Go Visual: the library as visual workplace

BENEFITS

Improved
- accuracy
- productivity
- customer satisfaction

Reduced
- floor space needs
- processing time
- repeating work

SOLUTION AREAS
where visual workspace can help

- circulation desk
- self check out
- acquisitions
- technical services
- reference & information desk
- loading dock & receiving room
- materials processing
- book repair
- ILL
- office
- print supply closets
- mailroom & shipping
- disaster supply closets
- storage
- gift processing
- book return
- cafe

THE SYSTEM

The 4 Types of Visual Devices

- **TELL** visual indicator - passive
  - ex. signage for “new books,” operating hours, & directories

- **GRAB** visual signal - assertive
  - ex. lit signs, event banners, & audible alarms

- **LIMIT** visual control - aggressive
  - ex. book return slots, security gates

- **SUCCESS** visual guarantee - absolute
  - ex. computer passwords, library cards

The 5S of Visual Order

- **SORT** *seiri*
  - sort & clear work area

- **SET IN ORDER** *seiton*
  - organize & designate locations

- **SHINE** *seiso*
  - cleanliness & appearance

- **STANDARDIZE** *seikatsu*
  - everyone performs the same way

- **SUSTAIN** *shitsuke*
  - maintain the first four principles

HOW TO GET STARTED

1. read & research basic visual workplace concepts
2. gather supplies
3. review work habits & work space
4. identify permanent locations for visual solutions
5. talk up improvements & show others

visit the LIBRARY as VISUAL WORKPLACE blog
http://libraryworkplace.blogspot.com