pm – Garden Club: Vegetable Gardening for Everyone
Thursday, April 21 at 7pm – Local Poet Nancy O'Shaughnessy
Thursday, April 28 at 7pm – Police Forum with Sgt. Soffayer
Thursday, May 5 at 7pm – High School Art Show
Monday, May 16 at 7pm – Police Forum with Sgt. Soffayer
Wednesday, May 18 at 6:30pm – Garden Club: Annual Business Meeting
Thursday, June 2 at 6pm – Massachusetts' State Parks and the MassParks Pass
Thursday, June 16 at 7pm – State of the Library with Director Alex Lent
Tuesday, June 21 at 7pm – Police Forum with Sgt. Soffayer

These programs are made possible through the generous support of the Friends of the Millis Public Library. Please consider joining the Friends.
For more information, visit www.millislibrary.org/friends.asp.

Program attendance increased by 60%.

Adult attendance more than doubled.

Almost everything is part of a series.

We can curate our events.

We can find and fill gaps in the schedule.

When a topic arises in the middle of the year, we can jump on it - no other program scheduling can get in the way.

All library room reservations are scheduled up to 12 months in advance.

Public use of library meeting spaces went
up by 450%

We have months and months to do PR.



Silver Screen Matinees

Great movies - new and classic!
Great company - bring your friends!
Great food - free popcorn and snacks!

Fridays at 1pm at the Millis Public Library



Millis Public Library

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Millis Public Library

@millislibrary

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Millis Public Library

Published by Alex Lent [?] · March 28 · 🌐

Click here to see what movies we'll be showing on Fridays at the Library in April, May, and June: <http://www.millislibrary.org/matinees/>



Silver Screen Matinees

*Great movies - new and classic!
Great company - bring your friends!
Great food - free popcorn and snacks!*

Fridays at 1pm at the Millis Public Library

303 people reached

Boost Post



Like



Comment



Share



Direct Tire and Auto Service



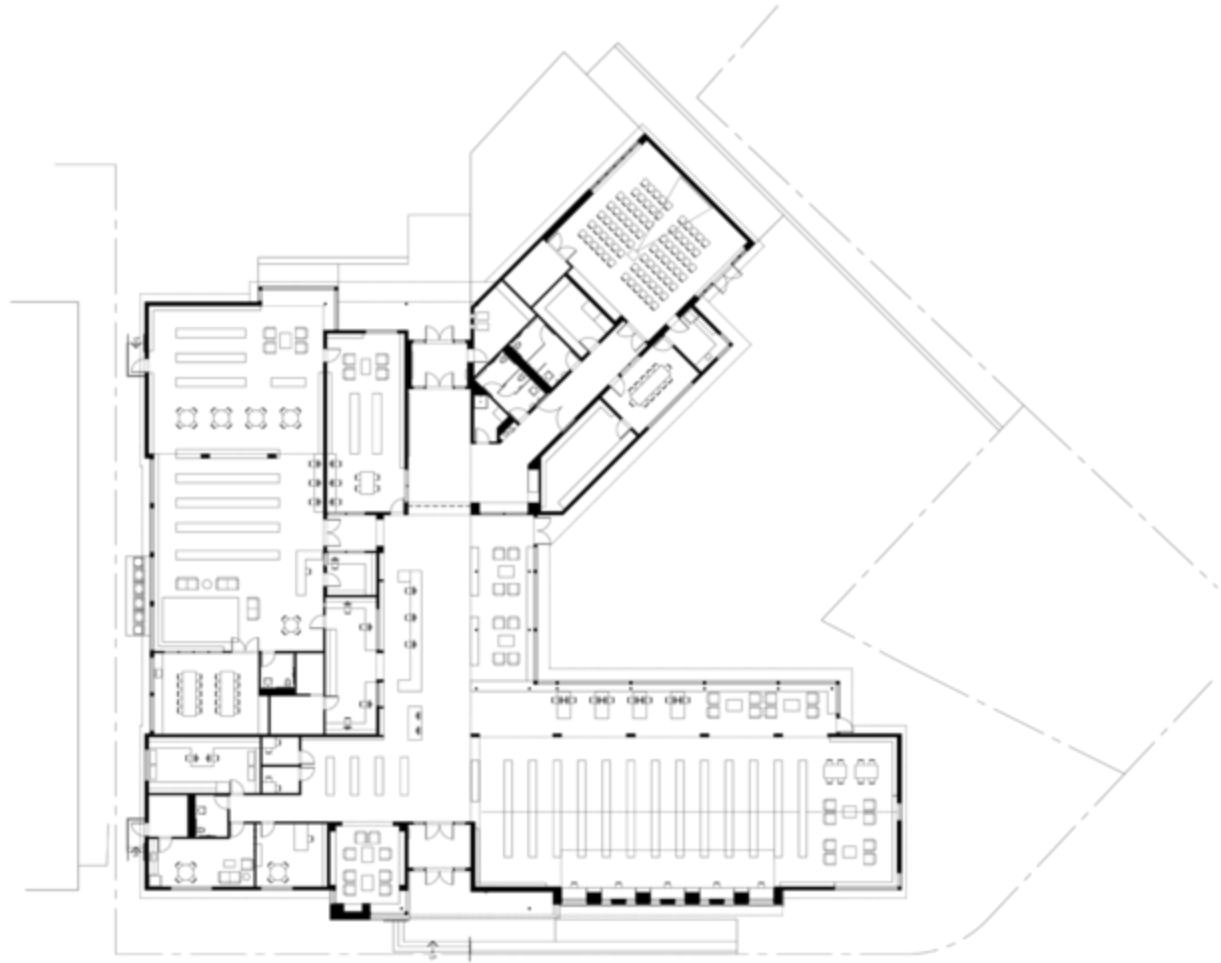
Write a comment...

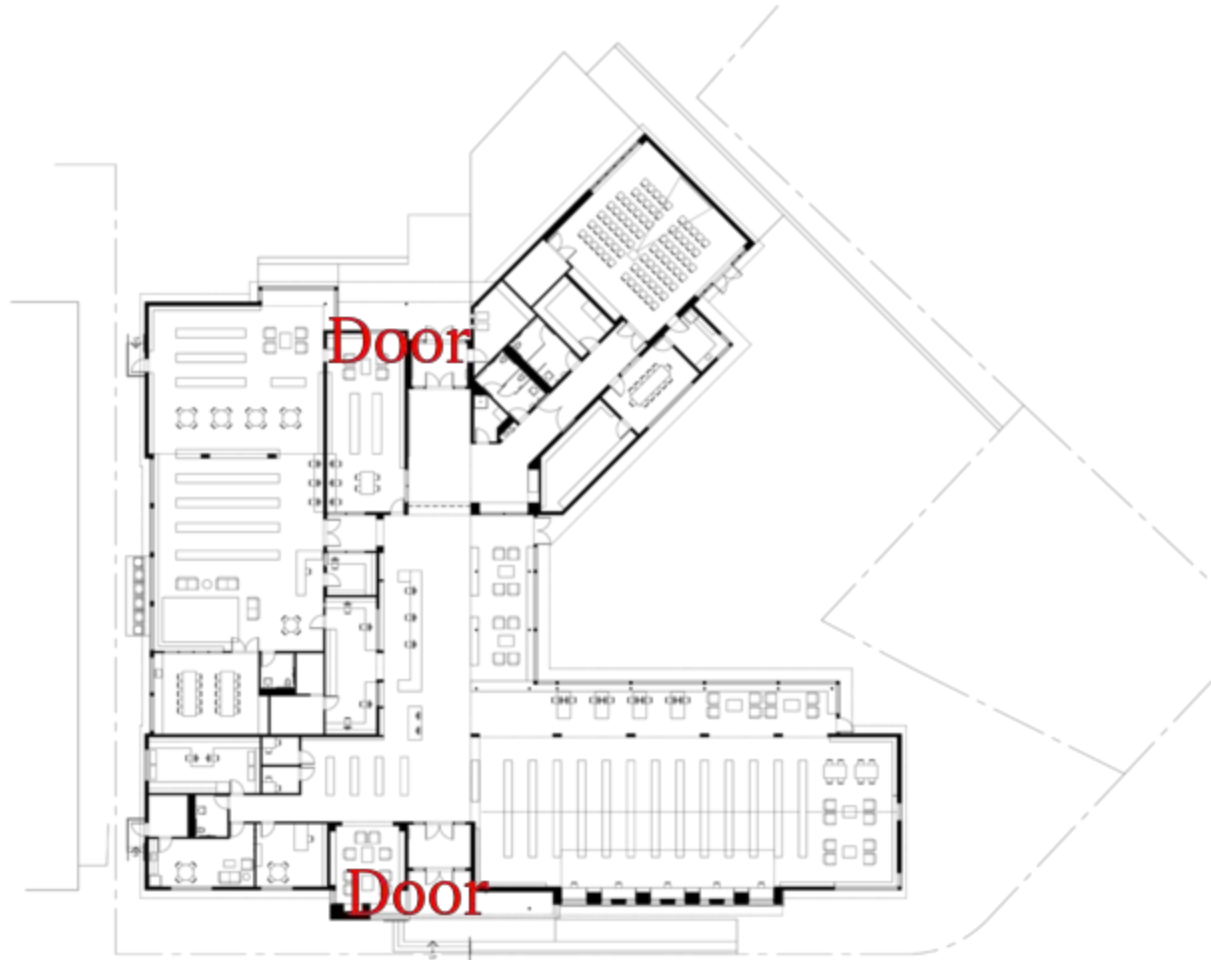


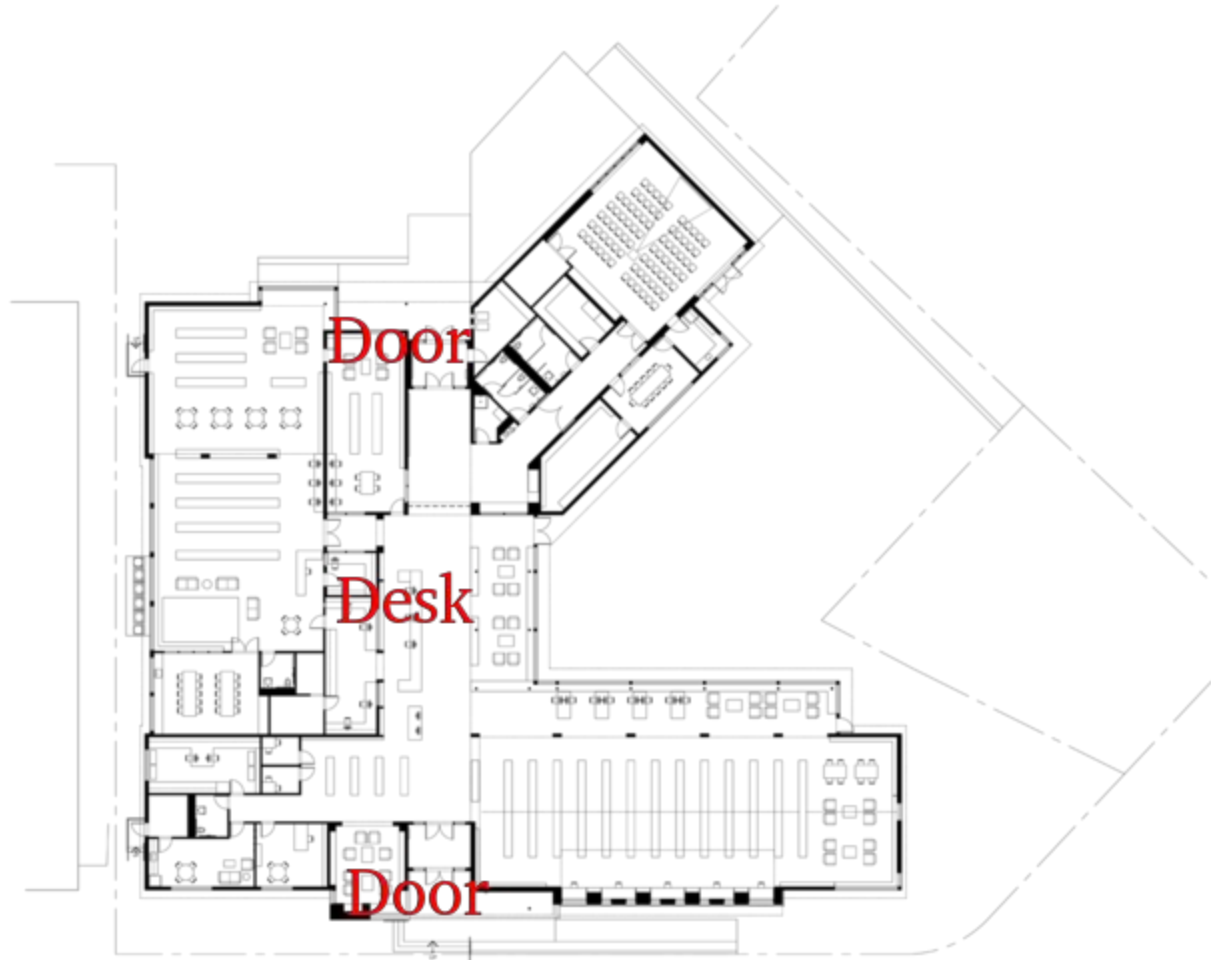
Public Service

The One-Desk Model









We don't have a reference desk or a circulation desk.

We just have a desk.

No matter what you need - directions,
tech help, a recommendation, research
assistance - you go to the desk.

This is how it has always been.

But now we're buying into it.

All staff need to be able to do everything.

A challenge - we have a largely part-time,
largely paraprofessional staff.

Annual customer service training for all staff

All staff trained on all e-resources

All staff trained on public access technology

All staff practice readers advisory

Annual customer service training for all staff

All staff trained on all e-resources

All staff trained on public access technology

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All staff practice readers advisory

An opportunity - we have a largely part-time, largely paraprofessional staff.

What else can we do to emphasize the one-desk model?

We got rid of our giant copier...



...and got one that fits at the desk,



...making the desk even more of a hub.

And our 3D printer lives at the desk too.



Forms, Policies, Rules: as few as possible, as brief as possible

No special forms for our unusual items.



One-page policies

Millis Public Library

Borrowing Policy

Approved by the Board of Trustees March 15, 2016

Patron Library Cards

In order to borrow materials from the Millis Public Library, patrons are required to present their Millis/Minuteman Library Card, an electronic version of their card via an app such as CardStar, or their state-issued identification card. The first time a patron forgets his or her card, he or she will be allowed to check out if they are able to confirm account information. However, patrons will not be able to check out if they forget their card a second time. The library will provide replacement cards for free.

Item Loan Periods and Overdue Fines

Books – All books circulate for 2 weeks at a time, accrue fines at a rate of 10 cents per day, and may be renewed twice, unless on hold for another patron.

DVDs – All DVDs circulate for 2 weeks at a time, accrue fines at a rate of 10 cents per day, and may be renewed twice, unless on hold for another patron.

Music CDs – All music CDs circulate for 2 weeks at a time, accrue fines at a rate of 10 cents per day, and may be renewed twice, unless on hold for another patron.

Audio Books – All audio books circulate for 2 weeks at a time, accrue fines at a rate of 10 cents per day, and may be renewed twice, unless on hold for another patron.

Magazines – All magazines circulate for 2 weeks at a time, accrue fines at a rate of 10 cents per day, and may be renewed twice, unless on hold for another patron.

Video Games – All video games circulate for 2 weeks at a time, accrue fines at a rate of 10 cents per day, and may be renewed twice, unless on hold for another patron. Video games may only be placed on hold by Millis patrons.

Non-Traditional Items – Non-traditional items, such as toys, tools, games, and musical instruments, circulate for 2 weeks at a time, accrue fines at a rate of 10 cents per day, and may be renewed twice, unless on hold for another patron. Non-traditional items may only be placed on hold by Millis patrons and cannot go through library delivery.

Express Items – The library sometimes purchases multiple copies of popular items, such as new books and movies. Some of these items may be “Express Items” and cannot be placed on hold. Express Items are first come, first served and must be checked out in person. Express Items circulate for 2 weeks at a time and accrue fines at a rate of 10 cents per day.

Technology



Pre-Webinar Questions

Circulation Forms

Library Card Sign Up Forms

Cataloging and Processing New Materials

Finding Areas to Simplify

“How can we make this easier?”

“Last Month/Next Month”

Pushing for simplicity when others are
opposed

Buy-in is critical

Start small

Test Runs

Don't force simplicity

Simplicity is a means to an end...

...not an end in itself.

Thank you for having me!

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[@alexlent](#)